SHENTEL®

Always connected to you

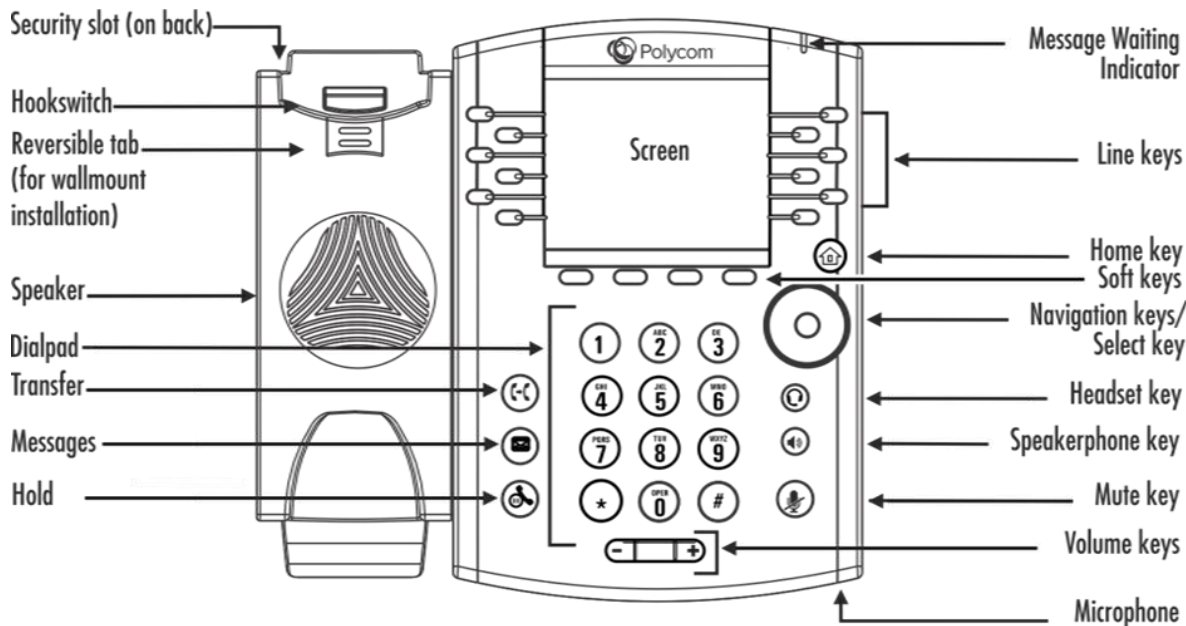Polycom® VVX® 400 and 410 Business Media Phones

Figure 1: Understanding VVX 400 and 410 Hardware Features


Table 1: VVX 400 and 410 Hardware Features

Feature	Description
Speaker	Provides ringer and hands-free (speakerphone) audio output.
Dialpad	Enables you to enter numbers, letters, and special characters. You can also use the dialpad keys to select menu items that have index numbers.
Security slot	The connector on the back of your phone that enables you to attach a laptop cable lock to your phone so that you can secure it to a desktop. For more information on locking your phone to the desktop, see Security Slots on Polycom Phones (Technical Bulletin 64654).
Message Waiting Indicator	Flashes red to indicate new messages.
Home key	Press ⌂ from any screen to display Home view. From Home view, press ⌂ to display other phone views.
Screen	The 3.5-inch diagonal screen is backlit.
Navigation keys/Select key	Scroll through displayed information or options. Select a field of displayed data.
Headset key	Enables you to place and receive calls through a headset. The key glows green when an analog headset is activated.
Speakerphone key	Enables you to place and receive calls using the speakerphone. The key glows green when activated.
Mute key	Mutes local audio during calls and conferences. The key glows red when activated.

Feature	Description
Volume keys	Adjust the volume of the handset, headset, speaker, and phone's ringer.
Microphone	Transmits sound to other phones.

Understanding Phone Icons and Status Indicators

The VVX 400 and 410 has a number of icons that display on your phone screen. The following table displays the icons and indicators used on the VVX 400 and 410 phone screen.

