Polycom® VVX® 400 and 410 Business Media Phones

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Trademarks

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About This Guide

This guide uses a number of conventions that help you to understand information and perform tasks.

Conventions Used in this Guide

This user guide contains terms, graphical elements, and a few typographic conventions. Familiarizing yourself with these terms, elements, and conventions to help you successfully perform tasks.

Terms and Writing Conventions

- **The Phone/your phone**   These terms refer to either the VVX 400 or VVX 410 phone. Unless specifically noted in this guide, both phones operate in the same way, and the information in this guide applies to both phones. Throughout the guide, VVX 400 is used to represent both the VVX 400 and VVX 410 phones.

- **Press**   This action refers to pressing a key on the keypad, a line key, an arrow key, a hard key, like Hold or Microphone Mute, or pressing and holding soft key.

- **Select Submenu** > **Submenu** > **Submenu**   This convention describes how to access submenus. Each submenu name is in boldface and separated by a greater than (>) symbol. If the instructions indicate to select **Basic** > **Preferences** > **Language**, select the **Basic** submenu, select the **Preferences** submenu, and select the **Language** submenu.

- **Highlight**   This action refers to selecting an item on the screen so that its appearance brightens. Soft keys apply to highlighted items.

- **Select**   Selecting an item on the screen refers to using the up, down, left, and right arrow keys to highlight an item. Press the central **Select** key so that another screen opens.

- **Views**   Your phone has four views: Home, Calls, Active Call, and Lines, which is the default view. A view is a specific screen on the phone interface that provides unique information and enables you to perform specific tasks.

- **Dialpad**   The dialpad is the area of the keypad you use to enter numbers and characters. The dialpad consists of all the number keys, as well as the asterisk (*) and pound (#) keys.

- **Key**   This term refers to any button on the phone console. Phone keys include the dialpad keys , , , , , , , and .

- **Option**   An option is one of a series of items you can select for a phone setting, such as *Enabled* and *Disabled*.

- **Held call**   This term describes any call, including a conference call, that is on hold. Audio for held calls cannot be heard.

- **Active call**   This term refers to a call, including a conference call, you're currently in. An active call has audio associated with the call.

- **Setting**   The name of a field for which you can define information or choose an option.

- **Field**   This term describes the area of the screen next to a setting in which you can enter information or select an option.

- **Icon**   A picture on the screen. There are two types of icons:
  - ➢ Select to access a function, feature, setting, or application. For example, when you're in Home view, select the New Call icon to place a call.
  - ➢ Provides phone information or status only. Selecting this type of icon doesn't access another function. For example, your phone displays an icon to indicate that you have a voicemail message to notify you of the current status.
- **Soft key**   This term describes the context-sensitive keys that display at the bottom of the screen and that update depending upon the task you're performing. To see additional options, press **More**, if available. The **More** soft key displays on the far-right of the soft key area.
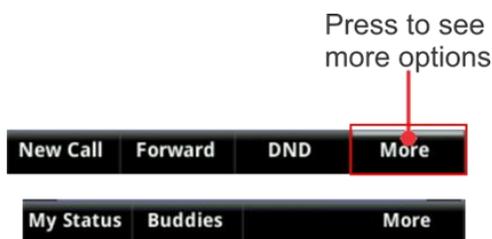
- **Soft key area**   The soft key area is the area along the bottom of the screen that displays context-sensitive soft keys, as shown above.
- **Status bar**   The status bar is the top-most part of the screen. It displays the time, date, and other messages, as shown next.

Information Elements

This guide includes any of the following icons to alert you to important information.

Icons Used in this Guide

Name	Icon	Description
Note		The Note icon highlights information of interest or important information you need to accomplish a procedure or to understand a concept.
Administrator Tip		Highlights techniques, shortcuts, or productivity related tips.
Caution		Highlights information you need to know to avoid a hazard that can impact device performance, application functionality, or successful feature configuration.
Warning		Highlights an action you must perform (or avoid) to prevent issues that may cause you to lose information or your configuration setup, and/or affect phone or network performance.

Name	Icon	Description
Web Info		Highlights supplementary information available online such as documents or downloads on support.polycom.com or other locations.
Timesaver		Highlights a faster or alternative method for accomplishing a method or operation.
Power Tip		Highlights faster, alternative procedures for advanced administrators already familiar with the techniques being discussed.
Troubleshooting		Highlights information that can help you solve a relevant problem or to refer you to other troubleshooting resources.
Settings		Highlights settings you need to choose a specific behavior, enable a specific feature, or access customization options.

Typographic Conventions

A few typographic conventions are used in this guide to distinguish types of in-text information.

Typographic Conventions

Convention	Description
Bold	Highlights interface items such as menus, soft keys, file names, and directories. Also represents menu selections and text entry to the phone.
Italics	Emphasizes text to show example values or inputs and to show titles of reference documents.
Blue Text	Highlights cross references to other sections within this document and for hyperlinks to external sites and documents.
`Courier`	Indicates code fragments and parameter names.

What's in This Guide?

This guide is organized into six chapters. The beginning chapters introduce the phone and explain how to use the phone's basic features. The next few chapters describe advanced features, and how to customize your phone to suit your needs. The final chapters show you where to get help and outline known issues and workarounds. The guide also includes safety and legal information.

Getting Started   This chapter contains general information about your phone that is helpful before you start using your phone. This chapter also describes phone hardware and phone views, and how to navigate menus and enter data.

Using Basic Features   This chapter describes all the basic features that your phone offers, such as how to add contacts and favorites, or transfer or forward calls.

Using Advanced Features   This chapter describes the advanced, optional features, available for your phone, which includes recording calls, locking your phone, monitoring buddies, and accessing a Browser.

Customizing Your Phone   This chapter describes the ways you can customize your phone, including setting up a screen saver or changing the backlight, choosing a background picture, or setting the time and date format.

Administrative Tasks   This chapter describes tasks that your administrator can ask you to perform. These tasks include investigating phone issues, restarting the phone, updating the phone's configuration, and testing the phone's hardware.

Getting Help   This chapter provides you with links to Polycom or partner documents and web sites. You can also find links to the Polycom Community, which provides a number of discussion forums you can use to share ideas with your colleagues.

Copyright, Safety, and Regulatory Notices   This section provides important safety and compliance information relating to your phone.

End-User License Agreement   The End-User License Agreement outlines important safety and compliance information for your phone.

Getting Help and Support Resources

This user guide includes a Getting Help section where you can find links to Polycom product and support sites and partner sites. You can also find information about The Polycom Community, which provides access to discussion forums you can use to discuss hardware, software, and partner solution topics with your colleagues. To register with the Polycom Community, you need to create a Polycom online account.

The Polycom Community includes access to Polycom support personnel, as well as user-generated hardware, software, and partner solutions topics. You can view top blog posts and participate in threads on any number of recent topics.

Getting Started

This user guide helps you to navigate and use your Polycom® VVX® 400 and the Polycom® VVX® 410 business media phones, gives you an overview of your phone and walks you through tasks so you can successfully use your phone to perform basic and advanced functions. This guide contains overview information for people just starting to learn about their VVX 400 or VVX 410 phone, or who have experience, but need a quick refresher. It is intended for beginner through advanced users who want to learn about their phone's features.

Before you start using your VVX phone, you need to become familiar with the phone's features and user interface. This chapter outlines your phone's components and the screen layout. This chapter also shows you how to configure your phone remotely using the Polycom Web Configuration Utility.

> **Note: Accessing Features and Options**
>
> As you read this guide, keep in mind that certain phone features are configurable by your system administrator or determined by your phone environment. As a result, some features are disabled or operate differently on your phone. The examples and figures in this guide do not always reflect what displays on your phone screen.

Viewing Your Phone Keys and Hardware

Use the following figure to understand your Polycom phone's hardware features. For more information about attaching phone hardware, including how to connect your phone to the network, see the *Quick Start Guide* for your phone available your phones web page on Polycom Business Media Phones.

Figure 1: Understanding VVX 400 and 410 Hardware Features
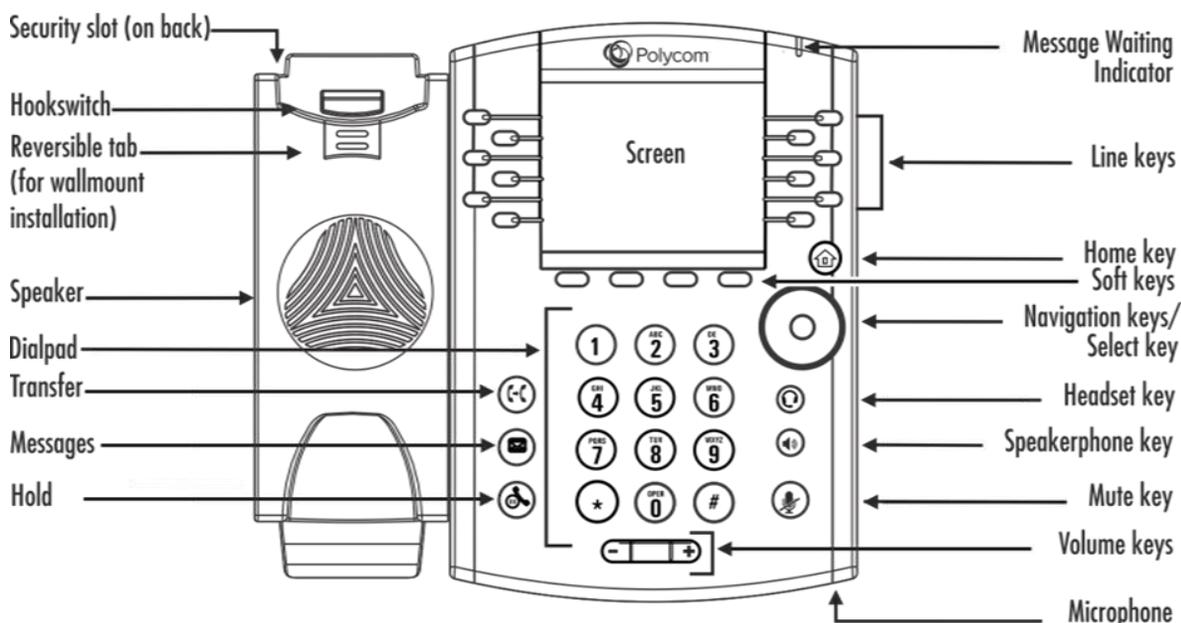
Table 1: VVX 400 and 410 Hardware Features

Feature	Description
Speaker	Provides ringer and hands-free (speakerphone) audio output.
Dialpad	Enables you to enter numbers, letters, and special characters. You can also use the dialpad keys to select menu items that have index numbers.
Security slot	The connector on the back of your phone that enables you to attach a laptop cable lock to your phone so that you can secure it to a desktop. For more information on locking your phone to the desktop, see Security Slots on Polycom Phones (Technical Bulletin 64654).
Message Waiting Indicator	Flashes red to indicate new messages.
Home key	Press 🏠 from any screen to display Home view. From Home view, press 🏠 to display other phone views.
Screen	The 3.5-inch diagonal screen is backlit.
Navigation keys/Select key	Scroll through displayed information or options. Select a field of displayed data.
Headset key	Enables you to place and receive calls through a headset. The key glows green when an analog headset is activated.
Speakerphone key	Enables you to place and receive calls using the speakerphone. The key glows green when activated.
Mute key	Mutes local audio during calls and conferences. The key glows red when activated.
Volume keys	Adjust the volume of the handset, headset, speaker, and phone's ringer.
Microphone	Transmits sound to other phones.

Web Info: Attaching Phone Hardware

For information on attaching phone hardware, including how to connect your phone to the network, see the *Quick Start Guide* for your phone, available by navigating to your phone from the Polycom Business Media Phones Web page.

Understanding Phone Views

Your phone has three main views: Home, Calls, and Lines view, which is the default view. Home view displays your messages, settings, and information. Lines view is your phone's default phone view and displays your phone lines, your favorites, and conditional soft keys. In Calls view, you can see all your active and held calls.

To change views:

» For Home view, press 🏠 to display either Lines or Call view.

Troubleshooting: Why Can't I Access a Certain View?

The views you can access depend upon the number of calls your phone has, and whether your phone has an active call. If your phone is idle, you can access the Home and Lines view by pressing 🏠. If your phone has only one active call you can access Home and Lines view by pressing 🏠. If your phone has multiple calls, or one held call, you can access the Home, Lines, and Calls view by pressing 🏠.

At the top of each view is a status bar, which shows the date and time and important phone messages, as shown next.

Figure 2: Viewing the Status Bar

Home View

You can display Home view by pressing 🏠. At the bottom of Home view is a Page Indicator that shows how many pages of icons Home view displays, as shown next.

Figure 3: Viewing the Page Indicator

Page Indicator

To view more menu options in Home view:

» Press the down or up arrow key to navigate the pages in Home view.

To select a menu option:

» Press the right or left arrow key to choose a menu option, and press **Select**.

The following icons display in Home view on your phone:

- **New Call**   Displays the Dialer so you can place a call.
- **Messages**   Provides you with access your voicemail.

- **Directories**   Enables you to access your Contact Directory, Favorites, Recent Calls list, Corporate Directory and Buddy Status List.

- **Forward**   Sets up forwarding options for incoming calls on your line.

- **DND**   Enables Do Not Disturb for your phone. When DND is enabled, your phone doesn't ring and incoming calls go to voicemail.

- **Settings**   Provides you with access to phone features and settings you can use to customize your phone.

The following are additional icons available on your phone:

- **Applications**   Provides you with access to a menu of custom applications. See your administrator for information about any applications available for your phone.

- **Calendar**   Show a calendar with your meeting details. You can also join meetings from your phone using the calendaring feature.

Lines View

Lines view is your phone's default phone view and displays your phone lines, your favorites, and conditional soft keys, as shown next.

Figure 4: Viewing Lines View

In Lines view, you can press a line key to access the Dialer and view the number of active or held calls on your phone, as shown below. In Lines view, the phone line indicates the number active and held calls on your line. If the phone line has an active call, the call color is dark green, as shown below. If the phone line has one or more held calls, the call color is dark blue, as shown next. The number of total calls is shown above the calls.

Figure 5: Viewing Active and Held Calls in Lines View

Troubleshooting: Why Can't I Access the Idle Browser?

If your phone has calls, you can't access the Idle Browser. To access the Main Browser, select **Applications** from Home view. For information about the Browser, see Using the Browser

Calls View

You can access Calls view (shown next) if your phone has multiple calls in progress, or you have one held call. Use the up and down arrow keys to see all your calls. If your phone has multiple lines, calls display under the associated line.

The following colors indicate the call statuses on your phone:

- **Dark green**   Active call
- **Bright blue**   Incoming call
- **Dark blue**   Held call

You can use the up and down arrow keys to highlight a call. When you select a call, available soft keys display for the call.

Figure 6: Viewing Calls View
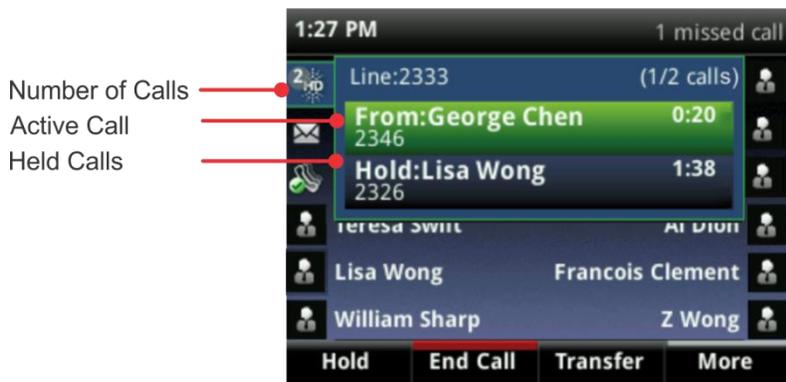
Understanding Phone Icons and Status Indicators

The VVX 400 and 410 has a number of icons that display on your phone screen. The following table displays the icons and indicators used on the VVX 400 and 410 phone screen.

Table 2: Icons Used on the VVX 400 and 410

Icon	Description	Icon	Description
	Registered line		Phone warning
	Unregistered line		Login credentials invalid
	Placing a call		Shared line
	Active call using Polycom HD Voice		Shared line with a held call
	Held call		Call forwarding is enabled
	Incoming call		You have messages
	Active conference		Presence status (Available)
	Placed call		Presence status (Busy or In a Call)

Icon	Description	Icon	Description
	Received call		Presence status (Away)
	Missed call		Presence status (Do Not Disturb)
	Favorite		Presence status (Offline)
	Do Not Disturb enabled		Presence status (No information)

Navigating Your Phone Interface

Your phone has a number of keys and soft keys you can use to navigate menus and phone views on your phone. The following table shows you how to use keys and soft keys to perform tasks and navigate your phone.

