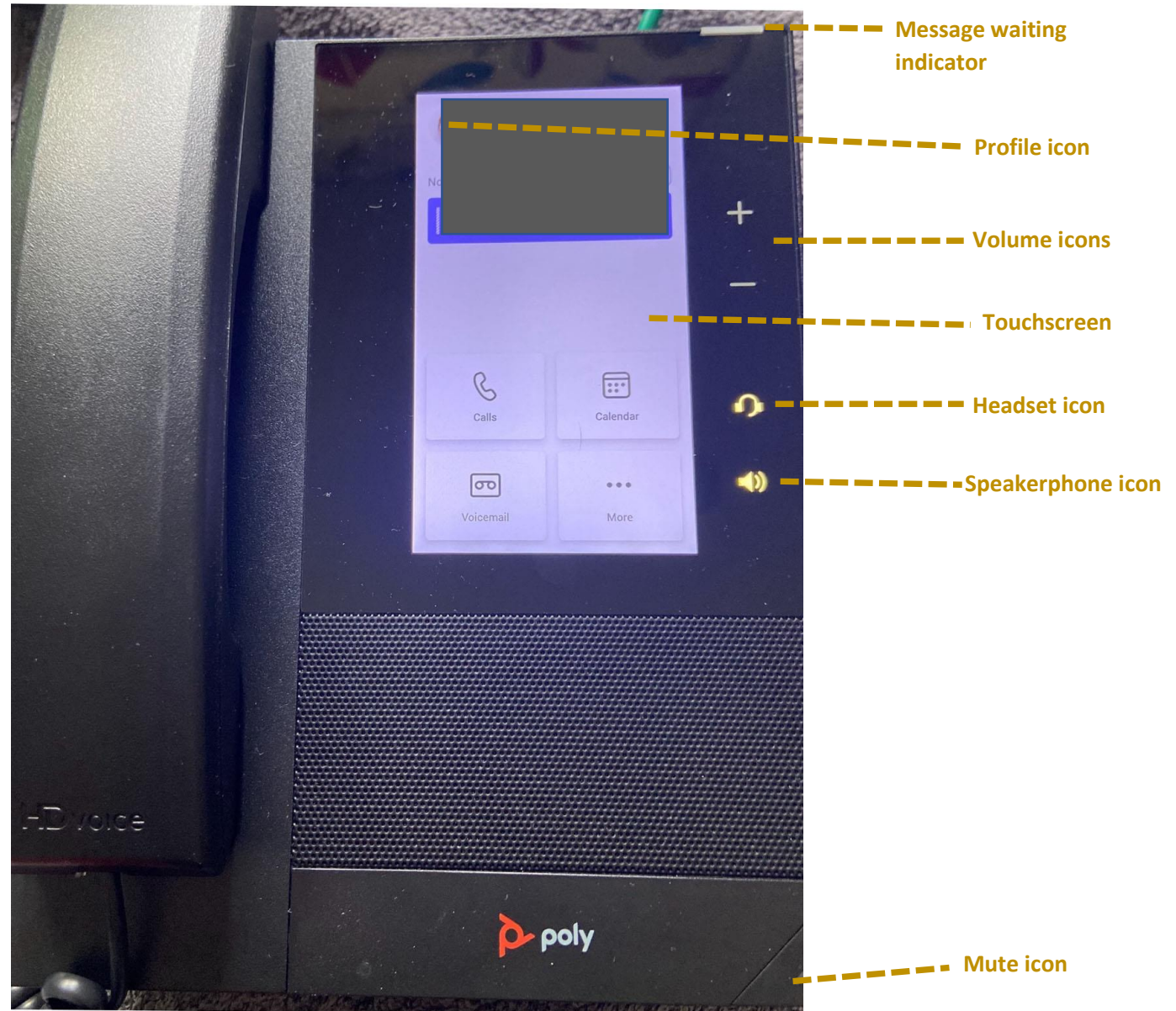


COMMON AREA PHONE GUIDE: POLY CCX 400



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Feature	Description
Message waiting indicator	Flashes red to indicate you have an incoming call or a new message
Profile icon	Navigate to other items and menus
Volume icons	Adjust the volume of the handset, headset, speaker and ringer
Touchscreen	Select items and navigate menus
Headset icon	Displays when the phone is powered on. The icon glows green when activated
Speakerphone icon	Provides ringer and speakerphone audio output
Mute icon	Mute or unmute the microphone on an active call
	Keypad icon that displays on some screens
	Plus icon that displays on some screens

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Wake the phone

The phone screen turns off after a set amount of idle time. You can wake the phone at any time after this happens. Do one of the following:

- Lift the handset
- Tap the screen
- Tap the Headset icon
- Tap the Speakerphone icon

Adjust the volume

Tap the volume icons to right of screen

Search the directory

1. On the Home screen, tap the Calls icon
2. Tap the Keypad icon lower right
3. Tap People icon and then search by name

Add a contact

1. On the Home screen, tap the More icon
2. Select People
3. Tap the + icon bottom right

Then do one of the following:

- Tap Add from Directory and search by name
- Tap Create new contact and add the details manually

Add to Speed dial

1. On the Home screen, tap the More icon
2. Select People
3. Select All Contacts
4. Tap on the three dots to the right of the contact name and then select Add to speed dial

Add to line keys

1. Tap on More
2. Select Line Keys
3. Select the Line key number
4. Tap the Search icon and search for and tap on the name in the directory

Make a call

If you have Line keys set up you can Tap on the More icon > Line keys > Select the contact you want to call

Otherwise, do one of the following:

- Lift the handset
- Tap the Headset or Speakerphone icon
- Select Calls icon

Then:

- Select a contact from your favourites, speed dial or recent calls list or
- Enter a number on the dialpad or
- Tap People and search for the name and select the Call icon next to the contact's name

Receive a call

When the phone is called you will get a notification on the screen to Accept or Decline it. Alternatively, you can pick up the handset to answer it

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Voicemail

Set up

1. Tap profile icon at top left of screen
2. Select Settings
3. Select Calling
4. Select Change voicemail greetings
5. Follow the instructions

Retrieve messages

1. On the Home screen, tap the Voicemail icon
2. Navigate to the desired voicemail and tap on it to play the message

Tap the Calls icon to return the call or the Trashcan icon to delete

Manage delegates

You can allow delegates to make and receive calls on your behalf

1. Tap profile icon at top left of screen
2. Select Settings
3. Select Manage delegates
4. Start typing a name to select a delegate from the Directory
5. On the next screen assign what the delegate can do on your behalf

Forward all calls

1. Tap Profile icon
2. Select Settings
3. Select Calling
4. Toggle on Call Forwarding
5. Default is forwarding to Voicemail, tap on Voicemail to search for a contact or insert a phone number

Transfer a call

1. Tap Transfer icon after accepting the call.
The call is automatically placed on hold

Then tap Transfer now for a blind transfer or Consult first

Then do one of the following:

- Search for a contact and select them
- Tap the keypad icon and enter a phone number

For Transfer now the call transfers to the intended recipient and is disconnected from you. For a Consult first call, if the recipient agrees to accept the call tap the transfer icon and it transfers to them and disconnects from you

Place a call on hold

During an active call:

- Tap the Hold icon
- Tap Resume to continue with the call

Further help

[Quick Tips for Poly CCX Business Media Phones with Microsoft Teams](#)

[Poly CCX Business Media Phones with Microsoft Teams User Guide 9.0.0](#)

[HP Walkthrough for CCX phones](#)