



USER GUIDE

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Polycom® VVX® 400/401 and 410/411 Business Media Phones User Guide for 8x8 Virtual Office



Polycom® VVX® 400/401 and 410/411 Business Media Phones User Guide

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About This Guide

This guide applies to two phones: the Polycom® VVX® 400/401 and 410/411 business media phones. You can use this guide if you have either phone.

This user guide will help you to navigate and use your VVX 400/401 or VVX 410/411 phone with 8x8 Virtual Office. 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.

As you read this guide, the terms the phone and your phone refer to either the VVX 400/401 or VVX 410/411 phone. Unless specifically noted in this guide, both phones operate in the same way and the information in this guide applies to both phones. Throughout the rest of this guide, VVX 400/401 is used to represent both the VVX 400/401 and 410/411 phones.

Who Should Read this Guide?

This guide contains overview information for people who are just starting to learn about their VVX 400/401 or VVX 410/411 phone for use with 8x8 Virtual Office, or who have experience, but need a quick refresher. It is intended for beginning users, as well as intermediate and advanced users who want to learn about their phone's features.

How to Use this Guide

This guide is organized into five chapters. The beginning chapters introduce the phone and explain how to use the phone's basic features. Later chapters describe advanced features, and how to customize your phone to suit your needs. The guide also includes safety and legal information.

- **Chapter 1: Getting Started** This chapter contains general information about your phone that you'll find helpful before you start using it. It describes phone hardware and phone views, and how to navigate menus and enter data.
- **Chapter 2: Using Basic Features** All the basic features that your phone offers—such as how to add contacts and favorites, or transfer or forward calls—are described in this chapter.
- **Chapter 3: Using Advanced Features** Advanced features , are described in this chapter.
- **Chapter 4: Customizing Your Phone** Read this chapter to personalize your phone.
- **Chapter 5: Administrative Tasks** This chapter describes tasks that your administrator may ask you to perform. These tasks include investigating phone issues, restarting the phone, updating the phone's configuration, and testing the phone's hardware.

- **Copyright, Safety, and Regulatory Notices** This section provides important safety and compliance information relating to your phone.
- **End-User License Agreement** The End-User License Agreement outlines the legal agreement between you and Polycom when you agree to install and use Polycom software.

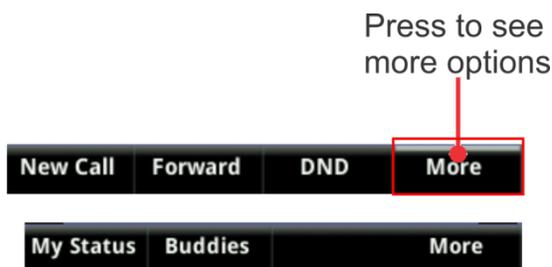
Conventions Used in this Guide

This user guide contains terms, graphical elements, and a few typographic conventions. Familiarizing yourself with these terms, elements, and conventions will help you perform phone tasks.

Terms and Writing Conventions

- **Your Phone / the phone** These terms refer to either the VVX 400/401 or VVX 410/411 phone. Unless specifically noted in this guide, both phones operate in the same way and the information in this guide applies to both phones.
- **Press** This action refers to depressing a key on the keypad, a line key, an arrow key, a hard key—like Hold or Microphone Mute—or pressing a soft key for a second or two.
- **Select Submenu > Submenu > Submenu** This convention describes how to access submenus. Each submenu name is in boldface and separated by a ‘greater than’ symbol. If the instructions indicate to select **Basic > Preferences > Language**, select the **Basic** submenu, select the **Preferences** submenu, and select the **Language** submenu.
- **Highlight** This action refers to selecting an item on the screen so that its appearance brightens. Soft keys apply to highlighted items.
- **Select** Selecting an item on the screen refers to using the arrow keys—up, down, left, and right—to highlight an item. Press the central **Select** key so that another screen opens.
- **Views** Your phone has four main views: Home, Calls, Active Call, and Lines (the default) view. A view is a specific screen on the phone interface that provides unique information and enables you to perform specific tasks.
- **Dialpad** The dialpad is the area of the keypad you use to enter numbers and characters. The dialpad consists of all the number keys, as well as the asterisk (*) and pound (#) keys.
- **Key** This term refers to any button on the phone console. Phone keys include the dialpad keys, , , , , , , and .
- **Option** An option is one of a series of items you can select for a phone setting, such as *Enabled* and *Disabled*.

- **Held call** This term describes any call (including a conference call) that is on hold. Audio for held calls cannot be heard.
- **Active call** This term refers to a call (including a conference call) you're currently in. An active call has audio associated with it.
- **Setting** The name of a field for which you can define information or choose an option.
- **Field** This term describes the area of the screen next to a setting in which you can enter information or select an option.
- **Icon** A picture on the screen. There are two types of icons:
 - » An icon that you can select to access a function, feature, setting, or application. For example, when you're in Home view, you can select the New Call icon () to place a call.
 - » An icon that provides phone information or status only. Selecting this type of icon doesn't access another function. For example, your phone may have an icon to indicate you have a voicemail message simply to notify you of the current status.
- **Soft key** This term describes the context-sensitive keys that display along the bottom of the screen that update depending on the task you're performing. To see additional options (if available), press **More**. The **More** soft key is always on the far-right of the soft key area, as shown next. The additional options display as shown next.



- **Soft key area** The soft key area (shown above) is the area along the bottom of the screen that displays context-sensitive soft keys.
- **Status bar** The status bar (shown next) is the top-most part of the screen. It displays the time and date or other messages instead of the date display.



Information Elements

The following icons are used to alert you to various types of important information in this guide:

Icons Used in this Guide

Name	Icon	Description
Note		The Note icon highlights information of interest or important information needed to be successful in accomplishing a procedure or to understand a concept.
Administrator Tip		The Administrator Tip icon highlights techniques, shortcuts, or productivity related tips.
Caution		The Caution icon highlights information you need to know to avoid a hazard that could potentially impact device performance, application functionality, or successful feature configuration.
Warning		The Warning icon highlights an action you must perform (or avoid) to prevent issues that may cause you to lose information or your configuration setup, and/or affect phone or network performance.
Web Info		The Web Info icon highlights supplementary information available online such as documents or downloads on support.polycom.com or other locations.
Timesaver		The Timesaver icon highlights a faster or alternative method for accomplishing a method or operation.
Power Tip		The Power Tip icon faster, alternative procedures for advanced administrators already familiar with the techniques being discussed.
Troubleshooting		The Troubleshooting icon highlights information that may help you solve a relevant problem or to refer you to other relevant troubleshooting resources.
Settings		The Settings icon highlights settings you may need to choose for a specific behavior, to enable a specific feature, or to access customization options.

Typographic Conventions

A few typographic conventions, listed next, are used in this guide to distinguish types of in-text information.

Typographic Conventions

<i>Convention</i>	<i>Description</i>
Bold	Highlights interface items such as menus, soft keys, file names, and directories. Also used to represent menu selections and text entry to the phone.
<i>Italics</i>	Used to emphasize text, to show example values or inputs, and to show titles of reference documents available from the Polycom Support Web site and other reference sites.
<u>Underlined Blue</u>	Used for URL links to external Web pages or documents. If you click on text in this style, you will be linked to an external document or Web page.
Blue Text	Used for cross references to other sections within this document. If you click on text in this style, you will be taken to another part of this document.
Fixed-width-font	Used for code fragments and parameter names.

Related Documents

For additional information about the VVX 400/401 and 410/411 phones, see the following documents:

- User Documents:
 - *Polycom VVX 400/401 and 410/411 Business Media Phone Quick User Guide for 8x8 Virtual Office*—This guide is a quick reference on how to use the phone’s most basic features. It also briefly describes how to navigate the phone and enter information. It is available from <http://www.8x8.com/Support/BusinessSupport/Documentation.aspx>.
- Setup and maintenance documents:
 - *Polycom VVX 400/401 and 410/411 Business Media Phone Quick Start Guide*—This guide describes the contents of your phone package, how to assemble the phone, and how to connect the phone to the network. The quick start guide is included in your phone package. It is also available from the [VVX 400/401 and 410/411 Business Media Phone Support Web page](#).

- *Polycom VVX 300/301/310/311/400/401/410/411/500/501/600/601 Business Media Phone Wallmount Instructions*—This document provides detailed instructions for mounting your phone on the wall. To install your phone on the wall, you'll need the optional wallmount package. The wallmount instructions are included in the optional wallmount package. They are also available from the [VVX 400/401 and 410/411 Business Media Phone Support Web page](#).

VVX 400/401 Phone Features

Feature	Description
Speaker	Provides ringer and hands-free (speakerphone) audio output.
Dialpad	Enables you to enter numbers, letters, and special characters. You can also use the dialpad keys to select menu items that have index numbers.
Security slot	The connector on the back of your phone that enables you to attach a laptop cable lock to your phone so you can secure it to a desktop. For more information on locking your phone to the desktop, see Security Slots on Polycom Phones (Technical Bulletin 64654) .
Message Waiting Indicator	Flashes red to indicate new messages.
Home key	Press  from any screen to display Home view. From Home view, press  to display other phone views.
Screen	The 3.5-inch diagonal screen is backlit.
Navigation keys/Select key	Scroll through displayed information or options. Select a field of displayed data.
Headset key	Enables you to place and receive calls through a headset. The key glows green when an analog headset is activated.
Speakerphone key	Enables you to place and receive calls using the speakerphone. The key glows green when activated.
Mute key	Mutes local audio during calls and conferences. The key glows red when activated.
Volume keys	Adjust the volume of the handset, headset, speaker, and phone's ringer.
Microphone	Transmits sound to other phones.



Web Info: Attaching Phone Hardware

For information on attaching phone hardware, including how to connect your phone to the network, see the *Quick Start Guide* for your phone, available by navigating to your phone from the Polycom [Business Media Phones](#) Web page.