Table 2: Icons Used on the VVX 400 and 410

Icon	Description	Icon	Description
	Registered line		Phone warning
	Unregistered line		Login credentials invalid
	Placing a call		Shared line
	Active call using Polycom HD Voice		Shared line with a held call
	Held call		Call forwarding is enabled
	Incoming call		You have messages
	Active conference		Presence status (Available)
	Placed call		Presence status (Busy or In a Call)
	Received call		Presence status (Away)
	Missed call		Presence status (Do Not Disturb)
	Favorite		Presence status (Offline)

Icon	Description		Icon	Description
	Do Not Disturb enabled			Presence status (No information)

Navigating Your Phone Interface

Your phone has a number of keys and soft keys you can use to navigate menus and phone views on your phone. The following table shows you how to use keys and soft keys to perform tasks and navigate your phone.

Table 3: Navigating Your VVX 400 and 410 Phone

If you want to…	Do this…
Return to Home view from any screen	Press 🏠.
Return to the previous screen	Press **Back**, as shown next. Or press the left arrow key. **Basic** 1 Preferences... 2 Backlight Intensity... 3 Backlight Timeout... 4 Ring Type... 5 Login Credentials **Back** Select
Switch phone views	If you are in an active call, press 🏠 to switch between the Home view, Lines view, and Calls view. If you are not in an active call, press 🏠 to switch between Home view and Lines view.
Place a call	Press **Dial** or use the right arrow key from a call list.
Highlight calls in Calls view	Use the up and down arrow keys to select a call. The soft keys, like **Hold** or **Resume**, apply to the highlighted call.

Using Basic Features

Answering Incoming Calls

All incoming calls display in an Incoming Call window, as shown next.

Figure 2: Viewing the Incoming Call Window

You can answer incoming calls by:

- Picking up the handset.
- Pressing **Answer**. The call is answered using the speakerphone.
- Pressing [icon]. The [icon] is green when in use.
- Pressing [icon]. The [icon] is green when in use.
- Pressing the line key of the incoming call. The line key of the incoming call blinks green and the call is answered using the speakerphone.

If you're already in handset, speakerphone, or headset mode, press **Answer**, and the phone automatically uses the mode you're in.

If you don't answer the call within 10 seconds, the Incoming Call window disappears, and Calls view displays, as shown next.

Figure 3: Viewing Incoming Calls in Calls View
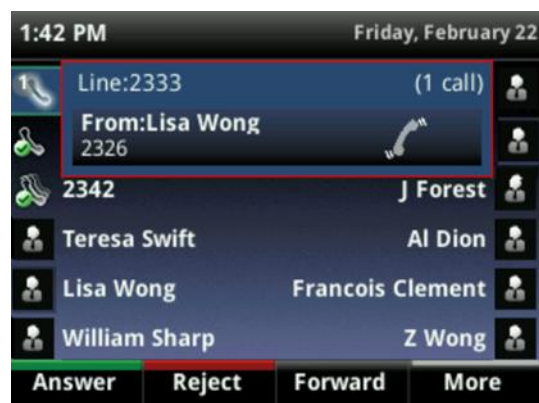
To answer the call, pick up the handset, press ![speaker icon], press ![headset icon], or pressing the line key of the incoming call. From Calls view, you can also press **Answer** to use the speakerphone.

Answering Additional Calls

If you are on an active call and you receive an incoming call on the same or a different line, a call waiting tone beeps, and the Incoming Call window displays.

To answer an incoming call:

» Press **Answer**.

The active call you are currently on is held.

If you don't answer the incoming call within 10 seconds, the Incoming Call window disappears, and Calls view displays, as shown above.

Managing Multiple Calls

You can manage multiple calls from the Calls and Lines views. Calls view displays all the calls for each phone line, as shown below. All the active and held calls for a line display under the associated phone line. Use the arrow keys to navigate between your lines and the calls on each line.