Table 3: Navigating Your VVX 400 and 410 Phone

If you want to…	Do this…
Return to Home view from any screen	Press 🏠.
Return to the previous screen	Press **Back**, as shown next. Or press the left arrow key. **Basic** 1 Preferences… 2 Backlight Intensity… 3 Backlight Timeout… 4 Ring Type… 5 Login Credentials **Back** **Select**
Switch phone views	If you are in an active call, press 🏠 to switch between the Home view, Lines view, and Calls view. If you are not in an active call, press 🏠 to switch between Home view and Lines view.
Place a call	Press **Dial** or use the right arrow key from a call list.
Highlight calls in Calls view	Use the up and down arrow keys to select a call. The soft keys, like **Hold** or **Resume**, apply to the highlighted call.
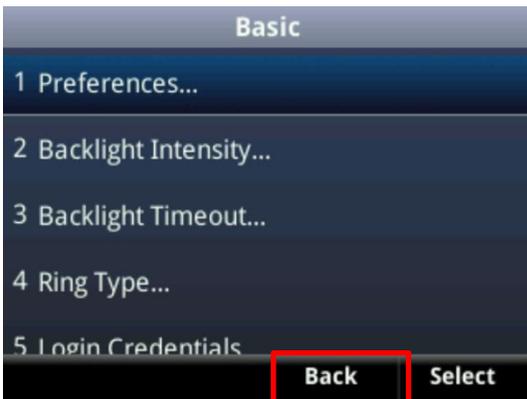
If you want to…	Do this…
Select a menu item or option	Use the up and down arrow keys to highlight the menu item or option, and press **Select**. If the menu is numbered, press the dialpad key to enter the corresponding menu. For example, press **4** to enter the Backlight Timeout menu as shown above. Use ***** to page up and **#** to page down in the menus.
Close an option box without selecting anything	Press the left arrow key or the **Back** soft key.
Select a soft key, menu item, or option	Use the up and down arrow keys to highlight the menu item or option. Press the appropriate soft key. If an item in a list has a number next to it, press the corresponding number on the dialpad to select the item.
Select a soft key that's not in view	If a **More** soft key displays in the far-right of the soft key area (as shown next), additional soft keys are available. Press **More** to view the additional soft keys. New Call Forward DND More

Entering and Updating Data Fields

You can enter information into text fields on your phone using the dialpad keys on the phone's console. You have two options on your phone for entering information: Mode and Encoding.

- **Mode**   Enables you to enter numerical and text characters in title case, lowercase, or uppercase.
- **Encoding**   Enables you to enter alphanumeric and special characters, including numbers, text, and characters in special languages.

The following table lists the available Mode and Encoding options on your phone.

Table 4: Mode and Encoding Options on VVX Phones

Options Available When You Select Mode	Options Available When You Select Encoding
Abc	Abc
ABC	ABC
abc	abc
123	123
	ASCII
	Latin (to enter accented characters)
	Katakana (for Japanese characters)

Options Available When You Select Mode	Options Available When You Select Encoding
	Unicode (to store characters as double bytes)
	Cyrillic (for Russian characters)

Using the Dialpad Keys

You can use the dialpad keys on your phone console to enter field information. The following table shows you how to enter information in text fields using the dialpad and text options on your phone.

Table 5: Entering Information on the VVX Phones

If you want to…	Do this…
Enter numbers, or characters in uppercase, lowercase, or titlecase mode	Select **Encoding** or **Mode**, and select one of the alphabetic (*Abc*, *ABC*, or *abc*) options.
Enter only numbers	Select **Encoding** or **Mode**, and select the numeric (*123*) option.
Enter text in a special language	Select **Encoding**, and select one of the language options.
Enter a character	Press a dialpad key repeatedly to view the character options and stop to select. When the character you want to enter displays in the field, wait one second, and enter the next character.
Enter a number	Press a dialpad key repeatedly (depending what mode you're in) to enter the number that displays on that key.
Enter a special character	Select **Encoding**, and select one of the alphabetic (*Abc, ABC, or abc*) options. Then, press the **1**, *****, **0**, or **#** key one or more times to enter one of the following special characters: **1** key: ! | ' ^ \ @ : 1 ***** key: . * - & % + ; ( ) **0** key: / , _ $ ~ = ? 0 **#** key: # > < { } [ ] " ' *Note*: You can't access special characters when you're in numerical (*123*) mode.
Enter a space	Select **Encoding**, and select one of the alphabetic (*Abc*, *ABC*, or *abc*) options and then press the **0** key. *Note*: You can't enter a space when you're in numerical (*123*) mode.
Delete one or more characters	Use the arrow keys to position the cursor to the right of the character(s) that you want to delete and then press the **Backspace** soft key << .

Registering the Phone

Your system administrator configures your phone with the necessary parameters so that the phone is registered and ready to set up before you receive your phone.

If your phone is not part of a large phone deployment, your phone is registered *after* you set up your phone. Make sure that you or your system administrator registers the phone before you set up and begin using your phone.

	Web Info: : How to Register Your Phone For detailed information on how to register your phone after you install it, see Registering Standalone Polycom Phones (Quick Tip 44011).

Configuring Your Phone Using the Web Configuration Utility

This section explains how to update your phone's settings using the phone's menu commands. You can also update these settings remotely with the Polycom Web Configuration Utility.

The Web Configuration Utility enables you to view and configure your phone's software features from a computer using any compatible web browser. The utility provides a browser-friendly view of the settings you can configure on your phone. Using the utility, you can perform many of the same updates from your computer that you can perform using your phone's menu system.

	Web Info: Using the Web Configuration Utility For detailed information on accessing, navigating, and using the utility, see the Polycom Web Configuration Utility User Guide.

Before you begin using the Web Configuration Utility, you need to know the IP address of your phone and the user password to log in to the utility.

To find your phone's IP address:

  » From Home view, Select **Settings** > **Status** > **Platform** > **Phone**, and use the arrow keys to navigate to your phone's IP address.

To access the Web Configuration Utility for your phone:

  1 Launch a Web browser from a computer on the same network as your phone.

  2 In the address bar of your web browser, enter the IP address of your phone and press the **Enter**. For example, if your phone's IP address is 123.22.3.4, enter this information in the address bar.

3 From the Web Configuration Utility login screen, select **User**, enter the user password, and click **Submit**. The default user password is *123.*

The Web Configuration Utility Home screen is displayed.

After you log into the Web Configuration Utility, you can begin setting up different features on your phone under **Preferences**.

Using Basic Features

Now that you're familiar with your phone's user interface, you're ready to perform basic phone tasks that that you can do on a daily basis. This chapter explains how to handle multiple calls at one time, how to manipulate incoming and active calls, and how to access directories and lists so you can perform tasks quickly and efficiently.

This chapter includes information about the following tasks:

- Calling, answering, holding, and ending calls
- Ignoring, rejecting, forwarding, and transferring calls
- Setting up conference calls
- Enabling Do Not Disturb
- Listening to voicemail
- Handling Directories, Recent Calls, and Favorites
- Customizing ringtones
- Controlling phone volume
- Using headsets
- Managing shared lines

Managing Call Activity

Your system administrator can set up your phone to have up to six lines with unique extension numbers, or the same extension number as other lines on your network. Your phone can manage a maximum of 24 active, incoming, and held calls at a time on all registered lines. However, you can only have one active call in progress with numerous other incoming calls or calls on hold.

You can place and answer calls using the following:

- The handset
- The speakerphone
- A headset

To alternate between the handset, headset, and speakerphone:

 » During a call, pick up the handset, press ⊙, or press ◄》.

 For example, if you're using the handset, you can switch to headset mode by pressing ⊙, or switch to speakerphone mode by pressing ◄》.

When you're in speakerphone mode, ◄》 glows green. When you're in headset mode, ⊙ glows green if an analog headset is connected.

Troubleshooting: **Why Doesn't the Speakerphone Work?**

If your speakerphone doesn't work, ask your system administrator if the speakerphone is disabled. You must handle calls using the handset or a headset. If your system administrator disables the speakerphone on your phone, *Handsfree mode disabled* appears on the screen after you press ⏸.

Power Tip: Setting Up the Phone to Automatically Use Your Headset for All Calls

If you frequently use a headset, you can make the headset the default call path. To set this up, see Enabling Headset Memory Mode.

Answering Incoming Calls

All incoming calls display in an Incoming Call window, as shown next.

Figure 7: Viewing the Incoming Call Window

You can answer incoming calls by:

- Picking up the handset.
- Pressing **Answer**. The call is answered using the speakerphone.
- Pressing ⏸. The ⏸ is green when in use.
- Pressing ⏺. The ⏺ is green when in use.
- Pressing the line key of the incoming call. The line key of the incoming call blinks green and the call is answered using the speakerphone.

If you're already in handset, speakerphone, or headset mode, press **Answer**, and the phone automatically uses the mode you're in.

If you don't answer the call within 10 seconds, the Incoming Call window disappears, and Calls view displays, as shown next.

Figure 8: Viewing Incoming Calls in Calls View
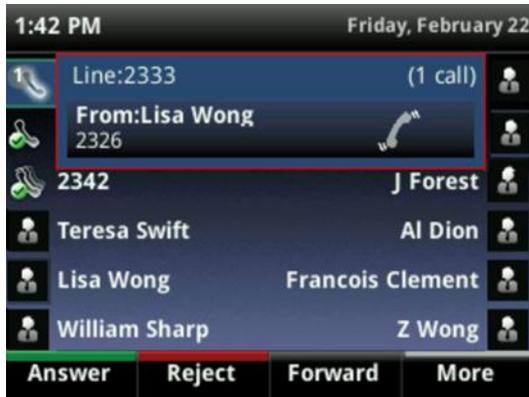
To answer the call, pick up the handset, press 🔊, press ⓞ, or pressing the line key of the incoming call. From Calls view, you can also press **Answer** to use the speakerphone.

> **Note: Answering Calls When Your Phone is Locked**
>
> If your phone is locked, the way you answer calls is different. For more information on answering calls from a locked phone, see Calling and Answering from a Locked Phone.

Answering Additional Calls

If you are on an active call and you receive an incoming call on the same or a different line, a call waiting tone beeps, and the Incoming Call window displays.

To answer an incoming call:

» Press **Answer**.

The active call you are currently on is held.

If you don't answer the incoming call within 10 seconds, the Incoming Call window disappears, and Calls view displays, as shown above.

Answering Calls on Shared Lines

If you share a line with another phone, you and another person can answer, hold, and resume calls on the same line. If you answer the call and hold it, anyone who shares your line can resume the held call.

For more information about shared lines, including what you can and can't do with shared lines, see Managing Shared Lines.

Answering Calls Automatically

You can enable auto answer on your phone to answer calls automatically so that you don't have to pick up the handset or press a key to answer calls. When you enable auto answer, your phone automatically answers incoming calls using the speakerphone. Ask your system administrator about enabling auto answer and setting how many times your phone rings before the call is answered.

If Auto Answer is enabled and you receive an incoming call while you're in an active call, the incoming call is automatically answered when you end or hold the current call.

Your phone's default setting mutes the microphone for all auto-answered calls so that the party calling you can't hear you until you are ready to talk. The mute button, 🎤, glows red when the microphone is muted. You can press 🎤 to unmute the microphone when you are ready to talk.

To enable your phone to automatically answer calls:

1 From Home view, select **Settings** > **Basic** > **Preferences** > **Auto Answer**.

2 From the Auto Answer screen, do the following:

   ➢ To enable your phone to automatically answer SIP calls, select **Auto Answer SIP Calls** and select **Yes**. The default setting is No.

   ➢ To mute the microphone for all auto-answered calls so the incoming caller can't hear you, select **Microphone Mute** and select **Yes**. The default setting is Yes.

3 Press **Save**.

After you have enabled auto answer, your phone answers all incoming calls after the set amount of default rings using the speakerphone.

Managing Multiple Calls

You can manage multiple calls from the Calls and Lines views. Calls view displays all the calls for each phone line, as shown below. All the active and held calls for a line display under the associated phone line. Use the arrow keys to navigate between your lines and the calls on each line.

Figure 9: Managing Calls in Calls View
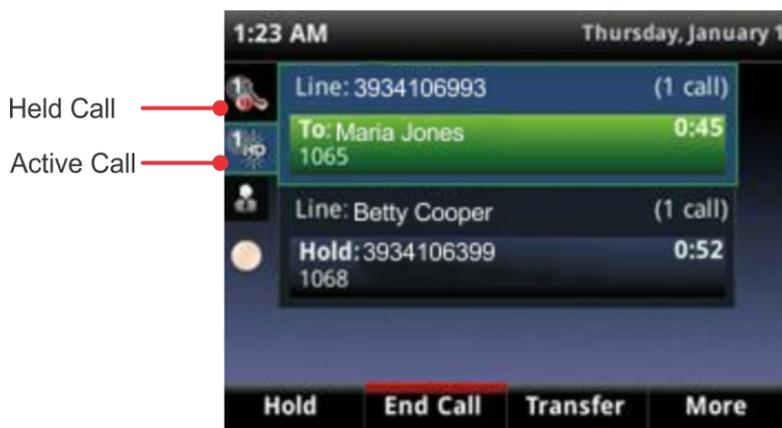
To switch to Lines view from Calls view:

> » Press **More** > **Lines**, or press ⌂.

Lines view shows you each line on your phone, and how many calls each line has, as shown next. In the example below, line 2340 has one active call, and line 2333 has one held call.

Figure 10: Viewing Calls in Lines View
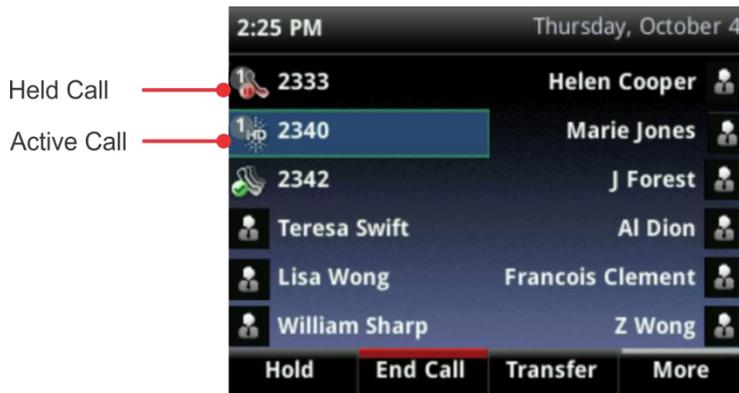
If you press a line key that doesn't have an active call, the most recent call on that line becomes active. The current call is held.

To highlight a call, use the up and down keys to select the call. You can press one of the soft keys to hold, resume, end, or transfer the highlighted call, or set up a conference with the highlighted call.

Placing Calls

You can place a call using the handset, speakerphone, headset, or by pressing the line key of the number you want to call. You can dial the number first, and then choose a method to use by picking up the handset, pressing 🔊, pressing 🎧, or pressing the line key of the person you want to call, or you can choose a method to use first, and dial the number.

You can place calls in these ways:

- Manually, from the Dialer
- Automatically, by tapping a favorite in Lines view
- Automatically, from your Favorites list, Recent Calls list, or Contact Directory.

Note: Calling from a Locked Phone

If your phone is locked, see Calling and Answering from a Locked Phone for information on placing calls on a locked phone.

Calling from the Dialer

The Dialer displays a list of previously-placed calls. Either select an entry to automatically enter it or start entering a number. As you enter numbers, the Dialer displays a list of similar numbers, as shown next. Use the up and down arrow keys to select a match and automatically enter it.

Figure 11: Placing a Call Using the Dialer

To display the Dialer,

> » Do one of the following:
>> ➢ From Home view, select **New Call**.
>> ➢ From Lines or Calls view, press **New Call.**
>> ➢ The New Call soft key doesn't display if you have an active call.
>> ➢ If your phone is idle, start entering a phone number.
>> ➢ Pick up the handset, or press ⊕ or ⊙. This method only works if you don't have an active call.
>> ➢ In Lines view, press a line key that doesn't have any calls.

Power Tip: Choosing URLs or Numbers Mode from the Dialer

To enter a URL in the Dialer, tap **URL**. To exit URL mode and enter numbers, tap **Number**.

Note: No New Call Icon when Maximum Calls Reached

The New Call soft key is not displayed when the maximum number of calls is reached (24).

When you access the Dialer, an active call is held.

To call from the Dialer:

- Enter the number, and then pick up the handset, press a line key, press 🔊, or press 🔘.

- If you're already in handset, speakerphone, or headset mode, enter the number, and press **Dial**.

> **Note: Handling Automatically Placed Calls**
>
> Your administrator sets up your phone to automatically place the call after you enter a certain number of digits. If your phone doesn't automatically place the call, press **Send**. If a call is placed before you enter all the digits, enter the phone number and press **Send**.

Placing Calls from Favorites, Recent Calls, and Directories

In addition to the Dialer, you can place calls from the Recent Calls list, Favorites list, or from your Directory. You can also call a favorite from the Lines view.

To call from the Recent Calls list:

1   Access your Recent Calls list by doing one of the following:

- ➤ From Home view, select **Directories** and select **Recent Calls**.
- ➤ From Lines view, press the right arrow key for the Placed Calls list, the down arrow key for the Missed Calls list, or the left arrow key for the Received Calls list.

2   From the Recent Calls list, select the person you want to call and press **Dial**.

To call from your Favorites list:

1   Choose one of the following options:

- ➤ From Home view, select **Directories** > **Favorites**.
- ➤ From Line view, press the up arrow key to access the Favorites list.

2   From your Favorites list, select the favorite you want to call and press **Dial**.

To call from your Directory:

1   From Home view, select **Directories** and select **Contact Directory**.

2   From your Directory, select the contact you want to call.

3   Place the call by doing one of the following:

- ➤ From the contact's information screen, press **Info**, select the contact, and press **Dial**.
- ➤ Select the contact and press **Dial**.

Redialing Numbers

To dial the last number you called, press the right arrow key for the Placed Calls list. The first number in the list is the last call you placed.

To redial a number:

» From the Placed Calls list (shown next), press **Dial**.

Use the up and down arrow keys to select the other previously placed calls.

Ending Calls

You can end an active call in the following ways:

- Place the handset on the cradle.
- From Lines or Calls view, press **End Call**.
- In Calls view, highlight the call before you press **End Call**.

To end a held call:

» From Calls view, select the held call, and press **Resume** > **End Call**.

Using Headsets

You can connect an analog headset to your phone. If an analog headset is connected and in use, glows green.

If you use a headset, you can set up your phone so that all calls use your headset (see Enabling Headset Memory Mode). If you use a headset that supports electronic hookswitch (EHS), you can press the hookswitch button to place, answer, and end calls. In addition, you can to mute calls and control volume from your headset.