Phone Views

Your phone has three main views: Home, Calls, and Lines view (the default).

To change views:

- For Home view, press .

- From Home view, press  to display either Lines or Call view.



Troubleshooting: Why Can't I Access a Certain View?

The views you can access depend on the number of calls your phone has, and if your phone has an active call. If your phone is idle, you can access Home and Lines view. If your phone has one call only—and it's active—you can access Home and Lines view. If your phone has multiple calls, or one held call, you can access Home, Lines, and Calls view by pressing .

At the top of each view is a status bar, shown next. The status bar shows the date and time. If your phone has information you should know about, messages will display, together with the time.



Home View

You can display Home view (shown next) by pressing . 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.



Page Indicator

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 Dialer so you can place a call.
- **Messages**—Select **Messages** to access your voicemail.
- **Directories**—Select **Directories** to access your Contact Directory, Favorites, and Recent Calls list. You can also access a Corporate Directory if it is set up on your phone.
- **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.

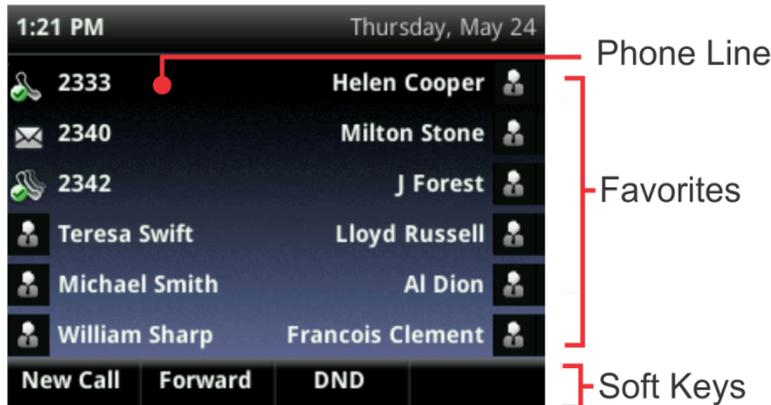
- **Settings**—Select **Settings** to access phone features and settings to customize your phone.

Home view may also include:

- **Applications**—Select **Applications** to access a menu of custom applications. See your administrator for information about any specific applications listed in this menu.

Lines View

Lines view (shown next) is your phone’s default display. Lines view displays your phone line(s), monitored lines (if BLF Keys are available), your favorites, and soft keys in the soft key area.



A monitored line (BLF Key) will show a flashing green bar if it is ringing and a solid red bar if it is on a call.



Note: BLF Key

A monitored line (BLF Key) is part of the 8x8 Power Keys (formerly known as Virtual Receptionist) add-on.

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

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 color is dark green, as shown next. If the phone line has one or more held calls, the call color 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 color 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.



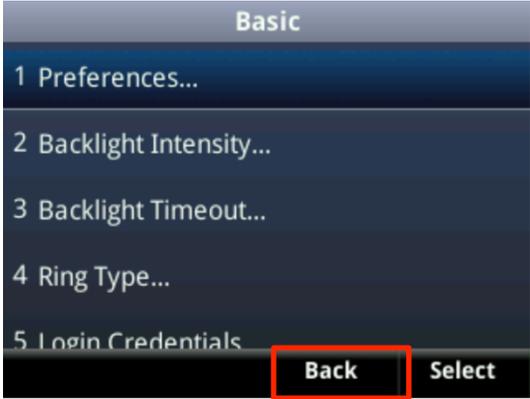
Understanding Phone Icons and Status Indicators

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

<i>Icon</i>	<i>Description</i>	<i>Icon</i>	<i>Description</i>
	Registered line		Phone warning
	Unregistered line		Login credentials invalid
	Placing a call		Shared line
	Active call using Polycom HD Voice		Shared line with a held call
	Held call		Call forwarding is enabled
	Incoming call		You have messages
	Active conference		Presence status (Available)
	Placed call		Presence status (Busy or In a Call)
	Received call		Presence status (Away)
	Missed call		Presence status (Do Not Disturb)
	Favorite		Presence status (Offline)
	Do Not Disturb enabled		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.

<i>If you want to...</i>	<i>Do this...</i>
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	<p>Use the up and down arrow keys to highlight the menu item or option, and press Select.</p> <p>If the menu is numbered, press the dialpad key to enter the corresponding menu. For example, press 4 to enter the Ring Type menu as shown above.</p> <p>Use * to page up and # to page down in the menus.</p>
Close an option box without selecting anything	Press the left arrow key.
Select a soft key, menu item, or option	<p>Use the up and down arrow keys to highlight the menu item or option. Press the appropriate soft key.</p> <p>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.</p>

<i>If you want to...</i>	<i>Do this...</i>
Select a soft key that's not in view	If a More soft key displays in the far-right of the soft key area (as shown next), there are additional soft keys available, but you can't see them. Press More to view the additional soft keys.



Entering Data and Updating Fields

You can enter information and edit fields using the dialpad keys on the phone console.

Before you use the dialpad keys to enter information in fields, you can select **Encoding** or **Mode** to specify how you want to enter information:

- **Mode**—enables you to enter just numbers, or text in title case, lowercase, or uppercase characters.
- **Encoding**—enables you to enter alphanumeric and special characters—including all the options available when you select **Mode**—as well as characters in special languages.

The following tables list the Mode and Encoding options.

<i>Options Available When You Select Mode</i>	<i>Options Available When You Select Encoding</i>
Abc	Abc
ABC	ABC
abc	abc
123	123
	ASCII (for regular text)
	Latin (to enter accented characters)
	Katakana (for Japanese characters)
	Unicode (to store characters as double bytes)
	Cyrillic (for Russian characters)

Using the Dialpad Keys on the Phone Console

You can use the dialpad keys on your phone console to update field information. If a field requires data input, select **Encoding** or **Mode** to specify how you want to enter data.

Use the tips in the following table to enter information using the dialpad.

<i>If you want to...</i>	<i>Do this...</i>
Enter numbers, or characters in uppercase, lowercase, or titlecase mode	Select Encoding or Mode , and select one of the alphabetic (<i>ABC</i> , <i>abc</i> , or <i>Abc</i>) options.
Enter only numbers	Select Encoding or Mode , and select the numeric (<i>123</i>) option.
Enter text in a special language	Select Encoding , and select one of the language options.
Enter a character	Press a dialpad key repeatedly to view the character options and stop to select. When the character you want to enter displays in the field, wait one second, and enter the next character.
Enter a number	Press a dialpad key repeatedly (depending what mode you're in) to enter the number that displays on that key.
Enter a special character	<p>Select Encoding, and select one of the alphabetic (<i>Abc</i>, <i>ABC</i>, or <i>abc</i>) options. Then, press the 1, *, 0, or # key one or more times to enter one of the following special characters:</p> <ul style="list-style-type: none"> • 1 key: ! ' ^ \ @ : 1 • * key: . * - & % + ; () • 0 key: / , _ \$ ~ = ? 0 • # key: # > < { } [] " ' " <p><i>Note:</i> You can't access special characters when you're in numerical (<i>123</i>) mode.</p>
Enter a space	<p>Select Encoding, and select one of the alphabetic (<i>Abc</i>, <i>ABC</i>, or <i>abc</i>) options. Then, press the 0 key.</p> <p><i>Note:</i> You can't enter a space when you're in numerical (<i>123</i>) mode.</p>
Delete one or more characters	<p>Using the left and right arrow keys until the cursor is positioned to the right of the character(s) you want to delete.</p> <p>Then, press .</p>

Configuring Your Phone Using the Web Configuration Utility

This section explains how to update phone settings from your phone, using the phone's menu commands. If you wish, you can also update these settings remotely with the Polycom Web Configuration Utility.

The phone's Web Configuration Utility enables you to view and configure phone behavior from a computer using any compatible Web browser. The utility provides a browser-friendly view of your phone's current settings. Using the utility, you can perform many of the same updates from your computer that you can perform using your phone's menu system.

You can access the utility using any compatible Web browser installed on a computer that resides on the same network as your phone. Before you begin, you'll need to know the IP address of your phone, and the user password (usually 123) to log in to the utility. The Admin password is generally not available to end users to protect against making changes that would cause loss of service. Contact your PBX administrator or IT department for more information.



To access the Web Configuration Utility for your phone:

- 1 Launch a Web browser from a computer on the same network as your phone.
- 2 In the Address Bar of your Web Browser, enter the IP address of your phone. For example, if your phone's IP address is 123.22.3.4, enter this information in the address bar.
- 3 Press the **Enter** key.
- 4 From the Web Configuration Utility login screen, select **User**, and enter the user password. The default user password is 123.
- 5 Click **Submit**.

The Web Configuration Utility Home screen is displayed.

Chapter 2: Using Basic Features

Now that you're familiar with your phone's user interface and how to interact with it, you're ready to perform basic phone tasks that you'll use on a daily basis. At the end of this chapter, you'll become expert at handling multiple calls at one time, manipulating incoming and active calls, and accessing directories and lists so you can perform tasks quickly and efficiently.

In this chapter, you'll learn about:

- Calling, answering, holding, and ending calls
- Ignoring, rejecting, forwarding, and transferring calls
- Setting up conference calls
- Enabling Do Not Disturb
- Listening to voicemail
- Handling Directories, Recent Calls, and Favorites
- Customizing ringtones
- Controlling phone volume
- Setting up Do Not Disturb
- Using headsets
- Managing shared lines

How Your Phone Handles Calls

Your phone can handle multiple calls at a time. However, only one active call—the call that has audio associated with it—can be in progress at any given time. In addition to the active call, your phone may have multiple other calls that are either held, or in an incoming or ringing state.

You can place and answer calls in these ways:

- Using the handset
- Using the speakerphone
- Using a headset

During a call, you can alternate between handset, headset, or speakerphone modes by picking up the handset, or pressing  or . For example, if you're using the handset, you can switch to headset mode by pressing , or switch to speakerphone mode by pressing .

