Polycom VVX 411 Full User Guide

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Polycom VVX411 Guide

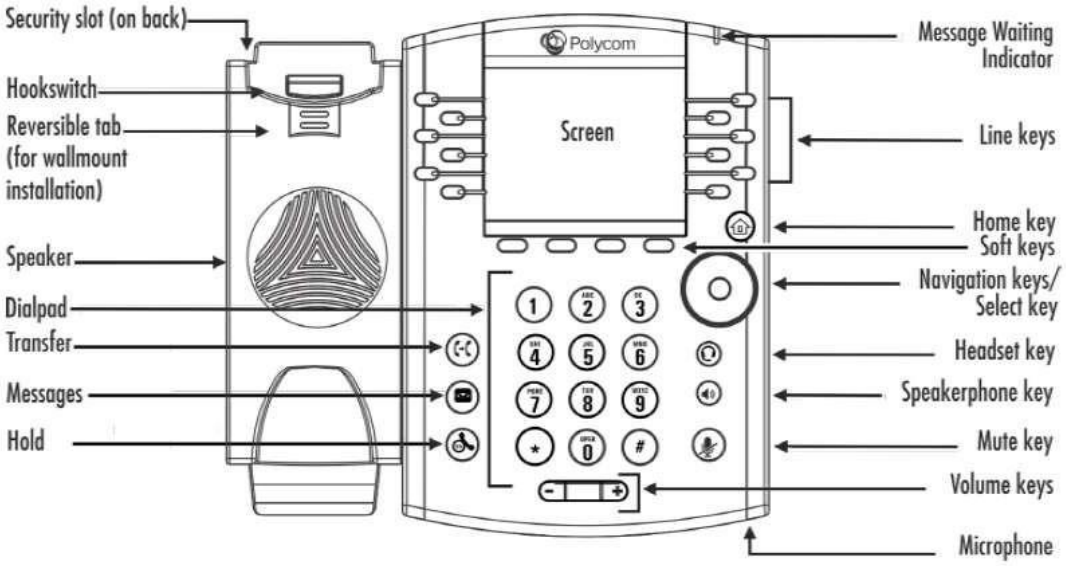
This user guide will help you to navigate and use your VVX411 phone. It will give you an overview of your phone, and walk you through tasks so you can successfully use your phone to perform basic and advanced phone functions.

How to set up the Polycom VVX411

The phone will arrive pre-configured and simply needs to be connected to the internet and powered up. Your Administrator or installer should know how to do this for you. There are some network/router level settings that must be applied, or the Horizon service will not work - for further details on these please refer to the Horizon user guide.

Phone Keys and Hardware

The figure below shows the main phone keys and features.



Using your phone

Home view

Home view displays your phone line and messages settings, and information. At the bottom of Home view is a Page Indicator that shows how many pages of icons Home view displays

To change the highlighted icon, press the up, down, right, or left arrow key. Press Select to access the desired menu.

Home view displays the following icons:

- New Call—Select New Call to display the Dialler so you can place a call.
- Messages—Select Messages to access your voicemail.
- Directories—Select Directories to access your Contact Directory, Favourites, and Recent Calls list. You can access your company directory from here
- Forward—Select Forward to set up forwarding options for incoming calls.
- DND—Select DND to toggle DND (Do Not Disturb) on or off. When DND is enabled, your phone won't ring and incoming calls will go to voice mail.
- Settings—Select Settings to access phone features and settings to customize your phone.

Lines View

Lines view (shown next) is your phone's default display. Lines view displays your phone line(s), your favourites, and soft keys in the soft key area.

If your phone is idle, you can press a line key to access the Dialler.

If your phone has calls, the phone line indicates the number of calls you have, and if they're active or held. If the phone line has an active call, the call colour is dark green, as shown next. If the phone line has one or more held

calls, the call colour is dark blue, as shown next. The number of total calls is shown above the calls. To select a call, use the up and down arrow keys

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. Call colour indicates status:

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

Use the up and down arrow keys to highlight a call. The soft keys apply to the highlighted call.