For information about how to connect a headset to your phone, see the *Quick Start Guide* for your phone, which is available on the Polycom Business Media Phones web page.

For information about your headset's features and how to sync your headset with your phone, see your headset's documentation.

For a list of supported headsets, see the Headset Compatibility List (Technical Bulletin 37477). For detailed information about how to use electronic hookswitch, see Using an Electronic Hookswitch (Technical Bulletin 35150). All of these documents are available on the Polycom Profiled UC Software Features and Polycom Engineering Advisories and Technical Notifications support pages.

Enabling Headset Memory Mode

This feature is useful for full-time headset users. You can set up your phone so that all incoming and outgoing calls use your headset. At any time, you can switch to handset or speakerphone mode.

To use Headset Memory Mode, you must enable and activate Headset Memory Mode. When Headset Memory Mode is activated, 🎧 flashes either green for analog headsets or blue for USB or Bluetooth headsets.

To enable Headset Memory Mode:

1 Select **Settings** from Home view, and select **Basic** > **Preferences** > **Headset** > **Headset Memory**.

2 From the Headset Memory Mode screen, select **Enabled**.

3 Press 🏠.

To activate Headset Memory Mode:

» Press 🎧 twice.

   The Headset key flashes to indicate that the phone is in Headset Memory Mode.

Now, whenever you answer a call, the call connects to your headset automatically.

If you switch to the speakerphone or the handset, you deactivate Headset Memory Mode. Calls no longer automatically go to your headset, unless you choose this mode. To have calls go to your headset again, activate Headset Memory Mode by pressing 🎧 twice.

Responding to Incoming Calls

When your phone rings, you can respond to incoming calls in one of the following ways:

- Temporarily ignore the call before answering it.
- Reject the call so it goes directly to voicemail.
- Forward the call to another person.

Ignoring Incoming Calls

You can briefly ignore or silence a call to stop your phone from ringing. Even though the call shows as ignored, your phone still displays the incoming call notification so you can answer the call.

To ignore or silence a call:

» From the Incoming Call window, press **Ignore** for individual lines or **Silence** for shared lines.

   Your phone stops ringing, and the Incoming Call window is replaced with Home or Calls view.

Rejecting Incoming Calls

You can reject a call to stop your phone from ringing and send the call directly to your voicemail. Calls you reject display in your Recent Calls list. You cannot reject calls on shared lines.

To reject an incoming call:

» From the Incoming Call window, press **Reject**. You can also reject an incoming call from Lines and Calls view.

The call goes directly to voice mail.

Forwarding Incoming Calls

You can forward incoming calls to another person without answering the call.

To forward an incoming call to another person:

1 While your phone rings, press **Forward**.

2 From the Call Forwarding screen, enter the forwarding number and press **Forward**.

Power Tip: Other Ways to Forward Calls

You can forward all incoming calls to another person (see Forwarding All Calls to Another Person), or forward all calls from a certain contact to another person (see Diverting Calls from a Contact).

Managing Active Calls

When you're in a call, you can do the following:

- Hold the call.
- Transfer the call to another person.
- Set up a conference call with the person you're talking to and another person.

Holding Calls

You can place any active call on hold. A held call displays in Calls and Lines view, as shown next.

Figure 12: Viewing Held Calls in Calls and Lines View

To hold a call:

» From Lines or Calls view, press **Hold**. If you're in Calls view, be sure to highlight the call first.

To resume a held call:

» Do one of the following:

➢ From Lines view, press **Resume**. If there's more than one held call on the line, the last call that you held is resumed. If you have multiple lines and you press **Resume**, the last call that you held, on either line, is resumed.

➢ From Calls view, use the up and down arrow keys to highlight the call, and press **Resume**.

Transferring Calls

When you transfer a call to another person, you have the option to talk to the person before the transfer completes.

If your phone supports a blind transfer, you can automatically transfer a call without talking to the other person. The call is automatically transferred after you dial the number you're transferring the call to.

To transfer a call:

1 From Lines or Calls view, press **Transfer**. The active call is held.

2 From the Dialer, place a call to the person you want to transfer the call to.

3 When you hear the ring-back sound, press **Transfer** to complete the transfer. Or, if you want to talk with the person before the transfer completes, connect and talk with the person, and press **Transfer**. To cancel the transfer before the call connects, tap **Cancel**.

To perform a blind transfer:

1 From Lines or Calls view, press **Transfer**. The active call is held.

2 From the Dialer, press **Blind** and place a call to the person you want to transfer the call to. If you don't see **Blind**, press **More** > **Blind**.

The call automatically transfers to the person you specified.

> **Timesaver: Completing a Transfer**
>
> If you're using a handset, complete a transfer by replacing the handset.

Managing Conference Calls

You can initiate a conference call with two other people. Depending on your phone system, you can add more than two people to a conference call. Ask your system administrator about the maximum number of conference call participants.

You can hold and resume conference calls. You also have the option to split a conference call—end the conference and place the people you were talking with on hold.

During a conference call, you have access to the conference management feature. This feature enables you to manage each person in the conference call so that you can mute, hold, and remove participants. Your system administrator enables this feature on your phone. For more information, see Managing Conference Call Participants.

Initiating Conference Calls

You can initiate a conference by calling two people and using the **Confrnc** soft key or by joining two existing calls using the **Join** soft key.

To initiate a conference call:

1 Call the first person.

2 From Lines or Calls view, press **More** > **Confrnc**. The active call is held.

3 Using the Dialer, call the second person.

4 When the second person answers, press **More** > **Confrnc** or press **Join** to add everyone in a conference. The Active: Conference screen displays, as shown next.
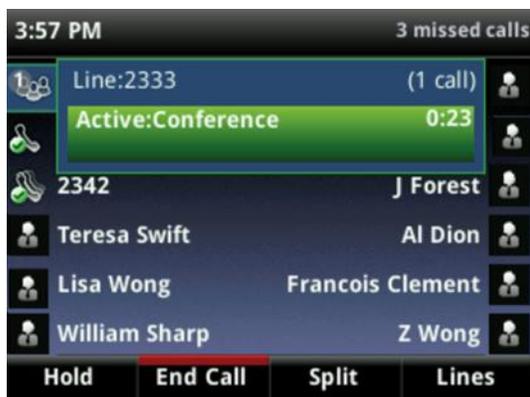
Holding and Resuming Conference Calls

When you place a conference call on hold, you place all the participants in the call on hold. No one in a held conference call can hear each other. To hold just one person, see Managing Conference Call Participants.

To place a conference call on hold:

» From Lines or Calls view, press **Hold**. If you're in Calls view, be sure to highlight the conference first.

The other two people in the conference are held. The following example shows a held conference in Calls view.
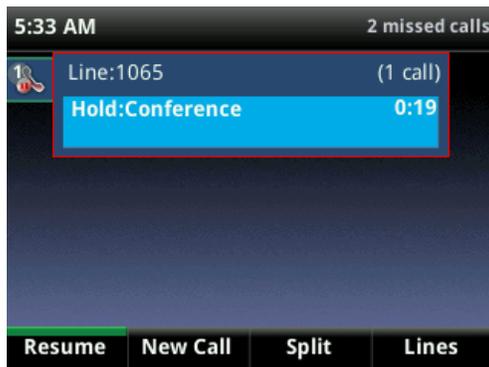
To resume a held conference call:

» From Lines or Calls view, press **Resume**.

Ending Conference Calls

To end a conference, press **End Call**. By default, when you press **End Call**, the other people remain connected unless your Systems Administrator sets your phone to end all connections when you end a conference call.

To end a conference call:

» From Lines or Calls view, press **End Call**.

The conference call ends. By default, the other two people remain connected.

Splitting Conference Calls

You can split an active or held conference call. When you split a conference, you end the conference and place the call participants on hold.

To split a conference call:

» From Lines or Calls view, press **Split**.

The conference call ends. By default, the other two people are held.

Managing Conference Call Participants

When you initiate a conference call, you can manage call participants in a variety of ways:

- Mute a participant.
- Hold a participant.
- Remove a participant from the conference.
- List information and call details about a participant, such as the participant's name, number, and whether the call is muted, held, or is video-enabled.

To manage a person in a conference call:

1 Set up an active conference call.

2 From Active Call, Lines, or Calls view, press **Manage**. If you're in Calls view, highlight the conference first. The following figure shows the screen that display when you manage a conference.

3 Use the up and down arrow keys to highlight the person you want to manage.

4 Do one of the following:

   ➢ Press **Far Mute** to mute the person. The muted person can hear everyone, but no one can hear the muted person.
   ➢ Press **Hold** to hold the person. The held person can't hear anyone, and no one can hear the held person.
   ➢ Press **Remove** to remove the person from the conference, end the conference call, and create an active call between you and the person still in the call.

➤ Press **Info** to view information about the person and their call status. When you press **Info**, a popup displays listing the person's information, as shown next. You can navigate through the popup using the up and down arrow keys.

➤ Press **Back** to exit the conference management function.

Changing the Way Calls are Answered

You can change the way you answer calls by doing one of the following:

- Forwarding all calls to another person.
- Rejecting calls from a contact.
- Diverting calls from a contact to another person.
- Temporarily refusing all calls by enabling Do Not Disturb.

Forwarding All Calls to Another Person

You can set up your phone to forward all calls to another number, even if the Do Not Disturb feature is enabled. Call forwarding is not available on shared lines.

Power Tip: Forwarding Calls on a Call-by-Call Basis

You can choose to forward a call as your phone rings. For more information on forwarding calls on a call-by-call basis, see Forwarding Incoming Calls to Another Person.

Note: Call Forwarding and Microsoft® Lync® Server 2010

If your phone is configured to work with Microsoft Lync Server 2010, your call forwarding options are different than those described below. For more information on forwarding calls with Microsoft Lync, see *Using Polycom Phones with Microsoft Lync Server 2010 Quick User Guide*, available from the VVX 400 and 410 Business Media Phone Support web page.

To forward all calls to another person:

» Do one of the following:

- From Home view, select **Forward.**

- From Home view, select **Settings** and select **Features** > **Forward**.

- If your phone is idle, press the **Forward** soft key from Lines view.

  ➢ If your phone is set up with multiple lines, select the line to apply forwarding to.

  ➢ From the Forwarding Type Select screen, select the forwarding type you want:

    ♦ **Always**   To forward all incoming calls

    ♦ **No Answer**   To forward all unanswered incoming calls

    ♦ **Busy**   To forward calls that arrive when you're already in a call

  ➢ Enter the forwarding number, and select **Enable**. If you selected the **No Answer** option, you can enter the number of rings before your phone forwards the call. Polycom recommends that you enter a value of *2*.

The forwarding number you chose displays in the status bar, as shown next. In this example, the line is forwarded to 2327.

Figure 13: Displaying the Call Forward Number in the Status Bar

If a phone line is idle, Lines view displays the forwarding icon ![icon] next to the phone line, as shown next.

Figure 14: Viewing the Call Forwarding Icon in Lines View
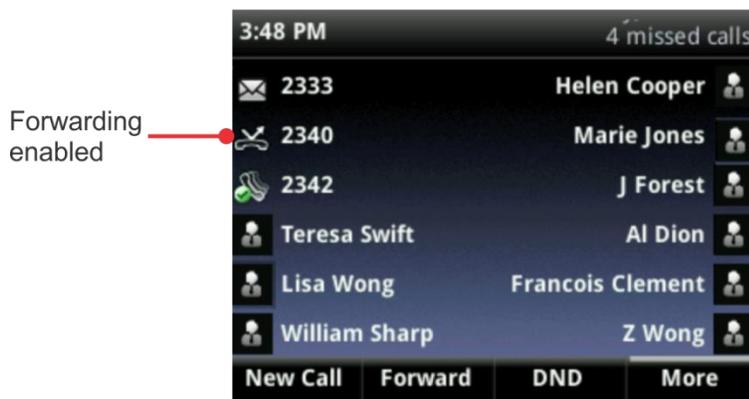
To disable call forwarding:

1   From Home view, select **Forward**.

2   If your phone is set up with multiple lines, select the line you want to disable.

3   From the Forwarding Type Select screen, select the forwarding type to disable, and select **Disable**.

Rejecting Calls from a Contact

You can send incoming calls from a particular contact to your voicemail system.

Note: Rejecting Calls and Shared Lines

You can't reject calls on shared lines. You can only silence them. For more information, see Managing Shared Lines.

To send incoming calls from a contact to your voicemail system:

1 From Home view, select **Directories** > **Contact Directory**.

2 From your directory, select the contact whose calls you want to reject, and press **Info**.

3 From the contact's information screen, press **Edit**.

4 From the Edit Contact screen, select **Auto Reject**, select **Enabled**, and press **Save**.

Diverting Calls from a Contact

The Divert option enables you to transfer all incoming calls from a particular contact to another person.

To divert incoming calls from a contact to another person:

1 From Home view, select **Directories** > **Contact Directory**.

2 From your directory, use the up and down arrow keys to select the contact whose calls you want to send to another person.

3 From the contact's information screen, press **Edit**.

4 From the Edit Contact screen, do the following:

  ➢ Use the up and down arrow keys to select **Divert Contact**, and enter the number of the person you want the call to go to.

  ➢ Select **Auto Divert**, and select **Enabled**.

  ➢ Press **Save**.

Using Do Not Disturb

Enabling Do Not Disturb (DND) stops your phone from ringing and sends all incoming calls directly to voicemail. All calls you receive while DND is enabled are logged to your Recent Calls list.

When you enable Do Not Disturb, the following happens:

• The Do Not Disturb icon displays in the status bar, as shown next.

- If your phone is idle, the Do Not Disturb icon [icon] displays next to your phone line in Lines view, as shown next. If you have new messages or forwarding enabled, the messages or forwarding icon displays instead.

- The DND icon in Home view, the DND icon changes from white to red when enabled, as shown next.
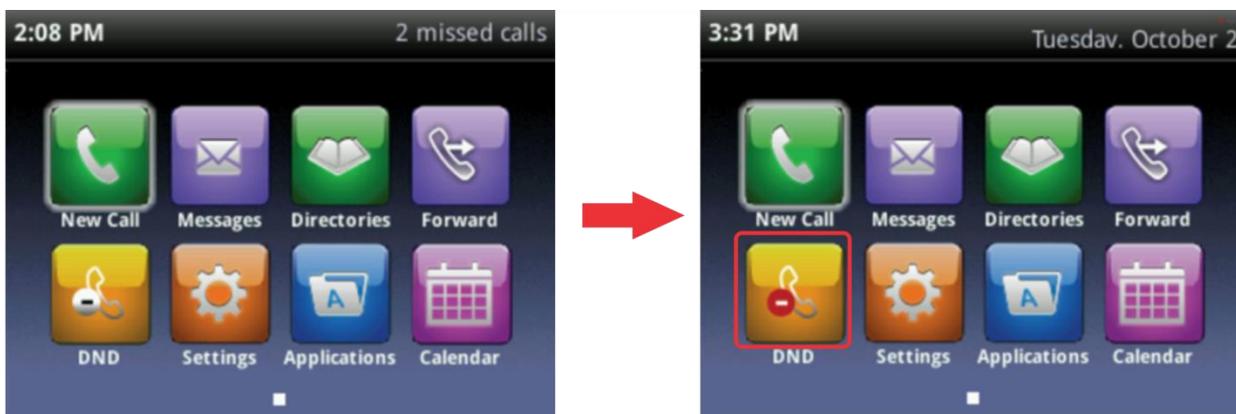
Troubleshooting: Why Doesn't the DND Icon Display?

If you've set your presence status to *Do Not Disturb*, as well as enabled DND for your phone, the message *My Status: Do Not Disturb* displays instead of the date display, and the DND icon doesn't display in the status bar.

To toggle Do Not Disturb on and off:

» From Home view, select **DND**. Or, if your phone is idle, press **DND**.

Using Do Not Disturb with Multiple Lines

By default, the Do Not Disturb feature applies to all lines on your phone. However, your system administrator can configure your phone to enable the feature on a per-line basis. Enabling Do Not Disturb

on shared lines disables ringing only. You can still see a visual notification of an incoming call and have the option to answer the call in Do Not Disturb.

To enable or disable Do Not Disturb for a line:

1   From Home view, select **DND**.

2   From the Line Select screen, use the up and down arrow keys to select the line on which to enable or disable Do Not Disturb.

3   From the Do Not Disturb screen, select **Enable** or **Disable**.

Power Tip: Automatically Enabling or Disabling Do Not Disturb for All Lines

To automatically enable Do Not Disturb for all lines, press **Set All**. To automatically disable the feature for all lines, press **Clear All**.

Listening to Voicemail

Your phone indicates when you have new voicemail messages in the following ways:

- A message in the status bar, as shown next. The message indicates the number of new messages you have. The count is a total of all messages on all lines on the phone.

- A flashing Message Waiting Indicator, located at the top-right of your phone.
- An audible alert, if your phone is on-hook.

Note: Temporarily Removing Message Indicators

To temporarily remove the message counter, press (✉) , and select **Message Center,** or select **Messages** from Home view, and select **Message Center**, and press **Clear**. The message indicators doesn't display again until after a period of time, which is set by your administrator.

To listen to voicemail messages:

1   Press (✉) and select **Message Center**, or from Home view, select **Messages** > **Message Center**.

    If your phone has multiple lines, the Line Select screen displays.

2   Use the up and down arrow keys to select the line that has new messages.

3   From the Messages screen, press **Connect** and follow the prompts.

Viewing Recent Calls

Your phone maintains a Recent Calls list, which is a list of missed, received, and placed calls. Each list can hold up to 100 entries. From the recent calls list, you can do any of the following:

- Select an entry and place a call.

- Sort, order, and filter calls.

- Remove certain calls from the list.

- Select a call record to view call details or manage the entry.

- Save an entry to the Contact Directory.

