



USER GUIDE

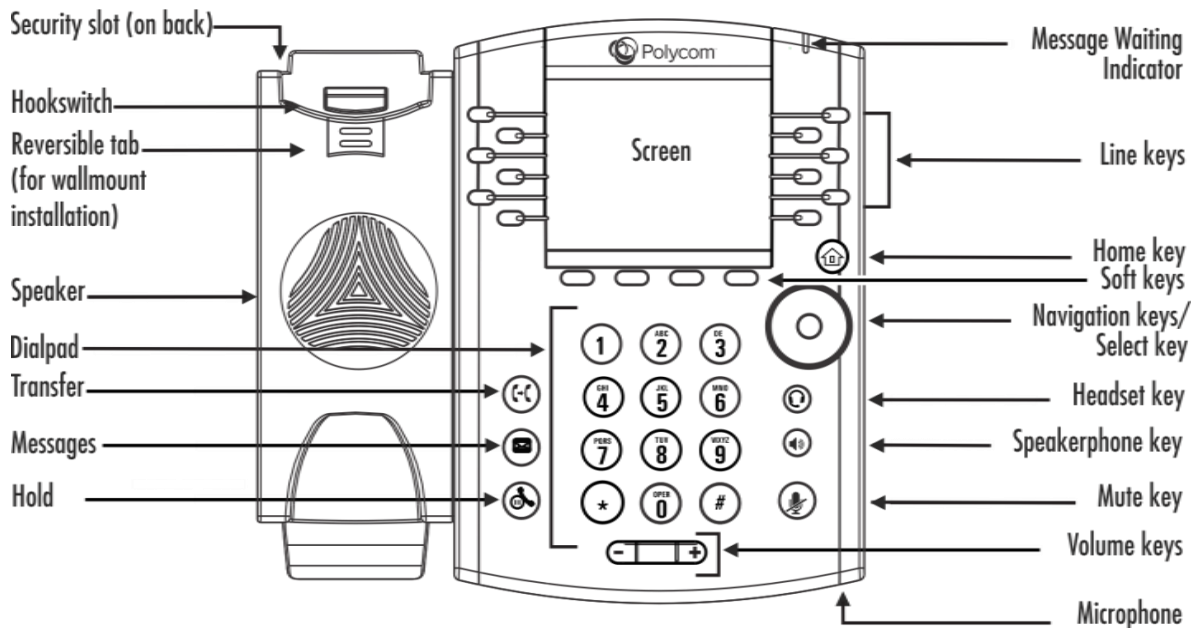
Software 4.1.4 | March 2013 | 1725-49090-001 Rev A

Polycom VVX 410 Customer User Guide



Phone Keys and Hardware

The following figure shows the important phone features, which are described



VVX 400 Phone Features

Feature	Description
Speaker	Provides ringer and hands-free (speakerphone) audio output.
Dialpad	Enables you to enter numbers, letters, and special characters. You can also use the dialpad keys to select menu items that have index numbers.
Security slot	The connector on the back of your phone that enables you to attach a laptop cable lock to your phone so you can secure it to a desktop. For more information on locking your phone to the desktop, see Security Slots on Polycom Phones (Technical Bulletin 64654) .
Message Waiting Indicator	Flashes red to indicate new messages.
Home key	Press from any screen to display Home view. From Home view, press to display other phone views.
Screen	The 3.5-inch diagonal screen is backlit.
Navigation keys/Select key	Scroll through displayed information or options. Select a field of displayed data.
Headset key	Enables you to place and receive calls through a headset. The key glows green when an analog headset is activated.
Speakerphone key	Enables you to place and receive calls using the speakerphone. The key glows green when activated.
Mute key	Mutes local audio during calls and conferences. The key glows red when activated.
Volume keys	Adjust the volume of the handset, headset, speaker, and phone's ringer.
Microphone	Transmits sound to other phones.



Phone Views


Your phone has three main views: Home, Calls, and Lines view (the default).

To change views:

- For Home view, press .
- From Home view, press  to display either Lines or Call view.




Troubleshooting: Why Can't I Access a Certain View?