Figure 4: Managing Calls in Calls View
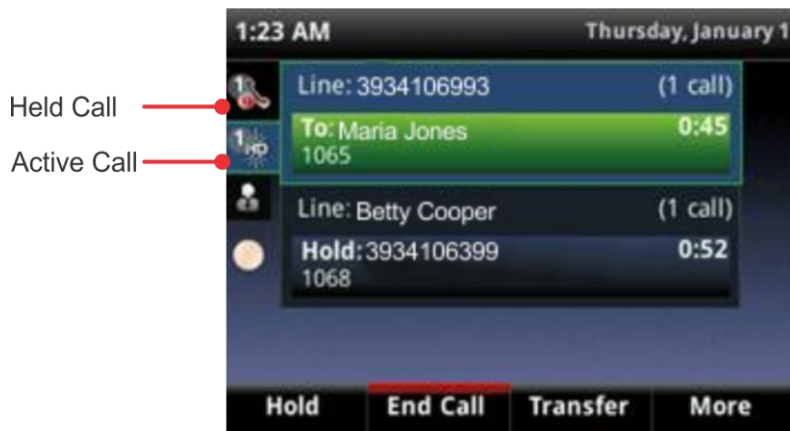
To switch to Lines view from Calls view:

»   Press **More** > **Lines**, or press 🏠 .

Lines view shows you each line on your phone, and how many calls each line has, as shown next. In the example below, line 2340 has one active call, and line 2333 has one held call.

Figure 5: Viewing Calls in Lines View
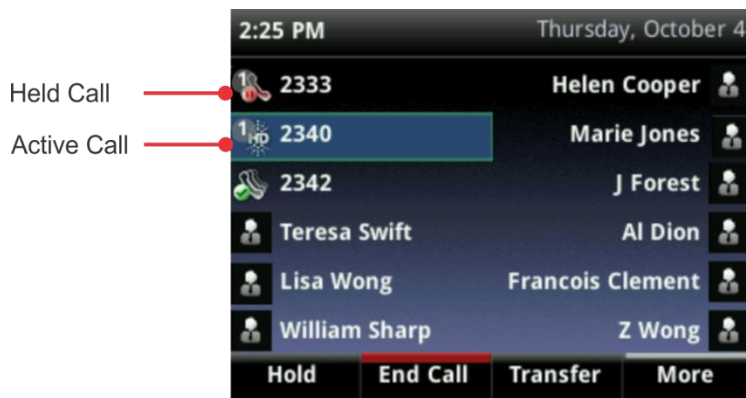
If you press a line key that doesn't have an active call, the most recent call on that line becomes active. The current call is held.

To highlight a call, use the up and down keys to select the call. You can press one of the soft keys to hold, resume, end, or transfer the highlighted call, or set up a conference with the highlighted call.

Placing Calls

You can place a call using the handset, speakerphone, headset, or by pressing the line key of the number you want to call. You can dial the number first, and then choose a method to use by picking up the handset, pressing 🔊, pressing 🎧, or pressing the line key of the person you want to call, or you can choose a method to use first, and dial the number.

You can place calls in these ways:

- Manually, from the Dialer
- Automatically, by tapping a favorite in Lines view
- Automatically, from your Favorites list, Recent Calls list, or Contact Directory.

Calling from the Dialer

The Dialer displays a list of previously-placed calls. Either select an entry to automatically enter it or start entering a number. As you enter numbers, the Dialer displays a list of similar numbers, as shown next. Use the up and down arrow keys to select a match and automatically enter it.

Figure 6: Placing a Call Using the Dialer

To display the Dialer,

» Do one of the following:

  ➢ From Home view, select **New Call**.
  ➢ From Lines or Calls view, press **New Call.**
  ➢ The New Call soft key doesn't display if you have an active call.
  ➢ If your phone is idle, start entering a phone number.
  ➢ Pick up the handset, or press 🔊 or 🎧. This method only works if you don't have an active call.
  ➢ In Lines view, press a line key that doesn't have any calls.

When you access the Dialer, an active call is held.

To call from the Dialer:

- Enter the number, and then pick up the handset, press a line key, press ⊕, or press Ⓞ.
- If you're already in handset, speakerphone, or headset mode, enter the number, and press **Dial**.

