



## Polycom® VVX® 400, 401, 410 and VVX® 411 Business Media Phones Quick User Guide

For phones running Polycom® UC Software 4.1.4 or later

Basic Phone Features  
Customizing Your Phone

Applies to phones running SIP 3.0.2 or later.

For detailed information please consult the Star2Star Phone and Features Guide, available for view/download via the Star2Star Knowledge Base at:

<https://support.star2star.com/>

### Phone Views

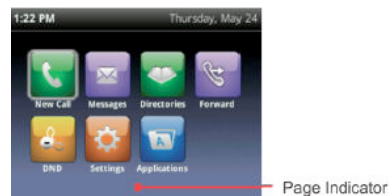
Your phone has three main Views: Home, Calls, Active Call, and Lines View (the default).

**Change Views:**  
For Home View, press

Press to alternate between Home and Lines view.

### Home View

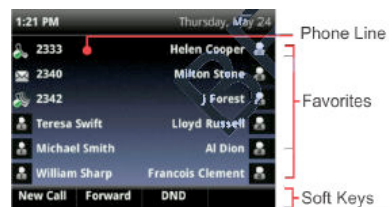
Home View displays icons you can select to access phone functions.



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

### Lines View

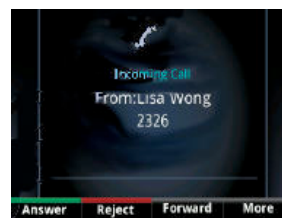
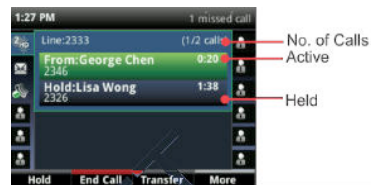
Lines View displays phone Lines, Favorites and soft keys.



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

### Calls View

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



Call color indicates call status:

**Dark Green:** Active call.

**Bright Blue:** Incoming call.

**Dark Blue:** Held call.

Use the up and down arrow keys to select a call (highlight it). The soft keys control the highlighted call.

### Entering Data

Use the dialpad keys to enter information. To backspace, press



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

To type other characters, press **Encoding** or **Mode**. When using the dialpad keys, use the 1, \*, 0 and # keys.

### Calls

Only one call can be active at one time.

You may use the handset, speakerphone or headset for calls. During a call, you can change modes by picking up the handset or by

pressing or .

If you navigate away from your call(s),

press to see Active Call or Calls view again.

When in Calls view, switch to Lines view by pressing **More > Lines**. Switch back to Calls view by pressing **More > Calls**.

### Placing Calls:

Pick up the handset, or press or . Enter the phone number and press **Send**.

Or, enter the phone number first, then press **Dial**, pick up the handset or press or .

From **Lines View**: Press the phone Line key, enter the phone number and press **Send**.

From **Home View**: Select **New Call** using the left and right arrow keys. Enter the phone number and press **Send**.

**Note:** You may place calls quickly by selecting a recent call or Favorite, or tap a contact's phone number in the Contact Directory.

### Answering calls:

To answer with the speakerphone,

press or tap **Answer**. To answer with the handset, pick up the handset.

To answer with the headset, press .

To answer a new call while on an active call, press **Answer**. The current call will be held.

### Ending calls:

To end an active call, replace the

handset, press or . Or, press **End Call**.

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


### Holding calls:

From Calls view, press **Hold** or . Remember to highlight the call first.


To resume a held call, press **Resume**

or  again.

#### Transferring calls:

Press and hold the **Transfer** soft key or press . Choose the transfer type.

Dial a number or choose a contact. If you choose **Blind**, the call is transferred immediately. If **Attended**, press

**Transfer** or  after you talk with the other party.

#### Forwarding calls:

To enable call forwarding, press **Forward** from Home or Lines view. Select the forwarding type to enable, type a forwarding number, and press **Enable**.

To disable call forwarding, press **Forward** from Home or Lines view. Select the forwarding type to disable, and press **Disable**.

To enable per-call forwarding: As your phone rings, press **Forward**, enter the forwarding number, and press **Forward**.

#### Star2Star Call Park and Retrieve

1. During an incoming call, press the **More** soft key.
2. Press **Park** soft key.
3. The caller will be parked in the first available **Park** position, which will illuminate.
4. The caller will hear music or message on hold if configured on your system.
5. Press illuminated Park key to retrieve call.