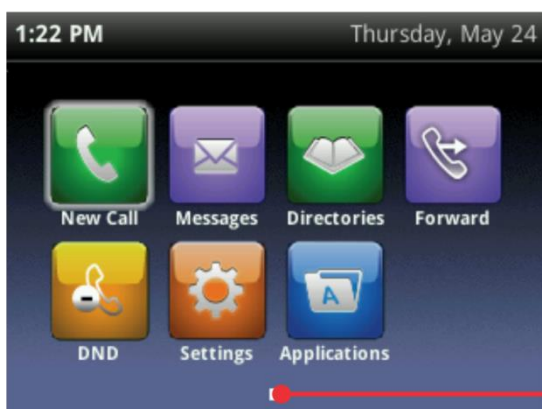
The views you can access depend on the number of calls your phone has, and if your phone has an active call. If your phone is idle, you can access Home and Lines view. If your phone has one call only—and it's active—you can access Home and Lines view. If your phone has multiple calls, or one held call, you can access Home, Lines, and Calls view by pressing .

At the top of each view is a status bar, shown next. The status bar shows the date and time. If your phone has information you should know about, messages will display, together with the time.



Home View

You can display Home view (shown next) by pressing . Home view displays your phone line, and messages, settings, and information. At the bottom of Home view is a Page Indicator that shows how many pages of icons Home view displays.



Page Indicator

To change the highlighted icon, press the up, down, right, or left arrow key. Press **Select** to access the desired menu.

Home view displays the following icons:

- **New Call**—Select **New Call** to display the Dialler so you can place a call.
- **Messages**—Select **Messages** to access your voicemail.
- **Directories**—Select **Directories** to access your Contact Directory, Favourites, and Recent Calls list. You may also be able to access a Corporate Directory and Buddy Status List if they're set up on your phone.
- **Forward**—Select **Forward** to set up forwarding options for incoming calls.



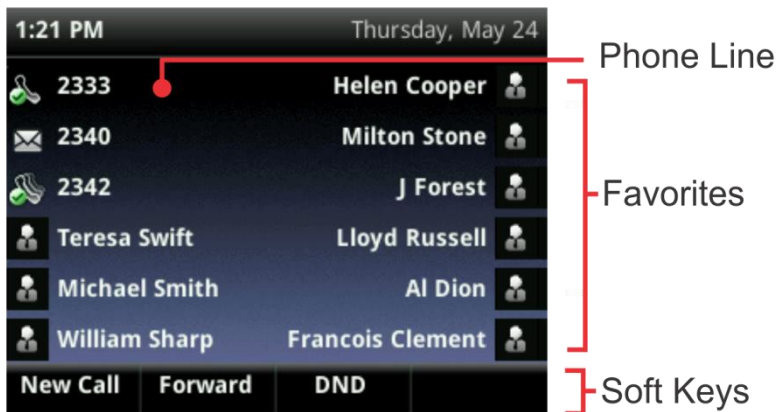
- **DND**—Select **DND** to toggle DND (Do Not Disturb) on or off. When DND is enabled, your phone won't ring and incoming calls will go to voice mail.
- **Settings**—Select **Settings** to access phone features and settings to customize your phone.

Additional icons may include:

- **Applications**—Select **Applications** to access a menu of custom applications. See your administrator for information about any specific applications listed in this menu.
- **Calendar**—Select **Calendar** to show a calendar with your meeting details. Using the Calendar feature, you can join meetings directly from your phone.

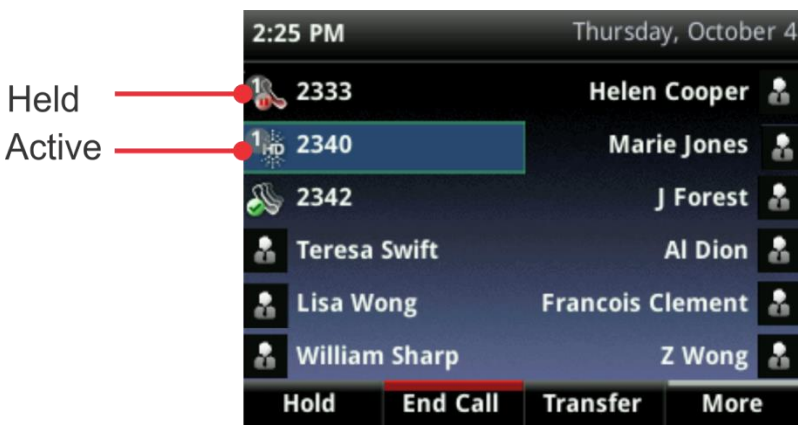
Lines View

Lines view (shown next) is your phone's default display. Lines view displays your phone line(s), your favourites, and soft keys in the soft key area.