When you're in speakerphone mode,  glows green. When you're in headset mode,  glows green if an analog headset is connected.

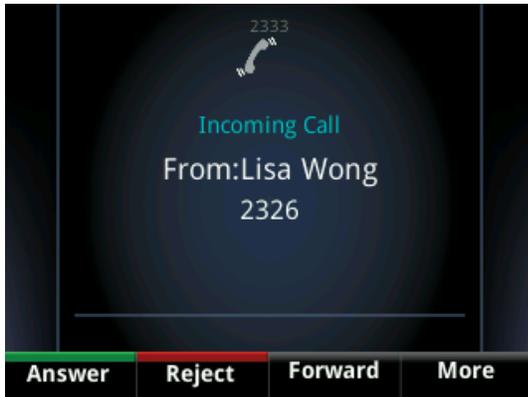


Power Tip: Setting Up the Phone to Automatically Use Your Headset for All Calls

If you frequently use a headset, you can make the headset the default call path. To set this up, see [Enabling Headset Memory Mode](#)

Answering Calls

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

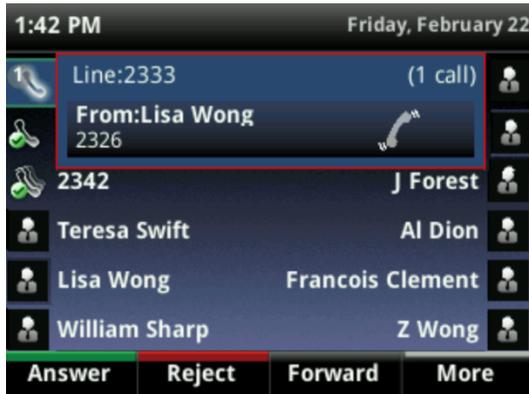


To answer the call, do one of the following:

- To use the handset, pick up the handset.
- To use the 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, press , or press . 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 or a different 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 to enable 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 after a certain number of rings using the speakerphone.

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:

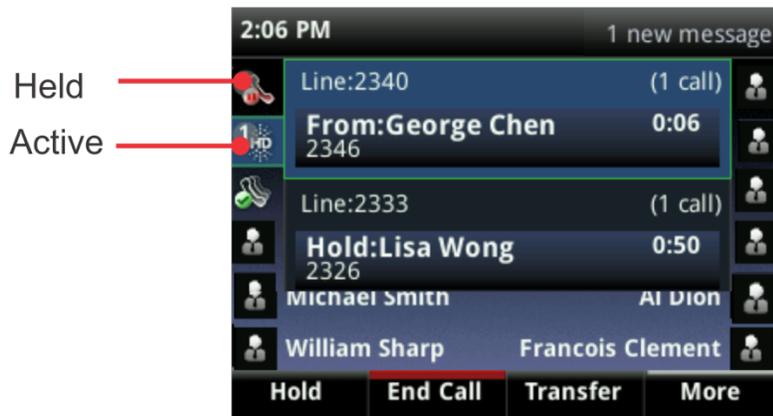
- 1 Select **Settings** from Home view, and select **Basic > Preferences > Auto Answer**.

- 2 From the Auto Answer screen, do the following:
 - o To enable your phone to automatically answer SIP calls, select **Auto Answer SIP Calls**, and select **Yes**. The default setting is No.
 - o 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**.

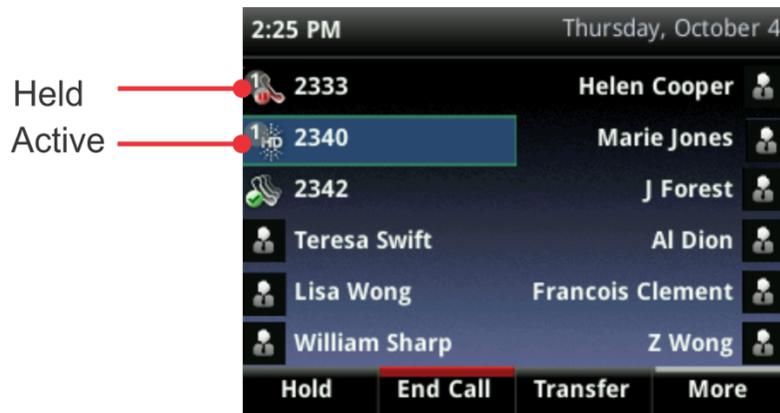
Managing Multiple Calls

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 Dialer
- Automatically, by tapping a favorite in Home or Lines view
- Automatically, from your Favorites list, Recent Calls list, or Contact Directory.

Calling from the Dialer

The Dialer 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 Dialer 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 Dialer, 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.



Power Tip: Choosing URLs or Numbers Mode from the Dialer

To enter a URL in the Dialer, tap **URL**. To exit URL mode and enter numbers, tap **Number**.



Note: No New Call Icon when Maximum Calls Reached

The New Call soft key is not displayed when the maximum number of calls is reached (24).

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

To call from the Dialer:

- 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 Favorites, Recent Calls, and Directories

In addition to the Dialer, you can place calls from the Recent Calls list, Favorites list, or your Directory. Or, you can quickly call a favorite or monitored line (if enabled) from Home or Lines view.

To call from the Recent Calls list:

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



Note: Accessing Recent Calls if Your Phone Has a Corporate Directory

If a Corporate Directory is available on your phone, you can also access Recent Calls by selecting **Directories** in Home view, and then **Recent Calls**.

To call from your Favorites list:

- 1 From Home view, select **Directories**, and select **Favorites**.
You can also press the up arrow key to access the Favorite list.
- 2 From your Favorites list, use the up and down arrow key to select the favorite 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:
 - From the contact's information screen—press **Info**, use the up and down arrow key to select the contact, and press **Dial**.
 - Use the up and down arrow key to select the contact, and press **Dial**.

Redialing Numbers

To dial the last number you called, tap the **Redial** softkey.

To redial an earlier number:

- From the Placed Calls list (shown next), press **Dial**.
Use the up and down arrow key to select the other previously placed calls.

Call Lists (Placed Calls)			
	Lisa Wong 2326		2:05 PM
	Catherine Woods 14 2339		2:03 PM
	Marie Jones sip:172.23.8.217		Last Mon
	Marie Jones sip:172.23.8.217		Mon, Sep 17
	Catherine Woods 14 2339		Thu, Aug 30
Dial	Sort	Type	Clear

Recording Calls (if available)

Recording Calls is a 8x8 Virtual Office Pro feature that can be managed through your 8x8 Virtual Office Online portal. You can record all calls or record selective calls by turning call recording on and off using your **CallRecord** softkey. You will only have a **CallRecord** softkey if the service is available to you.

To start recording a call, during a live call tap the **CallRecord** softkey. A message will announce that call recording has started.

To end recording a call, during a live call tap the **CallRecord** softkey. A message will announce that call recording has ended.

Parking a Call

You can park a live (answered) call and notify someone else on your PBX where to pick up the parked call.

To park a call:

Tap the Park softkey

A message will announce to someone on your PBX where (what extension) to pick up the parked call. You can publicly announce (page) or call to notify someone where (what extension) they can pick-up the parked call. To pick-up the parked call, they dial the parked call extension.

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**.

Using Headsets

You can connect an analog headset to your phone. If an analog headset is connected and in use,  glows green.

If you use a headset, you can set up your phone so that all calls use your headset (see [Enabling Headset Memory Mode](#)). If you use a headset that supports electronic hookswitch (EHS), you can press the hookswitch button to place, answer, and end calls. In addition, you may be able to mute calls and control volume from your headset.



Web Info: More Information About Headsets

- For information on how to connect a headset to your phone, see the *Quick Start Guide* for your phone, available by navigating to your phone from the [Polycom Business Media Phones](#) Web page.
- For information on your headset's features, as well as how to sync your headset with your phone, see your headset documentation.
- For a list of supported headsets, see the [Headset Compatibility List \(Technical Bulletin 37477\)](#). For detailed information about how to use electronic hookswitch, see [Using an Electronic Hookswitch \(Technical Bulletin 35150\)](#). All these documents are available on the [Polycom® Profiled UC Software Features](#) and [Polycom® Engineering Advisories and Technical Notifications](#) support pages

Enabling Headset Memory Mode

This feature is useful for permanent or full-time headset users. You can set up your phone so that all incoming and outgoing calls use your headset. At any time, you can switch to handset or speakerphone mode.

To use Headset Memory Mode, you must enable, and then activate, Headset Memory Mode. When Headset Memory Mode is activated,  flashes either green (for analog headsets) or blue (for USB or Bluetooth headsets).

To enable Headset Memory Mode:

- 1 Select **Settings** from Home view, and select **Basic > Preferences > Headset > Headset Memory**.
- 2 From the Headset Memory Mode screen, select **Enabled**.
- 3 Press .
- 4 To activate Headset Memory Mode, press  twice. The Headset key will flash to indicate that the phone is in Headset Memory Mode.

Now, whenever you answer a call, the call will connect to your headset automatically.

If you switch to the speakerphone or the handset, you deactivate Headset Memory Mode. Calls will no longer automatically go to your headset, unless you choose this mode. To have calls go to your headset again, activate Headset Memory Mode by pressing  twice.

Responding to Incoming Calls

While your phone rings, you can do the following:

- Temporarily ignore the call before answering it.
- Reject the call so it goes directly to voicemail.

- Forward the call to another person.

Ignoring Incoming Calls

Ignore or silence a call to stop your phone from ringing. Even though the call is ignored, your phone will still display the incoming call notification so you can still answer the call.

To ignore or silence a call:

- From the Incoming Call window, press **Ignore** (for private lines) or **Silence** (for shared lines).

The Incoming Call window disappears, your phone stops ringing, and either Home or Calls view displays.

Rejecting Incoming Calls

Reject a call to stop your phone from ringing and send the call directly to voice mail. Calls you reject display in your Recent Calls list. Rejecting calls is not available for shared lines.

