VVX 410 Phone Quick Reference Guide

The Polycom VVX 410 phone is a mid-line display, mid-range Business Media Phone with hard keys and a 4-way navigation cluster with a center “select” key.

**Incoming Calls**

**Answer a call:**
There are three ways to answer a call:
- Pick up the handset.
- Select **Answer** on the Call window.
- Select the headset button.

**Ignore a call:**
- Select **Ignore** or **Silence** on the Incoming Calls window.
- Your phone will stop ringing and the Home or Calls view will display.

**Reject a call:**
- Select **Reject** on the Incoming Calls window.

**Forward a call:**
- Select **Forward** on the Incoming Calls window.
- Enter the forwarding number, and press **Forward**.

**Hold a call:**
- From the Calls view, highlight the call and press **Hold**.

**Resume a held call:**
- From the Calls view, press **Resume**.

**Transfer a call:**
- From the Calls view, press **Transfer**, and call the other person.
- When you hear the ringback tone or after you talk to the other party, press **Transfer**.
- Press **Blind** to automatically transfer the call to bypass the second step.

**Outgoing Calls**

**Place a call:**
Do one of the following:
- Pick up the handset or press the handset or speakerphone button. Enter the phone number, and press **Send**.
- From the Lines screen: press the phone line key, enter the phone number and press **Send**.
- From the Home view: select New Call using the left and right arrow keys. Enter the phone number, and press **Send**.
End a call:
Do one of the following:
• Replace the handset.
• Press **End Call** on the Lines or Calls screens.
• Highlight the call, and select **End Call** on the Calls screen.

Contact Directory

View Contact Directory:
• Tap **Directories** from the Home view, and tap **Contact Directory**.

Conference Calls

Set up a conference call:
Place a call. After the call connects, press **More**, then select **Confrnc**. Dial and connect with the second party and press **Confrnc** again.

From the Lines or Calls view, you can:
• Press **Hold** to hold all participants.
• Press **End Call** to remove yourself from the call, but keep the other participants connected.

Recent Calls List

View Recent Calls list:
• Select **Directories** from the Home view.
• Press **Recent Calls**.

Voicemail

Listen to voicemail messages:
• Press the Messages button on the phone face, or select **Message Center > Message Center** from the Home view.
• Use the up and down arrow keys to select the line that has a new message.
• Select **Connect** from the Messages screen, and follow the prompts.

Set Up a Headset

If you wish to use your headset for all calls, you can set up the Headset Memory Mode.

Enable Headset Memory Mode:
• Select **Settings** from the Home view.
• Press **Basic > Preferences > Headset > Headset Memory**.
• Select **Enabled**.

Activate Headset Memory Mode:
• Press the Headset button on the phone face twice.
• The Headset button will flash to indicate that the phone is in Headset Memory Mode.