



# Polycom® VVX® 400 and 410 Business Media Phone

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 screen displays used in this guide may not reflect those on your phone. See your system administrator for more information.

[www.polycom.com](http://www.polycom.com) | 1725-49088-001 Rev. A | March 2013

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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

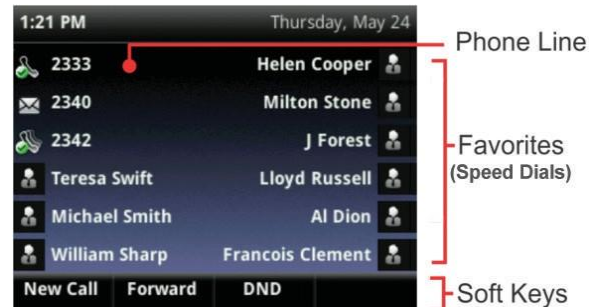
Home view displays icons you can select to access phone functions.



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.



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.

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

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

To type other characters, press Encoding or Mode. When using the dialpad 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 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.



### Timesaver: 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 or select 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.

## Ending Calls

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.

## Holding Calls

From Calls view, press Hold or Remember to highlight the call first.

To resume a held call, press Resume or again.

## Transferring Calls

From Calls view, press Transfer or , and call the other party. When you hear the ringback tone, or after you talk with the other party, press Transfer or . Press More > More > BlindXfer to complete a transfer without waiting for the ringback tone.

## Transferring Live Calls to Voicemail

Select xfrVM during a live call, then dial the extension number and press #.

## Parking Calls

To park a live call, select Park.

- Listen to the message which identifies the extension the call is parked on.
- Then notify the intended recipient(s).

To pick up the parked call, the recipient dials the extension that the call was parked on.

## Forwarding Calls



### Tip: Use Virtual Office for Call Forwarding

8x8 recommends using your Virtual Office desktop app instead of phone-based call forwarding so your call forwarding instructions are stored online instead of on the phone. If you set your call forwarding rules on your phone, they will not be in effect if your phone is disconnected from an Internet connection.

To enable online call forwarding (Virtual Office):

- Login to your Virtual Office desktop app.
- Select Settings then Call Forwarding, then select the My Rules tab.
- Update your Call Forwarding Rules and press Save.

You can return to the Virtual Office desktop app at any time to update your Call Forwarding Rules.

To enable call forwarding (phone based):  
Press Forward from Home or Lines view. Select the forwarding type to enable, enter a forwarding number, and press Enable.

To disable call forwarding, press Forward from Home or Lines view, select the forwarding type to disable, and press Disable.

To enable per-call forwarding:  
As your phone rings, press Forward, enter the forwarding number, and press Forward.

### Intercom

- To intercom an extension, select Intercom from Lines View, dial the number you wish to Intercom to and then select Enter.

If you are receiving an intercom call, the phone rings, then automatically connects to your speakerphone.

### Paging (If Enabled)

Paging enables you to intercom to all extensions in a predefined group at once.

- To page a group of extensions, select Paging from Lines View, select the group you want to page, then select Page. You can then begin speaking.

If you are receiving a paging call, the phone beeps, then automatically connects to your speakerphone.

### LCR - Last Call Return

- From Home view, select More until you see LCR.
- Then select LCR to place the call.

### Placing Conference Calls

Call the first party, and after the call connects, press More, and select Confrnc. Then, dial and connect with the second party and press Confrnc again.

From Lines or Calls view, you can:


- Press Hold to hold all participants.
- Press End Call to remove yourself from the call, but keep the other participants connected.
- Press Split to end the conference and hold all participants.

### Timesaver: Placing Conference Calls

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


### Favorites

Favorites are contacts you call most often. Your Favorites list displays all your Favorites. A smaller number of Favorites displays in Lines view.