If your phone is idle, you can press a line key to access the Dialler.

If your phone has calls, the phone line indicates the number of calls you have, and if they're active or held. If the phone line has an active call, the call colour is dark green, as shown next. If the phone line has one or more held calls, the call colour is dark blue, as shown next. The number of total calls is shown above the calls. To select a call, use the up and down arrow keys.



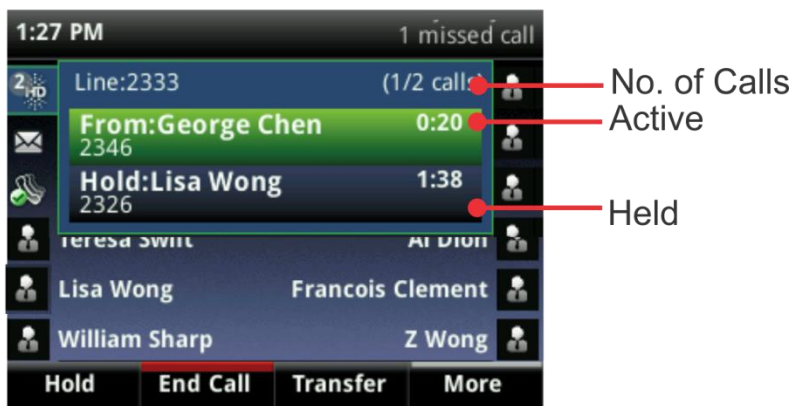
Calls View

You can access Calls view (shown next) if your phone has multiple calls in progress, or you have one held call. Use the up and down arrow keys to see all your calls. If your phone has multiple lines, calls display under the associated line.

Call colour 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.





Answering Calls

All incoming calls display in an Incoming Call window, as shown next.



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 .




Answering Another Call

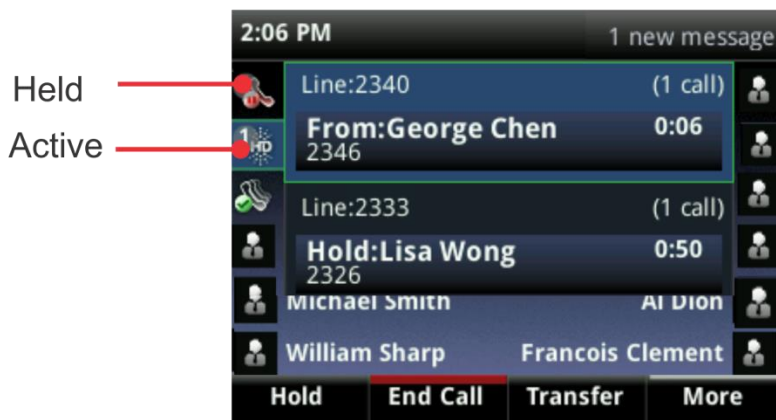
If you have a call and an incoming call arrives on the same or a different line, a call waiting tone beeps, and the Incoming Call window displays. To answer the call, press **Answer**. The call you were in is held.

If you don't answer the call within 10 seconds, the Incoming Call window disappears, and Calls view displays.

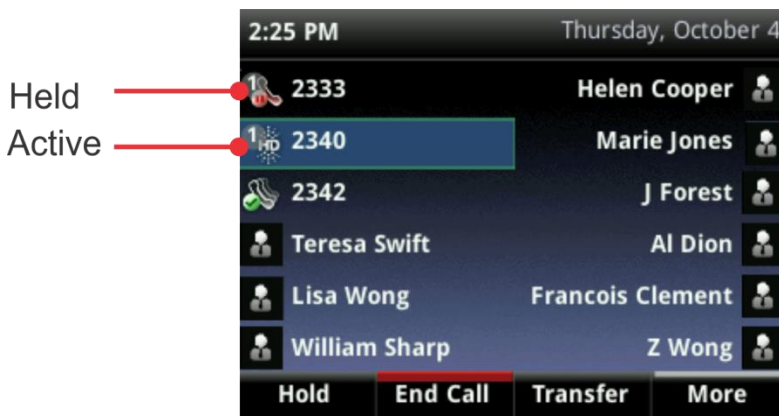
Managing Multiple Calls

You can easily manage multiple calls from Lines and Calls view.

Calls view displays all the calls for each phone line, as shown next. All the calls for a phone line display under the associated phone line. Scroll up or down to see all your lines and calls. To switch to Lines view, press **More**, and then **Lines** or press 



Lines view shows you each line on your phone, and how many calls each line has, as shown next. In the example below, line 2340 has one active call, and line 2333 has one held call.