Understanding Phone Icons and Status Indicators

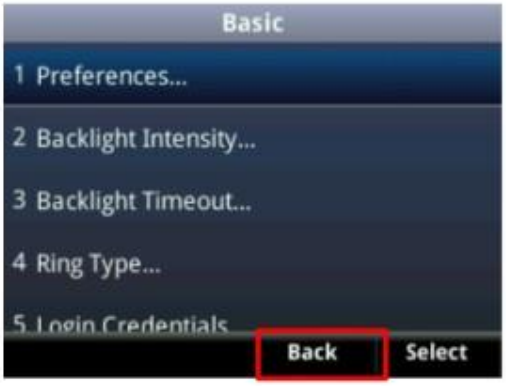
The following icons and indicators indicate phone, call, or buddy/contact status, or to indicate that a feature is enabled.

Icon	Description
	Registered line
	Unregistered line
	Placing a call
	Active call using Polycom HD Voice
	Held call
	Incoming call
	Active conference
	Placed call
	Received call
	Missed call
	Favorite
	Do Not Disturb enabled

Icon	Description
	Phone warning
	Login credentials invalid
	Shared line
	Shared line with a held call
	Call forwarding is enabled
	You have messages
	Presence status (Available)
	Presence status (Busy or In a Call)
	Presence status (Away)
	Presence status (Do Not Disturb)
	Presence status (Offline)
	Presence status (No information)
	Presence status (No information)

Navigating Your Phone Interface

The following table shows you how to navigate your phone's screens, as well as select and highlight options.

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. 
Switch phone views	Press ⌂ to display a different view (from Home view to Lines view to Calls view, if there is an active call).
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.
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.
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, you can press the corresponding number on the dialpad to select the item.

Answering Calls

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

To answer calls, do one of the following:

- To use the handset, pick up the handset
- To use speakerphone press or press answer
- To use your headset press

If you're already in handset, speakerphone, or headset mode, press Answer, and the phone will automatically use 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

To answer the call, pick up the handset or from Calls view, press Answer to use the speakerphone.

Answering another call

If you have a call and an incoming call arrives on the same line, a call waiting tone beeps, and the Incoming Call window displays. To answer the call, press Answer. The call you were in is held.

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

Answering Calls Automatically

You may find it convenient if your phone to auto-answer calls, so you don't have to press a key to answer a call. If you enable this feature, your phone will automatically answer incoming calls using the speakerphone. Your system administrator sets how many times your phone will ring before the call is auto-answered.

If Auto Answer is enabled and a call arrives while you're already in a call, the incoming call will be automatically answered if you end or hold the current call.

Note: Auto-Answered Calls and Microphone Mute

Your phone mutes the microphone for all auto-answered calls, so that the party calling you can't hear you. To unmute the microphone so the other party can hear you, press . To enable or disable microphone mute for auto-answered calls, see step 2, below.

To enable your phone to automatically answer calls:

1. Select Settings from Home view, and select Basic > Preferences > Auto Answer.
2. From the Auto Answer screen, do the following:
    a. To enable your phone to automatically answer SIP calls, select Auto Answer SIP Calls, and select Yes. The default setting is No.
    b. 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

Managing Multiple Calls

You can easily manage multiple calls from Lines and Calls view. Calls view displays all the calls for each phone line, as shown next. All the calls for a phone line display under the associated phone line. Scroll up or down to see all your lines and calls. To switch to Lines view, press More, and then 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.

If you press a line key that doesn't have an active call, the most recent call on that line will become active. The current call will be held. To manage a call, use the up and down keys to highlight it. Then, 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, or headset. You can dial the number first, and then choose the method — by picking up the handset, pressing , or pressing — or choose the method first, and then dial the number. You can place calls in these ways:

- Manually, from the dialler
- Automatically, by tapping a favourite in Home or Lines view
- Automatically, from your Favourites list, Recent Calls list, or Contact Directory

Calling from the Dialler

The Dialler displays a list of previously-placed calls. Select one of the entries to automatically enter it. Or, start entering a number. As you enter numbers, the Dialler displays a list of similar numbers, as shown next. Use the up and down arrow keys to select a match and automatically enter it.