To view your Recent Calls list:

» From Home view, select **Directories** > **Recent Calls**.

The Recent Call list displays, as shown next.

The following icons display next to entries to indicate the call type:

-    Indicates a placed call

-    Indicates a received call

-    Indicates a missed call

The following soft keys display at the bottom of the Recent Calls screen:

- **Dial**   Use to call a contact.
- **Info**   Use to view detailed call information.
- **Type**   Choose to display only missed, received, or placed calls
- **More**   Choose to display additional soft keys.
- **Save**   Use to save a recent caller to the Contact Directory.
- **Clear**   Use to delete all entries from the call list.
- **Sort**   Use to sort entries by name or call time in ascending or descending order.

You can view and edit the details of previous calls in the Recent Calls list or call a recent call.

To manage a call record:

» From your Recent Calls list, highlight a call, and press the right arrow key to view the details of the call.

The call entry details display, as shown next.

You can do the following in the call entry details window:

- Press **Dial to** call the contact.

  You can also press the right arrow key on your phone to automatically call the contact.

- Press **Back** to return to the Recent Calls list.

- Press **Edit** to change the phone number of the contact before you dial the number.

- Press **Delete** to remove the entry from the call list.

Managing Your Contact Directory

You can store a large number of contacts in your phone's local Contact Directory, as shown below. Contact your system administrator for the maximum number of contacts you can store in the Contact Directory.

Figure 15: Viewing Contacts in the Contact Directory
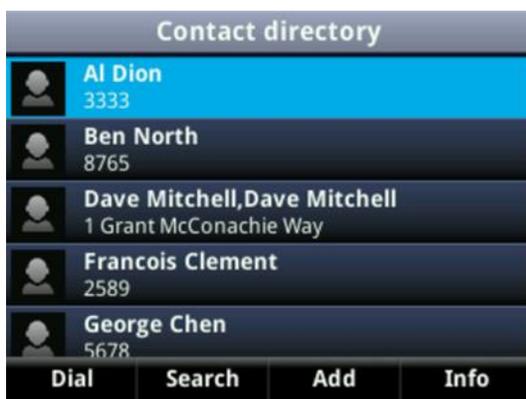
From your local Contact Directory, you can:

- View contact information.
- Search for contacts.
- Dial contacts.
- Add contacts.
- Update contact information.
- Delete contacts.

> **Note: Accessing a Corporate Directory**
>
> Ask your system administrator if there is a Corporate Directory available on your phone. If you have access to a Corporate Directory, you can dial people in the Corporate Directory, as well as save them to your Contact Directory. For more information, see Managing a Corporate Directory.

To view your Contact Directory:

» Select **Directories** from Home view, and select **Contact Directory**.

From your Contact Directory, navigate to view contacts or enter search criteria to find a contact.

To view contact information:

» From your Contact Directory, select the contact and press **Info**.

The contact's information screen, including the contact's name and phone number, displays, as shown next. Additional information, such as a job title, label, or email address, also display.
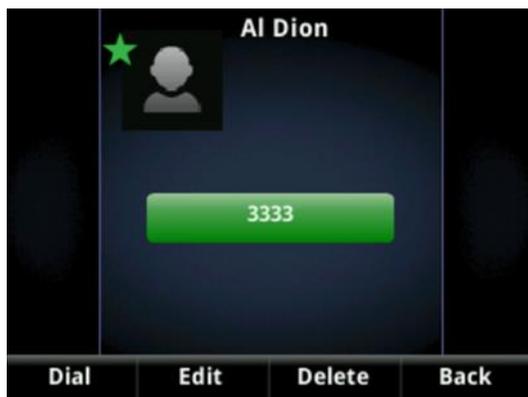
To search for a contact:

1 From your Contact Directory, press **Search**.

2 From the Search screen, enter search criteria and press **Search**.

A list of search results is displayed. Press **Back** to display your Contact Directory again.

To dial a contact:

1 From your Contact Directory, select the contact you want to call and press **Info**.

2 From the contact's information screen, press **Dial**, as shown next.
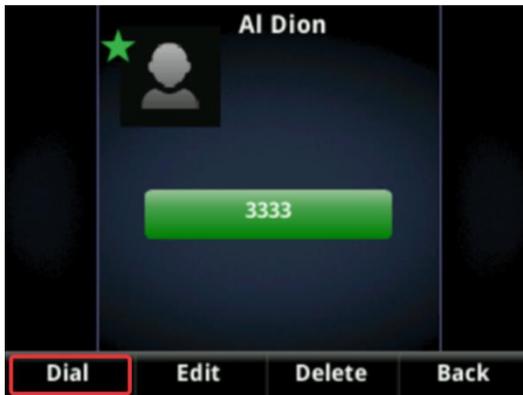
To add a contact:

1 Select **Directories** from Home view and select **Contact Directory** > **Add**.

2 From the Add Contact screen, enter the contact's information and press **Save.**

You can enter the following information when adding contacts:

➢ **First and Last Name**   The name of your contact.

➢ **Contact**   Your contact's phone number.

➢ **Job Title**   Your contact's position.

➢ **Email**   A personal or work email address.

➢ **Favorite Index**   An index number that displays in your Favorites list. For more information about favorites, see Managing Favorites.

➢ **Label**   A label or title for your contact.

➢ **Ring Type**   An assigned ringtone for calls from your contact.

➢ **Divert Contact**   The phone number you want to forward calls from the added contact to.

➢ **Auto Reject**   Enables sending calls from the added contact to voicemail.

➢ **Auto Divert**   Enables sending calls to the assigned Divert Contact.

➢ **Watch Buddy**   Enables monitoring for the added contact. For more information about monitoring status, see Using Buddy Lists.

➢ **Block Buddy**   Enables the setting for blocking the added contact from monitoring your status. For more information about monitoring status, see Using Buddy Lists.

Note: Directory Fields are Administrator-Set

If your phone does not display all the listed contact fields, ask your administrator about additional contact fields. The only required field is the Contact field, which is the contact's phone number.

Timesaver: Saving Recent Callers and Corporate Directory Contacts to Your Directory

You can automatically save a recent caller to your Directory. See Viewing Recent Calls.
If a Corporate Directory is available on your phone, you can add contacts from the Corporate Directory to your Contact Directory. For information on how to update your Contact Directory, see Managing a Corporate Directory.

To update a contact's information:

    1 From the Contact Directory, select the contact you want to update, and press **Info** > **Edit**.

    2 From the Edit Contact screen, update the contact's information and press **Save**.

To delete a contact:

    1 From your Contact Directory, select the contact you want to delete and press **Info** > **Delete**.

       A confirmation message displays, confirming that you want to delete the contact.

    2 Press **Yes** or **No**.

Managing a Corporate Directory

The Corporate Directory is set up and populated with contacts by your system administrator. The Corporate Directory is non-editable, and your administrator determines which contacts you can see.

From the Corporate Directory, you can do the following:

- Search for contacts.
- Dial contacts.
- Add contacts to your local Contact Directory.

To view the Corporate Directory:

    » From Home view, select **Directories** > **Corporate Directory**.

       By default, a blank search screen displays. To view entries, search for a person.

You can set your Corporate Directory to save your search results to view each time you search the Corporate Directory.

To save Corporate Directory search results:

    1 From Home view, select **Settings** > **Basic** > **Preferences** > **Corporate Directory** > **View Persistency**.

    2 From the View Persistency screen, select **Enabled**.

Each time you view the Corporate Directory, your last search results automatically displays.

To search the Corporate Directory:

- From the Corporate Directory, perform a quick search or an advanced search:
  - ➢ To perform a quick search, enter the first few characters of the contact's first or last name, and press **Submit**.
  - ➢ To perform an advanced search, press **AdvFind**, enter your search criteria, and press **Submit**.

The screen displays a list of contacts, starting with the most successful matches.

To view information for the contact:

» Press **View**.

To erase your search criteria and enter a new criteria:

» Press ⟨⟨ until you have cleared your previous search entry.

To dial a Corporate Directory contact:

1 From the Corporate Directory, search for the contact you want to dial.

2 From the search results, select the contact and press **Dial**.

To add a contact to your local Contact Directory:

1 From the Corporate Directory, search for the contact you want to add to your Contact Directory.

2 From the search results, select the contact and press **View**.

3 From the contact's information screen, press **Save**.

   Only the first name, last name, and phone number are saved. Go to the Contact Directory to add additional contact information or edit the saved entry.

Controlling Audio and Volume

You can change ringtones, phone volume, and audio on your phone by doing the following:

- Updating the incoming call ringtone.
- Updating a contact's ringtone.
- Changing the speaker volume.
- Changing the ringer volume.
- Muting the microphone.
- Changing the Audible Ring setting

Updating the Incoming Call Ringtone

You can personalize your phone's ringtone and pick unique ringtones for the different lines on your phone. The default ringtone for Polycom phones is Low Trill.

To select an incoming call ringtone for your phone or a line:

1 From Home view, select **Settings** > **Basic** > **Ring Type**.

2 Select the line you want to apply a new ringtone to.

3 From the Ring Type screen, select a ringtone.

To hear the ringtone before you set it:

» Select a ringtone and press **Play**.

Updating a Contact's Ringtone

You can select unique ring tones for contacts in your Contact Directory to quickly identify individual callers when your phone rings.

To select a ringtone for a contact:

1 From the Contact Directory, select a contact, and press **Info** > **Edit** > **Ring Type**.

2 Select the ringtone you want, and press **Save**.

Changing the Ringer Volume

You can change the volume for your phone's ringer and the incoming audio during a call.

To change the volume of your ringtone or during a call:

» Press the **Volume** keys, ⊖▭▭⊕ , to lower or raise the speaker volume.
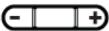
Muting the Microphone

You can mute the microphone to silence audio from your side of a call. Microphone Mute applies to all modes: handset, headset, and speakerphone. You can still hear all other parties in a call when you mute your microphone.

To mute the microphone:

» During a call, press 🎤 .

The Mute key glows red, and the other parties can't hear audio from your side of the call. To disable Mute, press 🎤 again.

Changing the Audible Ring Setting

You can choose where you hear the audible ringer on your phone. You can set the audible ringer to play from the handset, headset, or speaker. For example, you can set your phone to ring on your headset, instead of the speaker. By default, the audible ringer plays from the speaker.

To choose where the audible ringer plays:

1 From Home view, select **Settings** > **Basic** > **Preferences** > **Audible Ringer**.

2 From the Audible Ringer screen, select where you want to hear the ringer:

➢ To hear the ringer only from the phone's loudspeaker, select **Speaker**.

➢ To hear the ringer only from the handset, select **Handset**.

➢ To hear the ringer only from the headset, select **Headset**.

➢ To hear the ringer only from the device you're currently using, select **Active**.

The default destination is Speaker.

Managing Favorites

Favorites are contacts in your Contact Directory that you have marked as a favorite. To make a contact a favorite, you need to assign a contact a favorite index number.

To assign a contact as a favorite:

   1   From Home view, select **Settings** > **Contact Directory**.

   2   Select a contact and select **More** > **Add**.

       A screen asking *Add to Favorites with an index of [number]* displays.

   3   Select **Yes** to add the contact with the chosen index number or select **Edit Index** to choose a favorite index number for your contact, and press **Save**.

       A star displays next to the contact's name in the Contact Directory.

Contacts that have a favorite index number display ⭐, as shown next.

Figure 16: Viewing a Favorite in the Contact Directory
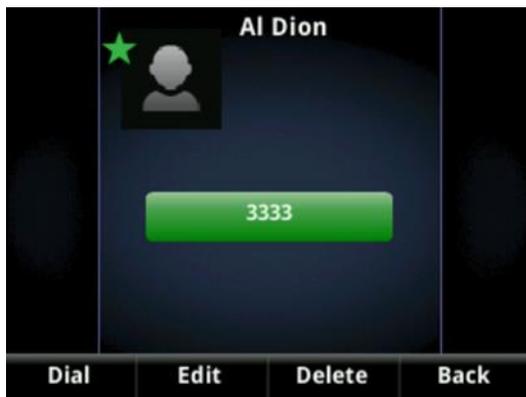
All your Favorites display in your Favorites list. However, only nine favorites display in Lines and Home view for VVX 400 and 410 phones.

The following figure shows a sample Favorites list.

Figure 17: Viewing the Favorites List

The following figure shows favorites in Lines view. Favorites display beneath the phone lines.

Figure 18: Viewing Favorites in Home View

Favorites display consecutively according to their index number. The contact with the lowest number displays first. To reorder your favorites, change your contact's index number in the Contact Directory.

To see your Favorites:

» Press (⌂), select **Directories** > **Favorites**.

To call a Favorite:

» From your Favorites list or from Lines view, select the favorite you want to call. The call is automatically placed.

To reorder your Favorites:

1 From your Contact Directory, select the contact and press **Edit**.

2 From the Edit Contact screen, select **Favorite Index**, and enter a new favorite index number.

3 Press **Save**.

To remove a Favorite from the list:

1 From your Contact Directory, select the contact and press **Edit**.

2 From the Edit Contact screen, select **Favorite Index**, and delete the contact's favorite index number.

3 Press **Save**.

Managing Shared Lines

If your phone shares a line with another phone, all phones ring for an incoming call to one of the shared line. The call can be answered on any of the phones of the shared line. You can transfer, hold, or set up a conference with active and held calls on shared lines.

If you have an incoming call on a shared line, you can silence your ringer by pressing **Silence**. The incoming call stops ringing on your phone, but the call's visual notification continues to display on your phone and you can still answer the call.

The following table shows the icons and status indicators that display for shared lines in Lines view, depending on whether the line is idle, for an active or held call.

Table 6: Viewing Shared Line Icons in Lines View

Shared Line Status	Icon and Status Indicator	Status Indicator
Idle	2342	(No indicator)
Active call	2340	HD voice icon
Held call	2342	Hold icon
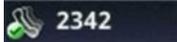
Note: Unsupported Features on Shared Lines

Call Forwarding is not available on shared lines. Enabling Do Not Disturb on shared lines disables ringing only. You can still see a visual notification of the call and have the option to answer the call.

If you are running Polycom UC Software version 5.0.0, missed calls on shared lines are displayed in the Missed Calls log in Recent Calls on all the phones of the shared line. However, received incoming calls that were answered on one of the shared line phones are not logged in the Recent Calls log on any of the phones. Ask your system administrator about configuring the phones to display all calls on shared lines in Recent Calls on all of the phones of the shared lines.

Using Advanced Features

This chapter describes the advanced features available on your Polycom phone. Advanced features available for Polycom VVX 400 and 410 phones include joining Microsoft® Outlook® meetings on your phone, using your computer's keyboard and mouse to control calls, viewing web content, and viewing other phone users' presence statuses on your phone. Ask your system administrator about which advanced features are available for your phone.

This chapter shows you how to:

* Manage buddies
* Integrate with Microsoft Lync Server 2010
* View the browser
* Broadcast messages using Push-to-Talk and group paging
* Use the Calendar feature
* Use the Polycom Desktop Connector to link your computer keyboard and mouse to your phone
* Log into other phones
* Lock your phone
* Access features with your login credentials

Using Buddy Lists

A buddy list is a list of users and devices whose status, or *presence*, you can monitor from your phone. You can view when your contacts update their presence setting, such as *Be right back*, *Out to lunch*, or *Busy*, and in real time from your Buddy list. You can also view your buddies' statuses from Lines view and Home view.

This section shows you how to do the following:

* Update your presence status
* Set up and manage a Buddy list
* Block people from monitoring your status
* Monitor buddies from your phone

> **Note: Contacts and Microsoft Lync Server 2010**
>
> If your phone is configured to work with Microsoft Lync Server 2010, the way you manage buddies or Lync contacts is different. For information about the differences when registered with Lync Server, see Integrating with Microsoft Lync Server 2010.

Updating Your Status

You can update your status on your phone to allow people to monitor your status from their phones. When you update your status on your phone, your new status is visible to others.

You can update your status to one of the following:

- Online
- Busy
- Be right back
- Away
- On the phone
- Out to lunch
- Do not disturb

Your phone also automatically updates your status information when you're in a call, have enabled Do Not Disturb on your phone, or your phone is offline. For example, if you enable the Do Not Disturb feature on your phone, your availability automatically updates to *Do Not Disturb*.

When you enable Do Not Disturb on your phone, your presence status automatically changes to *Do Not Disturb*. When you disable Do Not Disturb on your phone, your presence status automatically changes to *Online* or *On the Phone*.

When you update your presence status to *Do Not Disturb*, incoming calls go to voicemail, and *My Status: Do Not Disturb* displays in the status bar. Updating your status to *Do Not Disturb* does not enable Do Not Disturb on your phone, and the Do Not Disturb icon does not display next to your phone lines.

When you change your presence status on your phone from *Online* to another status, the new status displays in the status bar instead of the date, as shown next.

Figure 19: Viewing the Presence Status in the Status Bar

To update your presence setting:

    1 From Lines view, press **More** > **MyStat**. You can also select **Settings** from Home view and select **Features** > **Presence** > **My Status**.

    2 From the My Status screen, select the status you want.

        Your new status displays in the status bar on your phone and is visible to others.

You can also enable your phone to automatically change your status to Away when your phone becomes idle.

To enable your status to automatically change:

1 From Home view, select **Settings** > **Basic** > **Preferences** > **Presence** > **Idle Timeout**.

2 From the Idle Timeout screen, enable an office hours or off hours timeout period, and enter the number of minutes your phone can be idle before your status changes to Away.

Your phone is now set to change your status to away after the designated amount of time. Pressing any key on your phone returns your status to Online.

You can also view a list of the people you are watching and see their statuses from the Lines view on your phone.

Managing a Buddy List

If you want to monitor other people's status from your phone, you need to add contacts to your Buddy list. You can add people to your Buddy list from your Contact Directory. You must make sure you add contacts to the Contact Directory to add them as buddies and monitor their status.