Ending Calls

You can end an active call in the following ways:

- Place the handset on the cradle.
- From Lines or Calls view, press **End Call**.
- In Calls view, highlight the call before you press **End Call**.

To end a held call:

» From Calls view, select the held call, and press **Resume** > **End Call**.

Managing Active Calls

When you're in a call, you can do the following:

- Hold the call.
- Transfer the call to another person.
- Set up a conference call with the person you're talking to and another person.

Holding Calls

You can place any active call on hold. A held call displays in Calls and Lines view, as shown next.

Figure 7: Viewing Held Calls in Calls and Lines View
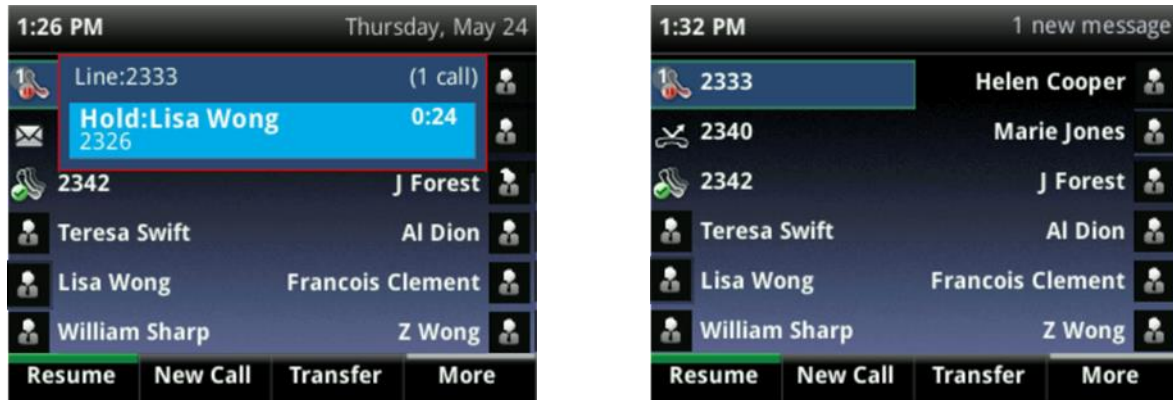
To hold a call:

» From Lines or Calls view, press **Hold**. If you're in Calls view, be sure to highlight the call first.

To resume a held call:

» Do one of the following:

➢ From Lines view, press **Resume**. If there's more than one held call on the line, the last call that you held is resumed. If you have multiple lines and you press **Resume**, the last call that you held, on either line, is resumed.

➢ From Calls view, use the up and down arrow keys to highlight the call, and press **Resume**.

Transferring Calls

When you transfer a call to another person, you have the option to talk to the person before the transfer completes.

If your phone supports a blind transfer, you can automatically transfer a call without talking to the other person. The call is automatically transferred after you dial the number you're transferring the call to.

To transfer a call:

1 From Lines or Calls view, press **Transfer**. The active call is held.

2 From the Dialer, place a call to the person you want to transfer the call to.

3 When you hear the ring-back sound, press **Transfer** to complete the transfer. Or, if you want to talk with the person before the transfer completes, connect and talk with the person, and press **Transfer**. To cancel the transfer before the call connects, tap **Cancel**.

To perform a blind transfer:

1 From Lines or Calls view, press **Transfer**. The active call is held.

2 From the Dialer, press **Blind** and place a call to the person you want to transfer the call to. If you don't see **Blind**, press **More** > **Blind**.

The call automatically transfers to the person you specified.

Initiating Conference Calls

You can initiate a conference by calling two people and using the **Confrnc** soft key or by joining two existing calls using the **Join** soft key.

