



SmartCOMM™ Hosted IP Complete

Polycom VVX 400/410 Business Media Phone Reference Guide

Lines
12 lines.

Soft Keys
4 programmable soft keys help you navigate through widgets on screen.

Transfer Key
During the call press the Transfer key, select Blind with your soft keys, enter the number you wish to transfer to, & hit dial.

Messages Key
If you have a voicemail the indicator light will flash red. Press the Messages key to listen; enter password, proceed with instructions. Or select the purple Messages widget on the screen to access voicemail in the same way.

Hold Key
Hold your call.

New Call
Select to place call.

Messages
Access your voicemail.

Directories
Scroll through your added contacts.

Home Key
Press to return to the Home page or to switch between lines view & widgets view.

Navigation keys
Use the arrows to navigate through the selections on the screen. Press the center circle to select.

Headset Key
Activates hands free for making and receiving calls without lifting the handset.

Speaker Key
Press to answer or place call over speaker.

Volume Keys
Adjusts volume.

Mute Key
Places a call on mute so caller cannot hear you.

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Basic Phone Features

MAKE A CALL

1. Dial the call.
2. Lift the handset or press the Speakerphone or Headset keys.

ANSWERING A CALL








For hands free operation, press the Speakerphone key.







REDIAL

Press the New Call Key, Select Recents to access recent calls made and received. Select a call to redial.

ENDING CALLS

Replace the handset or press the End Call soft key.

Symbol	Key Description
	SPEAKERPHONE KEY – Activates hands free for making and receiving calls without lifting the handset.
	HEADSET KEY – Activates hands free for making and receiving calls without lifting the handset.
	MUTE KEY – Mutes the call so that your caller cannot hear you.
	HOME KEY – Press to return to the Home page or to switch between lines view & widgets view.
	TRANSFER KEY – During the call press the Transfer key, select Blind with your soft keys, enter the number you want to transfer to, & hit dial.
	MESSAGES KEY – Press to retrieve voicemails.
	HOLD KEY – Press to place a call on hold. Press again to return to call.

Symbol	Key Description
	NEW CALL KEY – Press to place a new call. The red circle tells you the number of missed calls.
	MESSAGES KEY – Press to retrieve voicemails.
	DIRECTORIES KEY – Access Contact Directory to find a contact and select dial to place the call.
	SETTINGS KEY – Press Settings, select Features, and access all your phones features.
	APPLICATIONS KEY – Apps include web browser integration.
	DO NOT DISTURB KEY – Enable to send calls to voicemail or call forwarding. Calls received will be listed under missed calls.