



Polycom VVX 410 IP Phone

PHONE VIEWS

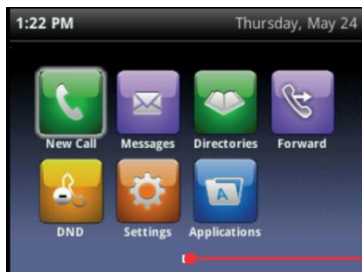
Your phone has four main Views: Home, Calls, Active Call, and Lines view (the default).

To Change Views:

- For Home view, press .
- From Home view, press  to alternate between Home and Lines view, or, if you have one or more calls, between Home and either Calls or Active Call view.
- To switch between Lines and either Calls or Active Call view, press the navigation button.

Home View

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



Page Indicator

Use the **Navigation** keys to display more icons.

Lines View

Lines view displays Phone Lines, Favorites, and Soft Keys.



Phone Line

Favorites

Soft Keys

Calls View

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



No. of Calls

Active Call

Held Call




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). The soft keys control the highlighted call.



ENTERING DATA

Use the dialpad keys to enter information. To backspace, press **Backspace**  or press **Cancel**.



PLACING A CALL

1. Pick up the handset or press  or .
2. Enter the phone number and press **Send** or **Dial**.



ANSWERING A CALL

- To answer with the handset, pick up the handset.
- To answer with the Speakerphone, press  or press **Answer**.
- To answer with the headset, press .
- To answer a new call while on an active call, press **Answer**. The current call will be held.



ENDING A CALL

- 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**.



MICROPHONE MUTE

During a call, press . Mute applies to all modes: handset, headset, and hands-free. You can hear all other parties while Mute is enabled. To turn off Mute, press  again.

CALL HOLD AND RESUME

- From Calls view, press **Hold** or . If you're in Calls view, remember to highlight the call first.
- To resume a held call, press **Resume** or .

CALL TRANSFER

- 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** .



PLACING A CONFERENCE CALL

1. Call the first party, and after the call connects, press **More** and then press **Confrc**.
2. Dial and connect with the second party and press **Confrc** again.


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

USING YOUR VOICEMAIL BOX



Set up your voicemail:

- Dial the Activation Code ***62**, then press **Dial** or **Send**. Or press  and then **Connect**. At the prompt enter the default password, **19992005**, followed by .
- Follow the prompts to change your password and record your greetings.

Check messages for your primary personal extension (if enabled):

- Dial the Activation Code ***62**, then press **Send** or **Dial**. At the prompt enter your password, followed by .

Check messages outside the office:

- Call your own phone number. When the call goes to voicemail, press  for the menu.
- Enter your password, followed by .

DO NOT DISTURB

To enable Do Not Disturb:

1. Dial the Activation Code ***78**, then press **Send**. Or press the **DND** softkey.

To disable Do Not Disturb:

1. Dial the Deactivation Code ***79**, then press **Send**.

REDIAL

Dial the Activation Code ***66**, then press **Send** or **Dial**.

Polycom VVX 410 IP Phone



- 1) **Handset** – This is the handset.
- 2) **Color Display** – Displays information about calls, messages, time, date, and other relevant information.
- 3) **Voicemail Indicator Light** – Displays flashing red when you have a voicemail.
- 4) **Line Keys** – Multifunction keys that can be programmed to act as call appearances, busy lamp field, or speed dial.
- 5) **Home Key** – Displays icons you can select to access phone functions.
- 6) **Navigation Keys/Select Key** – Use the directional arrows to select from the various menus and features. Press the Select Key in the center to make a selection.
- 7) **Headset Button** – Press to activate the headset.
- 8) **Speaker Phone Button** – Press to activate the speaker phone.
- 9) **Mute Button** – Press to mute the microphone.
- 10) **Dial Pad** – Same as a traditional telephone.
- 11) **Volume Control** – Control the volume levels of the speaker phone, handset, or headset.
- 12) **Transfer Button** – Press to transfer a call to another number.
- 13) **Hold Button** – Press to place the caller on hold.
- 14) **Messages Button** – Press to access voicemail messages.