Polycom® VVX® 410 phones deliver:

- More efficient and productive calls with the unparalleled voice clarity of Polycom® HD Voice™ technology.

- Improved productivity for office staff via an intuitive, larger, color display and easy-to-use line appearances.

- Reduced deployment and maintenance costs. The Polycom Zero Touch Provisioning and web–based configuration tool makes the VVX 410 simple to deploy, easy to administer, upgrade, and maintain.

- The opportunity to leverage previous IT infrastructure investments. Deploy VVX 410 business media phones on your existing network without needing to upgrade your call control platform.

- Easy integration with third-party UC and productivity applications for broad, standards-based, open APIs.

Feature Codes

Call Forwarding Always Activation.............. *72
Call Forwarding Always Deactivation.......... *73
Call Forwarding Busy Activation.................. *90
Call Forwarding Busy Deactivation.............. *91
Call Forwarding No Answer Activation........ *92
Call Forwarding No Answer Deactivation..... *93
Call Park.. *68
Call Park Retrieve... *88
Call Pickup.. *98
Call Recording (if enabled).............................. *44
Call Retrieve... *11
Call Return.. *69
Call Waiting Cancel... *70
Calling Line ID Delivery Blocking per Call..... *67
Calling Line ID Delivery per Call..................... *65
Clear Voice Message Waiting Indicator........ *99
Direct Voicemail Transfer................................ *55
Do Not Disturb Activation............................... *78
Do Not Disturb Deactivation.......................... *79
Voice Portal Access.. *62
Last Number Redial.. *66

Note: Some of these codes may not be available to all users. See your group administrator to add features.

Powerfully simple.

Futiva Quick Start Guide

Polycom® VVX® 410

The Polycom VVX 410 model is a color, 12-line, mid-range business media phone designed for today's office workers and call attendants who depend on crystal clear voice communications.

A high-quality, cost effective UC solution, the VVX 410 easily handles moderate call volume and offers the advanced telephony features you expect from a contemporary media phone.

Polycom® VVX® 410

Polycom® VVX® 410 Quick Start Guide

The Basics

Soft Keys
The **Soft** keys located underneath the phone screen perform the functions that appear directly above them on the display. Their functions are context sensitive, which means the function of the soft keys change depending upon your current activity. For example, if you are conferencing, the soft keys display functions related to the conference function.

Line Keys
With the VVX 410, you have the ability to access up to 12 lines. The **Line** keys, located to the left and right of the phone screen, indicate the status of your lines and associated activity. The backlighting informs you when a line is idle, ringing, in use, on hold or disconnected altogether.

Navigation Keys
The **Navigation** keys allow you to scroll through the options and lists on the display keys by pressing left, right, up or down. To select an item, press the **Select** button (the button in the center of the navigation keys).

Answer a Call
To answer a call, simply pick up the handset or press the **Answer** soft key, **Speakerphone** key or **Headset** key.

Place a Call
To place a call, simply pick up the handset or press the **New Call** soft key, **Speakerphone** key or **Headset** key. Then dial the number.

Other Features

Hold and Resume a Call
✓ To hold, press the **Hold** soft key.
✓ To resume, press the **More** soft key, then the **Resume** soft key.

Set up Voicemail
✓ Initiate a call.
✓ Press **Message** key. (You may also dial *62 or your extension.)
✓ At prompt, enter in a unique pass code, then press #.
✓ Re-enter your pass code, then press #.
✓ Follow instructions to record your name.
✓ Follow prompts to:
  • Access voicemail box.
  • Access greetings menu.
  • Change call forwarding options.
  • Make a call.
  • Change pass code.
  • Exit voice portal.

Retrieve Voicemail Messages
A red "message waiting" indicator light notifies you when you have a new voicemail message.
✓ To check your voicemail, initiate a call and press the **Message** key. (You may also dial *62 or your extension.)
✓ Enter your voicemail pass code, then press #. (If you forgot your pass code, please contact your system administrator.)
✓ Follow the audio prompts.

To Park a Call
✓ Press the **Park** soft key.
✓ Follow the voice prompt and select an extension in which to park the call.
✓ Press the # key.
  (To park the call to your current extension, simply press the # key).

To Retrieve a Parked Call:
✓ Dial *88 from the extension you wish to take the call from.
✓ Follow the voice prompt by dialing the extension to which your call has been parked.
✓ Press the # key.

Access Call Lists
Call History can be accessed using the **Navigation** keys.
✓ To see recently received calls, press the left arrow key.
✓ To see recently placed calls, press the right arrow key.
✓ To see missed calls, press the down arrow key.
✓ To dial a number, scroll to the desired number, then press the **Dial** soft key or the **Select** button.

Do Not Disturb
✓ To enable **Do Not Disturb**, press the **DND** soft key.
✓ To disable, press the **DND** soft key again.

Make a Three-way Call
After first call is connected:
✓ Press the **More** soft key, then the **Confrnc** soft key. The active call will be placed on hold.
✓ Dial new party.
✓ When call connects, press the **Confrnc** soft key again to join the calls.

Transfer a Call
After first call is connected:
✓ Press the **More** soft key, then the **Transfer** soft key or the **Transfer** key. (The active call will be placed on hold.)
✓ To transfer the call unannounced, press the **Blind** soft key.
✓ Dial the number or extension.
✓ When the party answers, announce transfer. Then press **Transfer** again to complete. If a **Blind** transfer, the call will transfer automatically.
To transfer the call directly to another user's voicemail:
✓ Dial *55.
✓ Dial the extension, followed by #.
✓ A confirmation will announce the transfer is complete.

Call Forwarding
✓ Press the **Home** key.
✓ Press the right arrow on the **Navigation** key until the **Forward** icon is selected. Press **Select** button.
✓ Use up and down arrows on the **Navigation** keys to select your option.
  • **Call Forwarding Always**.
  • **Call Forwarding No Answer**.
  • **Call Forwarding Busy**.
✓ Enter destination number and press **Enable** soft key.
✓ To disable, follow same steps and press **Disable** soft key.
Shortcuts:
✓ Pick up handset and dial:
  • *72 = **Call Forwarding Always**.
  • *90 = **Call Forwarding Busy**.
  • *92 = **Call Forwarding No Answer**.
✓ Enter destination number, then press #.
✓ To deactivate, dial:
  • *73 = **Call Forwarding Always**.
  • *91 = **Call Forwarding Busy**.
  • *93 = **Call Forwarding No Answer**.

Handset
Line Keys
Soft Keys
Speaker
Transfer Key
Message key
Hold Key
Dial Pad & Hard Keys
Volume Key

Message Indicator
Color Screen
Home Key
Navigation keys
Select Button
Headset Key
Speakerphone Key
Mute Key
Microphone