

Bell Aliant Unified Communications

Polycom VVX410 Quick Start Guide (R5.4.5, V2.0)



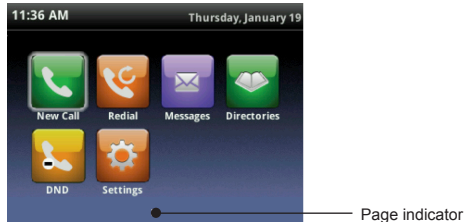
Phone views

Your phone has three main views: Home, Calls, and Lines (default). The Home and Lines view can be accessed at any time. The Calls view can be accessed when you're in one or more calls.

To access the Home view or alternate between the Home and Lines view, press .

Home view

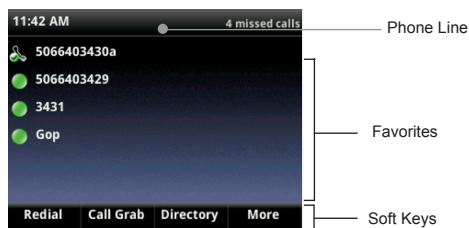
The home view displays icons you can select to access phone functions.



Use the left, right, up and down arrow keys to display more icons.

Lines view

The Lines view displays phone lines, favourites and soft keys.



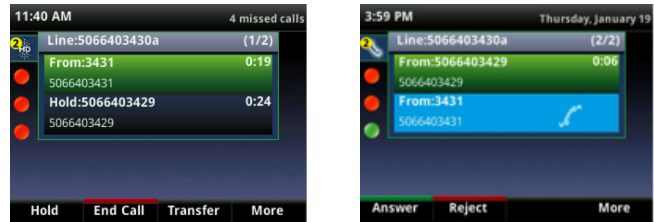
If your phone is idle, you can press the Line key to access the Dialer.



NOTE: In this guide, soft keys are referred to by their name only. For example, to access directory, press Directory.

Calls view

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



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. The soft keys control the highlighted call.

Entering data

Use the dial pad keys to enter information.



To type with the dialpad keys, press a key repeatedly to view the character options and stop to select. To enter a space, press 0.


To backspace, press **Backspace** .

To type with the dial pad 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 dial pad 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.

Placing calls

Pick up the handset or press  or . Enter the phone number and press **Send**. Or you can enter the phone number first, then press **Dial**, pick up the handset or press  or .

If your phone has multiple line keys programmed, from the lines view: press the phone line key, enter the phone number and press **Send**.





TIMESAVER: Quickly Place Calls

Select a recent call, favorite or a contact's phone number in the contact directory.

Holding calls

From the Calls view, highlight the call first and then press **Hold**. To resume a held call, press **Resume**.

Answering calls



Press  or press **Answer** to answer with the speakerphone. Press  to answer with a headset. To answer with a handset, pick up the handset. To answer a new call while on an active call, press **Answer**. The current call will be held.

Call Grabber

This feature allows you to seamlessly switch an active call between devices with access to your UC line (Mobile Client, IP Telephone, PC Phone).

To seamlessly switch an active call on the Mobile or PC Phone client to your Polycom phone, press **Call Grab** or dial *60.

Ending calls

To end an active call, press , or press , press **End Call** or hang up the handset.

To end a held call, navigate to the Calls view and highlight the held call. Press **Resume** and press **End call**.

Transferring calls

While on an active call, press **Transfer**, dial the transferring number and then press **Send**.

For a Consultative transfer while on an active call, press **Transfer**, press **More** and then press **Consultative**. Dial the other number, press **Send**. After consulting with the other party, press **Transfer** to release call.



NOTE: Blind transfer is set as the default option. To change default go to Home view and select Settings (Basic > Preferences > Default Transfer Type).

Placing conference calls

While on an active call press **More**, then press **Confrcnce**.

Dial number of the second person and press **Send**.


Once call is connected and ready to join, press **More**, then press **Confrcnc**. The conference is now active.

During an active conference you can:

- Put on Hold
- End Call removes you from conference
- Confrcnc allows you to join another caller
- Line accesses Lines View

Muting the microphone


Press  to be put on mute so other parties can't hear you.

Press  to disable mute. This applies to calls using the handset, headset and speakerphone.

Using Do Not Disturb

To enable or disable ringing, press **DND**. When the **Do Not Disturb** feature is enabled, the DND icon  displays in the status bar and beside the appropriate line key.

Listening to voicemail

An envelope icon  adjacent to a Line key indicates that you have a Voicemail. To access Voicemail, dial *99 or from the Home view select Messages, then select Message Centre and follow the prompts.

Adjusting volume

To change call volume, press  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 the Home view and press **Basic > Ring Type**. Select the ringtone you want.

To set a ringtone for a contact, go to your contact directory and select the contact. Press **Edit**, update the contact's ring type and press **Save**.

Accessing directory

Access the Directory from the Home view or Lines view to see the following:

Contact directory – create and dial personal contacts.

Recent calls – view recent call activity.

From the lines view, access recent calls by:

- **Press** the right arrow to view recent placed calls.
- **Press** the left arrow to view the recent received calls.
- **Press** the down arrow to view the recent missed calls.

Favourites

- View and dial personal contacts assigned as a Favourite. Favourites will be displayed in the Lines view until maximum lines has been reached.

Buddy status

- Enable Watch Buddy to view and dial contacts, and display contacts presence status.

Add a contact







Go to Directory, press 1 or soft key to select **Contact Directory** and Press **Add**.

Input contact information including name, contact number, etc.

To assign a contact as a favourite, input an index number from 1 – 99

Enable **Watch Buddy** to see presence of a contact.

Press **Save**.

Available		Do Not Disturb	
Busy		Offline	
Away		No information	



NOTE: Input 10 digit contact number to see the status of UC lines within your organization. Input 4 digit contact number to call internal users across sites to avoid long distance charges, presence status will not be available

My status

Status of phone lines will update automatically according to when you are on or off the phone. You can also update your status to Busy, Away and Be right back.

Access **My Status** from the **Lines view**, press **More** and then **My Status**.