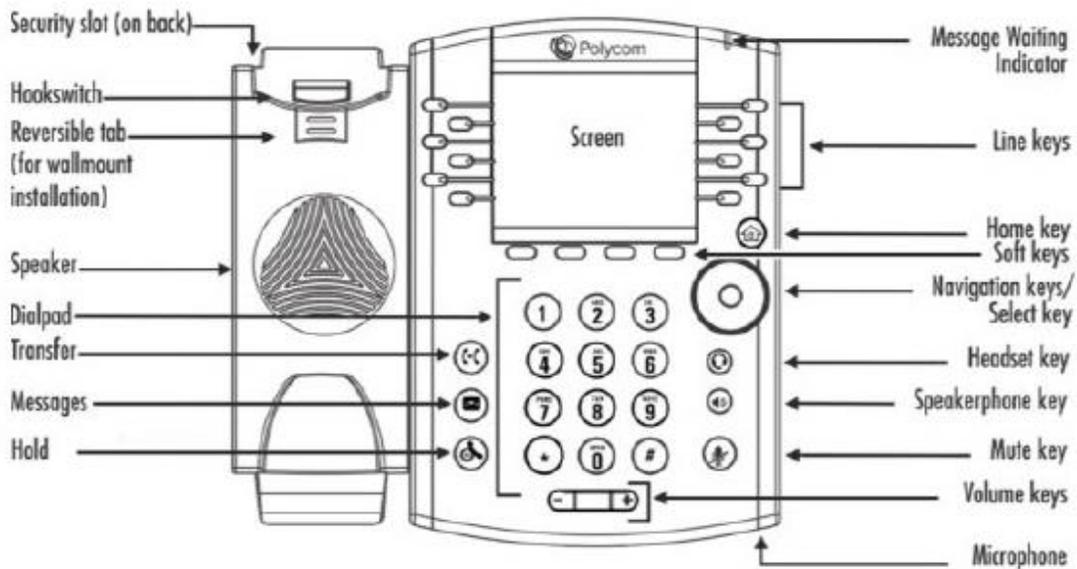


# gTalk® PBX USER GUIDE

## How to Use Polycom VVX 410 IP Phone



## Placing and receiving calls

### Place a call

Use any of the following approaches to place a call:

- ❖ Press the **New Call** soft key. Select one of the previously-called entries shown in the display or start entering a number. As you enter numbers the Dialer displays a list of similar numbers. Use the up and down arrow keys to select a match and automatically enter it.
- ❖ Dial the number then press the **Speaker**  button
- ❖ Dial the number then press the **Headset**  button, if you are using a headset.
- ❖ To call from your Directory:
  - From Home view, select **Directories**, and select **Contact Directory**.
  - From your Directory, use the up and down arrow key to select the contact you want to call.
  - Place the call by doing one of the following:
    - From the contact's information screen—press **Info**, and press **Dial**.
    - Use the up and down arrow key to select the contact, and press **Dial**.

### Answering Calls

All incoming calls display in an Incoming Call window.



To answer the call, do one of the following:

- ❖ To use the handset, pick up the handset.
- ❖ To use the speakerphone, press  or press Answer.
- ❖ To use your headset, press  .

## Responding to Incoming Calls

While your phone rings, you can do the following:

- ❖ Temporarily ignore the call before answering it.
- ❖ Reject the call so it goes directly to voicemail.
- ❖ Forward the call to another person.

### Ignoring Incoming Calls

Ignore or silence a call to stop your phone from ringing. Even though the call is ignored, your phone will still display the incoming call notification so you can still answer the call.

#### To ignore or silence a call:

- From the Incoming Call window, press **Ignore** (for private lines) or **Silence** (for shared lines).
- The Incoming Call window disappears, your phone stops ringing, and either Home or Calls view displays.

### Rejecting Incoming Calls

Reject a call to stop your phone from ringing and send the call directly to voice mail. Calls you reject display in your Recent Calls list. Rejecting calls is not available for shared lines.

#### To reject an incoming call:

- From the Incoming Call window, press **Reject**. You can also reject an incoming call from Lines and Calls view.
- The call goes directly to voice mail.

### Forwarding Incoming Calls to Another Person

While your phone rings, you can forward the call to another person.