To reject an incoming call:

- From the Incoming Call window, press **Reject**. You can also reject an incoming call from Lines and Calls view.

The call goes directly to voice mail.

Forwarding Incoming Calls to Another Person

While your phone rings, you can forward the call to another person.

To forward an incoming call to another person:

- 1 While your phone rings, press **Forward**.
- 2 From the Call Forwarding screen, enter the forwarding number, and press **Forward**.



User Tip: Other Ways to Forward Calls

Refer to 8x8 Virtual Office Online User Guide for forwarding calls. This document is available at: <http://www.8x8.com/Support/BusinessSupport/Documentation.aspx>

During Calls

When you're in a call, you can do the following:

- Hold the call

- Record the call
- Park the call
- Transfer the call to another party
- Blind Transfer the call to another party
- Transfer the call to someone's voicemail
- Set up a conference call with the call you're in and another party
-

Holding Calls

You can place any active call on hold. A held call displays in Calls and Lines view as follows:



To hold a call:

- From Lines or Calls view, press **Hold**. If you're in Calls view, be sure to highlight the call first.

To resume a held call:

- Do one of the following:
 - From Lines view, press **Resume**. If there's more than one held call on the line, the last call that you held will be resumed. If you have multiple lines and you press **Resume**, the last call that you held—on either line—will be resumed.
 - or
 - From Calls view, use the up and down arrow keys to highlight the call, and press **Resume**.

Recording Calls (If Enabled)

- From Lines or Calls view, tap **Call Record**.

Parking Calls

- From Active Call, Lines, or Calls view, tap **Park**.

- Listen to the message for what extension the call is parked.
- Inform the recipient(s) to pick up the parked call by dialing that extension where the call is parked.

Transferring Calls

When you transfer a call to another person, you have the option to talk to the person before the transfer completes.

If your phone supports a blind transfer, you can automatically transfer a call without talking to the other person. The call is automatically transferred after you dial the number you're transferring the call to.

If you have monitored lines configured on your Lines view, you can instantly transfer an active call to one of those lines. You can also transfer an active call to the voice mail of another extension.

To transfer a call:

- 1 From Lines or Calls view, press **Transfer**. The active call is held.
- 2 From the Dialer, place a call to the person you want to transfer the call to.
- 3 When you hear the ring-back sound, press **Transfer** to complete the transfer. Or, if you want to talk with the person before the transfer completes, connect and talk with the person, and then press **Transfer**. To cancel the transfer before the call connects, tap **Cancel**.

To perform a blind transfer:

- 1 From Lines or Calls view, press **Transfer**. The active call is held.
- 2 From the Dialer, press **BlindXfer**, and place a call to the person you want to transfer the call to. If you don't see **BlindXfer**, press **More**, and then **BlindXfer**.

The call automatically transfers to the person you specified.



Timesaver: Completing a Transfer

If you're using a handset, complete a transfer by replacing the handset.

To perform an instant transfer to a monitored line (BLF Key):

- 1 Tap the monitored line (BLF key) to instantly transfer the call to that Line.

To transfer a call to voice mail:

1. From Active Call, tap **More > xfrVM**.
2. Enter the extension of the person you want to transfer the caller to followed by the **#** key.

The caller is transferred directly to the voicemail box at that extension.

Setting Up and Handling Conference Calls

You can set up a conference call with two other people. Depending on your phone system, you may be able to add more than two people to your call; ask your system administrator for the maximum number.

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

During a conference, you may have access to the conference management feature. This feature allows you to manage each person in the conference call so that you can mute, hold, and remove each person. Your system administrator can enable this feature on your phone.

Setting Up Conference Calls

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

To set up a conference call:

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



Power Tip: How to Quickly Set Up a Conference

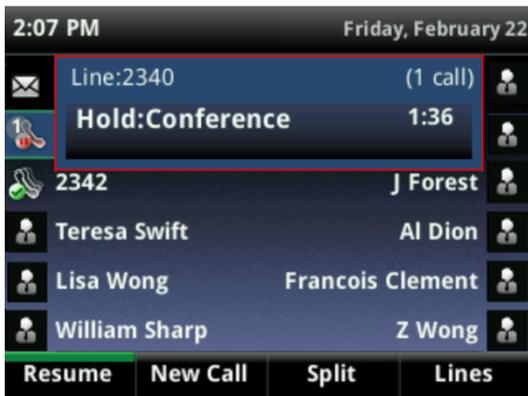
If your phone has an active call and one held call—on the same or a different line—press **More** and then **Join** from either Lines or Calls view to automatically create a conference call. The conference call takes place on the line from which you handled the last active call.

Holding and Resuming Conference Calls

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

To place a conference 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 conference are held. The following example shows a held conference in Calls view.



To resume a held conference call:

- From Lines or Calls view, press **Resume**.

Ending Conference Calls

To end a conference, and your connection to the other people, press **End Call**. By default, when you press **End Call**, the other two people remain connected. However, your system administrator may have set up your phone so that all connections end.

To end a conference call:

- From Lines or Calls view, press **End Call**.

The conference call ends. By default, the other two people remain connected.

Splitting Conference Calls into Two Held Calls

When you split a conference, you end the conference and place the other two people on hold. You can split an active or held conference call.

To split a conference call:

- From Lines or Calls view, press **Split**.

The conference call ends. By default, the other two people are held.

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

You can set up your phone to forward all calls to another number, even if the Do Not Disturb feature is enabled. Call forwarding is not available on shared lines.



Power Tip: Forwarding Calls on a Call-by-Call Basis

You can choose to forward a call as your phone rings. For more information on forwarding calls on a call-by-call basis, see [Forwarding Incoming Calls to Another Person](#).

The Polycom 400/401 with 8x8 Virtual Office phone offers two methods of call forwarding:

- Online Call Forwarding
- Phone-based Call Forwarding



User Tip: Use Virtual Office for Call Forwarding

8x8 recommends using online call forwarding instead of phone-based call forwarding so your call forwarding instructions are stored online instead of on your phone. If you set your call forwarding rules on your phone, they will not be in effect if your phone is disconnected from an Internet connection.

To enable online call forwarding (Virtual Office):

- Log on to your Virtual Office Online dashboard at [http:// virtualoffice.8x8.com](http://virtualoffice.8x8.com).
- Select **Settings** then **Call Forwarding**, then select the **My Rules** tab.
- Update your Call Forwarding Rules and press **Save**.

You can return to Virtual Office Online at any time to update your Call Forwarding Rules.

To enable call forwarding (phone based):

- 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 If your phone is set up with multiple lines, select the line to apply forwarding to.
- 3 From the Forwarding Type Select screen, select the forwarding type you want:
 - **Always**—To forward all incoming calls.
 - **No Answer**—To forward all unanswered incoming calls.

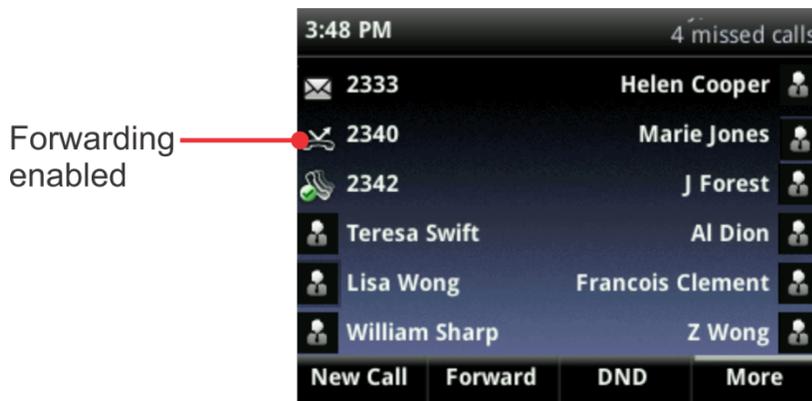
- **Busy**—To forward calls that arrive when you're already in a call.

- 4 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 (phone based):

- 1 From Home view, select **Forward**.
- 2 If your phone is set up with multiple lines, select the line to disable forwarding for.
- 3 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.



Note: Rejecting Calls and Shared Lines

You can't reject calls on shared lines. You can only silence them. For more information, see **Error! Reference source not found.**

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.
 - Select **Auto Divert**, and select **Enabled**.
 - 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:

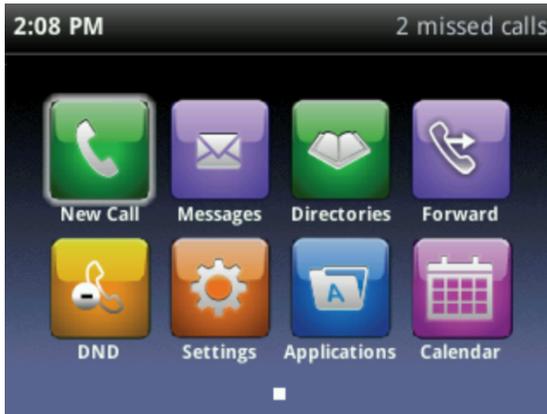
- The Do Not Disturb icon displays in the status bar, as shown next.



- 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.



Note: Do Not Disturb and Call Forwarding

If you enable both forwarding and DND, calls will still be sent to the forwarding number.

To toggle Do Not Disturb on and off:

- From Home view, select **DND**. Or, if your phone is idle, press **DND**.

Using Do Not Disturb with Multiple Lines

By default, the Do Not Disturb feature applies to all lines on your phone. However, your phone may be set up so that you can enable the feature on a per-line basis.

To enable or disable Do Not Disturb for a particular line:

- 1 From Home view, select **DND**.
- 2 From the Line Select screen, use the up and down arrow keys to select the line to enable or disable Do Not Disturb on.
- 3 From the Do Not Disturb screen, select **Enable** or **Disable**.

**Power Tip: Automatically Enabling or Disabling Do Not Disturb for All Lines**

To automatically enable Do Not Disturb for all lines, press **Set All**. To automatically disable the feature for all lines, press **Clear All**.