To add a contact to monitor on your Buddy list:

1 From your Contact Directory, select a contact.

2 From the contact's information screen, press **Edit**.

3 From the Edit Contact screen, navigate to **Watch Buddy**, and select enable or disable.

   When enabled, the contact is added to your Buddy list so you can monitor the contact's status. When disabled, the contact is removed from your Buddy list, and you won't be able to monitor the contact's status.

4 Press **Save**.

Power Tip: Dialing Buddies

You can quickly dial a buddy by accessing your Buddy list. Use the up and down arrow keys to locate the buddy and press **Dial**.

To view the status of your buddies:

» From Lines view, press the **More** soft key and press **Buddies**, as shown next.
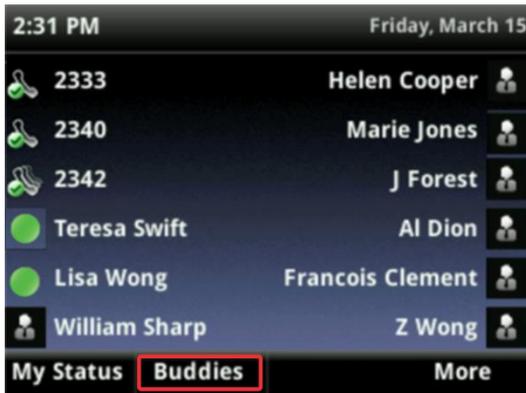
The list of buddies displays.

Blocking Contacts

Any of your contacts can add you to their buddy list and monitor your status. You can prevent certain contacts from monitoring your status by blocking the contact in your Contact Directory.

To block a contact from viewing your status:

1 From your Home view, select **Directories** > **Contact Directory** and select a contact.

2 From the contact's information screen, press **Edit**.

3 From the Edit Contact screen, press **Block Buddy** > **Enable** > **Save**.

When enabled, the blocked contact cannot monitor your status and displays in your Blocked List.

You can view a list of contacts that can monitor your status or you have blocked.

To view a list of contacts that can monitor your status or you have blocked:

» From Home view, select **Settings** > **Features** > **Presence**

➢ To view contacts that can monitor your status, select **Watcher List**.

➢ To view contacts that are blocked from monitoring your status, select **Blocked List**.

Timesaver: How to Quickly Unblock a Contact

You can use your Blocked List to unblock a contact, rather than updating the Contact Directory. Select **Settings** from Home view, and select **Features** > **Presence** > **Blocked List**. From the Blocked List, select the contact you want to unblock, and press **Unblock**. The contact can now watch your phone, and displays in your Watcher List.

Monitoring Buddies

You can monitor your buddies from your Buddy Status list. If a buddy is a favorite, you can also monitor the buddy from Home and Lines view.

Each buddy in your Buddy Status list displays a status icon next to his or her name. The following table shows the icons and the status they represent.

Table 7: Viewing Buddy Status Icons

Buddy Status	Icon		Buddy Status	Icon
Available	🟢		Do Not Disturb	🚫
Busy	🔴		Offline	⚪
Away	🟡		No information	⚫

You can monitor your buddies and their statuses from your Buddy Status list, Home view, and Lines view.

To monitor buddies from your Buddy Status List:

» From Lines view, press **More** > **Buddies**, or from Home view, select **Settings** > **Features** > **Presence** > **Buddy Status**.

Your Buddy list displays, as shown next.

To view the status of your favorite buddies in Lines view:

» From Home view, press ⌂ to display Lines view.

The buddies who are favorites display, as shown next.

Integrating with Microsoft Lync Server 2010

Your system administrator can configure your phone to work with Microsoft Lync Server 2010 and communicate with others using Microsoft Lync. From your phone, you can monitor the status of your Microsoft Lync contacts. For more information on integrating with Microsoft Lync Server 2010, refer to one of the following documents available by navigating to your phone from the Polycom Business Media Phones web page:

- For users: Using Polycom Phones in a Microsoft Lync 2010 Environment
- For administrators: Deploying Polycom UC Software for Use with Microsoft Lync Server 2010

Using the Browser

You can view an idle browser and a main browser on your phone. Ask your system administrator if your phone is configured to view the main and idle browser.

The idle browser shows non-interactive web content on the idle screen that displays when your phone is idle. You cannot display the Idle Browser during an active call. When your phone is idle, you can view an Idle Browser as you navigate between Home and Lines view. To see the Idle Browser, you need to set up the screen saver. See Displaying Screen Savers for information on setting up a screen saver.

The Main Browser enables you to search and navigate web pages on your phone.

To view the interactive Main Browser:

» From home view, select **Applications**, as shown next.
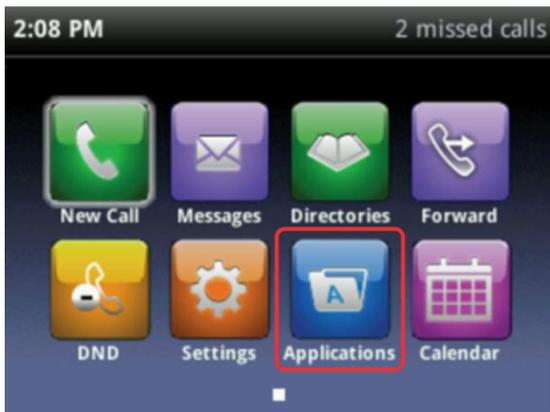
You can do the following from the Main Browser:

- Select hyperlinks to view more web pages.
- Select a text box and enter information using the dialpad keys on the phone console or the editing icons.
- Navigate pages using the arrow keys on the phone's console. The Main Browser displays scrolling indicators on screen show your position on the web page.

The Main Browser displays navigation and editing icons that display in a toolbar along the bottom of the Main Browser, as shown next.

Figure 20: Viewing Navigation Icons in the Main Browser
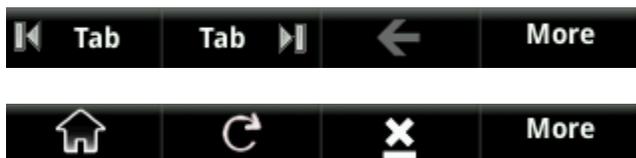
You can use the navigation and editing icons to navigate between web pages and enter information into text boxes in the Main Browser.

Navigating the Main Browser

The navigation icons enable you to view previous web pages, refresh the current page, return to the Main Browser's Home page, or return to your phone's Home screen. The following table lists the navigation icons that display in the Main Browser.

Table 8: Using the Navigation Keys

Press this…	To do this…
←	Go back to the previous Web page.

Press this…	To do this…
⟳	Refresh the current Web page.
✋	Stop refreshing.
⌂	Return to the Main Browser's home page.
✖	Return to the phone's Home screen.
◀ Tab Tab ▶	Move to the previous or next tab stop on the page.

Entering Information in the Main Browser

The editing icons enable you to enter information in text boxes in the Main Browser. The editing icons display when you select a text box in the Main Browser. The following table lists the editing icons that display in the Main Browser.

Table 9: Using the Editing Keys

Tap this…	To do this…
🌐	Select lowercase, uppercase, or numerical mode, or a special character encoding.
✎	Hide the editing icons and display the navigation icons.

Broadcasting Messages Using Push-to-Talk and Group Paging

A page is a one-way audio announcement. The Group Paging feature enables you to page users subscribed to a page group. The Push-to-Talk (PTT) feature is a collaborative tool that enables you to exchange broadcasts to users subscribed to a PTT channel, much like a walkie-talkie. Ask your system administrator about setting up both features on your phone.

Your system administrator can define up to 25 paging groups for Group Paging mode or Channels for PTT mode. The administrator can assign a label to each group or channel that easily identifies the phones in the group or channel, such as All, HR Dept., Shipping Staff, or Executives.

Each page group or PTT channel has one of the following priorities:

- **Normal**   By default, broadcasts sent to Groups/Channels 1 to 23 are considered Normal broadcasts. If two users begin a broadcast on the same group/channel at the same time, the phone with the lower serial number continues to transmit while the other phone enters the receiving state. By default, all phones are configured to receive broadcasts sent to Group/Channel 1.

- **Priority**   By default, broadcasts sent to Group/Channel 24 are considered Priority broadcasts. A Priority broadcast interrupts Normal broadcasts or active calls. All phones receive Priority broadcasts unless Do Not Disturb is enabled. Phones play Priority broadcasts at the phone's current audio level.

- **Emergency**   By default, broadcasts sent to Group/Channel 25 are considered Emergency broadcasts. An Emergency broadcast interrupts Normal broadcasts, Priority broadcasts, and active calls. Phones play Emergency broadcasts at near maximum volume even if Do Not Disturb is turned on.

Push-to-Talk Mode

Your system administrator can enable your phone to operate in a broadcast mode called Push-to-Talk (PTT). To send and receive PTT broadcasts, you must subscribe to PTT channels.

PTT broadcasts are collaborative, which means you can transmit messages and listen to replies.

By default, you're subscribed to Channels 1, 24, and 25, so you can send and receive PTT broadcasts on Channels 1, 24, and 25.

When you end a PTT broadcast, the channel remains open and enters a waiting period. This waiting period gives people who received the broadcast a chance to respond. If no one responds within the waiting period, the channel closes.

Sending PTT Broadcasts

Before you can send a PTT broadcast, you need to choose a channel to broadcast on. Or, you can hold the **Talk** soft key to immediately begin broadcasting on Channel 1, the default channel.

You can change your default channel to any channel you want (see Updating the Default Channel). When you change the default channel, you're automatically subscribed to it.

To send a PTT broadcast:

1 From Lines view, press **Talk**.

Timesaver: Automatically Sending a PTT Broadcast

To automatically send a PTT broadcast on the default channel, press and hold **Talk**, and go to step 4.

2 From the PTT Channels List screen, select the channel to send the broadcast on.

   The list displays the default channel, the most recent channel you sent a broadcast on, and other channels you can broadcast on.

3 To start the broadcast, press and hold **Talk**. Be sure to press **Talk** throughout the entire broadcast.

   A transmitting beep plays and the phone displays the channel's information such as the channel label.

4 Begin speaking. Make sure to hold **Talk** throughout the broadcast.

If you release **Talk** while you're sending the broadcast, the broadcast temporarily stops and enters a 10 second waiting period. During this period, the channel remains open to give people a chance to reply. At any time during the waiting period, you can resume your broadcast by pressing and holding **Talk**. If no one broadcasts during the waiting period, the channel closes and the broadcast ends.

To end a PTT broadcast:

» Release **Talk** or press **End PTT**.

After you press **End PTT**, you can immediately initiate another broadcast on another channel, even if the previous broadcast is still in its waiting period.

Receiving PTT Broadcasts

To receive a broadcast sent on a particular channel, you need to be subscribed to that channel. To subscribe to a channel, see Updating Channel Subscriptions.

How you receive a PTT broadcast depends on the broadcast priority and whether you're in an active call or have enabled the feature to receive broadcasts during active calls.

You can receive broadcasts on the channels you're subscribed to as well as Channel 24 — the Priority channel — and Channel 25 — the Emergency channel. If you've enabled **Do Not Disturb** on your phone, you can only receive Emergency broadcasts. Non-emergency broadcasts aren't displayed or play on your phone.

When a broadcast ends, your phone emits an *end of transmission* beep and enters a 10 second waiting period. During this period, you can respond to the broadcast (see Replying to PTT Broadcasts).

If you receive a broadcast and you're not in an active call, the broadcast immediately plays, regardless of the broadcast priority.

Receiving PTT Broadcasts During Active Calls

How you handle a broadcast when you're in an active call depends on the broadcast priority and whether you have enabled the feature to receive a broadcast when you're in an active call.

When you receive a broadcast, the broadcasts play in the following ways:

• If your phone is set to receive broadcasts during active calls, the broadcast immediately plays. You can hear both the original call and the broadcast. To listen to only the broadcast, hold or end the call.

• If your phone isn't enabled to receive broadcasts during active calls, the broadcast displays as a *Pending* broadcast. To listen to the broadcast, hold or end the call, or select the broadcast, and press **Accept**.

If the broadcast is a Priority or Emergency broadcast, the broadcast immediately plays, and you hear both the original call and the broadcast. To listen to only the broadcast, hold or end the call.

Replying to PTT Broadcasts

When a broadcast ends, the broadcast enters a 10 second waiting period. During this period, the channel remains open to receive or send additional broadcasts.

During a waiting period, you can press and hold **Talk** to speak to all the people listening on the channel. When you finish talking, release **Talk**. The broadcast enters another waiting period until someone broadcasts again. If no activity occurs within the waiting period, the channel closes and no more broadcasts can take place.

Ending PTT Broadcasts

You can end a PTT broadcast by releasing **Talk**, or by pressing **End PTT**. After you end a broadcast, the channel remains open so others can respond.

If you release **Talk** without pressing **End PTT**:

- You can resume the broadcast by pressing and holding **Talk**, if the broadcast is in a wait period.
- You can't initiate another broadcast on another channel until the waiting period ends.

If you press **End PTT**:

- You can't resume the broadcast by pressing and holding **Talk**.
- You can immediately initiate another broadcast on another channel.

Adjusting the Volume of PTT Broadcasts

You can adjust the volume of PTT broadcasts by pressing one of the **Volume** keys, ⊖▭⊕, to raise or lower the volume of the broadcast. If you adjust the volume of a non-emergency broadcast, your phone retains the adjusted volume for all subsequent non-emergency broadcasts. However, only system administrators can adjust the volume level of an Emergency broadcast.

Switching to Handset, Headset, or Speakerphone during Broadcasts

During a broadcast, you can switch to the handset, or press 🔊 or 🎧, and continue speaking and listening to a broadcast without holding **Talk**. You can also press 🎤 to mute your audio so that the people receiving your broadcast don't hear any audio.

Updating the Default Channel

If you press and hold **Talk**, your broadcast automatically transmits on the default channel, Channel 1. You can change the default channel for broadcasts on your phone.

To update the default channel:

1 From Home view, select **Settings** > **Basic** > **Preferences** > **Paging/PTT Configuration** > **PTT Push to Talk**.

2 From the PTT Channel Configuration screen, select **Default Channel**, and select the number of the channel you want to use.

Updating Channel Subscriptions

You can subscribe to any channel that has been enabled by your administrator and appears in your channels list. When you subscribe to a channel, you can send and receive PTT broadcasts on that channel.

To subscribe to additional PTT channels:

1   From Home view, select **Settings** > **Basic** > **Preferences** > **Paging/PTT Configuration** > **PTT Push to Talk**.

2   From the PTT Channel Configuration screen, select **Channel Subscriptions**.

3   From the Channel Subscriptions screen, select the channel you want to subscribe to, and press **Yes**. By default, you're subscribed to Channels 1, 24, and 25.

Allowing PTT Broadcasts to Play during Active Calls

The *Accept While Busy* option determines what happens when you're in a call and receive a PTT broadcast. If you enable the option, a PTT broadcast interrupts telephone calls, and you hear the audio of both the telephone call and the broadcast. If you disable the option, the incoming broadcast is held in a *Pending* state where the broadcast doesn't disrupt the telephone call, and you don't hear the broadcast until you choose to listen to the broadcast.

To hear the PTT broadcast during an active call:

»   Select the PTT broadcast and press **Accept**

The telephone call is automatically held. You can also hold or end the active call to listen to a PTT broadcast.

To enable or disable PTT broadcasts to play during an active call:

1   From Home view, select **Settings** > **Basic** > **Preferences** > **Paging/PTT Configuration** > **PTT Push to Talk**.

2   From the PTT Channel Configuration screen, press **Accept While Busy** and enable or disable the setting.

When enabled, your phone accepts and plays broadcasts while you're in an active call. When disabled, your phone doesn't play broadcasts while you're in a call, but holds them as *Pending* instead.

Using Group Paging Mode

Your phone can be enabled to operate in a broadcast mode called Group Paging mode. In this mode, you can broadcast one-way announcements to a specified group of phones, called a Paging Group. In Group Paging mode, users must subscribe to Paging Groups to send and receive pages.

To send and receive pages, you need to subscribe to certain paging groups. By default, you're subscribed to Paging Groups 1, 24, and 25, meaning that you can send and receive pages to Paging Groups 1, 24, and 25.

Sending Pages

By default, group page are sent using Paging Group 1, which is the default group for your phone. You can change your default paging group to another group, which is described in Updating the Default Paging Group. If you change your default paging group, you're automatically subscribed to the new default group. Note that you can't send a Page-mode page during active calls.

To send a page:

   1 From Lines view, press and hold **Paging**.

   2 From the Paging Groups List screen, select the paging group to send the page to.

   3 To begin a page, press **Page**.

       An alert tone plays before you can begin sending a page.

   4 Begin speaking.

   5 Press **End Page** to end sending a page.

> **Timesaver: Automatically Sending a Page**
>
> To automatically send a page to the default paging group, press and hold **Paging**, and go to step 4.

Receiving Pages

To receive a page sent to a particular paging group, you need to be subscribed to that group. To subscribe to a paging group, see Updating Paging Group Subscriptions.

How you receive a page depends on the priority of the page, whether you're in an active call, or if your phone is set to receive a page during an active call.

You can receive broadcasts on the channels you're subscribed to as well as Channel 24 — the Priority channel — and Channel 25 — the Emergency channel. If you have enabled *Do Not Disturb*, you can only receive Emergency pages. Non-emergency pages don't display or play on your phone.

Receiving Pages

If you receive a page and you're not in an active call, the page immediately plays regardless of the paging priority.

While a page plays, you can:

- Hold the page.
- End the page.
- Place a new call.
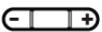
Receiving Pages During Active Calls

How you handle a page when you're in an active call depends on the page priority and whether you have enabled the feature to receive a page when you're in an active call.