To initiate a conference call:

  1 Call the first person.

  2 From Lines or Calls view, press **More** > **Confrnc**. The active call is held.

  3 Using the Dialer, call the second person.

  4 When the second person answers, press **More** > **Confrnc** or press **Join** to add everyone in a conference. The Active: Conference screen displays, as shown next.
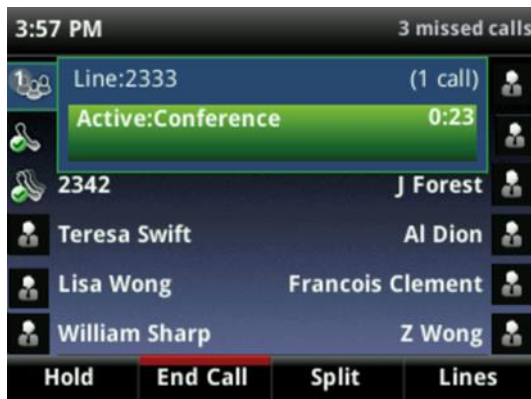
Forwarding All Calls to Another Person

You can set up your phone to forward all calls to another number, even if the Do Not Disturb feature is enabled. Call forwarding is not available on shared lines.

To forward all calls to another person:

  » Do one of the following:

- From Home view, select **Forward.**

- From Home view, select **Settings** and select **Features** > **Forward**.

- If your phone is idle, press the **Forward** soft key from Lines view.

    ➢ If your phone is set up with multiple lines, select the line to apply forwarding to.

    ➢ From the Forwarding Type Select screen, select the forwarding type you want:

       ♦ **Always**   To forward all incoming calls

- ◆ **No Answer** To forward all unanswered incoming calls
- ◆ **Busy** To forward calls that arrive when you're already in a call

➢ Enter the forwarding number, and select **Enable**. If you selected the **No Answer** option, you can enter the number of rings before your phone forwards the call. Polycom recommends that you enter a value of *2*.

The forwarding number you chose displays in the status bar, as shown next. In this example, the line is forwarded to 2327.

Figure 8: Displaying the Call Forward Number in the Status Bar

If a phone line is idle, Lines view displays the forwarding icon next to the phone line, as shown next.

Figure 9: Viewing the Call Forwarding Icon in Lines View
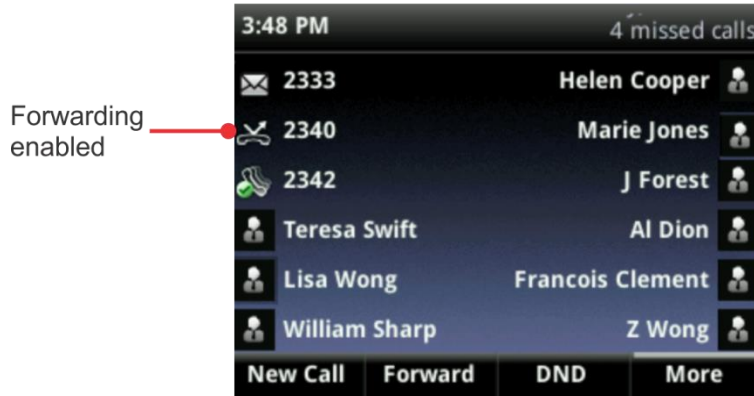
To disable call forwarding:

1 From Home view, select **Forward**.

2 If your phone is set up with multiple lines, select the line you want to disable.

3 From the Forwarding Type Select screen, select the forwarding type to disable, and select **Disable**.

Listening to Voicemail

Your phone indicates when you have new voicemail messages in the following ways:

- A message in the status bar, as shown next. The message indicates the number of new messages you have. The count is a total of all messages on all lines on the phone.

- A flashing Message Waiting Indicator, located at the top-right of your phone.
- An audible alert, if your phone is on-hook.

Note: Temporarily Removing Message Indicators

To temporarily remove the message counter, press (✉) , and select **Message Center,** or select **Messages** from Home view, and select **Message Center**, and press **Clear**. The message indicators doesn't display again until after a period of time, which is set by your administrator.

To listen to voicemail messages:

1 Press (✉) and select **Message Center**, or from Home view, select **Messages** > **Message Center**.

If your phone has multiple lines, the Line Select screen displays.

2 Use the up and down arrow keys to select the line that has new messages.

3 From the Messages screen, press **Connect** and follow the prompts.

Viewing Recent Calls

Your phone maintains a Recent Calls list, which is a list of missed, received, and placed calls. Each list can hold up to 100 entries. From the recent calls list, you can do any of the following:

- Select an entry and place a call.