#### Placing conference calls:

Call the first party. After the call connects, press **More** and select **Confrnc**. Dial and connect with the second party, and press **Confrnc** again.

From Lines or Calls View, you may: Press **Hold** to hold the conference.

Press **End Call** to remove yourself from the call but keep the other participants connected.

Press **Manage** to manage each


participant (if available).

Press **Split** to end the conference and hold all participants.

**Note:** If you have an active and held call, press **Join** to set up a conference.

#### Recording Calls

You can record audio calls onto a USB flash drive connected to your phone. Recordings are stored as .wav files on the USB flash drive. Recordings can be up to four hours in one file.

When you attach a USB flash drive to your phone, a USB icon  is displayed in the status bar with a message indicating how much recording time is available. During an active call, select **Record > Start**.

An R is displayed on the USB icon and the message "Recording in progress" is displayed in the status bar.

Select **Stop** or **Back >End Call** to end recording.

To play recordings, navigate to **Settings > Features > Removable Storage Media > Browse Recordings**. From the **Browse Recordings** screen, select a file, and select **Open**. Select **Play**.


You may also **delete** recordings from the **Browse Recordings** screen.

#### Favorites

Favorites are contacts you call most often. Favorites display in your Favorites list. A smaller number of Favorites displays in Lines view.

#### Viewing recent calls

From Lines view, do one of the following:

Press , select **Directories** and select **Recent Calls** to view your Recent Calls list.

Press the right arrow key to view the recent Placed Calls.

Press the left arrow key to view the


recent Received Calls.

Press the down arrow key to view the recent Missed Calls.

Press the up arrow key to view Favorites.

#### Contact Directory

To select a contact from the Contact

Directory, press .

#### Viewing your directory:

Select **Directories** from Home view.

Press **Contact Directory** on the Directory screen.

#### To add or edit a contact in your local phone directory:

Access the **Star2Star Web Portal** and navigate to the Individual Phone Settings section for your phone. Click the Speed Dials link to add contacts and other options to your phone. For more detailed instruction follow the **Star2Star Phone and Features Guide** available for view/download via the Star2Star Web Portal.

#### Adding a contact directly to phone:

Navigate to your Contact Directory and press **Add**. Type the contact's information and press **Save**. To make a contact a Favorite, enter a *Favorite Index* number.

**(Note): If adding contact directly into phone, be aware when rebooting the phone, that contact information will be lost.**

#### Updating contact information:

Navigate to your Contact Directory and select the contact. Press **Info**, press **Edit**, update the contact's information and press **Save**.

#### Deleting a contact:

Navigate to your Contact Directory and select the contact. Press **Info**, press **Delete** and press **Yes** to confirm.

#### Searching for a contact:

Navigate to your Contact Directory and press **Search**. Enter search criteria and press **Search**.


#### Dialing a contact from your Directory:

Navigate to your Contact Directory and


select the contact. From the contact's information screen, select the contact's phone number.

**Note:** A star  indicates a Favorite.

#### Listening to Voice Mail

An envelope  adjacent to a Line key indicates that you have voicemail.


Select Messages from Home view or

press  and select Message Center. Press Connect and follow the prompts.

#### Call Pickup

1. To pick up a call ringing a specific phone that is not ringing as part of a Ring Group, dial \*8xxx (xxx being the extension of the ringing phone).
2. For example your neighbor's phone extension 112 is ringing. You would dial \*8112 to pickup that call.
3. To pick up a call on any ringing phone dial \*8.

#### Muting the Microphone


During a call, press  so other parties cannot hear you. To disable


Mute, press  again.

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



#### Do Not Disturb

To disable ringing, press **DND** from Home or Lines View. When Do Not

Disturb is enabled, the DND icon  displays in the status bar and beside

the appropriate Line key. Press  to disable **DND**.

#### Adjusting Volume

To change call volume, press  during a call. To change the ringer volume, press  when the phone is idle or ringing.

#### Speed Dials

Use the Star2Star Web Portal <https://portal.star2star.com/> to configure speed dial buttons in individual phone settings. When configured on your phone, press the designated speed dial key to dial out the preset number.