If the page is a Normal page:

* If your phone is enabled to receive pages during active calls, the page immediately plays. You can hear both the original call and the page. To hear only the page, hold or end the call.
* If your phone isn't enable to receive pages during active calls, the page displays as a *Pending* page. To listen to the page, select the page and press **Accept**. You can also hold or end the call.

If page is a Priority or Emergency page, the page immediately plays and you hear both the original call and the page. To hear just the page, hold or end the call.

Adjusting the Volume of Pages

You can adjust the volume of pages while they play by using the Volume keys, ⊝▭⊕, to raise or lower the page volume. If you adjust the volume of a non-emergency page, your phone uses the adjusted volume for subsequent non-emergency pages. However, only your system administrator can change the volume of an Emergency page.

Switching to Handset, Headset, or Speakerphone during Pages

While you send a page, you can switch to the handset, headset, or speaker phone by picking up the handset or pressing 🔊 or 🎧. You can also press 🎤 to mute your audio so that the people receiving your page don't hear audio.

Note that pages are always played through the phone's speakerphone and cannot be changed to play through your handset or headset.

Updating the Default Paging Group

If you press and hold **Paging**, your page automatically goes to the default paging group, Paging Group 1. If you want, you can change the default paging group.

To update the default Paging Group:

1 From Home view, select **Settings** > **Basic** > **Preferences** > **Paging/PTT Configuration** > **Group Paging**.

2 From the Group Paging Configuration screen, select **Default Group**, and select a new paging group number. The default paging group is 1.

Updating Paging Group Subscriptions

By default, you're subscribed to Paging Groups 1, 24, and 25, meaning that you can send pages to and receive pages sent to these groups. You can change which groups you're subscribed to, but you can't disable your subscriptions to Paging Groups 24 and 25.

To update your Paging Group subscriptions:

1 From Home view, select **Settings** > **Basic** > **Preferences** > **Paging/PTT Configuration** > **Group Paging**.

2 From the Group Paging Configuration screen, select **Group Subscriptions**.

3 From the Group Subscriptions screen, select the group you want to subscribe to and press **Yes**.

Allowing Pages to Play During Active Calls

The *Accept While Busy* option determines what happens when you're in a call and receive a page. If you enable the option, a page interrupts telephone calls and you can hear the audio of both the telephone call and the page. If you disable the option, the incoming page is held in a *Pending* state—it doesn't disrupt the telephone call, and you don't hear the page.

To hear the pages during an active call:

» Select the page and press **Accept**

The telephone call is automatically held. You can also hold or end the active call to listen to a page.

To enable or disable pages to play during an active call:

1 From Home view, select **Settings** > **Basic** > **Preferences** > **Paging/PTT Configuration** > **Group Paging**.

2 From the Group Paging Configuration screen, scroll to **Accept While Busy** and enable or disable the setting.

The default setting is Disabled. When enabled, your phone accepts and plays pages while you're in an active call. When disabled, your phone doesn't play pages while you're in a call, but does hold the pages as *Pending*.

Using the Calendar

If your phone is configured to connect to the Microsoft Exchange Server, you can view and join meetings scheduled in your Microsoft® Outlook® application from your phone. The Microsoft Exchange Server and the Polycom® Conferencing for Microsoft Outlook software feature enables you to schedule meetings using Polycom Conferencing for Outlook.

Your system administrator has assigned you login credentials—a domain, user name, and password—so you can access the Calendar from your phone. If enabled, the **Calendar** icon displays in Home view, as shown below. To use the Calendar feature, you must enter your Login Credentials.

Figure 21: Viewing the Calendar Icon in Home View

Troubleshooting: What Happens if My Phone Has the Wrong Login Credentials?

If your phone has incorrect Login Credentials, or you need to re-submit them, the following happens:

- The message *Login Credentials have failed/Please update them if information is correct* displays on the screen.
- An icon, 🔒, displays under the time in the status bar to warn you that your credentials have failed.
- The message *Invalid login credentials* displays instead of the date in the status bar.
- The Calendar icon that displays on the Home screen won't be available.

To learn more about your Login Credentials and how to re-submit or update them, see Accessing Features with Your Login Credentials.

Troubleshooting: Why Doesn't the Calendar Display?

If you don't see the Calendar icon in Home view, or you're not receiving meeting reminders, your phone is not connected to the Microsoft Exchange Server. To re-connect to the server and use the Calendar feature again, select **Settings** from Home view, and select **Features** > **Calendar**. From the Calendar screen, select **Connect to the server**.

You can also check to see if your Login Credentials are correct. To re-submit or update your Login Credentials, see Accessing Features with Your Login Credentials.

Note: Accessing the Calendar When the User Login Feature is Enabled

If you log in to a phone that has the User Login feature enabled, and you want to access the Calendar, you need to enter your login credentials so that the Calendar works. For information about entering your login credentials, see Accessing Features with Your Login Credentials.

Opening and Closing the Calendar

The Calendar displays meetings in three views: Day, Month and Meeting view.

To open the calendar:

» From Home view, select **Calendar**.

The Calendar displays in Day view, as shown next, and shows your meetings for the day.

To access other Calendar views:

» Do one of the following:

➢ From Day view, press **Month** to access Month view.

➢ From Day view, select a meeting to access Meeting view.

To close the Calendar:

» Press ⌂.

Navigating Month View

Month view shows all the days in the month and displays a dot next to the days that have meetings, as shown below. The date of the current day is indicated in black until selected. If the day is selected, the date is highlighted in gray.

Figure 22: Viewing the Calendar in Month View

Do one of the following to navigate in Month view:

- To view the previous month, press **Previous**.
- To view the next month, press **Next**.
- To select another day, use the up, down, left, or right arrow key to select the day.
- To close the Calendar and display the Home screen, press 🏠 or **Exit**.

Navigating Day View

When you select a day in Month view, Day view displays. Day view shows all the meetings scheduled for the selected day, including the time, subject, and location of each meeting, as shown below.

Figure 23: Viewing the Calendar in Day View
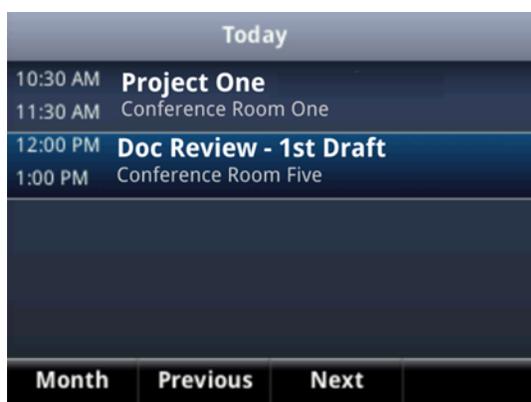
D one of the following to navigate in Day view:

- To view the meetings for the previous day, press **Previous**.
- To view the meetings for the next day, press **Next**.
- To view details for a specific meeting, select the meeting.
- To see the day's meetings, scroll up and down using the up and down arrow keys.
- To return to Month view, press **Month**.

Navigating Meeting View

You can view meeting details from Meeting view, as shown below. To see Meeting view, select a meeting in Day view.

Figure 24: Viewing the Calendar in Meeting View
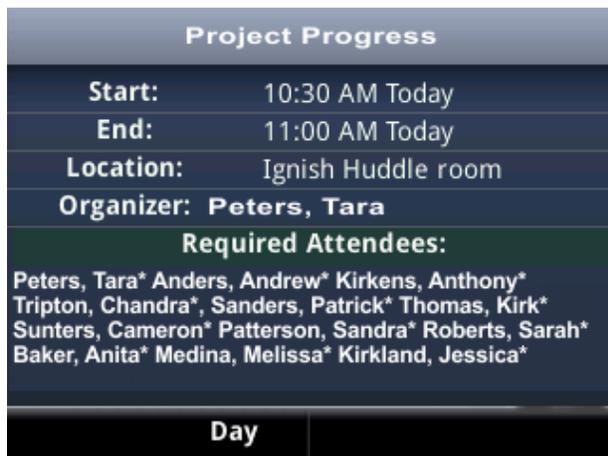
From Meeting view, you can do the following:

- View the meeting's start and end time, location and organizer, required attendees, and meeting description.
- View the numbers that you can call to join the meeting.
- Select a meeting number to join the meeting.

Do one of the following to navigate in Meeting view:

- To see the meeting details, scroll up or down.
- To return to Day view, press **Day**.

Managing Meeting Reminders

By default, your phone displays a meeting reminder 15 minutes before a meeting starts, as shown below. Every minute before the meeting starts, the phone emits an alert tone and updates the meeting timer. If a meeting starts, and you haven't joined in, the reminder alerts you when the meeting is overdue.

Figure 25: Displaying Meeting Reminders
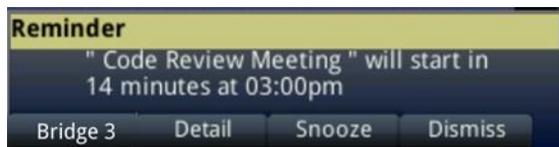
From the reminder, you can do the following:

- Press the meeting number, on the far-left of the reminder, to join the meeting.
- Press **Detail** to view specific information about the meeting.

- Press **Snooze** to temporarily remove the reminder from the screen. The reminder displays every minute until the meeting starts.

- Press **Dismiss** to permanently remove the reminder from the screen and stop all future reminders for the meeting.

To enable or disable meeting reminders:

1 From Home view, select **Settings**> **Basic** > **Preferences** > **Calendar Settings**.

2 From the Calendar Settings screen, select **Reminder** and enable or disable the setting.

   The default setting is Enabled. When enabled, your phone displays reminders for all meetings. When disabled, the phone won't display reminders for any meeting.

> **Troubleshooting: Why Don't My Meeting Reminders Display?**
>
> If you've enabled meeting reminders, but your phone isn't displaying them, make sure that your Login Credentials are correct (see Accessing Features with Your Login Credentials).

Joining Meetings from the Calendar

You can join meetings from the Calendar either of the following ways:

- From a meeting reminder.
- From Meeting view.

To join a meeting from a meeting reminder:

» From the reminder, press the meeting number that displays at the far-left of the reminder, as shown next.
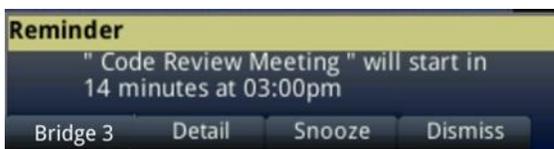
If you want to use another number to join the meeting, and the meeting organizer has specified alternate meeting numbers you can call, press **Detail** from the reminder. The Calendar displays Meeting view, which lists any available alternate numbers you can call. To dial these numbers, press **More Actions**, and select one of the numbers.

To join a meeting from Meeting view:

1 Do one of the following:

   ➢ From Day view, select the meeting you want to join.

> ➢ From Meeting view, press the meeting number, as shown next.

Doc Review -1st Draft

Start:	3:00 PM Today
End:	4:00 PM Today
Location:	Conference Room Five
Organizer:	Jones, Marie

Required Attendees:
Swift, Teresa * Cooper, Helen * Wong, Lisa * Blue, Don * Davies, Tom * Chen, George

Description:
Page-by-page review of Administrators' Guide

| Bridge 5 | Day | More Actions |

To use another number to join the meeting, and if the meeting organizer has specified alternate numbers you can call, press **More Actions** to display a list of numbers you can dial. To join the meeting, select one of the numbers.

Using a Mouse and Keyboard with Your Phone

You can use your computer's mouse and keyboard to enter information, select keys, and navigate screens on your phone using the Polycom Desktop Connector (PDC). The PDC enables you to control your phone using the keyboard and mouse on your computer.

Using a Mouse and Keyboard with Your Phone

You can use your computer's mouse and keyboard to enter information and navigate screens on your phone. For example, you can enter phone numbers, contact directory information, and select touchscreen objects without using the phone's keypad. You can move the mouse pointer back and forth with ease between your computer and your phone depending on your task.

Before you can use your mouse and keyboard with your phone, ensure that the Polycom Desktop Connector (PDC) application is installed and running on your computer. While the PDC application is running, you can move your mouse pointer back and forth between your computer and phone.

Web Info: Detailed Information About PDC

For more information about using your computer's mouse and keyboard to navigate and enter information on your phone, see Extend Your PC to Your Phone with the Polycom Desktop Connector (Feature Profile 52855).

Starting and Stopping Polycom Desktop Connector

Before you can start using your mouse and keyboard with your phone, you need to start the PDC application from your computer.

You can close the application at any time to prevent your mouse pointer from moving to the phone. If you stop PDC, you can restart the application again at any time.

To start Polycom Desktop Connector:

    1 From the Start Menu, select **Programs** > **Polycom** > **Polycom Desktop Connector**.

       After a few seconds, the Polycom Desktop Connector icon, 🌐 , displays on the Windows system tray, and the message *Allow remote control of device <MAC address of phone>?* displays on the computer. This message displays only the first time the application is started.

    2 Click **OK**.

       When your phone is configured to work with PDC, the Polycom Desktop Connector icon updates to 🌐 . When this icon displays, the application is enabled and connected to your phone, and can use your mouse and keyboard with your phone. If the icon doesn't change, contact your system administrator.

> **Note: When Your Computer Restarts**
>
> The Polycom Desktop Connector application restarts automatically when your computer restarts.

To quit Polycom Desktop Connector:

    1 Right-click the Polycom Desktop Connector icon, 🌐 , on the Windows system tray and select **Exit**.

    2 The message *Are you sure you want to stop Polycom Desktop Connector Server?* displays. Click **Ok** to confirm your action.

       The icon is removed from the system tray, the application is terminated, and you aren't able to use your mouse and keyboard with your phone.

Using Your Computer's Mouse and Keyboard with Your Phone

When PDC is enabled, you can use your mouse and keyboard to navigate menus, make option selections, and enter text and numeric values as an alternative to using your phone's keypad interface. For example, you can use your mouse and/or keyboard to select and copy text from your computer and paste it into the editable fields on your phone's screen.

To display the mouse pointer on your phone's screen, drag the mouse pointer beyond the edge of your computer screen in the direction of your phone screen. When you see the mouse pointer on your phone screen, you can start selecting items, and entering data in fields that have a flashing cursor. To enter information on your computer again, drag the mouse pointer back to your computer screen.

Troubleshooting: Why Can't I Use My Computer Keyboard to Enter Information in Certain Fields?

If you can't use your computer keyboard to enter information in a field on your phone, check to see if the field has a flashing cursor. Entering information using your computer keyboard only works if the field has a flashing cursor.

When you use your mouse and keyboard with your phone, you can do the following:

- Use your keyboard to enter information on your phone screen.
- Use the number keys above the alphabetic characters to enter numeric information such as phone numbers. If you enable the **Num Lock** function on your keyboard, you can also use the numeric keypad on your keyboard.
- Copy information from your computer screen and paste it onto your phone screen, using your keyboard's shortcuts to cut, copy, and paste. You can't copy information from your phone screen and paste it onto your computer screen.
- Copy and paste information between fields on your phone screen by right-clicking the field, and choosing a clipboard command such as **Cut** (**Ctrl+X**), **Copy** (**Ctrl+C**), and/or **Paste** (**Ctrl+V**).
- Use your mouse pointer to highlight information on the phone.
- Delete information on your phone by highlighting the information using your cursor and pressing the **Delete** or **Backspace** keys on your keyboard.
- Use the **Home** and **End** keys on your keyboard to position your cursor at the beginning or the end of fields on your phone.
- Use the **Arrow** keys to move within text fields.
- Hold **Alt** + **Up Arrow** key to increase the volume, and **Alt** + **Down Arrow** key to decrease the volume.
- Use the mouse scroll wheel to navigate through lists and menus.

Note: Placing Calls from Your Computer Keyboard

If you're using PDC, you can't place a call using **New Call** from Lines view. To place a call, select **New Call** from Home view, enter the phone number, and press **New Call**. Or, just enter the phone number and press **New Call**.

You can also use the function keys on your keyboard as shortcuts for completing tasks on your phone. The following table lists the function keys and corresponding shortcuts on your phone.

Table 10: Using the Function Keys

Press this on your keyboard…	To do this on your phone…
F1	Press the left-most soft key
F2	Press the second soft key from the left

Press this on your keyboard…	*To do this on your phone…*
F3	Press the third soft key from the left
F4	Press the fourth soft key from the left
F6	Press ⌂
F7	Open **Directories**
F8	Open **Messages**
F9	Press **Talk** (if PTT enabled)
F10	Press Automatic Call Distribution (ACD) **Sign In** (if enabled)
F11	Open **Applications**
F12	Press ◉
Alt+F2	Press **Redial**
Alt+F3	Press **Transfer**
Alt+F4	Press **Conference**
Alt+F5	Press **Hold** key
Alt+F6	Enable or disable **Do Not Disturb**
Alt+F7	Enable of disable **Microphone Mute** (🎙)
Alt+F8	Press **New Call**
Alt+F9	Press **End Call**
Alt+F11	Press 🔊
Alt+F12	Press Automatic Call Distribution (ACD) **Sign Out** (if enabled)
Alt+Up arrow	Press **Volume Up** key
Alt+Down arrow	Press **Volume Down** key

Troubleshooting: Why Aren't My Mouse Pointer and Cursor Responding?

If your computer has multiple programs open or is unresponsive, the mouse pointer or cursor does not respond quickly on your phone. Try closing any unnecessary programs.

Logging into Your Phone

If your system administrator has set up the User Login feature, you can view your personal phone settings, such as contacts and call list information, from any phone in the organization. This means you can access your contact directory and speed dial numbers, as well as other phone settings, even as you temporarily change work areas.

If you change any settings while you're logged in to a phone, the settings are saved and displayed the next time you log in to a phone. When you log out, your personal phone settings no longer display.

You can log in to a phone by entering your user ID and password. Default passwords are preset at the factory to the numerals *123*.

