



Polycom® VVX® 400 and VVX® 410

Business Media Phones

Quick User Guide

For use with Polycom® UC Software 4.1.4 or later

The information in this guide applies to both the VVX 400 and VVX 410 phones. Configurations vary and the screens 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 Home Support](#).

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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

Press to alternate between Home and Lines view.

Home View

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

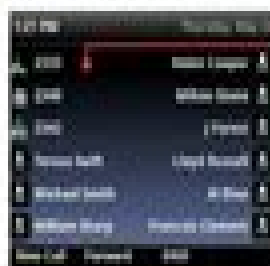


Page Indicator

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

Lines View

Lines view displays phone lines, Favorites and call logs.



Phone Line

Favorites

Soft Keys

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

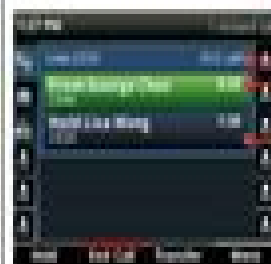


Tip: Referring to Soft Keys

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

Calls View

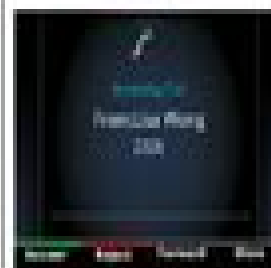
If your phone has one or more calls, you can access Calls view.



No. of Calls

Action

Name



Call color indicates status:

- Dark green—Active call
- Bright blue—incoming call
- Dark blue—hold 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 keypad keys to enter information. To backspace, press Backspace .

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

To type other characters, press Inserting or Mode. When using the keypad keys, use the L, *, R, 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 .

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



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 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.



Tip: Answering Calls Using

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.

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PT Brinkman

A red circular graphic with a gradient, appearing as a stylized arrow or a partial circle, located to the right of the PT Brinkman text.

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