If you press a line key that doesn't have an active call, the most recent call on that line will become active. The current call will be held.

To manage a call, use the up and down keys to highlight it. Then, press one of the soft keys to hold, resume, end, or transfer the highlighted call, or set up a conference with the highlighted call.



Placing Calls from Favourites, Recent Calls, and Directories

In addition to the Dialler, you can place calls from the Recent Calls list, Favourites list, or your Directory. Or, you can quickly call a favourite from Home or Lines view.

To call from the Recent Calls list:

- 1 Access your Recent Calls list by doing one of the following:
 - From Home view, select **Directories**, and select **Recent Calls**. or
 - From Lines view, press the right arrow key for the Placed Calls list, the down arrow key for the Missed Calls list, or the left arrow key for the Received Calls list.
- 2 From the Recent Calls list, use the up and down arrow key to select the person you want to call and press **Dial**.

To call from your Favourites list:

- 1 From Home view, select **Directories**, and select **Favourites**. You can also press the up arrow key to access the Favourite list.
- 2 From your Favourites list, use the up and down arrow key to select the favourite you want to call, and press **Dial**.

To call from your Directory:

- 1 From Home view, select **Directories**, and select **Contact Directory**.
- 2 From your Directory, use the up and down arrow key to select the contact you want to call.
- 3 Place the call by doing one of the following:
 - From the contact's information screen—press **Info**, use the up and down arrow key to select the contact, and press **Dial**.
 - Use the up and down arrow key to select the contact, and press **Dial**.

Redialling Numbers

To dial the last number you called, press the right arrow key for the Placed Calls list. The first number in the list is the last call you placed.

To redial a number:

- From the Placed Calls list (shown next), press **Dial**.
Use the up and down arrow key to select the other previously placed calls.



Call Lists (Placed Calls)			
	Lisa Wong 2326		2:05 PM
	Catherine Woods 14 2339		2:03 PM
	Marie Jones sip:172.23.8.217		Last Mon
	Marie Jones sip:172.23.8.217		Mon, Sep 17
	Catherine Woods 14 2339		Thu, Aug 30
Dial	Sort	Type	Clear



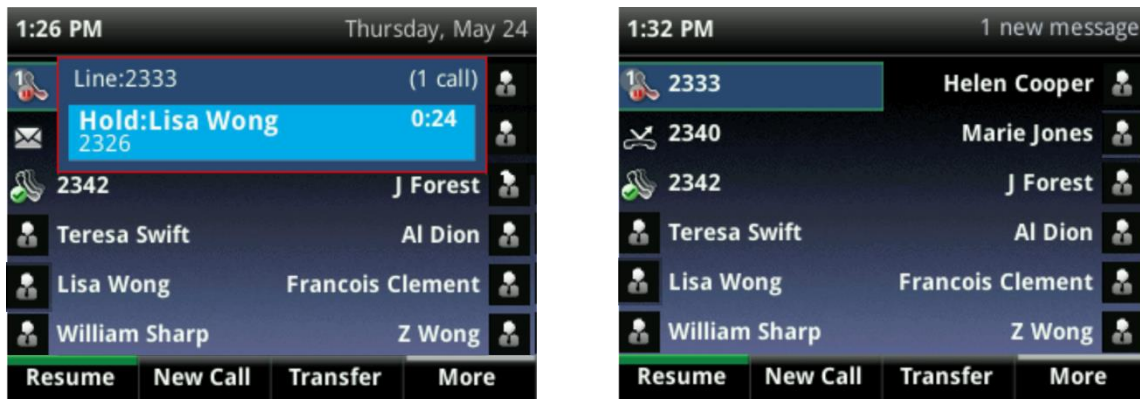
During Calls

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.

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**.

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 Dialler, 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 Dialler, 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**.

The call automatically transfers to the person you specified.

Setting Up and Handling Conference Calls

You can set up a conference call with two other people. Depending on your phone system, you may be able to add more than two people to your call; ask your system administrator for the maximum number.

Just as with other calls, you can hold and resume conference calls. In addition, you'll have the option to split a conference call—end the conference and place the people you were talking with on hold.