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).

**Note: Temporarily Removing Message Indicators**

To temporarily remove the message counter, press , and select **Message Center** (or select **Messages** from Home view, and select **Message Center**) and press **Clear**. After a period of time—usually about an hour or two—the message indicators will display again.

To listen to voicemail messages:

- 1 Press , and select **Message Center**. Or, from Home view, select **Messages**, and select **Message Center**.
- 2 If multiple lines are configured on your phone, the Line Select screen displays. Use the up and down arrow keys to select the line that has the message.
- 3 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:
 - Press **Dial** or the right arrow key to call the person.
 - Press **Save** to add the person to your Contact Directory. If the person is already in your Contact Directory, but isn't a Favorite, *Add to Favorites* displays instead. Press **Add to Favorites** to automatically make the person a Favorite.

- Press **Delete** to delete the call from the list.
- Press **Edit/Dial** to edit the phone number before you dial the person.



To customize 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). You can choose to display only calls from a certain line.

- 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.

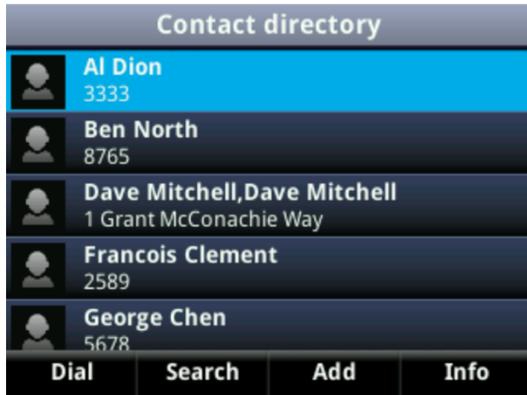
To remove all calls from the list:

- 1 From Home view, select **Directories** from Home view, and select **Recent Calls**.
- 2 Press **Clear**.

All calls are deleted from the call list.

Working with Your Contact Directory

You can store a large number of contacts in your phone's local Contact Directory (shown next). Contact your administrator for the exact number.



From your local Contact Directory, you can:

- View contact information.
- Search for contacts.
- Dial contacts.

If you can update your Contact Directory, you can also do the following:

- Add contacts.
- Update contact information.
- Delete contacts.



Note: Accessing a Corporate Directory

A Corporate Directory may be available on your phone. If you have access to a Corporate Directory, you can dial people in the Corporate Directory, as well as save them to your Contact Directory. For more information, see [Working with a Corporate Directory](#).

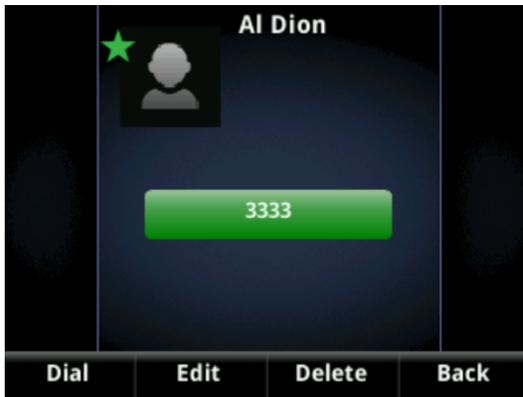
To view your Contact Directory:

- Select **Directories** from Home view, and select **Contact Directory**.
From your Contact Directory, scroll to view contacts or enter search criteria to find one.

To view contact information:

- From your Contact Directory, use the up and down arrow keys to select the contact, and press **Info**.

The contact's information screen, including the contact's name and phone number, displays (as shown next). Additional information—such as a job title, label, or email address—may also display.

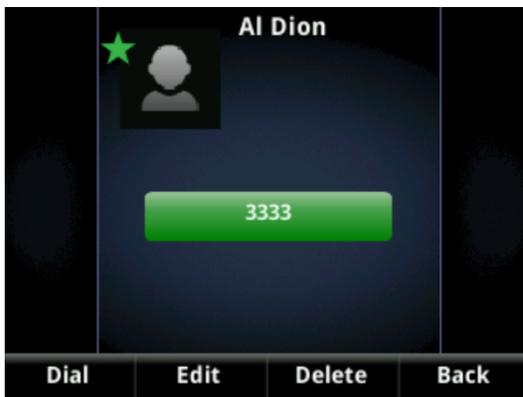


To search for a contact:

- 1 From your Contact Directory, press **Search**.
- 2 From the Search screen, enter search criteria and press **Search**.
A list of search results is displayed. Press **Back** to display your Contact Directory again.

To dial a contact:

- 1 From your Contact Directory, use the up and down arrow keys to select the contact you want to call, and press **Info**.
- 2 From the contact's information screen (shown next), press **Dial**.



To add a contact:

- 1 Select **Directories** from Home view, and select **Contact Directory**.
- 2 Press **Add**.
- 3 From the Add Contact screen, enter contact information:



Note: Directory Fields are Administrator-Set.

Your phone may not display all contact fields.

- For **First Name**, enter the contact's first name.
- Use the down arrow key to select **Last Name**, and enter the contact's last name.
- Use the down arrow key to select **Contact**, and enter the contact's phone number.
The phone number must be unique, and can't already exist in the directory. If you save an entry with a non-unique phone number, the entry won't be saved.
- Use the down arrow key to select **Job Title**, and enter the contact's job title, such as Manager.
- Use the down arrow key to select **Email**, and enter the contact's email address.
- Use the down arrow key to select **Favorite Index**, and enter a favorite index number.
The number can be any unused value, up to a maximum value of 9999. A contact that has a favorite index number will automatically display in your Favorites list. For more information about favorites, see [Managing Favorites](#).
- Use the down arrow key to select **Label**, and enter a label for the contact such as, Marketing.
If you specify a label, the label will be the first item that displays for the contact on the Directory screen, and in your Favorites list if the contact is a favorite.
- Use the down arrow key to select **Ring Type**, and select the ringtone you want to use for the contact.
- Use the down arrow key to select **Divert Contact**, and enter the phone number of the third party you want this contact's calls sent to.
- Use the down arrow key to select **Auto Reject**, and enable or disable the setting. The default setting is Disabled.
If enabled, each time the contact calls, the call will be directed to your mail system.
- Use the down arrow key to select **Auto Divert**, and enable or disable the setting. The default setting is Disabled.
If enabled, each time the contact calls, the call will be directed to the third party you specified in the Divert Contact field.

4 Press Save.



Timesaver: Saving Recent Callers and Corporate Directory Contacts to Your Directory

You can automatically save a recent caller to your Directory. See [Viewing Recent Calls](#). If a Corporate Directory is available on your phone, you can add contacts from the Corporate Directory to your Contact Directory. For information on how to update your Contact Directory in this way, see [Working with a Corporate Directory](#).

To update a contact's information:

- 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, update the contact's information.
- 4 Press **Save**.

To delete a contact:

- 1 From your Contact Directory, use the up and down arrow keys to select the contact you want to delete, and press **Info**.
- 2 From the contact's information screen, press **Delete**. A confirmation message displays, confirming that you want to delete the contact. Press **Yes** or **No**.

Working with a Corporate Directory

You may have access to portions of a Corporate Directory. The Corporate Directory is non-editable; your administrator determines which contacts you can see.

From the Corporate Directory, you can do the following:

- Search for contacts.
- Dial contacts.
- Add contacts to your local Contact Directory.

To view the Corporate Directory:

- Select **Directories** from Home view, and select **Corporate Directory**. By default, a blank search screen displays. To view entries, search for a person.

**Power Tip: Saving Corporate Directory Search Results**

You can save your last search results, so that the next time you view Corporate Directory, the results of your last search will display. To save Corporate Directory search results, select **Settings** from Home view, and select **Basic > Preferences > Corporate Directory > View Persistency**. From the View Persistency screen, select **Enabled**. The next time you view Corporate Directory, your last search results will display.

To search the Corporate Directory:

- From the Corporate Directory, perform a quick search or an advanced search:
 - To perform a quick search, enter the first few characters of the contact's first or last name (depending on how the directory is organized), and press **Submit**.
 - or
 - To perform an advanced search, press **AdvFind**. From the Advanced Find screen, enter your search criteria, and press **Submit**.

The screen displays a list of contacts, starting with the most successful matches. To view information for the contact, press **View**. To erase all your search criteria and enter new criteria before you submit your search, press  multiple times.

To dial a Corporate Directory contact:

- 1 From the Corporate Directory, search for the contact you want to dial.
- 2 From the search results, use the up and down arrow keys to select the contact, and press **Dial**.

To add a contact to your local Contact Directory:

- 1 From the Corporate Directory, search for the contact you want to add to your Contact Directory.
- 2 From the search results, use the up and down arrow keys to select the contact, and press **View**.
- 3 From the contact's information screen, press **Save**. Only the first name, last name, and phone number are saved. You may want to go to the Contact Directory to see if the contact was saved correctly and to add additional contact information.

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:

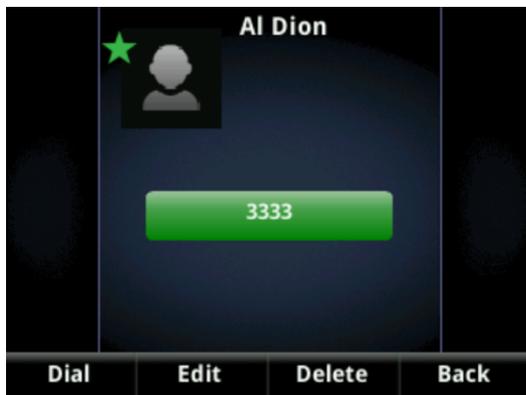
- 1 Select **Settings** from Home view, and select **Basic > Preferences > Audible Ringer**.
- 2 From the Audible Ringer screen, select where you want to hear sound effects:
 - To hear sound effects only from the phone's loudspeaker, select **Speaker**.
 - To hear sound effects only from the handset, select **Handset**.
 - To hear sound effects only from the headset, select **Headset**.
 - To hear sound effects only from the device you're currently using to hear call audio, select **Active**.