- Sort, order, and filter calls.

- Remove certain calls from the list.

- Select a call record to view call details or manage the entry.

- Save an entry to the Contact Directory.

To view your Recent Calls list:

» From Home view, select **Directories** > **Recent Calls**.

The Recent Call list displays, as shown next.

The following icons display next to entries to indicate the call type:

- Indicates a placed call

- Indicates a received call

- Indicates a missed call

The following soft keys display at the bottom of the Recent Calls screen:

- **Dial** Use to call a contact.
- **Info** Use to view detailed call information.
- **Type** Choose to display only missed, received, or placed calls
- **More** Choose to display additional soft keys.
- **Save** Use to save a recent caller to the Contact Directory.
- **Clear** Use to delete all entries from the call list.
- **Sort** Use to sort entries by name or call time in ascending or descending order.

You can view and edit the details of previous calls in the Recent Calls list or call a recent call.

To manage a call record:

» From your Recent Calls list, highlight a call, and press the right arrow key to view the details of the call.

The call entry details display, as shown next.

You can do the following in the call entry details window:

- Press **Dial to** call the contact.

  You can also press the right arrow key on your phone to automatically call the contact.

- Press **Back** to return to the Recent Calls list.
- Press **Edit** to change the phone number of the contact before you dial the number.
- Press **Delete** to remove the entry from the call list.

Updating the Incoming Call Ringtone

You can personalize your phone's ringtone and pick unique ringtones for the different lines on your phone. The default ringtone for Polycom phones is Low Trill.

To select an incoming call ringtone for your phone or a line:

  1 From Home view, select **Settings** > **Basic** > **Ring Type**.

  2 Select the line you want to apply a new ringtone to.

  3 From the Ring Type screen, select a ringtone.

To hear the ringtone before you set it:

  » Select a ringtone and press **Play**.

Updating a Contact's Ringtone

You can select unique ring tones for contacts in your Contact Directory to quickly identify individual callers when your phone rings.

To select a ringtone for a contact:

  1 From the Contact Directory, select a contact, and press **Info** > **Edit** > **Ring Type**.

  2 Select the ringtone you want, and press **Save**.

Changing the Ringer Volume

You can change the volume for your phone's ringer and the incoming audio during a call.

To change the volume of your ringtone or during a call:

  » Press the **Volume** keys, ⊖▭▭⊕ , to lower or raise the speaker volume.

Muting the Microphone

You can mute the microphone to silence audio from your side of a call. Microphone Mute applies to all modes: handset, headset, and speakerphone. You can still hear all other parties in a call when you mute your microphone.

To mute the microphone:

  » During a call, press 🎤 .

  The Mute key glows red, and the other parties can't hear audio from your side of the call. To disable Mute, press 🎤 again.

Changing the Audible Ring Setting

You can choose where you hear the audible ringer on your phone. You can set the audible ringer to play from the handset, headset, or speaker. For example, you can set your phone to ring on your headset, instead of the speaker. By default, the audible ringer plays from the speaker.

To choose where the audible ringer plays:

1 From Home view, select **Settings** > **Basic** > **Preferences** > **Audible Ringer**.

2 From the Audible Ringer screen, select where you want to hear the ringer:

➢ To hear the ringer only from the phone's loudspeaker, select **Speaker**.

➢ To hear the ringer only from the handset, select **Handset**.

➢ To hear the ringer only from the headset, select **Headset**.

➢ To hear the ringer only from the device you're currently using, select **Active**.

The default destination is Speaker.

Using Group Paging Mode

Your phone can be enabled to operate in a broadcast mode called Group Paging mode. In this mode, you can broadcast one-way announcements to a specified group of phones, called a Paging Group. In Group Paging mode, users must subscribe to Paging Groups to send and receive pages.

To send and receive pages, you need to subscribe to certain paging groups. By default, you're subscribed to Paging Groups 1, 24, and 25, meaning that you can send and receive pages to Paging Groups 1, 24, and 25.

