



## Polycom® VVX® 400 and VVX® 410

### Business Media Phones

#### Quick User Guide

For use with Polycom® UC Software 4.3.4 or later

The information in this guide applies to both the VVX 400 and VVX 410 phones. Configurations vary and the screen displays used in this guide may not reflect those on your phone. See your system administrator for more information. For detailed information on how to use your phone, see the Polycom VVX 400 and 410 Business Media Phone User Guide, available by navigating to your phone's Support page from [Polycom.VoiceSupport](http://Polycom.VoiceSupport).

[www.polycom.com](http://www.polycom.com) | 1-771-444-661 Rev. 4 (March 2011)

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#### 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 **Home**.

Press **Home** to alternate between Home and Lines view.

#### Home View

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

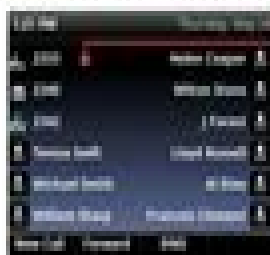


Page Indicator

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.



Phone Line

Favorites

Soft Keys

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



#### By Following the Call 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 Calls view.



No. of Calls

Active

Hold



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 digit keys to enter information. To backspace,

press **Backspace**.

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

To type other characters, press **Speedial** or **More**. When using the digit 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 **Speaker** or **Headset**.

If you navigate away from your call(s), press **Call** to see Active Call or Calls view again.



#### By Navigating Between Home and Lines 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 **Speedial** or **More**. Enter the phone number, and press **Send**.

Or enter the phone number first, then press **Send**, pick up the handset, or press **Speedial** or **More**.

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**.



#### Remember: 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 **Speaker** or tap **Answer**. To answer with the handset, pick up the handset. To answer with a headset, press **Headset**.

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

# Polycom Vvx 400 User Guide

**WJ Hussar**



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