Note: Placing a Call from a Phone in the Logged-Out State

If a phone is in the logged-out state and requires a user login, you can use the phone to place emergency calls to standard emergency numbers, such as 911, and other pre-configured phone numbers. These numbers are configured by your administrator. For information on how to place authorized calls, see Placing Calls from Phones that are in the Logged-Out State.

If the User Login feature is set up on your company's phones, you can accomplish any of the following tasks:

- Log in to a phone to access your personal phone settings.
- Log out of a phone after you finish using it.
- Place a call to an authorized number from a phone that is in the logged-out state and requires a user login.
- Change your user password.

Logging In and Out of a Phone

If the User Login feature is enabled and required on your phone, you have to log in to your phone before you begin using the phone. However, if you want to see your personal phone settings from the phone, you have to log in. If you don't log in, you can only see the phone's default phone profile.

While logged in, you have full access to your personal phone settings and your directory. After you log out of the phone, you can no longer view this information about the phone.

After you use a phone, be certain to log out of the phone to prevent access to your personal settings.

Note: Accessing the Calendar When the User Login Feature is Enabled

If you log in to a phone that has the User Login feature enabled, and want to access features that require your login credentials, you must enter your login credentials again to enable the features to work. For more information, see Accessing Features with Your Login Credentials.

To log in to a phone:

1 Do one of the following:

  ➤ From Lines view, press **Log in**.

  ➤ From Home view, select **Settings** > **Features** > **User Login** > **Log in**.

2 From the User Login screen, enter your user ID and password and press **Log in**.

  The default password for Polycom phones is *123*. However, check if your system administrator has changed the default passwords for security reasons.

If your login credentials are accepted, the phone updates to display your personal phone profile. If your credentials are not accepted, the message *User login failed* is displayed, and the User Login screen displays again. If you need to confirm your credentials, ask your system administrator.

To log out of a phone:

1 From Lines view, press **Log out**. You can also select **Settings** from Home view and select **Features** > **User Login** > **Log out**.

  The Logout screen displays with a confirmation message.

2 Press **Yes**.

Your personal profile is no longer accessible, and the phone displays either the User Login screen for the next user login, or the default phone profile for anonymous users.

Placing Calls from Phones that are in the Logged-Out State

If your phone doesn't require a user login, you can use the phone to place calls to any number, even if the phone is in the logged-out state.

If a phone requires a user login, you can place calls to authorized numbers when the phone is in the logged-out state. If your system administrator has set up emergency numbers on the phone, you can place calls to the standard emergency number, such as 911, and up to five other authorized numbers. You aren't able to call any other numbers until you log in to the phone.

To place a call to an authorized number from a phone in the logged-out state:

1 Press **New Call**.

2 From the Place an Authorized Call screen, select the number you want to call and press **Dial**.

Changing Your Password

You can change your password from any phone that you're currently logged in to.

> **Note: User Password Security Best Practices**
>
> By default, user passwords are set to *123*. Polycom recommends that you change your password when you first log in to a phone.

To change your user password:

1　Log in to any phone on your network.

2　From Home view, select **Settings** > **Features** > **User Login** > **Change User Login Password**.

3　From the Change User Login Password screen, enter your old password, enter a new password and confirm it, and press **Enter**.

　　Your password is changed. The next time you log in to a phone, you need to enter your new password.

Locking Your Phone

You need to lock your phone to do the following:

- Prevent unauthorized outgoing calls.
- Allow only authorized people to answer calls.
- Prevent people from viewing or modifying phone information, such as your directory, call lists, or favorites.

When your phone is locked:

- You can only make an outgoing call to a number from a list of authorized numbers.
- You must enter a password to answer incoming calls.
- All keys and screen items are disabled, except those that enable you to unlock the phone, make an authorized call, or view the browser if enabled.
- The messages *The phone is locked* and *Authorized calls only* display on the status bar in Lines view. The messages that displayed before the phone was locked don't display.

You can unlock the phone by entering your user password. If your phone restarts for any reason while the phone is locked, the phone is locked when the phone restarts unless your phone is configured to start up unlocked.

About Your User Password

You are assigned a user password so you can answer calls from your locked phone and unlock the phone. By default, your user password is *123*. You can change your user password at any time.

To change your user password:

1　From Home view, select **Settings** > **Advanced**.

2　From the Password screen, enter your user password and press **Enter**.

3　From the Advanced screen, press **Change User Password**.

4　From the Change User Password screen, enter your password information and press **Enter**.

Locking and Unlocking Your Phone

You can choose how you want your phone to handle incoming calls when the phone is locked. If you set up your phone to allow incoming calls when it is locked, which is the default setting, incoming calls ring on your phone, and you can answer those calls by entering your user password. If you set up your phone to ignore incoming calls, Do Not Disturb is applied to all lines on your phone, and your phone doesn't ring.

To lock your phone:

    1 From Home view, select **Settings** > **Basic** > **Lock Phone**.

    2 From the Lock Phone screen, select how you want incoming calls handled when your phone is locked.

        ➢ **Allow ringing when locked**　Select this option if you want your phone to ring when you have an incoming call. If you choose this option, you can answer a call by entering your password.

        ➢ **DND when locked**　Select this option if you don't want your phone to ring. You won't have the option to answer incoming calls. All incoming calls go to your voicemail (if enabled) and display as a missed call in your Recent Calls list. Note that enabling this option on shared lines disables ringing only. You still see a visual notification of the call and have the option to answer it.

        The default setting is *Allow ringing when locked*.

    3 Press **Lock**.

        Your phone is locked.

Timesaver: A Quick Way to Lock Your Phone

Your phone is set up so that you can quickly lock it by tapping **Lock** from Lines view. If you do this, however, you can't choose how to handle incoming calls. Your phone uses the default setting, which is *Allow ringing when locked*, or the last setting you selected.

To unlock your phone:

    1 Press **Unlock**.

    2 Enter your user password, and press **Enter**.

        The phone unlocks.

Placing and Answering Calls on a Locked Phone

From a locked phone, anyone can dial the standard emergency number, such as 911, and up to five other authorized numbers that an administrator can set up. You can't call any other numbers from a locked phone. If you set up your phone so you can answer incoming calls when your phone is locked, you can answer calls by entering your user password.

To call an authorized number from a locked phone:

    • Do one of the following:

        ➢ Press **New Call**. From the Place an Authorized Call screen, select the number you want to call and press **Dial**.

> ➢ Place a call to an authorized number by using the handset, headset, or speakerphone or by pressing the line key of the number you want to call.

The call is placed.

Note: Which Termination is Used When Placing a Call to an Authorized Number

When a call is placed to a number in the authorized list, the call is placed through to the last used termination – handset, speakerphone, or headset. You must first press the speakerphone or headset key, or lift the handset to trigger the display of the authorized call list. If you press the same key a second time, the idle screen displays.

To answer a call on a locked phone:

1 From the Incoming Call window, press **Answer**.

2 Enter your user password and press **Enter**.

The call connects.

Accessing Features with Your Login Credentials

Your system administrator assigns your login credentials—a domain, user name, and password— to you. You must sign in to your phone using your login credentials to access the Calendar feature or work with Microsoft Lync Server 2010. If you experience a problem with your login credentials, you aren't able to access your phone's Calendar or use features associated with Microsoft Lync Server 2010. When your phone has incorrect login credentials, the following happens:

- An icon, 🔒 , displays on the status bar.

- The message *Login Credentials have failed/Please update them if information is incorrect* displays for 10 seconds.

- Your phone displays a Warning message. For information about phone Warnings, see Investigating Phone Warnings.

To access the features again, re-submit or enter your login credentials.

Note: Accessing the Calendar when the User Login Feature is Enabled

If you log in to a phone that has the User Login feature enabled, and you want to access features that require your login credentials, you must enter your login credentials again to enable the features to work.

To re-submit or enter your login credentials:

1 From Home view, select **Settings** > **Basic** > **Login Credentials**.

2 From the Login Credentials screen, press **Submit**.

Your credentials are resubmitted and you have access to the features again.

Troubleshooting: What Happens if I Can't Access Features?

If you still don't have access to the features, try entering your credentials, and pressing **Submit**. If you still don't have access, or you lock your account, see your system administrator.

Customizing the Phone's Display

In the previous chapters, you've learned how to customize calls, such as how to change call volume, forward incoming calls in a special way, or divert calls from a contact. But what if you want to customize the display? This chapter shows you how you can customize your phone's screen. Basic customizations include changing the time and date format and updating the screen brightness. If you want to get fancy, you can set up a screen saver or change the background picture.

This chapter shows you how to do the following:

- Change the language on your phone
- Change the display contrast
- Change the time and date display
- Change the backlight settings
- Change the background picture
- Display a screen saver
- Use the phone as a digital picture frame
- Set up power saving mode

Changing the Language on Your Phone

Your phone supports several languages.

To change the language:

1 From Home view, select **Settings** > **Basic** > **Preferences** > **Language**.

2 From the Language screen, select the language you want. The language on your phone updates automatically.

Changing the Time and Date Display

The time and date display in the status bar. If the phone cannot obtain a time and date, the time and date display area flashes. Contact your system administrator if the display flashes, or either the time or date is incorrect.

You can choose from a variety of time and date display formats, including options to display the day, month, or year. You can also turn the time and date display off, so the display doesn't show at all. Select and set options that are right for you.

The following figure shows the default display for the time and date.

Figure 26: Displaying the Time and Date in the Status Bar

To update the time and date display:

   1   From Home view, select **Settings** > **Basic** > **Preferences** > **Time & Date**.

   2   From the Time & Date screen, do one of the following:

   ➢   To change the date format, press **Clock Date**.

   ➢   To change the time format, press **Clock Time**.

   ➢   To change the order of the time and date display, press **Clock Order**.

   3   From the Clock Date, Clock Time, or Clock Order screen, select the format you want.

> **Note: Reduced Time and Date Format Options for Certain Languages**
>
> The time and date format options are reduced if you change the language displayed on your phone to Simplified Chinese, Traditional Chinese, and Japanese.

To enable or disable the time and date display:

   1   From Home view, select **Settings** > **Basic** > **Preferences** > **Time & Date**.

   2   From the Time & Date screen, select **Enable** or **Disable** to turn on or off the time and date display.

Changing the Backlight

Your phone's backlight has two components: Backlight Intensity and Backlight Timeout.

*   **Backlight Intensity**   The brightness of the screen during phone activity and inactivity. Backlight intensity has three settings:

    ➢   **Backlight On**   The brightness of the screen when there is phone activity.

    ➢   **Backlight Idle**   The brightness of the screen when there is no phone activity.

    ➢   **Maximum Intensity**   The brightness scale that applies to both Backlight On and Backlight Idle intensities.

*   **Backlight Timeout**   The number of seconds the phone is inactive before the backlight dims to its Backlight Idle intensity. The backlight timeout period begins after your last key press or the last phone event, such as an incoming call.

You can change the Backlight On intensity and the Backlight Idle intensity separately. You can choose a high, medium, or low intensity, or turn off the backlight entirely.

When you change the Maximum Intensity, you modify the entire backlight intensity scale. For example, if you decrease the Maximum Intensity, the low, medium, and high levels for both Backlight On and Backlight Idle intensities decrease.

The backlight automatically turns on with any phone activity. By setting the Backlight Timeout, you can determine how long the phone is idle before the backlight dims to its Backlight Idle intensity. By default, after the phone is idle for 40 seconds, the backlight dims.

To change the backlight intensity:

   1   From Home view, select **Settings** > **Basic** > **Backlight Intensity**.

   2 From the Backlight Intensity screen, select **Backlight On Intensity**.

   3 From the Backlight On Intensity screen, select the intensity you want and press **Back**. The default is High.

   4 From the Backlight Intensity screen, select **Backlight Idle Intensity**.

   5 From the Backlight Idle Intensity screen, select the intensity you want and press **Back**. The default is Low.

   6 From the Backlight Intensity screen, select **Maximum Intensity**.

   7 From the Maximum Intensity screen, select **Up** or **Down** to increase or decrease the maximum intensity the screen can display and press **Back**.

To change the backlight timeout:

   1 From Home view, select **Settings** > **Basic** > **Backlight Timeout**.

   2 From the Backlight Timeout screen, enter the number of seconds the phone can be idle before the backlight dims. The default is 40 seconds.

Changing the Phone's Background Picture

You can change the background picture that displays on your phone. By default, your screen displays a light gray background.

Your system administrator sets up the background images for your phone. If no background images are set up, only the default light gray background is available. If you want, you can use a picture of your own as the background image. For more information, see Using a Personal Photo as a Background Picture.

**Web Info: Adding a Web Page as the Background on Your Phone**

You can add a Web page as the background on your phone. For more information, see Customizing the Display Background (Feature Profile 62470).

Changing the Background Picture

To change the background picture:

1 From Home view, select **Settings** > **Basic** > **Preferences** > **Background** > **Select Background** .

The Background screen displays. Your screen displays the default option or other options that your administrator has added to your phone.
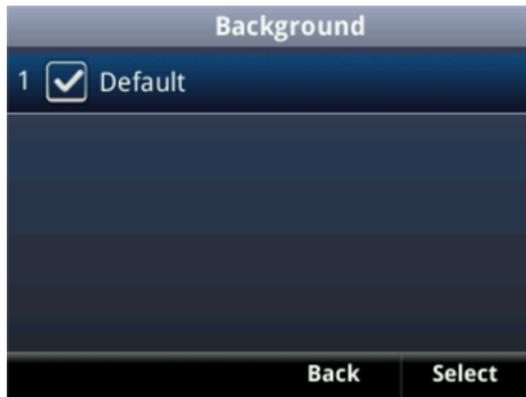
2 Select the background image you want.

Using a Personal Photo as a Background Picture

You can use a personal picture as the background picture on your phone. When you choose a personal photo as your phone's background, the picture displays as a *Local File* in the Backgrounds list.

Note: Restrictions for Background Images

When you use one of your own pictures as the background image, keep in mind:
- Progressive or multiscan JPEG images are not supported.
- The phone screen size is 220 x 108 pixels. Smaller images are centered and surrounded with black space. Larger images are scaled proportionally to fit the screen, and horizontal or vertical black bars are added to preserve the original aspect ratio.

Web Info: Changing the Background Picture Using the Web Configuration Utility

You can use the Web Configuration Utility to change the background picture on your phone. If you do not have access, contact your system administrator. For detailed information on accessing, navigating, and using the utility, see the Polycom Web Configuration Utility User Guide.

To add your own picture to the list of background images:

1 Log into the Web Configuration Utility.

See Configuring Your Phone Using the Web Configuration Utility.

2 From the menu bar, select **Preferences** > **Background**.

3 Click + adjacent to **Add a new background image**.

4 Click **Choose File** and browse to the desired location.

A preview of the file displays.

5 Click **Save**.

The file is added to the list of possible backgrounds. To select the new file, see Changing the Background Picture.

Displaying Screen Savers

Another way to personalize your phone is to use the idle browser as a screen saver. The screen saver automatically starts each time your phone is idle for a configurable amount of time.

Choosing a Screen Saver

Your phone has two screen savers you can choose from.

To set up a screen saver:

1 From Home view, select **Settings** > **Basic** > **Preferences** > **Screen Saver**.

2 From the Screen Saver screen, select **Screen Saver** and select **Enabled**.

3 Select **Wait Time** and enter the number of minutes the phone can wait after no activity before displaying the screen saver.

You can enter a minimum of one minute and a maximum of 9999 minutes. The default is 15 minutes.

4 Select **Type** and select either **Default** or **Idle Browser**.

5 Press **Save**.

You can stop a screen saver at any time by pressing a soft key, line key, or hard key.

You can disable a screen saver and prevent the screen saver from starting, even if your phone has been idle for the specified period of time by disabling the *Screen Saver* setting.

To disable the Screen Saver setting:

1 From Home view, select **Settings** > **Basic** > **Preferences** > **Screen Saver**.

2 From the Screen Saver screen, select **Screen Saver** and select **Disabled**.

3 Press **Save**.

Administrative Tasks

If your phone is unable to operate properly, you need to find or troubleshoot known issues. To solve issues with your phone, your system administrator can ask you to restart your phone, update the phone's configuration, or test phone hardware. This chapter shows you how to perform all these tasks.

Understanding Phone Warnings

If your phone is unable to perform certain tasks, a warning icon, ![warning icon], displays in the status bar, as shown next. The warning icon lets you know that your phone has one or more important issues. You can view details about the issues from the Warnings screen.

Figure 27: Viewing a Warning Icon in the Status Bar

To view a detailed list of phone issues:

  » From Home view, select **Settings** > **Status** > **Diagnostics** > **Warnings**.

   The Warnings screen displays listing any phone issues, as shown next.

After you view the phone warnings, you can press **Clear Icon** to remove the warning icon from the status bar. However, the warning displays in the Warnings list until the phone issue is fixed.

Each time your phone has a warning that you haven't viewed, the Warning icon displays.

Restarting the Phone

Your system administrator can ask you to restart your phone if your phone malfunctions or to assist in troubleshooting.

⚠️ **Caution: Restarting Your Phone**

Before you restart your phone, contact your system administrator. If your phone is malfunctioning, try to restore the phone to normal operation without restarting the phone. In addition, ask your administrator if the phone needs troubleshooting before restarting. If you need to update your phone's configuration, don't restart your phone. To update the phone's configuration, see Updating Phone Configuration.

To restart the phone:

1 From Home view, select **Settings** > **Basic** > **Restart Phone**.

   The message *Are you sure?* displays.

2 If you still want to restart the phone, press **Yes**.

The phone restarts and the default Home screen displays when the phone hast finished rebooting.

Updating Phone Configuration

If your system administrator asks you to update your phone's configuration, you can update the phone's configuration without restarting your phone.