To display the Dialler, do one of the following:

- From Home view, select New Call.
- From Lines or Calls view, press New Call. (The New Call soft key won'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.

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

To call from the Dialler:

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

Or

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

Placing Calls from Favourites, Recent Calls, and Directories

In addition to the Dialler, you can place calls from the Recent Calls list, Favourites list, or your Directory. Or, you can quickly call a favourite from Home or Lines view.

To call from the Recent Calls list:

1. Access your Recent Calls list by doing one of the following:
    a. From Home view, select Directories, and select Recent Calls.

Or

    b. 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, use the up and down arrow key to select the person you want to call and press Dial.

To call from your Favourites list:

1. From Home view, select Directories, and select Favourites.

    You can also press the up arrow key to access the Favourite list.

2. From your Favourites list, use the up and down arrow key to select the favourite 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, use the up and down arrow key to select the contact you want to call.
3. Place the call by doing one of the following:
    a. From the contact's information screen — press Info, use the up and down arrow key to select the contact, and press Dial.
    b. Use the up and down arrow key to select the contact, and press Dial

Redialling 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 key to select the other previously placed calls.

Ending Calls

To quickly end an active call, replace the handset. Or from Lines or Calls view, press End Call. If you're in Calls view, be sure to highlight the call first.

Note: How Do I End a Held Call?

A call must be active to end it. To end a held call: From Calls view, select the held call to highlight it, press **Resume**, and then press **End Call**.

Setting up and handling three way calls

You can set up a three way call with two other parties.

Just as with other calls, you can hold and resume these calls. In addition, you'll have the option to split a three way call, end the call and place the people you were talking with on hold.

Setting up a three way call

There are two ways to set up a three way call: the conventional way —by calling two people and using the Confrnc soft key — or joining two existing calls using the Join soft key.

To set up a three way call:

1. Call the first person
2. From Lines or Calls view, press More and then Confrnc. The active call is held.
3. Using the Dialler, call the second person
4. When the second person answers, press More and then Confrnc to join everyone in a conference. The Active: Conference screen displays, as shown next

Holding and resuming three way calls

When you place a three way call on hold, you place the other two people in the call on hold. No one in a held three way call can hear each other.

To place a three way 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 call are held. The following example shows a held three way call in Calls view.

To resume a held call:

- From Lines or Calls view, press Resume

Ending three way calls

To end a three way call, and your connection to the other people, press End Call. By default, when you press End Call, the other two people remain connected.

To end a conference call:

- From Lines or Calls view, press End Call.

Changing the Way Calls are Answered

Change the way calls are answered by doing 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

1. From Home view, select Forward. (You can also select Settings from Home view, and select Features > Forward, or if your phone is idle, press Forward from Lines view.)
2. From the Forwarding Type Select screen, select the forwarding type you want:
    a. Always—To forward all incoming calls.
    b. No Answer— To forward all unanswered incoming calls.
    c. Busy— To forward calls that arrive when you're already in a call.
3. 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. A value of 2 is recommended.

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

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

To disable call forwarding:

1. From Home view, select Forward.
2. 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.

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

1. Select Directories from Home view, and select Contact Directory.
2. From your directory, use the up and down arrow keys to 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, use the up and down arrow keys to select Auto Reject, select Enabled, and then press Save.

Diverting Calls from a Contact to another Person

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. Select Directories from Home view, and select 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.
    a. Select Auto Divert, and select Enabled.
    b. 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, 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 will display instead.

The DND icon in Home view,

, changes to

as shown next.

To toggle Do Not Disturb on and off: • From Home view, select DND. Or, if your phone is idle, press DND.

Listening to Voicemail

Your phone may indicate new voicemail messages by the following:

• 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).

To listen to voicemail messages:

5. Press and select Message Center. Or, from Home view, select Messages, and select Message Center.

6. From the Messages screen, press Connect and follow the prompts

Viewing Recent Calls

Your phone maintains a Recent Calls list—a list of missed, received, and placed. Each list can hold up to 100 entries.

