

Polycom VVX 410 IP Phone User Guide



- 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.

Step 1: Enabling your Voicemail Box

1. Pick up the handset or press the speaker button.
2. Dial ***62** or press the Message button
3. When asked for the passcode, enter **362514** and then press **#**.
4. Enter a **unique passcode** then press **#**.
5. Enter the **same unique passcode** then press **#**.
6. At the main menu, press **3** to record your **Personalized Name**.
7. Press **1** to start recording. At the prompt, **say your name** and then press **#**.

Step 2: Recording your Outgoing Messages

1. Using your IP-phone, pick up the handset and dial ***62** or press the Message button
2. Enter your **passcode** and then press **#**.
3. Press **1** to access your voicemail box.
4. Press **2** to create your **Busy Greeting**.
5. Press **1** to record. State out loud the message that will be heard when you are on the phone. Press **#** when done.
6. Press **2** to listen to your recorded message. Press **1** to re-record. When finished, press *****.
7. Press **3** to create your **No Answer Greeting**.
8. Press **1** to record. State out loud the message that will be heard when you are not able to answer the phone. Press **#** when done.
9. Press **2** to listen to your recorded message. Press **1** to re-record. When finished, press *****.

Accessing Your Voice Portal

You can access your personal voice portal using your own phone or another phone.

Using Your Phone

1. Using your IP-phone, pick up the **handset** and dial ***62**. or press the Message button
2. Enter your **passcode** and then press **#**. You will now be at the Voice Messaging Main Menu.
NOTE: Depending on the IP phone, hard key and soft key options are also available that allow easy access your voicemail.

From Another Phone

1. Using any phone, pick up the handset and dial the telephone number or ext.
2. Let the phone ring until you engage your voicemail box.
3. When you begin to hear your No Answer greeting, press ***** to reach the login prompt.
4. Enter your passcode and then press **#**. You will now be at the Voice Messaging Main Menu.

Leaving Messages for Other Users

During greeting:

- #** Interrupt the greeting and start recording a voice message.
- *** Transfer out of greeting to Voice Portal password prompt.
- 0** Transfer out of greeting to another extension.

While recording message:

- *** Cancel recording and transfer to Voice Portal password prompt.
- 0** Cancel recording and transfer to another extension.
- #** Stop recording and review message.

While reviewing message:

- 1** Erase message and record again.
- 2** Listen or view current message.
- 3** This sends the message (OR you could just hang up).
- 6** Set or clear the urgent indicator.
- 7** Set or clear the confidential indicator.
- *** Cancel recording and transfer to Voice Portal password prompt.
- 0** Cancel recording and transfer to configured number.
- #** Repeat menu.

Voice Portal Main Menu Options

- 1** Access Voice Mailbox
- 2** Change CommPilot Express profile
- 3** Record Personalized Name.
- 4** Change Call Forwarding Options
- 8** Change Passcode
- 9** Exit
- #** Repeat menu

+ Some of these options are provided only if they have been assigned to you.

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PHONE VIEWS

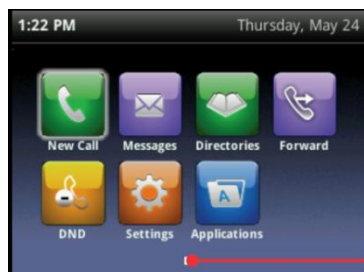
Your phone has four main Views: Home, Calls, Active Call, and Lines view (the default).

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.



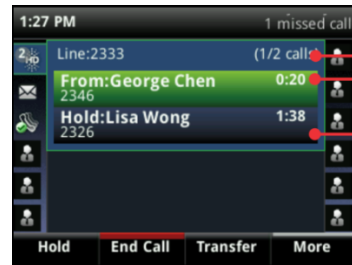
Phone Line

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 dial the other party's extension number or press line and press the softkey assigned to the other party. When you hear the ringback sound, or after you talk with the other party, hang up or 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, **362514**, 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**.