


Polycom VVX400/410 Business Media Phones Quick Reference Guide


Polycom VVX400/410



Phone Views

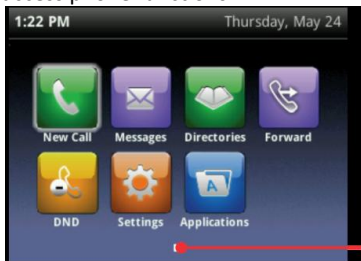
Your phone has three main Views: **Home**, **Calls**, and **Lines** View (the default). You can access **Home** and **Lines** view at any time. If your phone has one or more calls, you can also access **Calls** view.

For **Home** View from any menu, press .

Press  again to alternate between Home and Lines view.

Home View

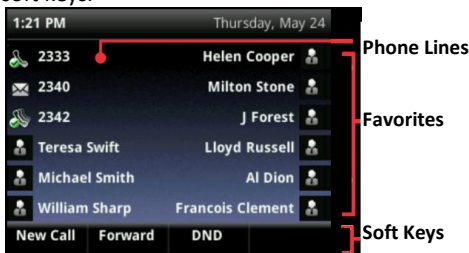
Home view displays icons you can select to access phone functions.



You can use the right, left, up, and down arrow keys to display more icons.

Lines View

Lines view displays phone Lines, Favorites and soft keys.



If your phone is idle, you can press the Line key to access the Dialer.

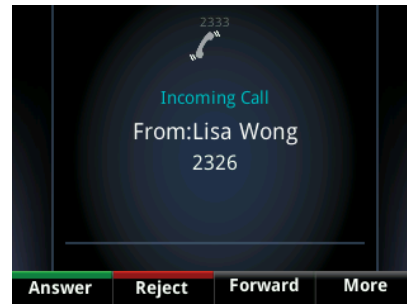
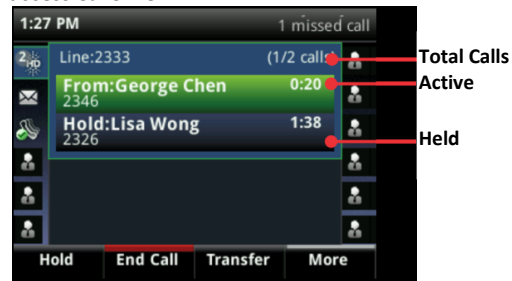


Tip: Referring to Soft Keys

In this guide, soft keys are referred to by their names only. For example, to end an active call, press **End Call**.

Calls View

If your phone has one or more calls, you can access **Calls** view.



Call color indicates status:

Dark green - Active call.

Bright blue - Incoming call.

Dark blue - Held call.

Use the up and down arrow keys to select a call (highlight it).

Entering Data



Use the dialpad keys to enter information. To

backspace, press **Backspace** .

To type with the dialpad keys, press a key repeatedly to view the character options and stop to select.

To type other characters, press **Encoding** or **Mode**. When using the dialpad keys, use the 1, *, 0, and # keys.

About Calls

Only one call can be active at one time. You can use the handset, speakerphone, or headset for calls. During a call, you can change modes by picking up the handset, or by pressing  or .







Tip: Switching between Lines and Calls View

When in **Calls** view, switch to **Lines** view by pressing **More** > **Lines**.

Switch back to **Calls** view by pressing **More** > **Calls**.

Placing Calls

Pick up the handset, or press  or . Enter the phone number, and press **Send** or #.

Or enter the phone number first, then press **Dial**, pick up the handset, or press  or .

From **Lines** view: Press the phone Line key, enter the phone number, and press **Send**.


From **Home** view: Select **New Call** using the left and right arrow keys. Enter the phone number, and press **Send**.




Timesaver: Placing Calls Quickly

Press a Speed Dial, BusylampField, Favorite, from the **Lines** display, or select a Contact from the **Contacts Directory**, then press **Dial**.



Answering Calls

To answer with the speakerphone, press  or tap **Answer**. To answer with the handset, pick up the handset. To answer with the

headset, press  or using an Electronic Hookswitch headset.


To answer a new call while on an active call, tap **Answer**. The current call will be held.


Ending Calls

To end an active call, replace the handset, press , or press , or press **End Call**.


To end a held call, navigate to **Calls** view and highlight the held call. Press **Resume**, and press **End Call**.

