Contact Directory

To select a contact from the Contact Directory, press the **Navigation keys/Select key**.

- **To view your Directory**—Select **Directories** from Home view. Press **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 and select the contact. From the contact's information screen, select the contact's phone number.

Tip: What Does the Star Mean?
A ★ Indicates a Favorite.

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**. 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.

(Continued in next column)

Viewing Recent Calls *(continued)*

- 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 **Sort** to sort and order calls, press **Type** to display only certain calls, or select a call record to call the person.

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 (DND)

The Do Not Disturb (DND) feature allows you to forward all your calls directly to voicemail (the caller will hear your Busy greeting when DND is activated). Please note, when DND is enabled, calls cannot be received until you disable the feature. 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 the appropriate side of ⊏━━┱ during a call. To change the ringer volume, press ⊏━━┱ when the phone is idle or ringing.
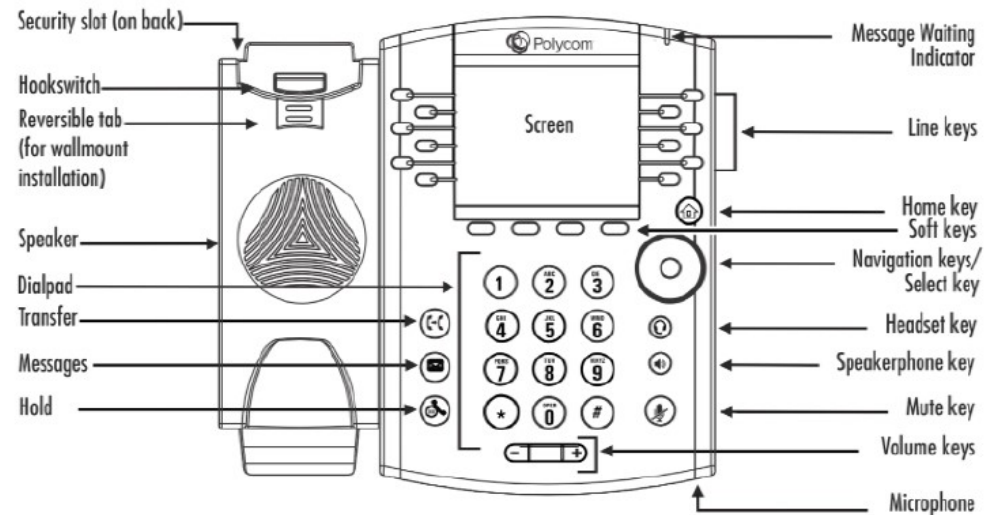
Updating Ringtones

To change the incoming call ringtone, select **Settings** from Home view, and press **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**.

For more information about your Polycom phone, visit the website at

www.excel-comms.co.uk

v5 080614

Polycom VVX 410 Phone Quick Reference Guide

Security slot (on back)
Hookswitch
Reversible tab (for wallmount installation)
Speaker
Dialpad
Transfer
Messages
Hold

Message Waiting Indicator
Line keys
Home key
Soft keys
Navigation keys/ Select key
Headset key
Speakerphone key
Mute key
Volume keys
Microphone

Screen

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.

Navigation key
Select button

1:22 PM — Thursday, May 24

New Call Messages Directories Forward
DND Settings Applications

Page Indicator

To get to different icons, you can use the right, left, up, and down arrow keys on the **Navigation** key *(shown above right)*. To choose an icon, press the **Select** button in the center of the **Navigation** key .

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.

1:21 PM — Thursday, May 24
2333 Helen Cooper — Phone Line
2340 Milton Stone
2342 J Forest
Teresa Swift Lloyd Russell — Favorites
Michael Smith Al Dion
William Sharp Francois Clement

New Call Redial DND Callers — Soft Keys

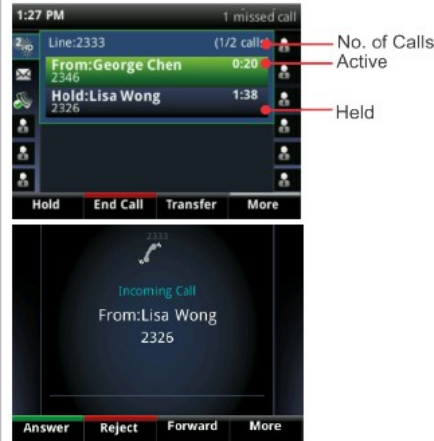**Tip: Referring to Soft Keys**
In this guide, soft keys are referred to by their name only. For example, to end an active call, press **End Call**.

Calls View

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

1:27 PM — 1 missed call
Line:2333 (1/2 calls) — No. of Calls
From:George Chen 0:20 — Active
2346
Hold:Lisa Wong 1:38 — Held
2326

Hold End Call Transfer More

2333
Incoming Call
From:Lisa Wong
2326

Answer Reject Forward More

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 or delete, 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.

About Calls *(continued)*

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, press 🔊 or ⭕ . Enter the phone number.

Or enter the phone number first, then press **Dial**. You may pick up the handset or press ⭕ for privacy. From Lines view: Press the phone Line key, enter the phone number.

From Home view: Select **New Call** using the left and right arrow keys. Enter the phone number.
If you are dialing a phone within the University, enter the 5-digit number. For a local call, enter 9 + 7-digit phone number. If you are dialing a long-distance call, enter 9 + 1 + 10-digit phone number. *Note:* If a long-distance Forced Author120ztion Code (FAC) is required, you will be prompted to enter it.

Timesaver: Placing Calls Quickly
Select a recent call or Favorite, or select a contact's phone number in the Contact Directory.

Creating Speed Dial Contacts
You may add a speed dial key to any blank line key.
- Press and hold the blank line key you would like to use
- Enter the contact's first and last name (as you would like to see it appear on your display)
- Enter the contact's phone number in the "Contact" field
- Press Save. The line key will now be a speed dial for that contact

Answering Calls

To answer with the speakerphone, press 🔊 or **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**.

Holding Calls

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

To resume a held call, press ⭕ again. Remember to highlight the call first.

Transferring Calls

Blind (Unannounced)
From Calls view, press **Transfer** or ⭕ . Press **Blind** and dial the party you wish to transfer to.

Announced
From Calls view, press **Transfer** or ⭕ . Dial the party you wish to transfer to. After you speak to the desired party, press **Transfer** to complete the call.

Forwarding Calls

To enable call forwarding, 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**.

Placing Conference Calls (Up to 6 parties)

Call the first party, and after the call connects, press **More**, and select **Confrnc**. (Note: "More" and "Confrnc" will appear after you start the call.) 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 **Resume** to retrieve conference from hold.
- Press **End Call** to end the conference call.

Timesaver: Placing Conference Calls
If you already have an active and held call, press **Join** to bring these calls together in conference.