- To view your Favorites list—From Home view, press  and select Directories > Favorites.
- To make a contact a Favorite—Navigate to your Contact Directory and select the contact. Press Info, press More, and select Add to Favorites. Press Yes to confirm.
- To dial a Favorite—Press the Favorite from Home or Lines view, or from your Favorites list.

### Viewing Recent Calls

From Lines view, do one of the following:

- Press , select Directories, and select Recent Calls to view your Recent Calls list.
- Press the right arrow key to view the recent Placed Calls.
- Press the left arrow key to view the recent Received Calls.
- Press the down arrow key to view the recent Missed Calls.
- Press the up arrow key to view Favorites.

From the Recent Calls list, press More > Sort to sort and order calls, press Type to display only certain calls, or select a call record to call the person.

### Contact Directory

To select a contact from the Contact Directory, press .



- To view your Directory—Select Directories from Home view. Select Contact Directory on the Directory screen.
- To add a contact—Navigate to your Contact Directory and press Add. Enter the contact's information, and press Save. To make a contact a Favorite, enter a *Favorite Index* number.
- To update contact information—Navigate to your Contact Directory and select the contact. Press Info, press Edit, update the contact's information, and press Save.
- To delete a contact—Navigate to your Contact Directory and select the contact. Press Info, press Delete, and press Yes to confirm.
- To search for a contact—Navigate to your Contact Directory and press Search. Enter search criteria and press Search.
- To dial a contact from your Directory—Navigate to your Contact Directory, select the contact and press Dial.

### Tip: What Does the Star Mean? A star, , indicates a Favorite.



### Corporate Directory

- To view your Corporate Directory—Select Directories from Home view. Select Corporate Directory on the Directory screen.
- To dial a contact from your Corporate Directory—Navigate to your Corporate Directory, select the contact and press Dial.

### Listening to Voicemail


An envelope, , adjacent to a Line key, indicates that you have voicemail. Select Messages from Home view or press , and select Message Center. Press Connect and follow the prompts.

### Muting the Microphone



During a call, press  so other parties can't hear you. To disable Mute, press  again.

This applies to calls using the handset, headset, and speakerphone.

### Using Do Not Disturb

To enable or disable ringing, press DND from Home or Lines view. When Do Not Disturb is enabled, the DND icon, , displays in the status bar and beside the appropriate Line key.

### Adjusting Volume

To change call volume, press  during a call. To change the ringer volume, press  when the phone is idle or ringing.

### Updating Ringtones

To change the incoming call ringtone, select Settings from Home view, and select Basic > Ring Type. Select the ringtone you want.

To set a ringtone for a contact, navigate to your Contact Directory and select the contact. Press Edit, update the contact's ring type, and press Save.

### Call Queues (If Enabled)

- To access your Call Queues: Select Applications from Home View, then select Call Queues.
- To log into a Call Queue: Select the Log In button.
- To log out of a Call Queue: Select the Logout button.

### Call Recording (If Enabled)

Recording Calls is an 8x8 Virtual Office Pro feature, that can be managed via your 8x8 Virtual Office desktop app You can record all calls or record selective calls by turning call recording on and off using your CallRecord softkey. You will only have a CallRecord softkey if the service is available to you.

- To start recording a call: During a live call, select the CallRecord softkey. A message will announce that call recording has started.
- To end recording a call: During a live call, select the CallRecord softkey. A message will announce that call recording has ended.

### BLF – Busy Line Field (If Enabled)

Available an optional 8x8 Power Keys add-on function, BLF keys monitor the status of other phones:

- When a phone that a BLF key is monitoring rings, the BLF key flashes.
- When a phone that a BLF key is monitoring is busy, the BLF key lights up.

BLF Pickup: When a phone that a BLF key is monitoring rings, answer (intercept) the call by pressing the BLF key.

BLF Speed Transfer: If you are on a live call, press a BLF key to instantly transfer the call to the phone that the BLF key is monitoring.

BLF Speed Dial: To instantly call a phone that a BLF key is monitoring, press the BLF key.