Sending Pages

By default, group page are sent using Paging Group 1, which is the default group for your phone. You can change your default paging group to another group, which is described in Updating the Default Paging Group. If you change your default paging group, you're automatically subscribed to the new default group. Note that you can't send a Page-mode page during active calls.

To send a page:

1 From Lines view, press and hold **Paging**.

2 From the Paging Groups List screen, select the paging group to send the page to.

3 To begin a page, press **Page**.

An alert tone plays before you can begin sending a page.

4 Begin speaking.

5 Press **End Page** to end sending a page.

Customizing the Phone's Display

In the previous chapters, you've learned how to customize calls, such as how to change call volume, forward incoming calls in a special way, or divert calls from a contact. But what if you want to customize

the display? This chapter shows you how you can customize your phone's screen. Basic customizations include changing the time and date format and updating the screen brightness. If you want to get fancy, you can set up a screen saver or change the background picture.

This chapter shows you how to do the following:

- Change the language on your phone
- Change the display contrast
- Change the time and date display
- Change the backlight settings
- Change the background picture
- Display a screen saver
- Use the phone as a digital picture frame
- Set up power saving mode

Changing the Backlight

Your phone's backlight has two components: Backlight Intensity and Backlight Timeout.

- **Backlight Intensity**   The brightness of the screen during phone activity and inactivity. Backlight intensity has three settings:
  - ➢ **Backlight On**   The brightness of the screen when there is phone activity.
  - ➢ **Backlight Idle**   The brightness of the screen when there is no phone activity.
  - ➢ **Maximum Intensity**   The brightness scale that applies to both Backlight On and Backlight Idle intensities.
- **Backlight Timeout**   The number of seconds the phone is inactive before the backlight dims to its Backlight Idle intensity. The backlight timeout period begins after your last key press or the last phone event, such as an incoming call.

You can change the Backlight On intensity and the Backlight Idle intensity separately. You can choose a high, medium, or low intensity, or turn off the backlight entirely.

When you change the Maximum Intensity, you modify the entire backlight intensity scale. For example, if you decrease the Maximum Intensity, the low, medium, and high levels for both Backlight On and Backlight Idle intensities decrease.

The backlight automatically turns on with any phone activity. By setting the Backlight Timeout, you can determine how long the phone is idle before the backlight dims to its Backlight Idle intensity. By default, after the phone is idle for 40 seconds, the backlight dims.

To change the backlight intensity:

1   From Home view, select **Settings** > **Basic** > **Backlight Intensity**.

2   From the Backlight Intensity screen, select **Backlight On Intensity**.

3   From the Backlight On Intensity screen, select the intensity you want and press **Back**. The default is High.

4   From the Backlight Intensity screen, select **Backlight Idle Intensity**.

5 From the Backlight Idle Intensity screen, select the intensity you want and press **Back**. The default is Low.

6 From the Backlight Intensity screen, select **Maximum Intensity**.

7 From the Maximum Intensity screen, select **Up** or **Down** to increase or decrease the maximum intensity the screen can display and press **Back**.

To change the backlight timeout:

1 From Home view, select **Settings** > **Basic** > **Backlight Timeout**.

2 From the Backlight Timeout screen, enter the number of seconds the phone can be idle before the backlight dims. The default is 40 seconds.

Restarting the Phone

Your system administrator can ask you to restart your phone if your phone malfunctions or to assist in troubleshooting.

To restart the phone:

1 From Home view, select **Settings** > **Basic** > **Restart Phone**.

The message *Are you sure?* displays.

2 If you still want to restart the phone, press **Yes**.

The phone restarts and the default Home screen displays when the phone hast finished rebooting.

Updating Phone Configuration

If your system administrator asks you to update your phone's configuration, you can update the phone's configuration without restarting your phone.

To update your phone's configuration:

1 From Home view, select **Settings** > **Basic** > **Update Configuration**.

The message *Are you sure?* displays.

2 To update the configuration, press **Yes**.

The configuration is updated. Your phone restarts, depending on the phone settings that have changed.