

Phone Keys and Hardware of the VVX 410 IP phone

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

Polycom VVX 410 Phone Icons and Status Indicators

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

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)
	Do Not Disturb enabled		Presence status (No information)

Polycom VVX 410 Functions

Home Views

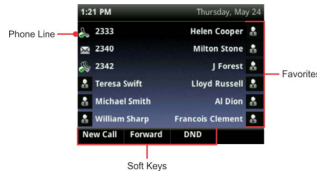
Press the **HOME** key to alternate between HOME and LINES view. Use the Navigation key to go up/ down or left/right



Polycom VVX 410 Functions (cont.)

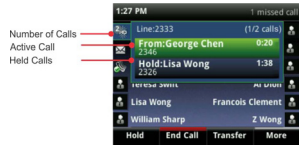
Lines View

Displays phone lines, favorites and soft keys



Calls View

See during calls- hold, end, transfer, reject, & more



Basic Phone Features

Color indicates status

DARK GREEN - active call

DARK BLUE - incoming and held calls

To Place a Call

1. Lift handset, dial number and press **SEND** soft key
2. Press **SPEAKER** or **HEADSET**, dial number, press **SEND**
3. Dial number then press **DIAL**, lift handset
4. From HOME view- select **NEW CALL** with Navigation key
5. From Lines View- press **NEW CALL** and **SEND**

Call Hold and Resume

Press soft key **HOLD** during call, press **RESUME** to retrieve call

Call History

- Press **NEW CALL**, a list of calls comes up in LINES view-navigate to select and hit **SEND**
- From HOME- navigate to DIRECTORIES, Select , #2 is recent calls then select soft key **TYPE, DIAL, INFO** or **MORE**

Call Forwarding

1. Use Navigation key to select **FORWARD**
2. Press **FORWARD** , Select line then: Always, No Answer, Busy
3. Enter number where you wish to forward, then select ring number

4. Press **ENABLE** soft key to save
5. TO DISABLE press **FORWARD** again and then **DISABLE** to cancel

Call Transfer

Blind Transfer

- During call, press **TRANSFER** button, then press **BLIND** soft key
- Dial number you want to transfer to and hang up

Announced Transfer

- During call, press **TRANSFER** button. Dial number desired
- Party answers, press **TRANSFER** to send call
- Press **RESUME** to get original caller back

Transfer to Voice Mail

- During call, press 6, then 4 digit extn, press **SEND** and hang up

Call Park & Retrieve Parked Call

Call Park

To park a call, dial #72. You will be provided an EXT # referring to where the call is parked. (EXT 7801 – 7808)

Retrieve a Parked Call

To pick up a parked call from any phone, dial the assigned parking lot EXT # and press SEND soft key.

Call Grab & Call Steal

Call Grab

To retrieve a call on another ringing EXT, dial *8 and EXT #. Press the **SEND** soft key.

Call Steal

To retrieve a call currently in progress on another EXT, dial *9 and EXT #. Press the **SEND** soft key.

Retrieve Messages

From an Internal Extension

Dial EXT 7999. Press **SEND** soft key. You will be prompted to enter your EXT and password.

From an External Number - No DID

Dial customer MAIN number. Once the main menu answers, dial EXT 7999. You will be prompted to enter your EXT and password.

From an External Number - With DID

Dial your DID and follow the prompts. Dual ring or Magic # feature must be enabled.

Call Conference- 3 Way Calling

3 way Calling

- During call with party 1, press the **CONF** soft key then dial the destination number which will put the 1st party on hold.
- Dial the destination number of the 2nd party. When party answers, press the **CONF** soft key to bring all parties onto call.
- If caller 3 is not available- press **CANCEL** then **RESUME** soft key to resume call.

Conference Bridge - Available for up to 10 parties

- Create a conference call from your desk phone by dialing extension 7851. An auto attendant will ask for a password, choose any 4 digits. As long as this originating call is still active (do not hang up!) others may join it.
- Joining the conference call is easy, you need to be transferred to extension 7851 - like parking a call, this sends the person to the conference bridge. Who made the originating call is irrelevant, as long as you can transfer the person to 7851, it will work. The person joining will be prompted for the password you set up while creating the bridge.

Call Recording

Premeditated

To record a call at the time it is placed, press *732 followed by the six digit phone number you are calling. Our phone mail system will respond with a prompt indicating a call will be recorded and connected. This feature must be custom configured.

Active Call Recording

To record a call that is active, press #73. Our phone mail system will beep once to indicate the call is now being recorded. The Recorded call will be sent via email to the person associated with that extension is an email is on file. This feature must be custom configured.