






Using Do Not Disturb

To enable or disable ringing, press DND from Lines view. When Do Not Disturb is enabled, the DND icon, , displays in the status bar and beside the appropriate Line key.

Adjusting Volume

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

Updating Ringtones



To change the incoming call ringtone, select **Settings** from Home view, and press **Basic > Ring Type**. Select the ringtone you want.

To set a ringtone for a contact, navigate to your Contact Directory and select the contact. Press **Edit**, update the contact's ring type, and press **Save**.

Muting the Microphone

During a call, press  so other parties can't hear you. To disable Mute, press  again.

Listening to Voicemail

An envelope, , adjacent to a Line key, indicates that you have voicemail. Press , and select **Message Center**. Press **Select** and follow the prompts. If prompted to select a line, select Line 1 (Number or Extension) to access your personal voicemail or select Line 2 (Line 1) to access your general voicemail and then follow the prompts.

The default pin is **269266#**

To access your voicemail remotely: Dial your direct number. When voicemail picks up, press ***5**, enter your pin, and follow the prompts.



Polycom® VVX 410 Business Media Phone

Quick User Guide



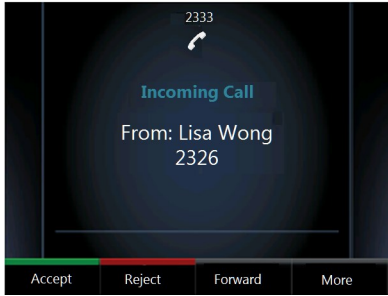
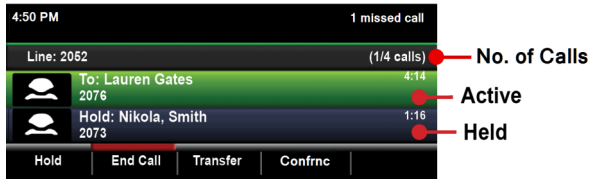
For IP Centrex support visit

www.coxbusiness.com/starthere
or call 1.866.272.5777



Calls View

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



Call color indicates 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.

About Calls

Only one call can be active at one time.

You can 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.



Tip: Switching Between Lines and Call View

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

Switch back to Calls view by repeating the step.

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 .

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 **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

From Calls view, press **Transfer** or , and call the other party. When you hear the ringback tone, or after you talk with the other party, press **Transfer** or again. Press **Blind** to complete a transfer without waiting for the ringback tone.

Forwarding Calls

To enable call forwarding, press **Forward**. Select the forwarding type to enable, enter a forwarding number, and press **Enable**.

To disable call forwarding, press **Forward**, 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**.

Placing Conference Calls

Call the first party, and after the call connects, press **More**, and select **Confnc**. Then, dial and connect with the second party, press **More** and press **Confnc** again.

You can:

- Press **Hold** to hold all participants.
- Press **End Call** to remove yourself from the call, but keep the other participants connected.
- Press **Manage** (if available) to manage each participant.
- Press **Split** to end the conference and hold participants.