


# Quick Start Guide: **Polycom® VVX® 401/411**

## Phone Views

Your Polycom VVX 401/411 Business Media Phone has four main views: Home, Calls, Active Call, and Lines (default). You can access the Home and Lines view at any time. If your phone has one or more calls, you can also access Calls or ActiveCalls.

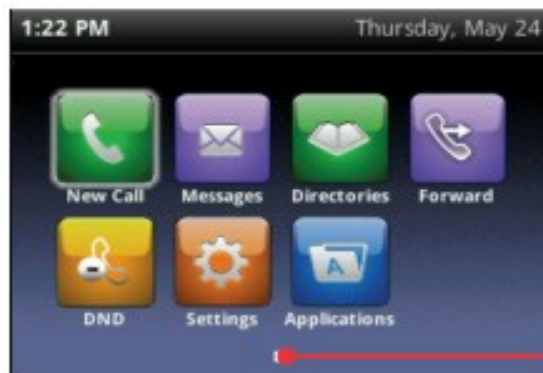
Press  from any menu for the Home view.

Press  to alternate between the Home and Lineviews.

## Home View

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

You can use the right, left, up, and down arrows to display more icons.



Page Indicator

## Lines View

The Line view displays phone lines, favorites, and soft keys. You can press the Line key to access the dialer if your phone is idle.



## Calls View

You can access the Calls view if your phone has one or more calls. Use the arrow keys to select a call.

Call color indicates status:

- Medium grey - active call
- Dark grey - incoming call
- White - held call




## Contact Directory

Press  to select a contact from the Contact Directory.

- **View Directory** - select **Directories** from the Home view. Press **Contact Directory** on the **Directory** screen.
- **Add Contact** - navigate to your Contact Directory and press **Add**. Enter the contact's information, and press **Save**. Enter a Favorite Index number to make a contact a Favorite.
- **Update Contact Info** - navigate to your Contact Directory and select the contact. Press **Info > Edit** and update the contact's information. Press **Save**.
- **Delete a Contact** - navigate to your Contact Directory and select the contact. Press **Info > Delete**. Press **Yes** to confirm.
- **Search for a Contact** - navigate to your Contact Directory and press **Search**. Enter search criteria and press **Search**.
- **Dial a contact from your Directory** - navigate to your Contact Directory and select the contact. Select the contact's phone number.

## Favorites


Favorites are contacts you call most often.

- **View Favorites from Home** – press  and select **Directories > Favorites**.
- **Make a contact a Favorite** - Go to your *Contact Directory* and select the contact. Select **Info > More, Add to Favorites**. Press **Yes** to confirm.
- **Dial a Favorite** - Select the favorite from the Home or Lines view or from your *Favorites* list.

**Tip:** A ★ indicates a Favorite.




## Call Functions

### Enter Data

1. Use the dial pad keys to enter information.
2. Press  to backspace.
3. Press a key repeatedly to view the character options and type with the dial pad keys.
4. Press **Encoding** or **Mode** to type other characters.
5. Use the **1**, **\***, **0**, and **#** keys when using the dial pad keys.



### About Calls

Only one call can be active at a time. You can use the handset, speakerphone, or headset for calls.

1. Change modes during a call by picking up the handset, or pressing  or .
2. Press  to see the active call or the Calls view. If you navigate away from your call(s).

**Tip:** Switch to the Lines view by pressing **More > Lines** when in the Calls view. Switch back to the Calls view by pressing **More > Calls**.

### Place Calls



1. Pick up the handset, or press  or .
2. Enter the phone number and press **Send**.

**-OR-**



Enter the phone number first, press **Dial**, pick up the handset, or press  or .

3. **From Lines view** - press the phone line key, enter the phone number, and press **Send**.
4. **From Home view** - select **New Call** using the left and right arrow keys. Enter the phone number, and press **Send**.

### Answer Calls



- Speakerphone - press  or select **Answer**.
- Handset - pick up the handset.
- Headset - press .
- To answer a new call while on an active call, press **Answer**. The current call is held.

### End Calls



- To end an active call, replace the handset, press , , or press **End Call**.

- To end a held call, highlight the held call in the Calls view, press **Resume**, and then press **End Call**.

## Hold Calls

1. Select the call from the Calls view and press Hold or .
2. Press **Resume** or  again to resume the call.



## Transfer Calls

1. Press **Transfer** or  from the Calls view and call the other party.
2. Press **Transfer** or  again when you hear the ring back tone or after you talk with the other party.
3. Press **Blind** to complete a transfer without waiting for the ring back tone.



## Forward Calls

- **Enable call forwarding** - press **Forward** from the Home or Lines view. Select the forwarding type to enable, enter the number, and press **Enable**.
- **Disable call forwarding** - press **Forward** from the Home or Lines view, select the forwarding type to disable, and then press **Disable**.
- **Enable per-call forwarding** - press **Forward** as your phone rings, enter the forwarding number, and press **Forward** again.

## Adjust Call Volume


- Press  during a call to change the call volume.
- Press  when the phone is idle or ringing to change the ringer volume.

## Mute

1. Press  during a call so other parties cannot hear you.
2. Press  again to disable Mute. This applies to calls using the handset, headset, and speakerphone.

## Recent Calls

Do one of the following from the Lines view:

- Press , then select **Directories > Recent Calls**.
  - Press **Sort** to sort and order calls.
  - Press **Type** to display only certain calls
  - Select a call record to dial.
- 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*.


## Conference Calls

1. Call the first party and press **More > Confnc** after it connects.
2. Dial and connect with the second party and press **Confnc** again.
  - Press **Hold** to hold all participants.
  - Press **End Call** to remove yourself from the call but keep the other participants connected.
  - Press **Manage** (if available) to manage each participant.
  - Press **Split** to end the conference and hold all participants.


**Timesaver:** Press **Join** to set up a conference if you have an active and held call.

## Voice Mail

The  icon next to a line key indicates that you have voice mail.

1. Select **Messages** from the Home view.  
**-OR-**  
Press  and select **MessageCenter**.
2. Press **Connect** and follow the prompts.

## Do Not Disturb

Press **DND** from the Home or Lines view to enable/disable ringing. The  icon displays in the status bar and beside the applicable Line key when Do Not Disturb is enabled.

## Update Ringtones

1. Select **Settings** from the Home view to change the incoming call ringtone
2. Press **Basic > Ring Type**.
3. Select the ringtone you want.
4. Go to your *Contact Directory* and select a contact to set a ringtone for the contact.
5. Press **Edit**.
6. Update the contact's ring type.
7. Press **Save**.