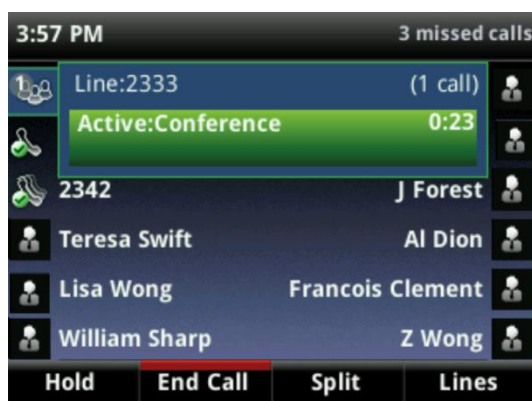
During a conference, you may have access to the conference management feature. This feature allows you to manage each person in the conference call so that you can mute, hold, and remove each person. Your system administrator can enable this feature on your phone. For more information, see [Managing Conference Call Participants](#).

Setting Up Conference Calls

There are two ways to set up a conference: the conventional way—by calling two people and using the **Confrnc** 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 **Confrnc**. The active call is held.
- 3 Using the Dialler, call the second person.
- 4 When the second person answers, press **More** and then **Confrnc** to join everyone in a conference. The Active: Conference screen displays, as shown next.



To manage a person in a conference call:

- 1 Set up an active conference call.
- 2 From Active Call, Lines, or Calls view, press **Manage**. If you're in Calls view, be sure to highlight the conference first. The following example show the screens that display when you manage a conference.



- 3 Use the up and down arrow keys to highlight the person you want to manage.
- 4 Do one of the following:
 - Press **Far Mute** to mute the person. The muted person can hear everyone, but no one can hear the muted person.
 - Press **Hold** to hold the person. The held person can't hear anyone, and no one can hear the held person.
 - Press **Remove** to remove the person from the conference, end the conference call, and create an active call between you and the person still in the call.
 - Press **Info** to view information about the person and their call status. When you press **Info**, a popup displays listing the person's information, as shown next. You can navigate through the popup using the up and down arrow keys.



- Press **Back** to exit the conference management function.




Using Do Not Disturb

Enabling Do Not Disturb (DND) stops your phone from ringing and sends all incoming calls directly to voicemail. All calls you receive while DND is enabled are logged to your Recent Calls list.

When you enable Do Not Disturb, the following happens:

- The Do Not Disturb icon displays in the status bar, as shown next.



- If your phone is idle, the Do Not Disturb icon, , displays next to your phone line in

Lines view, as shown next. If you have new messages or forwarding enabled, the messages or forwarding icon will display instead.



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.
- An audible alert (if your phone is on-hook).

To listen to voicemail messages:

- 1 Press , and select **Message Centre**. Or, from Home view, select **Messages**, and select **Message Centre**.
- 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.



Working with a Corporate Directory

You may have access to portions of a Corporate Directory. The Corporate Directory is non-editable; your administrator determines which contacts you can see.

From the Corporate Directory, you can do the following:

- Search for contacts.
- Dial contacts.
- Add contacts to your local Contact Directory.

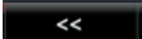
To view the Corporate Directory:

- Select **Directories** from Home view, and select **Corporate Directory**. By default, a blank search screen displays. To view entries, search for a person.

To search the Corporate Directory:

- From the Corporate Directory, perform a quick search or an advanced search:
 - To perform a quick search, enter the first few characters of the contact's first or last name (depending on how the directory is organized), and press **Submit**.
or
 - To perform an advanced search, press **AdvFind**. From the Advanced Find screen, enter your search criteria, and press **Submit**.

The screen displays a list of contacts, starting with the most successful matches. To view information for the contact, press **View**. To erase all your search criteria and enter new criteria

before you submit your search, press  multiple times.

To dial a Corporate Directory contact:

- 1 From the Corporate Directory, search for the contact you want to dial.
- 2 From the search results, use the up and down arrow keys to select the contact, and press **Dial**.

To add a contact to your local Contact Directory:

- 1 From the Corporate Directory, search for the contact you want to add to your Contact Directory.
- 2 From the search results, use the up and down arrow keys to select the contact, and press **View**.
- 3 From the contact's information screen, press **Save**. Only the first name, last name, and phone number are saved. You may want to go to the Contact Directory to see if the contact was saved correctly and to add additional contact information.





If you need a more in-depth guide to the Polycom VVX 410, you can:

- Call us on: **0330 333 2 333**
- Email us at: **support@cactusbusiness.co.uk**
- Or open up the Full 115-page User Guide via the URL:
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