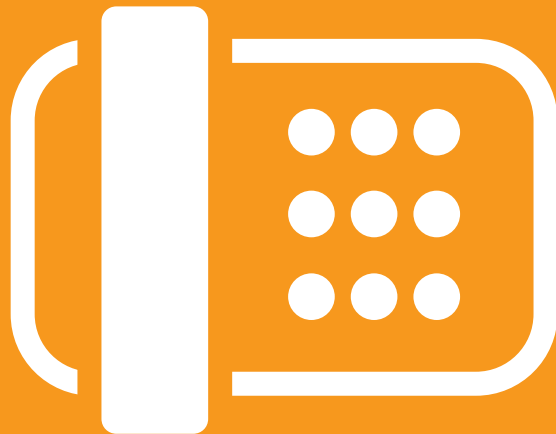




# Flip Connect Polycom VVX411 Quick User Guide



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1 Voicemail / Ringer Indicator

2 Monitor

3 Display

4 Softkeys

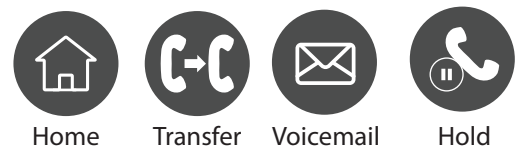
5 Toggle / Navigation

6 Volume Bar

7 Dial Pad

8 Audio Buttons :  Headset  Mute  Speaker

9 Menu Buttons;













Home

Transfer

Voicemail

Hold

Phone Basics	
Changing ring tones	Press home button (  ) > settings > basic > ring type > default > pick ring tone and press select.
Setting the ring volume	With the handset in its cradle, press the volume bar (  ) up to increase, down to decrease, this will automatically save.
Setting the speaker volume	Press the <i>speaker button</i> (  ) then press the volume bar (  ) up to increase, down to decrease, this will automatically save.
Setting the earpiece volume	Lift the handset then press the volume bar (  ) up to increase, down to decrease, this will automatically save.

Call Control	
Group pickup	To answer a phone that is part of your group, lift the handset and press more > GrPickup
DND	To enable DND press the DND button and phone will display red phone icon in top right hand corner (  ). To disable simply press DND again.
Place a call on hold	To place a caller on hold press the hold button (  ). To go back to caller press resume key
Missed Calls	To check list of missed calls press the down arrow. This will then display all missed calls to phone including DDI calls and hunt group calls. To return to the 'Home' screen, press the home button (  ) twice.
Transferring Calls	While on a call press xfer button (  ) > dial number > once 2nd call is answered press xfer button (  ) again. If other caller does not answer press cancel to go back to original caller



## Call Control cont.

Call Forwarding	To forward calls press the forward softkey > select Always > Enter number to forward to > press enable.
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## Call Conferencing

Ad-Hoc Conferencing	With your first caller connected, press the <b>More</b> softkey then the <b>Confnc</b> softkey - this will place the first caller on hold. Dial the extension number or full CLI of the second caller. To connect all calls, press the <b>More</b> softkey then the <b>Confnc</b> softkey.
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## Voicemail

Voicemail management	To access the portal, press the Voicemail button (  ), enter your mailbox password, then option 1 to listen to the voice prompt for options.
Listening to your voicemails	When you have a voicemail, the voicemail indication light will turn red, to listen to your voicemails, press the Voicemail button (  ), enter your mailbox password and press option 1.
Remote voicemail access	In order to access your voicemail from another phone; Dial access number as provided by trainer _____ > enter your extension number > enter password.

### Further Support:

If you require further assistance our support pages have lots of ways to help you:

- There is an FAQs - click here - you can then ask questions and have them answered by community members.
- You can raise a support ticket here.
- Our User Guides, here you will find PDFs and interactive video tutorials.

Alternatively you can ring the support helpline on 01462 417 147.