From the Recent Calls list (shown next), you can:

- Sort, order, and filter calls (press Type). By default, the list displays all call types (missed, placed, and received), with the most recent call displaying first, as shown next.
- Remove certain calls from the list.
- Select a call record to view call details and manage the call.
- Use the up and down arrow keys to highlight an entry and press Dial to automatically call the person.

Icons display next to a call to indicate the call type:

• Placed calls display .

• Received calls display .

• Missed calls display .

To view your Recent Calls list:

- From Home view, select Directories from Home view, and select Recent Calls.

To manage a call record:

1. From your Recent Calls list, use the up and down arrow keys to highlight an entry, and press the right arrow key.
2. From the call details screen, shown next, you can:
    a. Press Dial or the right arrow key to call the person.
    b. Press Delete to delete the call from the list.
    c. Press Edit/Dial to edit the phone number before you dial the person.

To customise the list:

1. From Home view, select Directories from Home view, and select Recent Calls.
2. Press Type to filter calls for specific lines or types of calls. When you filter calls, you can choose to display only missed, received, or placed calls. Or, you can choose to display all call types (the default).
3. Press Sort to sort the calls. When you sort calls by the time of the call, you can to order calls in ascending (oldest call first) or descending (most recent call first) order.

When you sort calls by call name, you can order calls in ascending (alphabetical) or descending (reverse-alphabetical) order.

Note: About Filtered Call Lists

You can't save your filtered call list results. If you filter your Recent Calls list so that only a certain call type—for example, only missed calls—display, the next time you display the list, all call types (the default filter) will display.

Controlling what is heard

You can change what you hear 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 where you hear sound effects.

Updating the Incoming Call Ringtone

A simple way to personalize your phone is to change your phone's ringtone. You can even pick unique ringtones for the different lines on your phone.

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

1. Select Settings from Home view, and select Basic > Ring Type.

2. If multiple lines are configured on your phone, select the line you want to apply a new ringtone to.

3. From the Ring Type screen, use the up and down arrow keys to select the ringtone you want. To hear the ringtone before you change it, press Play. The default ringtone is Low Trill.

Updating a Contact's Ringtone

You might find it helpful to select unique ring tones for the various contacts in your Contact Directory. In this way, you can quickly identify callers as your phone rings.

To select a ringtone for a contact:

1. From the Contact Directory, use the up and down arrow keys to select the contact you want to update, and press Info.

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

3. From the Edit Contact screen, use the up and down arrow keys to select Ring Type.

4. Select the ringtone you want, and then press Save.

Changing the Speaker Volume

To change the volume of what you hear during a call, press one of the Volume keys, , to lower or raise the speaker volume.

Changing the Ringer Volume

To change the volume of the incoming call ringtone, press one of the Volume keys, , while your phone is idle or ringing.

Muting the Microphone

Mute the microphone so other parties can't hear you. Microphone Mute applies to all modes (handset, headset, and speakerphone). You can still hear all other parties when you mute the microphone.

To mute the microphone:

• During a call (including a conference call), press

The Mute key glows red. The other parties can't hear you. To disable Mute, press again.

Choosing Where You Hear Sound Effects

You can choose whether you hear sound effects — all phone sounds except call audio — from the handset, headset, or speaker. For example, you can configure your phone to ring on your headset, instead of the speaker. By default, you hear all sound effects from the speaker.

To choose where you hear sound effects:

1. Select Settings from Home view, and select Basic > Preferences > Audible Ringer.

2. From the Audible Ringer screen, select where you want to hear sound effects:

a. To hear sound effects only from the phone's loudspeaker, select Speaker.

b. To hear sound effects only from the handset, select Handset.

c. To hear sound effects only from the headset, select Headset.

d. To hear sound effects only from the device you're currently using to hear call audio, select Active.

The default destination is Speaker.

USB Port - VVX 411 only

The VVX 411 has a single USB port (2.0 compliant).