

Quick User Guide

Polycom VVX 410



Phone Views

Your phone has four main Views: Home, Calls, Active Call, 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.

To change Views:



Press the Home icon for Home view, to leave Home view, and to alternate

between Home and Lines view.

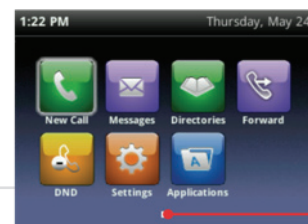
Navigations Button

To navigate through menus, use the round navigation button on the right side of the phone.

Home View

Home View displays icons you can press to access phone functions.

Home View Icons



Page Indicator



New Call
tap New Call to display the dialler screen to make a new call



Messages
tap Messages to access your voicemail service



Directories
tap Directories to view your directories such as Contact Directory, Recent Calls



Forward
tap Forward to enable/disable your call forward settings such as Always, No Answer, Busy



DND
tap DND to enable/disable the Do Not Disturb feature



Settings
tap Settings to access features to customise your phone such as ring type and screen brightness

Line View

Line view displays phone lines, Favourites, and soft keys

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



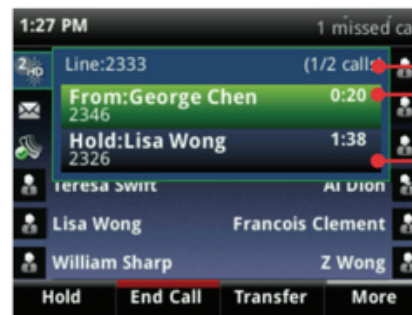
Phone Line

Favorites

Soft Keys

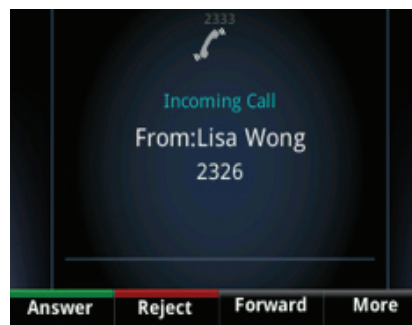
Calls View

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



No. of Calls Active

Held



Call colour indicators are:

Dark Green – Active Call

Bright Blue – Incoming

Dark Blue – Active call is highlighted

Use the up and down arrow keys to select a call (highlight it). The soft keys control the highlighted call.


Quick User Guide


Polycom VVX 410



Placing a Call

Using the handset Lift the handset and enter the required number you wish to dial by using the phone keypad.

 **Using a headset** Press the headset button and enter the required number you wish to dial by using the phone keypad.

 **Using the speakerphone** Press the speakerphone button and enter the required number you wish to dial by using the phone keypad.

Answering a Call

To answer an incoming call you can either:

		
Lift the handset	Press the speakerphone button	Press the 'New Call' Soft Key

Ending a Call

To end an active call you can either:


		
Replace the handset	Press the speakerphone button	Press the 'End Call' Soft key

Placing a Call on Hold

 Press the **Hold** soft key

 Press the **Resume** soft key

Muting the Microphone

 During a call *press* the mute button so all other parties can't hear you.

To disable mute, *press* the mute button again.

Transferring Active Calls

Blind Transfer

A blind transfer allows you to transfer a call to another party without announcing the call prior to the transfer completing.

During an active call *press* the  soft key.

Press the  soft key

Enter the destination number/extension you are transferring the call to.

Your call will be automatically transferred.


Consult Transfer


A consult transfer allows you to announce the call to the party you are transferring to.

During an active call *press* the  soft key.

Enter the destination number/extension you are transferring the call to.

When the other party answers the call, announce the call.

Press the  soft key once again and your call will be transferred.

If the other party refuses to accept the call, *press* the  soft key and you will be returned to the original caller.


Forwarding Incoming Calls


Always


To forward all incoming calls *press* the  soft key.

Select 

Enter the number/extension you wish to forward all your calls to.

Press the  soft key


An arrow  is displayed on the phone screen against your line to show your calls are forwarded.

To disable the call forward, *press* the  soft key from the home view screen.

Select 


Press the  soft key.


No Answer

To forward incoming calls only when there is no answer *press* the  soft key.


Select 

Enter the number/extension you wish to forward your calls to.

Scroll to the  field and enter the required number of rings before the call forwards.

To disable the call forward *press* the  soft key from the home view screen.

Select 

Press the  soft key.