#### To forward an incoming call to another person:

1. While your phone rings, press **Forward**.
2. From the Call Forwarding screen, enter the forwarding number, and press **Forward**.

## During Calls

When you're in a call, you can do the following:

- ❖ Hold the call.
- ❖ Transfer the call to another person.
- ❖ Set up a conference call with the person you're talking with and another person

## Answering Calls

**Call color indicates status:**

- Dark green—Active call
- Bright blue—Incoming call
- Dark blue—Held call

Use the up and down arrow keys to highlight a call. The soft keys apply to the highlighted call.



## Holding Calls

You can place any active call on hold. A held call displays in Calls and Lines view as follows:



### To hold a call:

- From Lines or Calls view, press **Hold**. If you're in Calls view, be sure to highlight the call first.

### To resume a held call:

- Do one of the following:

- From Lines view, press **Resume**. If there's more than one held call on the line, the last call that you held will be resumed. If you have multiple lines and you press **Resume**, the last call that you held—on either line—will be resumed.

Or

- From Calls view, use the up and down arrow keys to highlight the call, and press **Resume**.

### Call Waiting

- ❖ If you're on a call and a new incoming call arrives, a call waiting tone beeps, and the Incoming Call window displays.
- ❖ To answer the call, press Answer. This will place your active call on Hold.
- ❖ To send the incoming call to Voicemail/Reception (depending on your setup), press Reject.

### Call Pickup

The Call Pickup feature allows users to pick up incoming calls within their own pre-designated zone.

- ❖ To pick up an incoming call within the your own pre-designated zone simply dial **\*7** and then **#**

## Transferring Calls

When you transfer a call to another person, you have the option to talk to the person before the transfer completes.

If your phone supports a blind transfer, you can automatically transfer a call without talking to the other person. The call is automatically transferred after you dial the number you're transferring the call to.

### To transfer a call:

1. From Lines or Calls view, press **Transfer**. The active call is held.
2. From the Dialer, place a call to the person you want to transfer the call to.
3. When you hear the ring-back sound, press **Transfer** to complete the transfer. Or, if you want to talk with the person before the transfer completes, connect and talk with the person, and then press **Transfer**. To cancel the transfer before the call connects, tap **Cancel**.

### To perform a blind transfer:

1. From Lines or Calls view, press **Transfer**. The active call is held.
2. From the Dialer, press **Blind**, and place a call to the person you want to transfer the call to. If you don't see **Blind**, press **More**, and then **Blind**.
3. The call automatically transfers to the person you specified.

## Conference Calls

### Setting Up Conference Calls

There are two ways to set up a conference: the conventional way—by calling two people and using the **Confrenc** soft key—or joining two existing calls using the **Join** soft key.

### To set up a conference call:

1. Call the first person.
2. From Lines or Calls view, press **More** and then **Confrenc**. The active call is held.
3. Using the Dialer, call the second person.
4. When the second person answers, press **More** and then **Confrenc** to join everyone in a conference. The Active: Conference screen displays.

## Voicemail

### Listening to Voicemail

Your phone may indicate new voicemail messages by the following:

- ❖ A message in the status bar, as shown next. The message indicates the number of new messages you have. The count is a total of all messages on all lines on the phone.
- ❖ A flashing Message Waiting Indicator, located at the top-right of your phone.

### To listen to voicemail messages

1. Press , and select **Message Center**. Or, from Home view, select **Messages**, and select **Message Center**.
2. If multiple lines are configured on your phone, the Line Select screen displays. Use the up and down arrow keys to select the line that has the message.
3. From the Messages screen, press **Connect** and follow the prompts:
  - Enter your voice mail pass code (if any).
  - To hear new voice mail press 1.
  - To hear old voice mail press 2.
  - To delete a voice mail press 3.

### Transfer to Voice mail

This feature allows you to transfer someone (either a caller or a called person) to leave a voice mail to a specific extension.

- To transfer to specific extension to leave voice mail: Press  button, then dial \*6<ext. number #>, and after that immediately press the  button again.
- To leave a voice mail to a specific extension: Dial \*6<ext. number #>.

