Welcome to VEXUS TELECLOUD

**Polycom® CCX 400®
Business Phones**

QUICK USER GUIDE*

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DESK PHONE FEATURE DESCRIPTIONS
Displays menu options for settings and device information for all Poly Edge E Series Phones.
- **Touch screen**—select items and navigate menus on the touch-sensitive screen.
- **Volume keys**—adjusts the volume of the handset, headset, speaker, or the ringer.
- **Headset indicator**—displays when the phone is powered on. The icon glows green or blue when a headset is connected and activated.
- **Speakerphone indicator**—displays when the phone is powered on. The icon glows green when activated.
- **Mute key**—mute or unmute the microphone during an active call.

PLACING A CALL
You can only have one active call in progress on your phone.

    To place a call:
- Pick up the handset, enter the phone number, and the phone will automatically dial.
- Press 🔊 or 🎧, then enter the phone number, and the phone will automatically dial.
- Enter the phone number, press **Dial**, and pick up the handset.
- Enter the phone number and press 🔊 or 🎧
- Press the **line key** (bottom left corner), enter the phone number, and the phone will automatically dial.
- Select **Place Call**, enter the phone number, and press **green call button**.

ANSWERING A CALL
You can answer a call using the handset, speakerphone, or a headset.

    To answer a call, do one of the following:
- o To answer with the speakerphone, press 🔊 or press the **Answer** softkey.
- o To answer with the handset, pick up the handset.
- o To answer with a headset, press 🎧

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HOLD AND RESUME A CALL
You can have multiple calls on hold and resume a call at any time.
> To hold a call:
>> » Press the **Hold** button.
> To resume a call:
>> » Press the **Resume** softkey.

TRANSFER A CALL
You can transfer calls to any contact (internal or external).
> To transfer a call (*Consult*):
>> • Press **Consult** softkey.
>> • Dial a number or choose a contact. It will automatically call out.
>> • Press the **Complete Transfer** softkey after speaking with your contact to finish transfer.
> To transfer a call (*Blind*)
>> • Press **Transfer** softkey.
>> • Dial a number or choose a contact. It will automatically call out.

TRANSFER A CALL TO VOICEMAIL
During a call, Press the **Transfer** softkey: then dial ***55** plus the **extension** to which you want to transfer the call followed by the **#** key.

FORWARDING A CALL
You can forward an incoming call to a contact or forward all incoming calls to a contact.
> To forward *all* incoming calls:
>> • *Call Forward – Always*
>>> o ***72** followed by the phone number you want to forward it to. Use ***73** to end call forward always.
>> • *Call Forward – Busy*
>>> o ***90** followed by the phone number you want to forward it to. Use ***91** to end call forward busy.
>> • *Call Forward – No Answer*
>>> o ***92** followed by the phone number you want to forward it to. Use ***93** to end call forward no answer.

MUTING THE MICROPHONE
Mute the phone so other parties can't hear you. Unmute your audio when you're ready to speak and let others on the call hear you. To Mute select the **Mute** key on the bottom right corner of the phone.

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HOLDING CALLS
From Lines, Calls, or Active Call view, tap **Hold**. If you're in Calls view, remember to highlight the call first. To resume a held call, tap **Resume**.

PLACING CONFERENCE CALLS
- While in an active call, press **Add**.
- Dial the second party and it will automatically call out.
- When the contact answers, press **Merge** to combine the calls.
- Tap **Hang Up** to remove yourself from the call, but keep the other participants connected.
- Tap to highlight an individual name or number to manage each participant.

CONTACT DIRECTORY
- *To view your Directory*—Tap ≡ from the Home view and tap **Contacts** followed by **Contact Directory.**
- *To add a contact*—Navigate to your **Contact Directory** and tap the **Add** button ➕ . Type the contact's information, and tap **Save**. To make a contact a Favorite, enter a *Favorite Index number.*
- *To update contact information*—Navigate to your **Contact Directory** and tap the contact. Tap the **Information** icon, select the **Edit** pencil icon, update the contact's information, and tap **Save**
- *To delete a contact*—Navigate to your **Contact Directory** and tap the contact. Tap **Delete** and tap **Delete** again to confirm.
- *To search for a contact*—Navigate to your **Contact Directory** and tap **Search**. Enter search criteria and tap **Search**.
- *To dial a contact from your Directory*—Navigate to your **Contact Directory** and highlight the contact, tap **Information**. From the contact's information screen, tap **Dial**.

ADD A SPEED DIAL
You can add speed dials to any empty line key.
To add a speed dial:
- Navigate to your **Contact Directory** and do one of the following:
  - o Select **Search** and enter a name in the Name field. Tap the **information icon** followed by the **edit icon**. Assign a *Favorite Index number.*
  - o Select **Add** ➕ . From the *Add New Contact menu,* enter contact information and assign a *Favorite Index number*.

LISTENING TO A VOICEMAIL
- Press the **Messages** icon located on the home screen.
- Follow the prompts to access your messages.

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ADJUSTING VOLUME
• To change call volume, press ⊟▭⊞ during a call
• To change the ringer volume, press ⊟▭⊞ when the phone is idle or ringing.

CHANGING RINGER SETTINGS
You can change the location of sound notifications for incoming calls in the Audible Ringer settings. *By default, you hear all sound effects from the speaker.* You can configure your phone to ring on your headset, handset, speaker, or the active audio device you set.
> • Go to **Menu** > **Settings** > **Basic** > **Preferences**
> • Select **Audible Ringer** and select a location to hear sound effects.

SET A RINGTONE FOR INCOMING CALLS
Select unique ringtones for incoming calls on different lines on the phone. The default ringtone is Low Trill.
> • Go to **Menu** > **Settings** > **Basic**
> • Select **Ring Type**.
> • On the *Ring Type screen*, select a ringtone.
> • *Optional*: *Press the Play softkey to hear the ringtone.*
> • A green circle with checkmark will indicate the selected ringtone.

SET A RINGTONE FOR INDIVIDUAL CONTACTS
Select unique ringtones for contacts in your directory to help you quickly identify callers.
> • Go to **Directories** > **Contact Directory**.
> • In the **Contact Directory**, select a contact.
> • On the *Contact Information screen*, select **Edit**.
> • On the *Edit Contact screen*, select **Ring Type** and choose a ringtone.
> • Press **Select** to listen to and assign the ringtone.
> • Press the **Back** softkey to confirm the selection.