Quick User Guide

Polycom VVX 410




Forwarding Incoming Calls


Busy

To forward incoming calls when your line is busy press the  soft key.

Select 

Enter the number/extension you wish to forward your calls to.

Press the  soft key


To disable the call forward, press the  from the home view screen.



Press 

Press the  soft key.

Placing Conference Calls

Three Way Call

To start a conference call, place a call to the first party and after the call connects press the  soft key.

Dial the second party you wish to have in the conference call and once the call connects press the  soft key and select the  soft key.


Using Do Not Disturb

When using Do Not Disturb (DND) you disable your phone from ringing for any incoming calls. All incoming calls will be sent directly to your voicemail.

To enable DND you can either:

 Press DND from the home view.

 Press the 'Do Not Disturb' soft key.

When DND is enabled the following icon is displayed on your screen 


To disable DND you can either:

 Select DND from the home view.

 Press the 'Do Not Disturb' soft key.

Adjusting Ringer, Handset & Headset Volume

To change the call volume, press  during a call.

Whilst the phone is idle, pressing  will adjust the ringer volume.

Enabling Headset Memory

If you use a headset as your primary method to make and receive calls you may wish to enable the memory headset option so all calls use your headset.

From the Home View screen, select 

Select Basic

Select Preferences

Select Headset

Select Headset Memory

Select Enabled

Press the  button to return to the home screen.

The phone's headset button will flash to advise this setting is enabled.

Call History

Your phone is able to show a list of missed, received, and placed calls. Each list contains up to 100 entries.

To access your call history, tap the call history button to access and view the call history lists:

Press **right** to view placed calls

Press **down** to view missed calls

Press **up** to view favourites

Quick User Guide

Polycom VVX 410

Login to The Voice Portal

To access the Voice Portal:

Tap the mail icon from the Home View.

You will be prompted to enter your passcode followed by #.

Voice Portal Menu

Once you have logged into your Voice Portal the following menu options are available to you:

- 1) Access your Voice Mailbox
- 2) Change your CommPilot Express profile*
- 3) Go to the Greetings Menu
- 4) Change your Call Forwarding options
- 5) To record a New Announcement
- 6) Make a Call
- 7) Change your Passcode
- 8) Exit this menu
- #) Repeat this menu

(* only available if service assigned)

Accessing Your Voicemail

To access your voicemail you first need to log into the Voice Portal.

Once within the Voice Portal, press 1 for 'Access your Voice Mailbox'

The system will advise you if you have any new messages in your mailbox.

You will then be presented with the following voicemail options:

- 1) Listen to your messages
- 2) Change your mailbox Busy greeting
- 3) Change your mailbox No Answer greeting
- 4) Change your mailbox extended away greeting
- 5) Compose and send a new message
- 7) Delete all messages
- 8) Modify the message deposit settings for your mailbox
- 8) Go to the Voice Portal
- #) Repeat this menu

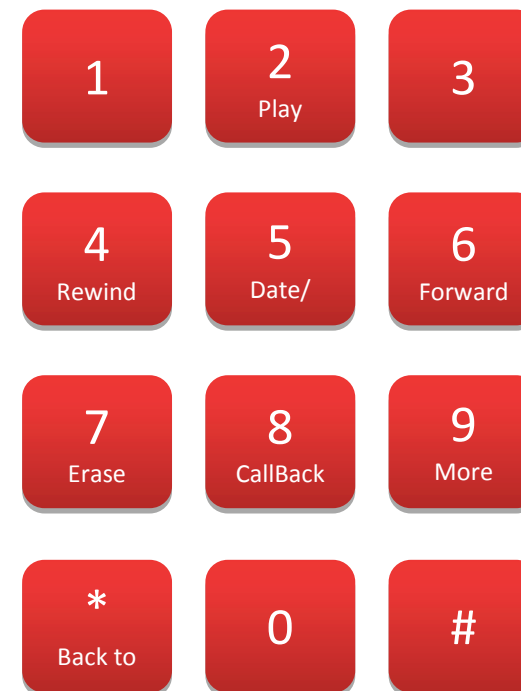
Voicemail Notification



The voicemail icon on phone will notify you when you have any new voicemail messages

Message Control

During your voicemail playback the keypad on your phone can control the playback message via the following:



Additional Support...

If you require additional support with your Polycom VVX 500 or VVX 600 handset, please contact our support desk via any of the following options:

Call 1300 668 481 Or Email support@aptel.com.au