



Polycom VVX 400 & 410

























12-Line Desktop Phone with HD
Voice

Quick Start Guide

1. Getting to know your VVX400/410



2. Understanding the icons:

	Registered line		Phone warning
	Unregistered line		Login credentials invalid
	Placing a call		Shared line
	Activate call using Polycom HD voice		Shared line with a held call
	Held call		Call forwarding enabled
	Incoming call		You have messages
	Active conference		Presence Status: Available
	Placed call		Presence Status: Busy
	Received call		Presence Status: Away
	Missed call		Presence Status: DND
	Favourite		Presence Status: Offline
	Do Not Disturb enabled		Presence Status: No information

3. Basic phone features

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 setup 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 voicemail.
Settings	Select settings to access phone features and settings to customise 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 meeting directly from your phone.

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4. Phone Views

Your phone has three main views:

- Home
- Calls
- Lines (default view)


To change views:

- For home view, press 
- From home view, press  to display either lines or calls view

At the top of each view is a status bar. The status bar shows the date and time. If your phone has information you should be aware of, messages will display along with the time.



Home view

You can display home view by pressing 

Home view displays your phone 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.



To highlight and choose different icons, use the navigation key to move left, right, up and down and then select.

Calls view

You can access calls view if your phone has multiple calls in progress or you have one held call.

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

Lines view

Lines view is your phone's default display. Lines view displays your phone line(s), 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 are active or held.



The call colour will indicate the status of each call (e.g. dark green for an active call).

The total number of calls is shown above the calls. To switch between calls, use the navigation key and select.

5. Placing and receiving calls

Placing a call

Use any of the following methods 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 dialler displays a list of similar numbers. Use the navigation key 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 then select **contact directory**.
 - From the directory, use the navigation 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** then press **dial**.
 - Use the navigation key to select the contact, then press **dial**.

Answering calls

All incoming calls display an incoming call window



To answer a call, do one of the following:

- To use the handset, simply pick up the handset.
- To use the speakerphone, press  or the answer soft key.
- To use your headset, press .

Responding to incoming calls

While your phone is ringing, you can do any of the following:

- Temporarily ignore the call before answering
- Reject the call so it goes 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 choose to 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 call view displays

Rejecting incoming calls

Reject a call to stop your phone from ringing and send the call directly to voicemail. Call you reject will display in your recent calls list. Rejecting calls is not available on shared lines.

To reject a call:

- From the incoming call window, press **reject** (for private lines).
You can also reject an incoming call from line and call view.
- The call immediately diverts to voicemail.

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Forwarding incoming calls to another person

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

To forward an incoming call to another person:

- While your phone rings, press **forward**.
- From the call forwarding screen, enter the forwarding number and press **forward**.

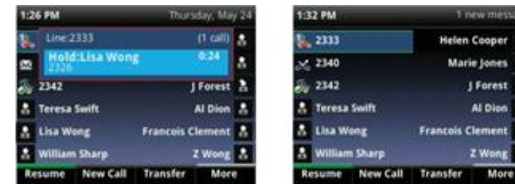
During Calls

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

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

Holding Calls

You can place any active call on hold. A held call displays in call and line views as follows:



To hold a call

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

To resume a held call, do one of the following:

- From line view, press **resume**. If there is more than one held call on a line, the last call that you held will be resumed. If you have multiple lines and press **resume**, the last call that you held – on either line – will be resumed.

Or

- From call view, use the navigation key to highlight the call and press **resume**.

6. 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 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:

- From line or call view, press **transfer**. The active call is held
- From the dialler, place a call to the person you want to transfer the call to
- 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 completed, 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:

- From line or call view, press **transfer**. The active call is held
- From the dialler, press **blind**, and place a call to the person you want to transfer the call to.
- The call automatically transfers to the person you specified.

7. 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:

- Call the first person
- From line or call view, press **more** and then **confrnc**. The active call is held.
- Using the dialler, call the second person
- When the second person answers, press **more** and then **confrnc** to join the two calls in a conference. The Active: Conference screen displays.


8. Voicemail

Listening to Voicemail

Your phone may indicate new voicemail messages by the following:

- An icon  next to the line that has a message
- A message in the status bar advising total number of messages on all lines
- A flashing message waiting located at the top right of your phone
- An audible alert (if your phone is on-hook)

To listen to voicemail messages:

- Press  and select **message centre**. Or, from home view, select **messages** and select **message centre**
- If multiple lines are configured on your phone, the line select screen displays. Use the navigation key to select the line that has the message
- From the messages screen, press **select** and follow the prompts to access your voicemail

9. Recent calls

Viewing Recent Calls

Your phone maintains a recent call list – A list of missed, received and placed calls. Each list can hold up to 100 records.

To view the recent call lists from home view:

- Select the **directories** icon
- Select **recent calls**

To view the recent call lists from line view use the navigation key

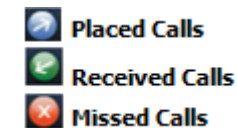


From the recent calls list, you can:

- Sort, order and filter calls by pressing type and selecting the call list. By default, the list displays all call types (missed, placed, received) with the most recent call displaying first
- Remove certain calls from the list
- Select a call record to view call details and manage the call
- Use the navigation key to highlight an entry and press **dial** to automatically call the person.



Icons displayed next to a call indicate the call type



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To manage a call record

From the recent calls list:

- Use the navigation key to highlight an entry, and press the right arrow.

From the call details screen:

- Press **dial** or the right arrow key to call the person
- Press **save** to add the person to your contact directory. If the person is already in your contact directory, but isn't a favourite, Add to Favourites will display instead.
 - Press **add to favourites** to make the person a favourite
- Press **delete** to delete the call from the list
- Press **edit** to edit the phone number before you dial the person

Customising recent calls list

From home view, select **directories** from home view and select **recent calls**

Press **type** to filter calls for specific lines or types of calls

- When you filter calls, you can choose to display only missed, received, or placed calls. Or, you can choose to display all call types (default). You can also choose to display only calls from a certain line.

Press **sort** to sort the calls

- When you sort calls by time, you can order calls ascending (oldest call first) or descending (most recent call first) order.
- When you sort calls by name, you can order calls in ascending (a-z) or descending (z-a) order.

- This guide is intended for users of Polycom VVX400/410 series handsets.
- Not all features listed in this guide may be available at time of installation and may be licence dependant
- If you have any questions, we are here to help.
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