## Call Forward

**Activating Call Forwarding:** Activate Call Forwarding feature whenever you want your calls to be forwarded to another phone. Once activated, all incoming calls will be forwarded to the number you specified.

- Dial \*41 + Number + # - To forward incoming calls to a specific telephone number for any reason.
- Dial \*42 + Number + # - To forward incoming calls to a specific telephone number when unreachable.
- Dial \*43 + Number + # - To forward incoming calls to a specific telephone number after Ring-Timeout.

#### **Deactivating Call Forwarding:**

- Dial \*44# - To cancel call Forwarding .

*Note: You may also configure your Call Forwarding feature by login to your account panel.*

## **Block Caller ID**

This feature allows you to block your phone number along with your name i.e. CNAM information associated with your phone number.

To set Block Caller ID: \*31#

To remove: \*32#

*Note: You may also configure your Block Caller ID feature by login to your account panel.*

## **Anonymous Call Block**

With Anonymous Call Block, all incoming calls from unknown callers will hear a busy tone. So you may no longer want to receive calls from the caller's phone numbers.

Dial \*33# -- To block anonymous calls.

Dial \*34# -- To cancel anonymous call block.

*Note: Also you may enable this feature by login on to your account panel.*

## **Do Not Disturb (DND)**

This feature allows you to block incoming calls. When your phone is set to Do Not Disturb, all calls go to voicemail automatically without the phone ringing.

To activate DND - Dial \*78 #

Deactivate DND - Dial \*79 #

## Follow Me Extension Number

This feature allows users to route their incoming calls to other extension.

To activate Follow Me - Dial \*3 + extension/phone number + #

Deactivate DND - Dial \* 3 #

## Speed Dial

A speed dial number is a numeric number to which a destination telephone number is pre-set by a caller. This allows the caller to avoid dialing the full destination number. gTalk PBX providing 99 (1-99) speed dial facility.

gTalk PBX provides 99 (1-99) Speed Dial facility. To set speed dial

01. Login to your gTalk PBX account

02. Go to Speed Dial under User Menu

Follow onscreen instructions to Add/Edit/Delete Speed Dial number.

## Benefits of BLF keys

BLF is the convenient way to view status of other extensions.

- Each key represents status of designated extension.

For example If the key is green, it indicates the extension is **idle**. Red indicates **busy** and Red blinks means the extension is **ringing**.

BLF Keys allow user to pick up calls, dial extensions, and transfer calls easily.

## Ringer Volume

### Adjust the Ringer Volume:

- ❖ Press the + or – Volume buttons  while the handset is in its cradle.

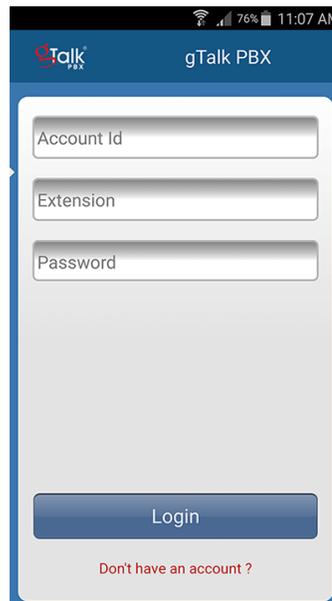
### Adjust the Handset, Speaker or Headset Volume:

- ❖ During the call press the + or – Volume buttons.

## How to Install gTalk PBX Mobile App

With every Extension gTalk PBX offers a feature rich App compatible with Android and iPhone sets.

- **Android:** To install gTalk PBX App for Android sets, download the App on your smart phone by browsing the Google Play Store. Search for gTalk PBX, and then press Install. Once installed enter Account ID, Extension and password to login gTalk PBX App.
- **iPhone:** To install gTalk PBX App for iPhone sets download the App on your smart phone by visiting the Apple Store, search for gTalk PBX, and then press Install. Once installed enter Account ID, Extension and password to login gTalk PBX App.



### Use of gTalk PBX Mobile App

Use of the gTalk mobile App is user friendly and intuitive. Most of the functions of your gTalk IP Phone sets may be performed by using gTalk Mobile App. Some of the important functions are: **Make or receive calls, check voice mail or missed calls, set call receive preferences, line preference, see extension directory and make direct calls, make call using speed dial etc.**