The default destination is Speaker.

Managing Favorites

Favorites are the contacts in your Contact Directory that you call most often. To make a contact a favorite, you need to assign a contact a favorite index number. You do this from the Contact Directory.

Contacts that have a favorite index number display  , as shown next.



All your Favorites display in your Favorites list. A smaller number of Favorites (3 for the VVX 300/301 and 310/311 and 9 for the VVX 400/401 and 410/411) display in Lines view and from Home view.

The following figure shows a sample Favorites list.



The following figure shows your favorites in Lines view. Favorites display under the phone line(s).



Favorites display consecutively, according to their index number. The contact with the lowest number displays first. To reorder your favorites, assign the contact a different index number.

To see your Favorites:

- Press , select **Directories** from Home view, and select **Favorites**.

To make a contact a Favorite:

- From your Contact Directory, select the contact. From the contact's screen, press **More**, and then **Add to Favorites**.

The contact will now have a star next to their name when you view the contact from the Contact Directory.



Power Tip: Manually Assigning a Favorite Index Number when You Make a Favorite

After you press **Add to Favorites**, a dialog displays asking if you want to automatically accept the next available index number, or manually enter your own. Press **Yes** to automatically accept an index number, or press **Edit Index** to enter a unique index number. You can enter a number up to 500.

To quickly call a Favorite:

- From your Favorites list or from Lines view, select the favorite you want to call. The call is automatically placed.

To reorder your Favorites:

- 1 From your Contact Directory, select the contact.
- 2 From the contact's screen, press **Edit**.
- 3 From the Edit Contact screen, use the up and down arrow keys to select **Favorite Index**, and enter a new favorite index number.
- 4 Press **Save**.

To remove a Favorite from the list:

- 1 From your Contact Directory, select the contact.
- 2 From the contact's screen, press **Edit**.
- 3 From the Edit Contact screen, use the up and down arrow keys to select **Favorite Index**, and remove the favorite index number.
- 4 Press **Save**.

Using the Intercom

You can use the Intercom key to automatically connect with a remote extension.

- To intercom an extension, press **Intercom** from Lines View, dial the number you wish to Intercom to and then press **Enter**.

If you are receiving an intercom call, the phone rings, then automatically connects to your speakerphone.

Returning the Last Call

Last Call Return (LCR) enables you to automatically call back the last incoming call without having to dial the number.

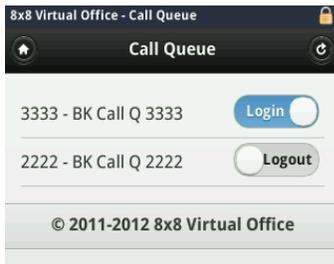
To call back the last incoming call:

1. Press **New Call**, then press **LCR**.
2. You can pick up the handset first, then press **LCR** to place the call on your handset.

Using Call Queues (Call Queue Users Only)

Phones on 8x8 Call Queues can log in and out of Call Queues if the Call Queue Admin has granted log in/out permission to the user.

- **To access your Call Queues** Select **Applications** from Home View, then **Call Queues**.



- **To log into a Call Queue** Press the **Login** button.
- **To log out of a Call Queue** Press the **Logout** button.

Chapter 3: Using Advanced Features

You've mastered the basic features of your phone, but want to know all about the other interesting and powerful features your phone has to offer. This chapter shows you how to:

- Group paging
- Group Paging
- Lock your phone

Group Paging

The Group Paging feature enables you to make pages—one-way audio announcements—to users subscribed to a page group. Your system administrator can set up this feature on your phone.

Your system administrator can define up to 25 paging groups for Group Paging. Your system administrator may assign a label to each group that easily identifies the phones in the group, such as All, HR Dept, Shipping Staff, or Executives. Each group will have one of the following priorities:

Normal By default, broadcasts sent to Group 1 to 23 are considered Normal broadcasts. If two users begin a broadcast on the same group at the same time, the phone with the lower serial number will continue to transmit while the other phone will enter the receiving state. By default, all phones are configured to receive broadcasts sent to Group 1.

Priority By default, broadcasts sent to Group 24 are considered Priority broadcasts. A Priority broadcast will interrupt Normal broadcasts or active calls. All phones receive Priority broadcasts unless Do Not Disturb is enabled. Phones play Priority broadcasts at the phone's current audio level.

Emergency By default, broadcasts sent to Group 25 are considered Emergency broadcasts. An Emergency broadcast will interrupt Normal broadcasts, Priority broadcasts, and active calls and plays out at near maximum volume even if Do Not Disturb is turned on.

Group Paging Mode

Your phone may be enabled to operate in a broadcast mode called Group Paging mode. In this mode, you can broadcast one-way announcements to a specified group of phones, called a Paging Group. In Group Paging mode, users must subscribe to Paging Groups to send and receive pages.

Sending and Receiving Pages

To send and receive pages, you need to subscribe to certain paging groups. By default, you're subscribed to Paging Groups 1, 24, and 25. This means that you can send and receive pages to Paging Groups 1, 24, and 25.

Sending Pages

By default, when you send a group page, it's automatically sent to Paging Group 1. This is your default paging group.

You can change your default paging group to any group you want (see [Updating the Default Paging Group](#)). If you change your default paging group, you're automatically subscribed to it.

You can't send a Page-mode page while you're in an active call.

To send a page:

- 1 From Lines view, press **Paging** and hold.



Timesaver: Automatically Sending a Page

To automatically send a page to the default paging group, press and hold **Paging**, and go to step 4.

- 2 From the Paging Groups List screen, select the paging group to send the page to.
- 3 To begin a page, press **Page**.
Just before the page starts, you'll hear an alert tone, and then the page begins.
- 4 Begin speaking.
- 5 To end the page, press **End Page**.

Receiving Pages

To receive a page sent to a particular paging group, you need to be subscribed to that group. To subscribe to a paging group, see [Updating Paging Group Subscriptions](#).

How you receive a page depends on the priority of the page, whether you're in an active call, or if your phone is set to receive a page during an active call.

You'll receive pages on the paging groups you're subscribed to as well as Group 24 (Priority pages) and Group 25 (Emergency pages). If you enabled *Do Not Disturb*, you'll only receive Emergency pages.

Non-emergency pages won't display or play on your phone.

Receiving Pages When You're Not in an Active Call

If you receive a page and you're not in an active call, the page immediately plays, regardless of the paging priority.

While a page plays, you can:

- Hold the page.
- End the page. This ends the page at your phone only.
- Place a new call.

Receiving Pages During Active Calls

How you handle a page when you're in an active call depends on the page priority and if you're allowed to receive a page when you're in an active call.

If the page is a Normal page:

- If your phone is allowed to receive pages during active calls, the page immediately plays. You'll hear both the original call and the page. To hear only the page, hold or end the call.
- If your phone isn't allowed to receive pages during active calls, the page displays as a *Pending* page. To listen to the page, select the page, and press **Accept**. Or, hold or end the call.

If page is a Priority or Emergency page, the page immediately plays. You'll hear both the original call and the page. To hear just the page, hold or end the call.

Adjusting the Volume of Pages

You can adjust the volume of pages while they play. During a page, press one of the Volume keys, , to raise or lower the page volume.

If you adjust the volume of a non-emergency page, your phone will use the adjusted volume for subsequent non-emergency pages. However, only your system administrator can change the volume of an Emergency page.

Changing Where Pages are Played

While you send a page, you can pick up the handset, or press  or  and continue speaking. You can also press  to mute your audio so that the people receiving your page won't hear anything. This behavior is similar to a phone call.

When you receive a page, the page is always played through the phone's speakerphone—you can't play it through your handset or headset.

Updating the Default Paging Group

Note: Your administrator manages the Paging Group(s) that you are subscribed to via 8x8 Account Manager.

Updating Paging Group Subscriptions

Note: Your administrator manages the Paging Group(s) that you are subscribed to via 8x8 Account Manager.

By default, you're subscribed to Paging Groups 1, 24, and 25. This means that you can send pages to and receive pages sent to these groups. Your administrator can change which groups you're subscribed to. However, you can't disable your subscriptions to Paging Groups 24 and 25.

6

Allowing Pages to Play During Active Calls

The *Accept While Busy* option determines what happens when you're in a call and receive a page. If you enable the option, a page will interrupt telephone calls and you'll hear the audio of both the telephone call and the page. If you disable the option, the incoming page will be held in a *Pending* state—it won't disrupt the telephone call, and you won't hear the page. To hear the page, tap the page and press **Accept** (the telephone call will automatically be held). Or, hold or end the telephone call.

To allow or disallow pages to play during an active call:

- 1 Select **Settings** from Home view, and select **Basic > Preferences > Paging/PTT Configuration > Group Paging**.
- 2 From the Group Paging Configuration screen, scroll to **Accept While Busy**, and enable or disable the setting.

The default setting is Disabled. When enabled, your phone will accept and play pages while you're in an active call. When disabled, your phone won't play pages while you're in a call, but will hold them as *Pending* instead.

Changing Your Password

You can change your password from any phone that you're currently logged in to.



Note: User Password Security Best Practices

By default, user passwords are factory preset to the numerals 123. Polycom recommends that you change your password when you first log in to a phone. Your user credentials are managed only by your administrator, meaning you can't change them yourself.

To change your user password:

- 1 Log in to any phone on your network.

- 2 Select **Settings** from Home view, and select **Features > User Login > Change User Login Password**.

- 3 From the Change User Login Password screen, enter your old password, enter a new password and confirm it, and then press **Enter**.

Your password is changed. The next time you log in to a phone, you'll need to enter this password.

Locking the Phone

Lock your phone to do the following:

- Prevent unauthorized outgoing calls.
- Allow only authorized people to answer calls.
- Prevent people from viewing or modifying phone information, such as your directory, call lists, or favorites.