Holding Calls

From **Calls** view, press **Hold** or . Remember to highlight the call first.

To resume a held call, press **Resume** or  again.

Transferring Calls

From **Calls** view press **Transfer** or , and call the other party. When you hear the ringback sound, or after you talk with the other party,

press **Transfer** or  again. Press **Blind** to transfer without waiting for the ringback tone.

Forwarding Calls

To enable call forwarding, press **Settings** from **Home** or **Lines** view. Select the forwarding type to enable, enter a forwarding number, and press **Enable**.

To disable call forwarding, press **Settings** from **Home** or **Lines** view, select the forwarding type to disable, and press **Disable**.

To enable per-call forwarding: As your phone rings, press **Forward**, enter the forwarding number, and press **Forward**.

Placing Conference Calls

Call the first party, and after the call connects, press **More**, and select **Confrnc**. Then, dial and connect with the second party and press **Confrnc** again.

From **Lines** or **Calls** view, you can:

- Press **Hold** to hold all participants.
- Press **End Call** to remove yourself from the call, but keep the other participants connected.
- Press **Manage** to manage each participant (if available).
- Press **Split** to end the conference and hold all participants on separate Line keys.



Timesaver: Placing Conference Calls

If you have an active and held call, press **Join** to set up a conference.

Favorites

Favorites are contacts you call most often. Your Favorites list displays all your Favorites. A smaller number of Favorites displays in **Lines** view.


- **To view your Favorites list** - From

Home view, press  and select **Directories>Favorites**.

- **To make a contact a Favorite** - Navigate to your Contact Directory and select the contact. Press **Info**, press **More**, and select **Add to Favorites**. Press **Yes** to confirm.
- **To dial a Favorite** - Press the Favorite from **Home** or **Lines** view, or from your Favorites list.

Viewing Recent Calls


From the **Lines** view, do one of the following:


- Press , select **Directories**, and select **Recent Calls** to view your Recent Calls list.
- Press the right arrow key to view the recent Placed Calls.
- Press the left arrow key to view the recent Received Calls.
- Press the down arrow key to view the recent Missed Calls.
- Press the up arrow key to view **Favorites**.

From the Recent Calls list, press **Sort** to sort and order calls, press **Type** to display only


certain calls, or select a call record to call the person.


Contact Directory

To select a contact from the Contact Directory, press .

- **To view your Directory** - Select **Directories** from **Home** View. Select **Contact Directory** on the Directory screen.
- **To add a contact** - Navigate to your Contact Directory and press **Add**. Enter the contact's information, and press **Save**. To make a contact a Favorite, enter a *Favorite Index* number.
- **To update contact information** - Navigate to your Contact Directory and select the contact. Press **Info**, press **Edit**, update the contact's information, and press **Save**.
- **To delete a contact** - Navigate to your Contact Directory and select the contact. Press **Info**, press **Delete**, and press **Yes** to confirm.
- **To search for a contact** - Navigate to your Contact Directory and press **Search**. Enter search criteria, and press **Search**.
- **To dial a contact from your Directory** - Navigate to your Contact Directory and select the contact. From the contact's information screen, select the contact's phone number.
- A green star, , indicates a Favorite.


Listening to Voicemail

An envelope, , adjacent to a Line key, indicates that line has voicemail. Select

Messages from Home view or press , and listen for the Voice Portal prompts to retrieve your Voicemail.


Muting the Microphone

During a call, press  so other parties can't

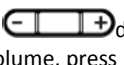
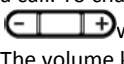
hear you. To disable Mute, press  again. This applies to calls using the handset, headset, and speakerphone.

Using Do Not Disturb

To enable or disable ringing, press **DND** from **Home** or **Lines** view. When Do Not Disturb is

enabled, the DND icon, , displays in the status bar and beside the appropriate Line key.

Adjusting Volume

To change call volume, press  during a call. To change the ringer volume, press  when the phone is idle or ringing. The volume keys also control speakerphone and headset volumes when those modes are active.

Updating Ringtones

To change the incoming call ringtone, press **Settings** from **Home** View, and press **Basic > Ring Type**. Select the ringtone you want.

To set a ringtone for a contact, navigate to your Contact Directory and tap the contact. Press **Edit**, update the contact's ring type, and press **Save**.