



# TELSTRA CALLING FOR OFFICE 365 Polycom VVX 400/401 User Guide



VVX 400/401 Handset

## Presence Icons

### Sign In to Skype for Business

When you sign in to your phone using your Skype for Business log in credentials, your phone becomes an extension of your Skype for Business profile.

Press the **Sign In** soft key

You will be presented with two sign in options:

1. **User ID**
2. **Web Sign in**

(You will also have the option of signing in via the PC)

### User ID

Tap **User ID**

Complete the following fields:

1. **Sign in Address**  
(e.g. david.jones@telstra.com)
2. **Domain** (e.g. @telstra.com)
3. **User** (e.g. david.jones)
4. **Password**

Press **Sign In**

You will now be prompted to enter a Lock Code of choice (6-15 numbers).

1. Press **Next**
2. Re-enter Lock Code
3. Press **Next**

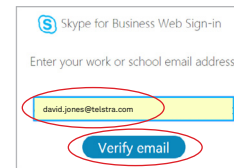
## Web Sign In

Press **Web Sign in**

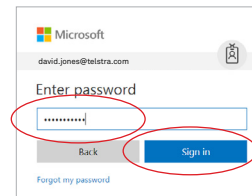
You will be prompted to sign into the following Web Browser from your PC:  
<https://aka.ms/sphone>

Your phone will also display a random code which is required for the web set up.

1. From your computer, enter the URL
2. Enter your email address
3. Click **Verify Email**

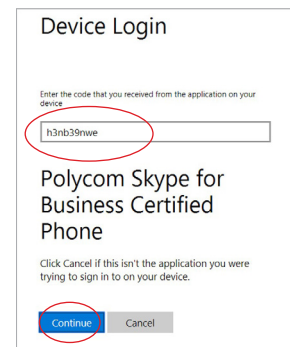


4. Enter User Password
5. Click **Sign In**

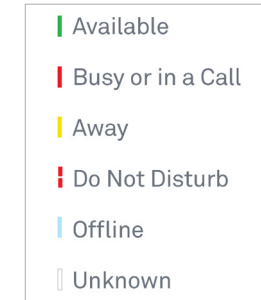


From the Device login page:

1. Enter the random code
2. Click **Continue**



3. Click on your account profile  
Your phone will take a few minutes to register your Skype for Business profile. On the first sign-in, you will be prompted to create a 6-15 digit PIN.  
Your profile will appear on the Home screen with a Presence icon indicating your current Skype for Business presence.



Any contacts you have saved in Skype for Business **Favorites** will also display on the Home screen along with their presence icon.

## To add Contacts as Favorite

In the Skype for Business client on your computer, right-click on a contact and click **Add to Favorites**.

## Add Contacts

You can add your Skype for Business contacts to a Contacts list on your phone:

1. Press **Contacts > Add**
2. Enter your contact's email address and press **Submit**

## Update your Presence Status

Your presence status information displays your availability and activity to your contacts. Your presence automatically updates when you are actively using your phone or when you change your presence from within Skype for Business.

To update your presence status

Press **My Status** soft key and select your desired status

You can change your status to Available from any other status by selecting **Reset Status**

## Call a Skype for Business Contact

1. Tap a user from the Home screen to initiate dialling, or Press **Contacts** to view contact list
2. Press **Search** to search for a contact
3. Press **Dial**

## Blind Transfer to a Skype for Business contact

1. While on an active call press **Transfer**
2. Press **More**
3. Press **Contacts**
4. Select the contact and then press **Dial**

The call will be transferred

## Consult Transfer to a Skype for Business contact

1. While on an active call press **Transfer**
2. Press **More**
3. Select **Consult**
4. Press **Contacts**
5. Select the contact and then press **Dial**
6. When the contact answers, announce the call, then press **Transfer**

## Initiate a Conference Call

You can initiate a Skype for Business conference call with Skype for Business contacts or a Skype for Business **Contact Group** from your phone

1. Press **Meet Now** (Connecting to Conference)
2. Press **Invite**
3. Select a contact or enter the contacts number
4. Press **Dial**
5. Press **Invite** to add additional contacts

To initiate a conference call with a Skype for Business Group:

1. Press **Contacts > Groups**
2. Select a group and tap **Dial**

## Forward Calls

You can forward your incoming calls to another contact or to your voicemail

To forward incoming calls to a contact:

1. Press **Forward** soft key or **Forward icon**
2. Select **Forward to a Contact**
3. Enter the contact number or select the contact from Contacts list
4. Press **Forward**

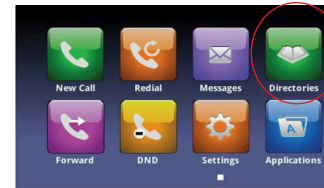
## Directories

Directories on your phone contains internal phone directories and Skype for Business directories

To search for a contact in Skype for Business contact list:

1. From the Home screen, press the **Home** button

2. Select **Directories**



3. Select **Skype for Business Directory**
4. Start typing the contacts name in the search field

Matches will appear as you type

A Presence icon will be displayed next to each contact

5. Press **Dial** to call the contact
6. Press **View** to view the contacts full user name

## Use Delegates feature

The Delegates feature enables you to assign delegates to manage your calls, set distinct ringtones for boss calls, and interact with assigned lines

To assign delegates:

1. From your Skype for Business client, click **Tools > Options > Call Forwarding**
2. Click **Simultaneous Ring > My Delegates** and add contacts as delegates for your line

To view a list of delegates on your phone:

1. Press **Contacts > Groups > Delegates**

To view a list of bosses on your phone:

1. Press **Contacts > Groups > People I Manage Calls For**

To respond to incoming Boss calls, do one of the following:

- Press **Answer**
- Press **Dismiss**, or
- Press **Boss VM**

## Lock

To lock your screen:

1. Press the **Lock** soft key

Your screen is now locked. You will need to enter your lock code to unlock

## Sign Out

To sign out of Skype for Business, from your handset:

1. Press the **Sign Out** soft key
2. When prompted **Are you sure?**, tap **Yes**