When your phone is locked:

- You can only make an outgoing call to a number from a list of authorized numbers.
- You must enter a password to answer incoming calls.
- All keys and screen items are disabled, except those that allow you to unlock the phone, make an authorized call, or view the browser if enabled.
- The messages *The phone is locked* and *Authorized calls only* display on the status bar in Lines view. The messages that displayed before the phone was locked don't display.

You can unlock the phone by entering your user password. If your phone restarts for any reason while it's locked, it will be locked when the phone restarts unless your phone is configured to start up unlocked.

About Your User Password

You are assigned a user password so you can answer calls from your locked phone and unlock the phone. By default, your user password is *123*. You can change your user password at any time.

To change your user password:

- 1 Select **Settings** from Home view, and select **Advanced**.
- 2 From the Password screen, enter your user password, and press **Enter**.
- 3 From the Advanced screen, press **Change User Password**.
- 4 From the Change User Password screen, enter your password information, and press **Enter**.

Locking and Unlocking Your Phone

You can choose how you want your phone to handle incoming calls when it is locked. If you set up your phone to allow incoming calls when it is locked (the default setting), incoming calls will ring on your phone, and you can answer calls by entering your user password. If you set up your phone to ignore incoming calls, Do Not Disturb will be applied to all lines on your phone, and your phone won't ring.

To lock your phone:

- 1 Select **Settings** from Home view, and select **Basic > Lock Phone**.
- 2 From the Lock Phone screen, select how you want incoming calls handled when your phone is locked.
 - **Allow ringing when locked**—Select this option if you want your phone to ring when you have an incoming call. If you choose this option, you can answer a call by entering your password.
 - **DND when locked**—Select this option if you don't want your phone to ring. You won't have the option to answer incoming calls. All incoming calls will go to your voicemail system (if enabled) and display as a missed call in your Recent Calls list. Note that enabling this option on shared lines disables ringing only. You will still see a visual notification of the call and have the option to answer it.

The default setting is *Allow ringing when locked*.

- 3 Press **Lock**.

Your phone is locked.



Timesaver: A Quick Way to Lock Your Phone

Your phone may be set up so that you can quickly lock it by tapping **Lock** from Lines view. If you do this, however, you can't choose how to handle incoming calls. Your phone will use the default setting—*Allow ringing when locked*—or the last setting you selected.

To unlock your phone:

- 1 Press **Unlock**.
- 2 Enter your user password, and press **Enter**.

The phone unlocks.

Calling and Answering from a Locked Phone

From a locked phone, anyone can dial the standard emergency number, such as 911, and up to five other authorized numbers that an administrator can set up. You can't call any other numbers from a locked phone. If you set up your phone so you can answer incoming calls when your phone is locked, you can answer calls by entering your user password.

To call an authorized number from a locked phone:

- Do one of the following:
 - Press **New Call**. From the Place an Authorized Call screen, select the number you want to call, and press **Dial**.
 - or
 - Place a call to an authorized number by using the handset, headset, or speakerphone. The call is placed.

To answer a call on a locked phone:

- 1 From the Incoming Call window, press **Answer**.
- 2 Enter your user password, and press **Enter**.
The call connects.

Chapter 4: Customizing the Phone's Display

In the previous chapters, you've learned how to customize calls—such as how to change call volume, forward incoming calls in a special way, or divert calls from a contact. But what if you want to customize the display? This chapter shows you how you can customize your phone's screen so that it's unique to you. Basic customizations include changing the time and date format and updating the screen brightness. If you want to get fancy, you can set up a screen saver or change the background picture.

These are optional phone features and should be used at your own discretion and risk as an advanced user. These optional phone features for advanced users are not the type of features where you would make support calls to your service provider to investigate further making or undoing changes you make, they are user supported features intended for advanced users only.

In this chapter, you'll learn how to do the following:

- Change the time and date display
- Change the backlight settings
- Change the background picture
- Display a screen saver
- Use the phone as a digital picture frame
- Set up power saving mode

Changing the Time and Date Display

The time and date display in the status bar. If the phone can't obtain a time and date, the time and date display will flash. Contact your system administrator if the display flashes, or either the time or date is incorrect.

You can choose from a variety of time and date display formats, including options to display the day, month, or year. You can also turn the time and date display off so it doesn't display at all. Select and set options that are right for you.

The following figure shows the default display for the time and date.



To update the time and date display:

- 1 Select **Settings** from Home view, and select **Basic > Preferences > Time & Date**.
- 2 From the Time & Date screen, do one of the following:
 - To change the date format, press **Clock Date**.
or
 - To change the time format, press **Clock Time**.
or
 - To change the order of the time and date display, press **Clock Order**.
- 3 From the Clock Date, Clock Time, or Clock Order screen, select the format you want.

To enable or disable the time and date display:

- 1 Select **Settings** from Home view, and select **Basic > Preferences > Time & Date**.
- 2 From the Time & Date screen, select **Enable** or **Disable** to turn on or off the time and date display.

Changing the Backlight

Your phone's backlight has two components:

- **Backlight Intensity** The brightness of the screen during phone activity and inactivity. Backlight intensity has three settings:
 - **Backlight On** The brightness of the screen when there is phone activity.
 - **Backlight Idle** The brightness of the screen when there is no phone activity.
 - **Maximum Intensity** The brightness scale that applies to both Backlight On and Backlight Idle intensities.
- **Backlight Timeout**—The number of seconds the phone is inactive before the backlight dims to its Backlight Idle intensity. The backlight timeout period begins after your last key press or the last phone event, such as an incoming call.

You can change the Backlight On intensity and the Backlight Idle intensity separately. You can choose a high, medium, or low intensity, or turn off the backlight entirely.

When you change the Maximum Intensity, you modify the entire backlight intensity scale. For example, if you decrease the Maximum Intensity, the low, medium, and high levels for both Backlight On and Backlight Idle intensities decrease.

The backlight automatically turns on with any phone activity. By setting the Backlight Timeout, you can determine how long the phone should be idle before the backlight dims to its Backlight Idle intensity. By default, after the phone is idle for 40 seconds, the backlight dims.

To change the backlight intensity:

- 1 Select **Settings** from Home view, and select **Basic > Backlight Intensity**.
- 2 From the Backlight Intensity screen, select **Backlight On Intensity**.
- 3 From the Backlight On Intensity screen, select the intensity you want, and press **Back**. The default is High.
- 4 From the Backlight Intensity screen, select **Backlight Idle Intensity**.
- 5 From the Backlight Idle Intensity screen, select the intensity you want, and press **Back**. The default is Low.
- 6 From the Backlight Intensity screen, select **Maximum Intensity**.
- 7 From the Maximum Intensity screen, select **Up** or **Down** to increase or decrease the maximum intensity the screen can display, and press **Back**.

To change the Backlight Timeout:

- 1 Select **Settings** from Home view, and select **Basic > Backlight Timeout**.
- 2 From the Backlight Timeout screen, enter the number of seconds the phone will be idle before the backlight dims. The default is 40 seconds.

Changing the Phone's Background Picture

You can change the background picture that displays on your phone. By default, your screen displays a light grey background that is named *Default*.

Your system administrator sets up the background images for your phone. If no background images are set up, only the light grey background, named *Default*, is available. If you want, you can use a picture of your own as the background image. For more information, see [Using One of Your Own Pictures as the Background Picture](#).



Changing the Background Picture

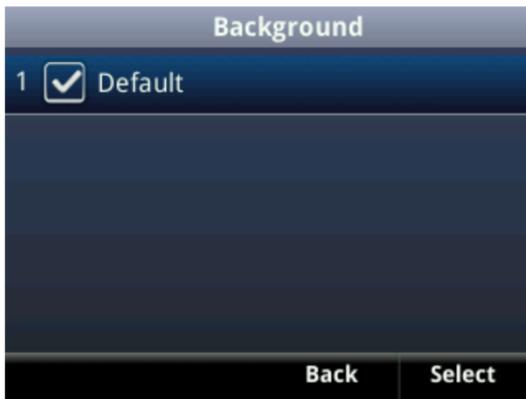
To change the background picture:

- 1 Select **Settings** from Home view, and select **Basic > Preferences > Background**.

The Background screen displays.

Depending how your system is set up, you may have to select **Settings** from Home view, and select **Basic > Preferences > Background > Select Background**. The Select Background screen will display instead.

The following figure shows a sample background screen. Your screen will have the default option, as well as other options that your administrator may have added to your phone.



- 2 Select the background image you want.

Using One of Your Own Pictures as the Background Picture

You can use a picture that is stored on your computer as the background picture on your phone. When you set one of your pictures as the background picture, the picture will display as *Local File* in the Backgrounds list.



Note: Restrictions for Background Images

When you use one of your own pictures as the background image, keep in mind the following:

- Progressive or multiscan JPEG images are not supported.
- The phone screen size is 220 x 108pixels. Smaller images will be centered and surrounded with black space. Larger images will be scaled proportionally to fit the screen. Horizontal or vertical black bars may be added to preserve the original aspect ratio.



Web Info: Changing the Background Picture Using the Web Configuration Utility

You can use the Web Configuration Utility to change the background picture on your phone. If you do not have access, contact your system administrator.

For detailed information on accessing, navigating, and using the utility, see the [Polycom Web Configuration Utility User Guide](#).

To change the background picture to one of your own pictures:

- 1 Log into the Web Configuration Utility. See [Configuring Your Phone Using the Web Configuration Utility](#).
- 2 From the menu bar, select **Preferences > Background**.
- 3 Click + adjacent to **Add a new background image**.
- 4 Click **Choose File** and browse to desired location.
A preview of the file displays.
- 5 Click **Save**.
The file is added to the list of possible backgrounds. To select the new file, see [Changing the Background Picture](#).

