



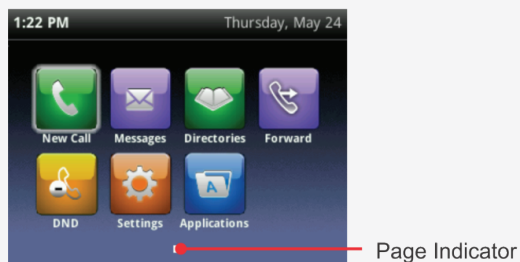
PHONES VIEWS

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 .

For Home view from any menu, press  and press  to alternate between Home and Lines view.

HOMES VIEW

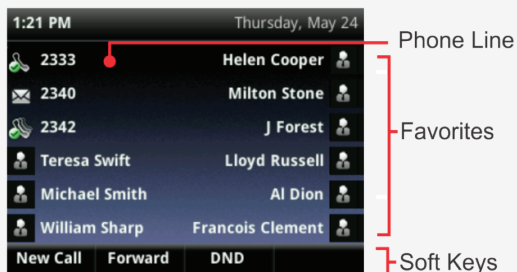
Home view display icons you can select to access phone funtions.



You can use the Right, Left, Up, and Down arrow Keys to display more icons.

LINES VIEW

Lines view display phone Lines, Favorite, and Soft keys.



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

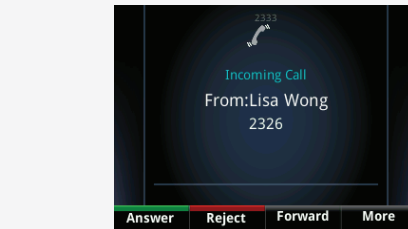
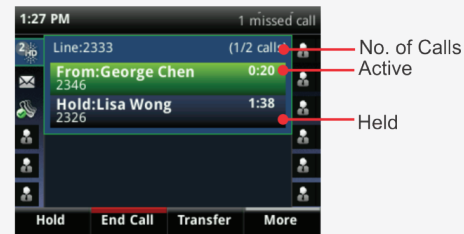
TIP: REFERRING TO SOFT KEYS



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

CALLS VIEW

If your phone has one or more calls, you can access 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 **(high-light it)**. The soft keys control the highlighted call.



ENTERING DATA


Use the dialpad keys to enter information. to backspace press **Backspace** .

To type with the dialpad keys, press any 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, #** 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 by picking up the handset, or by pressing  or .

If you navigate away from your call(s), press  to see Activate Call or Calls View again.



TIP: SWITCHING BETWEEN LINES CALLS VIEW



when in calls view, switch to Lines view by pressing **More>Lines**, switch back to calls by pressing **More>Calls**.

PLACING CALLS

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

Or enter the phone number first, then press **Dial**, pick up the hand set, 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



Select a recent call or favorite, or select a contact's phone number in the contact directory.

ANSWERING CALLS

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


To answer a new call while on an active call, press **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 tone, or after you talk with the other party, press **Transfer** or  again. Press **Blind** to complete a transfer without waiting for the ringback tone.

FORWARDING CALLS

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

To disable call forwarding press **Forward** 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 **Confnc**. then dial and connect with the second and press **Confnc** 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** (if available) to manage each participant.
- Press **Split** to end the conference and hold all participants.


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 display all your favorites. A smaller number of favorites displays in Lines view.

- **To view your favorite 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 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 **Directory** from Home view, press **Contact Directory** on the directory screen.
- **To add a contact** – Navigate to your Contact Directort and press **Add**, enter the contact's information and press **Save**. To make a contact 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 Directort 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.

TIP: WHAT DOES THE STAR MEAN?





a star  indicates a favorite

LISTENING TO VOICEMAIL

An envelope  adjacent to a Line key indicates that you have a voicemail. Select **Messages** from Home view or press  and select **Message Center**. Press **Connect** and follow the prompts


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 the speakerphone

USING DO NOT DISTURB

To enable or disable ringing press **DND** from Home or Lines view. When **Do Not Disturb** is enable 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 volumen, press  when the phone is idle or ringing.

UPDATING RINGTONES

To change the incoming call ringtone, select **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 select the contact. Press **Edit**, update the contact's ring type and press **Save**.



Polycom® VVX® 400 and VVX® 410

Business Media Phones

Quick User Guide



The information in this guide applies to both the VVX 400 and VVX 410 phones. Configurations vary and the screen display used in this guide may not reflect those on your phone. See your system administrator for more information.