



# Polycom® VVX® 410/411 Business Media Phones

## Quick Reference Guide





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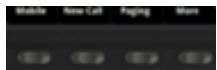
### NAVIGATION

#### Line keys

 If phone is idle, press a line key to dial out.

#### Soft keys

Select the function listed above the key.




Available functions change if phone is idle, ringing or in-call.

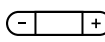
#### Home button

 Go to Home View. If on Home View, go to Lines View.


#### Menu navigation

 Use ▲ ▼ ◀ ▶ to navigate menus. Press center button to select an option.

#### Volume

 Change ringer volume (when idle).  
Change call volume (during a call).

### Entering data

Use dialpad keys to enter information. (Press a key repeatedly to cycle through characters.) To type other characters, press **Encoding** or **Mode**. To backspace, press 

### Changing the ringtone

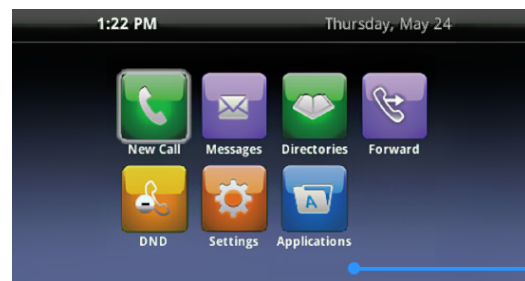
From Home View, select Settings, press **Basic > Ring Type >** Choose the line, then choose the desired ringtone.

To change a specific contact's ringtone, select the contact in the Contact Directory, press **Edit**, choose the ringtone and press **Save**.

## PHONE VIEWS

### Home View

Access phone menus including directories, settings and phone functions.

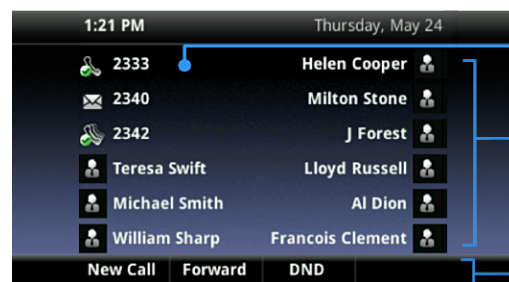


Page Indicator

Press ▲ ▼ ◀ ▶ to display more icons.

### Lines View

Displays phone lines, favourites and soft



Phone Line

Favourites

Soft Keys

## Calls View

Indicates call status if you have more than one call.

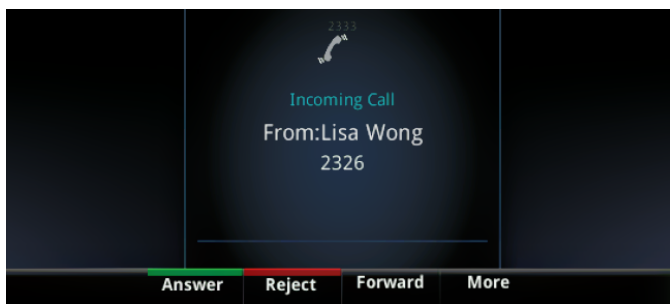


- **Dark green:** Active call
- **Bright blue:** Incoming call
- **Dark blue:** Held call

Use ▲ ▼ to highlight a call and the soft keys to control the highlighted call.

## Incoming Call Window

Displays name and number of caller.



## FUNCTIONS — IDLE

### New call

- New call using speakerphone
- New call using headset
- New call (from Home View)

Enter the phone number and press **Send**.

### Call forward

- Enable/disable (from Home View)

### Do not disturb

- Enable/disable (from Home View)

## Directories

- Display contacts, favourites and recent calls (from Home View)

## Messages

- Call Voicemail
- Call Voicemail (from Home View)

Select **Message Center**, press Connect and follow the prompts.

## Settings

- Open the settings menu

## Soft keys

- **Mobile:** Transfer call from mobile to phone set (\*11)
- **New Call:** Gives dial tone for first available line
- **Paging:** View your Paging Groups list (press the **Page** soft key to select a group)
- **More:** Access additional soft key options (e.g., AgentIn, Call Forward, Do Not Disturb, GuestIn, etc.)
- **Directory:** Access contact directories, recent calls and favourites.

## FUNCTIONS — RINGING

### Answer

- Answer with speakerphone
- Answer with headset

### Soft keys

- **Answer:** Answer a new call on speakerphone
- **Silence:** Ignore call (ringing continues on other devices)
- **New call:** Ignore call and place new call

## FUNCTIONS — IN-CALL

### Hold

- Hold/resume highlighted call

### Mute



- Mute/unmute your microphone

### End call

- End an active speakerphone call
- End an active headset call

## FUNCTIONS — IN-CALL (cont'd)

### Transfer call

1. Press  and call the other party.
2. Press  again upon answer or ringback tone.

Press the **Blind** soft key to complete the transfer without waiting for a ringback tone.

### 3-way calling

Connect to the first party, press the **Confrnc** soft key. Dial and connect to second party, press **Confrnc** again. (Depending on your configuration, you may need to press **More** to access the **Confrnc** soft key.)

To start a conference with an active call and a held call, press the **Join** soft key.

From Lines View or Calls View:

- **Hold:** Hold all participants
- **End Call:** Remove yourself from conference (but keep other participants connected)
- **Split:** End conference and hold all participants

### Soft keys

- **Hold:** Place call on hold
- **Transfer:** Start a call transfer
- **Confrnc:** Start a three-way call
- **End call:** End the active call

## FAVOURITES

From Home View, select **Directories > Favourites** to view your list of favourite contacts. To dial, select the favourite contact.

## RECORDING A CALL

To record a call to a USB flash drive, insert the USB into one of the ports at the back of the phone.

Once attached, the display will show the amount of USB storage available.

Make your call. When the call is connected, press the **More** soft key, press **Record** and then press **Start**. The top display will show the recording that is in process.

Press **Stop** to end the recording.

Please note that this feature is only available on the Polycom VVX 411 models.

## DIRECTORIES

### View and dial a contact

From Home View, select **Directories > Contact Directory (Personal Contacts)** or **Telephony Directory (Bell Total Connect Contacts)**. You can search for contacts numerical or alphabetically. To dial, select the contact and then the contact's phone number.





### Adding or modifying a personal contact

- **Add contact:** Press **Add**, enter the contact's information, press **Save**.
- **Update info:** Select contact, press **Info > Edit**, update the contact, press **Save**.
- **Delete contact:** Select contact, press **Info > Delete > Yes**.

Note: If you want to assign a new or updated contact as a favourite, make sure there's a value in the **Favourite Index** field before pressing **Save**.

## VIEWING RECENT CALLS

From Home View, select **Directories > Recent Calls**.

-  View placed calls
-  View received calls
-  View missed calls
-  View favourites
- **Sort:** Change the display order
- **Type:** Display only certain types of calls

Select a call record to call that person.

## HOTELLING GUEST

1. Press **More > Guest In**, then enter your phone number, phone extension and voice portal passcode.
2. Press **More > Guest Out** to end hotelling.

## PARKED CALLS

If someone has parked a call against your number, you will see a "P" next to your line key on the main screen of your phone display. You will also hear an audio notification.

To retrieve a parked call, press on your line key and dial \*88 followed by the # key.