To update your phone's configuration:

1 From Home view, select **Settings** > **Basic** > **Update Configuration**.

   The message *Are you sure?* displays.

2 To update the configuration, press **Yes**.

The configuration is updated. Your phone restarts, depending on the phone settings that have changed.

Testing Phone Hardware

If your system administrator asks you to access a diagnostics menu on your phone to test your phone hardware, you can access the diagnostic menu to test your phone's microphones, speaker, handset, third-party headset (if present), keypad mappings, touchscreen, and LEDs. See your system administrator for instructions about performing these tests.

To test your phone hardware:

1 From Home view, select **Settings** > **Status** > **Diagnostics** > **Test Hardware**.

2 From the Test Hardware screen, select one of the following:

   ➢ **Audio Diagnostics**

   ➢ **Keypad Diagnostics**

   ➢ **Display Diagnostics**

   ➢ **Brightness Diagnostics**

   ➢ **LED Diagnostics**

Getting Help

This chapter provides resources where you can access useful Polycom or partner documents and web links.

Related Documents

For additional information about the VVX 400 and 410 phones, see the following documents:

- User Documents:
  - ➢ *Polycom VVX 400 and 410 Business Media Phone Quick User Guide* A quick reference on how to use the phone's most basic features. It also briefly describes how to navigate the phone and enter information. It is available from the VVX 400 and 410 Business Media Phone Support web page.

- Setup and maintenance documents:
  - ➢ *Polycom VVX 400 and 410 Business Media Phone Quick Start Guide* Describes the contents of your phone package, and how to assemble and connect the phone to the network. The quick start guide is included in your phone package. Also available from the VVX 400 and 410 Business Media Phone Support web page.
  - ➢ *Polycom VVX 300, 310, 400, and 410 Business Media Phone Administrators' Guide* Provides detailed information about setting up and configuring your phone, including how to configure features. Available from the VVX 400 and 410 Business Media Phone Support web page.
  - ➢ *Polycom VVX 300/310/400/410/500/600 Business Media Phone Wallmount Instructions* Provides detailed instructions for mounting your phone on the wall. To install your phone on the wall, you need the optional wallmount package, which includes the wallmount instructions. Also available from the VVX 400 and 410 Business Media Phone Support web page.

- Feature Descriptions and Technical Notifications for Polycom phones Describe workarounds to issues and provide expanded descriptions and examples for phone settings and features. These documents are on the Polycom Support Web site on the Polycom Profiled UC Software Features and Polycom Engineering Advisories and Technical Notifications support pages.

For more information about installing, configuring, and administering Polycom products, refer to Documents and Downloads at Polycom Support.

The Polycom Community

The Polycom Community gives you access to the latest developer and support information. Participate in discussion forums to share ideas and solve problems with your colleagues. To register with the Polycom Community, simply create a Polycom online account. When logged in, you can access Polycom support personnel and participate in developer and support forums to find the latest information on hardware, software, and partner solutions topics.

Copyright, Safety, and Regulatory Notices

Service Agreements

Please contact your Polycom Authorized Reseller for information about service agreements applicable to your product.

Governing Law

This Limited Warranty and Limitation of Liability shall be governed by the laws of the State of California, U.S.A., and by the laws of the United States, excluding their conflicts of laws principles. The United Nations Convention on Contracts for the International Sale of Goods is hereby excluded in its entirety from application to this Limited Warranty and Limitation of Liability.

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LIMITATION OF LIABILITY. TO THE FULL EXTENT ALLOWED BY LAW, POLYCOM EXCLUDES FOR ITSELF AND ITS SUPPLIERS ANY LIABILITY, WHETHER BASED IN CONTRACT OR TORT (INCLUDING NEGLIGENCE), FOR INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL, OR PUNITIVE DAMAGES OF ANY KIND, OR FOR LOSS OF REVENUE OR PROFITS, LOSS OF BUSINESS, LOSS OF INFORMATION OR DATA, OR OTHER FINANCIAL LOSS ARISING OUT OF OR IN CONNECTION WITH THE SALE, INSTALLATION, MAINTENANCE, USE, PERFORMANCE, FAILURE, OR INTERRUPTION OF ITS PRODUCTS, EVEN IF POLYCOM OR ITS AUTHORIZED RESELLER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, AND LIMITS ITS LIABILITY TO REPAIR, REPLACEMENT, OR REFUND OF THE PURCHASE PRICE PAID, AT POLYCOM'S OPTION. THIS DISCLAIMER OF LIABILITY FOR DAMAGES WILL NOT BE AFFECTED IF ANY REMEDY PROVIDED HEREIN SHALL FAIL OF ITS ESSENTIAL PURPOSE.

Polycom Limited Warranty and Limitation Liability

LIMITED WARRANTY. Polycom warrants to the end user ("Customer") that this product is expected to be free from defects in workmanship and materials, under normal use and service, for one year from the date of purchase from Polycom or its authorized reseller.

Polycom's sole obligation under this express warranty is at Polycom's option and expense, to repair the defective product or part, deliver to Customer an equivalent product or part to replace the defective item, or if neither of the two foregoing options are reasonably available, Polycom may, on its sole discretion, refund to Customer the purchase price paid for the defective product. All products that are replaced will become the property of Polycom. Replacement products or parts may be new or reconditioned.

Polycom is expected to warrant any replaced or repaired product or part for ninety (90) days from shipment, or the remainder of the initial warranty period, whichever is longer. Products returned to Polycom must be sent prepaid and packaged appropriately for safe shipment, and it is recommended that they be insured or sent by a method that provides for tracking of the package. Responsibility for loss or damage does not transfer to Polycom until the returned item is received by Polycom. The repaired or replaced item will be shipped to Customer, at Polycom's expense, not later than thirty (30) days after Polycom receives the defective product, and Polycom will retain risk of loss or damage until the item is delivered to Customer.

The product software comes with 90-day software warranty, providing for software updates (minor releases/bug fixes). To continue to receive support, purchasing a maintenance contract is the most economical solution.

Exclusions

Polycom will not be liable under this limited warranty if its testing and examination disclose that the alleged defect or malfunction in the product does not exist or results from:

- Failure to follow Polycom's installation, operation, or maintenance instructions.

- Unauthorized product modification or alteration.

- Unauthorized use of common carrier communication services accessed through the product.

- Abuse, misuse, negligent acts or omissions of Customer and persons under Customer's control; or

- Acts of third parties, acts of God, accident, fire, lightening, power surges or outages, or other hazards.

Warranty Exclusive

IF A POLYCOM PRODUCT DOES NOT OPERATE AS WARRANTED ABOVE, CUSTOMER'S SOLE REMEDY FOR BREACH OF THAT WARRANTY SHALL BE REPAIR, REPLACEMENT, OR REFUND OF THE PURCHASE PRICE PAID, AT POLYCOM'S OPTION. TO THE FULL EXTENT ALLOWED BY LAW, THE FOREGOING WARRANTIES AND REMEDIES ARE EXCLUSIVE AND ARE IN LIEU OF ALL OTHER WARRANTIES, TERMS, OR CONDITIONS, EXPRESS OR IMPLIED, EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES, TERMS, OR CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, SATISFACTORY QUALITY, CORRESPONDENCE WITH DESCRIPTION, AND NON-INFRINGEMENT, ALL OF WHICH ARE EXPRESSLY DISCLAIMED. POLYCOM NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY OTHER LIABILITY IN CONNECTION WITH THE SALE, INSTALLATION, MAINTENANCE OR USE OF ITS PRODUCTS.

Safety, Compliance, and Disposal Information

Part 15 FCC Rules

This device is compliant with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- This device may not cause harmful interference, and

- This device must accept any interferences received, including interference that may cause undesired operation.

Class B Digital Device or Peripheral

Note: This equipment is tested and complies with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

1 Reorient or relocate the receiving antenna.

2 Increase the separation between the equipment and receiver.

3 Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

4 Consult the dealer or an experienced radio/TV technician for help.

Modifications

In accordance with Part 15 of the FCC Rules, the user is cautioned that any changes or modifications not expressly approved by Polycom, Inc. could void the user's authority to operate the equipment. This equipment may not be used on a coin service or party line.

Installation Instructions

Installation must be performed in accordance with all relevant national wiring rules.

L'Installation doit être exécutée conformément à tous les règlements nationaux applicable au filage électrique.

When using Power over Ethernet (PoE), the equipment is to be connected only to PoE networks without connections to the outside plant.

Plugs Acts as Disconnect Device

The socket outlet to which this apparatus is connected must be installed near the equipment and must always be readily accessible.

La prise électrique à laquelle l'appareil est branché doit être installée près de l'équipement et doit toujours être facilement accessible.

Industry Canada (IC)

This Class [B] digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe [B] est conforme à la norme NMB-003 du Canada.

CE and VCCI Mark

This VVX 400 and 410 phone is marked with the CE mark. This mark indicates compliance with EC Directive 1999/5/EC. A full copy of the Declaration of Conformity can be obtained from Polycom Ltd., 270 Bath Road, Slough, Berkshire, SL1 4DX, UK.

CE Mark R & TTE Directive (EU only)

Česky [Czech]: Polycom (UK) Ltd tímto prohlašuje, že tento VVX 400/VVX 410 je ve shodě se základními požadavky a dalšími příslušnými ustanoveními směrnice 1999/5/ES.

Dansk [Danish]: Undertegnede Polycom (UK) Ltd erklærer herved, at følgende udstyr VVX 400/VVX 410 overholder de væsentlige krav og øvrige relevante krav i direktiv 1999/5/EF.

Deutsch [German]: Hiermit erklärt Polycom (UK) Ltd, dass sich das Gerät VVX 400/VVX 410 in Übereinstimmung mit den grundlegenden Anforderungen und den übrigen einschlägigen Bestimmungen der Richtlinie 1999/5/EG befindet.

Eesti [Estonian]: Käesolevaga kinnitab Polycom (UK) Ltd seadme VVX 400/VVX 410 vastavust direktiivi 1999/5/EÜ põhinõuetele ja nimetatud direktiivist tulenevatele teistele asjakohastele sätetele.

English: Hereby, Polycom (UK) Ltd. declares that this VVX 400/VVX 410 is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

Español [Spanish]: Por medio de la presente Polycom (UK) Ltd declara que el VVX 400/VVX 410 cumple con los requisitos esenciales y cualesquiera otras disposiciones aplicables o exigibles de la Directiva 1999/5/CE.

Ελληνική [Greek]: ΜΕ ΤΗΝ ΠΑΡΟΥΣΑ Polycom (UK) Ltd ΔΗΛΩΝΕΙ ΟΤΙ VVX 400/VVX 410 ΣΥΜΜΟΡΦΩΝΕΤΑΙ ΠΡΟΣ ΤΙΣ ΟΥΣΙΩΔΕΙΣ ΑΠΑΙΤΗΣΕΙΣ ΚΑΙ ΤΙΣ ΛΟΙΠΕΣ ΣΧΕΤΙΚΕΣ ΔΙΑΤΑΞΕΙΣ ΤΗΣ ΟΔΗΓΙΑΣ 1999/5/ΕΚ.

Français [French]: Par la présente Polycom (UK) Ltd déclare que l'appareil VVX 400/VVX 410 est conforme aux exigences essentielles et aux autres dispositions pertinentes de la directive 1999/5/CE.

Italiano [Italian]: Con la presente Polycom (UK) Ltd dichiara che questo VVX 400/VVX 410 è conforme ai requisiti essenziali ed alle altre disposizioni pertinenti stabilite dalla direttiva 1999/5/CE.

Íslenska (Icelandic): Hér með lýsir Polycom (UK) Ltd yfir því að VVX 400/VVX 410 er í samræmi við grunnkröfur og aðrar kröfur, sem gerðar eru í tilskipun 1999/5/EC

Latviski [Latvian]: Ar šo Polycom (UK) Ltd deklarē, ka VVX 400/VVX 410 atbilst Direktīvas 1999/5/EK būtiskajām prasībām un citiem ar to saistītajiem noteikumiem.

Lietuvių [Lithuanian]: Šiuo Polycom (UK) Ltd deklaruoja, kad šis VVX 400/VVX 410 atitinka esminius reikalavimus ir kitas 1999/5/EB Direktyvos nuostatas.

Nederlands [Dutch]: Hierbij verklaart Polycom (UK) Ltd dat het toestel VVX 400/VVX 410 in overeenstemming is met de essentiële eisen en de andere relevante bepalingen van richtlijn 1999/5/EG.

Malti [Maltese]: Hawnhekk, Polycom (UK) Ltd, jiddikjara li dan VVX 400/VVX 410 jikkonforma mal-ħtiġijiet essenzjali u ma provvedimenti oħrajn relevanti li hemm fid-Dirrettiva 1999/5/EC.

Magyar [Hungarian]: Alulírott, Polycom (UK) Ltd nyilatkozom, hogy a VVX 400/VVX 410 megfelel a vonatkozó alapvetõ követelményeknek és az 1999/5/EC irányelv egyéb elõírásainak.

Norsk [Norwegian]: Polycom (UK) Ltd erklærer herved at utstyret VVX 400/VVX 410 er i samsvar med de grunnleggende krav og øvrige relevante krav i direktiv 1999/5/EF.

Polski [Polish]: Niniejszym Polycom (UK) Ltd oświadcza, że VVX 400/VVX 410 jest zgodne z zasadniczymi wymaganiami oraz innymi stosownymi postanowieniami Dyrektywy 1999/5/WE

Português [Portuguese]: Polycom (UK) Ltd declara que este VVX 400/VVX 410 está conforme com os requisitos essenciais e outras disposições da Directiva 1999/5/CE.

Slovensko [Slovenian]: Polycom (UK) Ltd izjavlja, da je ta VVX 400/VVX 410 v skladu z bistvenimi zahtevami in ostalimi relevantnimi določili direktive 1999/5/ES.

Slovensky [Slovak]: Polycom (UK) Ltd týmto vyhlasuje, že VVX 400/VVX 410 spĺňa základné požiadavky a všetky príslušné ustanovenia Smernice 1999/5/ES.

Suomi [Finnish]: Polycom (UK) Ltd vakuuttaa täten että VVX 400/VVX 410 tyyppinen laite on direktiivin 1999/5/EY oleellisten vaatimusten ja sitä koskevien direktiivin muiden ehtojen mukainen.

Svenska [Swedish]: Härmed intygar Polycom (UK) Ltd att denna VVX 400/VVX 410 står I överensstämmelse med de väsentliga egenskapskrav och övriga relevanta bestämmelser som framgår av direktiv 1999/5/EG.

この装置は、クラスB情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。
取扱説明書に従って正しい取り扱いをして下さい。   VCCI－B

WARNING Electrical Safety

To avoid electric shock, do not connect safety extra low voltage (SELV) circuits to teleconference station network (TNV) circuits. LAN ports contain SELV circuit, and WAN ports contain TNV circuits. Some LAN and WAN ports both use RJ-45 connectors. Use caution when connecting cables.

This product is rated 48Vdc, 0.25A. When used with the optional external power supply (PSA15A-480PV, or similar rated PSU), the power supply shall be a Listed power supply with a LPS output, rated 48V, min. 0.25A.

Russian Compliance

VVX 400: Ministry of Information Technologies & Communication of the Russian Federation – Declaration of Conformity. Д- СПД-6089 valid till 01/March/2016.

VVX 410: Ministry of Information Technologies & Communication of the Russian Federation – Declaration of Conformity. Д- СПД-6092 valid till 01/March/2016.

New Zealand Telepermit

VVX 400: PTC 220/12/087

VVX 410: PTC 220/12/088

Special Conditions for this User Guide

- **PTC General Warning**: The grant of a Telepermit for any item of terminal equipment indicates only that Telecom has accepted that the item complies with minimum conditions for connection to its network. It indicates no endorsement of the product by Telecom, nor does it provide any sort of warranty. Above all, it provides no assurance that any item will work correctly in all respects with another item of Telepermitted equipment of a different make or model, nor does it imply that any product is compatible with all of Telecom's network services.

- **Echo Cancellation**: Echo cancellers are not normally required in the Telecom PSTN because geographic delays are acceptable where CPE return loss is maintained within Telepermit limits. However, those private networks making use of Voice over IP technology are required to provide echo cancellation for all voice calls. The combined effect of audio/VoIP conversion delay and IP routing delay can cause the echo cancellation time of 64 mS or more to be required.

- **Software Version in this Polycom VVX 400 and 410 VoIP Desktop Telephone When Used on the Telecom Network**: This telephone must be equipped with the software installed during the PTC testing (version 6.4.1.0008) for compliance to be guaranteed.

Australia

Warning
This equipment will not operate when mains power fails

Warning for all Polycom Phones that use handsets
With respect to section 5.4.3.11 of the Australian Communications Authority as Telecommunications Technical Standard AS/ACIF S004 2006:
You should be aware that, under certain operating conditions, the handset earpiece may retain small metallic objects. If this occurs, these objects should be removed before using the handset.

Operating Ambient Temperatures

- Operating temperature: +32 to 104°F (0 to 40°C)

- Relative humidity: 5% to 95%, noncondensing

- Storage temperature: -40 to +160°F (-40 to +70°C)

Hearing Aid Compatibility (HAC)

This product is hearing aid compatible.

Waste Electrical and Electronic Equipment (WEEE)

All Polycom products that fall within the scope of the EU WEEE Directive carry the crossed wheelie bin symbol which advises customers not to recycle electronic products in the domestic waste stream but to recycle them safely as e-waste.

Restriction of Hazardous Substances Directive (RoHS)

All Polycom products comply with the requirements of the EU RoHS Directive. Statements of compliance can be obtained by contacting RoHSinformation@polycom.com.

Polycom Take Back

In addition to any mandated take back requirement, Polycom offers free recycling of its branded products to business users. Detailed information is available at Polycom Takeback and Recycle Program.