Displaying Screen Savers

Another way to personalize your phone is to use the idle browser as a screen saver. The screen saver will automatically start each time your phone is idle a certain amount of time. You can stop the screen saver at any time by pressing a soft key, line key, or hard key. If your phone is idle again for a specified period of time, the screen saver will start again.

Setting Up a Screen Saver

You can select one of two screen savers for your phone.

To set up a screen saver:

- 1 Select **Settings** from Home view, and select **Basic > Preferences > Screen Saver**.
- 2 From the Screen Saver screen, do the following:
 - Select **Screen Saver**, and select **Enabled**.
 - Select **Wait Time**, and enter the number of minutes the phone should wait after no activity before displaying the screen saver.
You can enter a minimum of 1 minute and a maximum of 9999 minutes. The default is 15 minutes.
 - Select **Type**, and select one of **Default** or **Idle Browser**.
 - Press **Save**.

Interrupting and Disabling Screen Savers

You can stop a screen saver at any time by pressing a soft key, line key, or hard key. After your phone is idle for the specified period of time, the screen saver will start again.

You can disable a screen saver—prevent it from starting, even if your phone has been idle for the specified period of time—by disabling the *Screen Saver* setting.

To disable the Screen Saver setting:

- 1 Select **Settings** from Home view, and select **Basic > Preferences > Screen Saver**.
- 2 From the Screen Saver screen, select **Screen Saver**, and select **Disabled**.
- 3 Press **Save**.

Chapter 5: Administrative Tasks

If your phone is unable to operate properly, you may have to investigate or troubleshoot issues. To solve issues, your administrator may ask you to restart your phone, update the phone's configuration, or test phone hardware. This chapter shows you how to perform all these tasks.

Investigating Phone Warnings

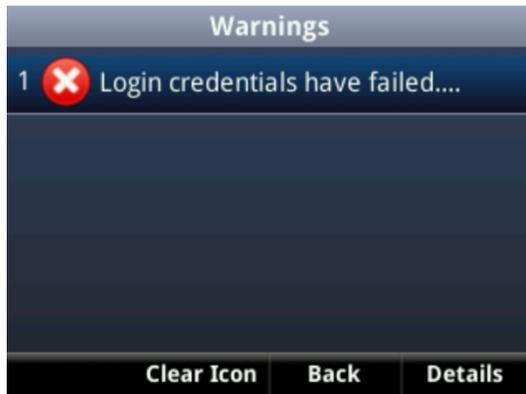
If your phone is unable to perform certain tasks, a warning icon, , will display in the status bar, as shown next. The warning icon lets you know that your phone has one or more important issues. You can view details about the issues from the Warnings screen.



To view a detailed list of phone issues:

- Select **Settings** from Home view, and select **Status > Diagnostics > Warnings**.

The Warnings screen displays (as shown next), listing any phone issues.



After you view the phone warnings, you can press **Clear Icon** to remove the warning icon from the status bar. However, the warning will still display in the Warnings list until the phone issue is fixed.

Each time your phone has a warning that you haven't viewed, the Warning icon displays.

Restarting the Phone

Your system administrator may ask you to restart your phone if your phone malfunctions or to assist in troubleshooting.



Caution: Restarting Your Phone

- Before you restart your phone, contact your system administrator. If your phone is malfunctioning, you may be able to restore normal operation without restarting the phone. In addition, your administrator may want to troubleshoot your phone before you restart it.
- If you need to update your phone's configuration, don't restart your phone. To update the phone's configuration, see [Updating Phone Configuration](#).

To restart the phone:

- 1 Select **Settings** from Home view, and select **Basic > Restart Phone**.

The message *Are you sure?* displays.

- 2 If you still want to restart the phone, press **Yes**.

The restart process begins. The process ends when the default Home screen displays.

Updating Phone Configuration

Your system administrator may ask you to update your phone configuration. You may be able to do this without restarting your phone.

To update your phone's configuration:

- 1 Select **Settings** from Home view, and select **Basic > Update Configuration**.

The message *Are you sure?* displays.

- 2 To update the configuration, press **Yes**.

The configuration is updated. Your phone may restart, depending on the phone settings that have changed.

Testing Phone Hardware

Your system administrator may ask you to access a diagnostics menu on your phone to test your phone hardware. You can test your phone's microphones, speaker, handset, third-party headset (if present), keypad mappings, touchscreen, and LEDs . See your system administrator for instructions on how to perform these tests.

To test your phone hardware:

- 1 Select **Settings** from Home view, and select **Status > Diagnostics > Test Hardware**.
- 2 From the Test Hardware screen, select one of the following:
 - **Audio Diagnostics**
 - **Keypad Diagnostics**
 - **Display Diagnostics**
 - **Brightness Diagnostics**
 - **LED Diagnostics**

Chapter 6: Getting Help

This chapter provides locations where you can access useful Polycom or third-party documents and web links, including related Polycom, partner, or third-party documents and web sites.

Related Documents

For more information about Polycom products, refer to Documents and Downloads at [Polycom Support](#).

The Polycom Community

The [Polycom Community](#) gives you access to the latest developer and support information. Participate in discussion forums to share ideas and solve problems with your colleagues. To register with the Polycom Community, simply create a Polycom online account. When logged in, you can access Polycom support personnel and participate in developer and support forums to find the latest information on hardware, software, and development topics.

Learn, Share, Connect
The Polycom Community

Community Home Register · Sign In · Help · Contact Us

Community Homepage

Hello and Welcome to the Polycom Community!
We've created this community site so you can connect and interact with your colleagues and industry experts to exchange ideas, post questions, answers and share information. Come join the discussions! Happy Posting!

Support Community

- Voice
- PSTN
- VoIP
- SpectraLink
- DECT
- Audio / Video
- Video Endpoints
- Telepresence
- Integrated Audio
- RealPresence Mobile

Developer Community

Click on one of the Forum links below to sign in or register and accept our SDK Agreement.

- Polycom Infrastructure Forum
- Polycom End Points Forum

Top Kudoed Posts

Re: Updated 4000 - now can't access?	2
Re: Updated 4000 - now can't access?	2
Re: Telepresence M100 not working	2
[FAQ] VoIP frequently asked questions	2
Re: Browser Environment error for RMX	1

[View All](#)

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Polycom's sole obligation under this express warranty is at Polycom's option and expense, to repair the defective product or part, deliver to Customer an equivalent product or part to replace the defective item, or if neither of the two foregoing options are reasonably available, Polycom may, on its sole discretion, refund to Customer the purchase price paid for the defective

product. All products that are replaced will become the property of Polycom. Replacement products or parts may be new or reconditioned.

Polycom is expected to warrant any replaced or repaired product or part for ninety (90) days from shipment, or the remainder of the initial warranty period, whichever is longer. Products returned to Polycom must be sent prepaid and packaged appropriately for safe shipment, and it is recommended that they be insured or sent by a method that provides for tracking of the package. Responsibility for loss or damage does not transfer to Polycom until the returned item is received by Polycom. The repaired or replaced item will be shipped to Customer, at Polycom's expense, not later than thirty (30) days after Polycom receives the defective product, and Polycom will retain risk of loss or damage until the item is delivered to Customer.

The product software comes with 90-day software warranty, providing for software updates (minor releases/bug fixes). To continue to receive support, purchasing a maintenance contract is the most economical solution.

Exclusions

Polycom will not be liable under this limited warranty if its testing and examination disclose that the alleged defect or malfunction in the product does not exist or results from:

- Failure to follow Polycom's installation, operation, or maintenance instructions.
- Unauthorized product modification or alteration.
- Unauthorized use of common carrier communication services accessed through the product.
- Abuse, misuse, negligent acts or omissions of Customer and persons under Customer's control; or
- Acts of third parties, acts of God, accident, fire, lightening, power surges or outages, or other hazards.

Warranty Exclusive

IF A POLYCOM PRODUCT DOES NOT OPERATE AS WARRANTED ABOVE, CUSTOMER'S SOLE REMEDY FOR BREACH OF THAT WARRANTY SHALL BE REPAIR, REPLACEMENT, OR REFUND OF THE PURCHASE PRICE PAID, AT POLYCOM'S OPTION. TO THE FULL EXTENT ALLOWED BY LAW, THE FOREGOING WARRANTIES AND REMEDIES ARE EXCLUSIVE AND ARE IN LIEU OF ALL OTHER WARRANTIES, TERMS, OR CONDITIONS, EXPRESS OR IMPLIED, EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES, TERMS, OR CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, SATISFACTORY QUALITY, CORRESPONDENCE WITH DESCRIPTION, AND NON-INFRINGEMENT, ALL OF WHICH ARE EXPRESSLY DISCLAIMED. POLYCOM NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY OTHER LIABILITY IN CONNECTION WITH THE SALE, INSTALLATION, MAINTENANCE OR USE OF ITS PRODUCTS.

Safety, Compliance, and Disposal Information

Part 15 FCC Rules

This device is compliant with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- 1 This device may not cause harmful interference, and
- 2 This device must accept any interferences received, including interference that may cause undesired operation.

Class B Digital Device or Peripheral

Note: This equipment is tested and complies with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- 1 Reorient or relocate the receiving antenna.
- 2 Increase the separation between the equipment and receiver.
- 3 Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- 4 Consult the dealer or an experienced radio/TV technician for help.

Modifications

In accordance with Part 15 of the FCC Rules, the user is cautioned that any changes or modifications not expressly approved by Polycom, Inc. could void the user's authority to operate the equipment. This equipment may not be used on a coin service or party line.

Installation Instructions

Installation must be performed in accordance with all relevant national wiring rules.

L'Installation doit être exécutée conformément à tous les règlements nationaux applicable au filage électrique.

When using Power over Ethernet (PoE), the equipment is to be connected only to PoE networks without connections to the outside plant.

Plugs Acts as Disconnect Device

The socket outlet to which this apparatus is connected must be installed near the equipment and must always be readily accessible.

La prise électrique à laquelle l'appareil est branché doit être installée près de l'équipement et doit toujours être facilement accessible.

Industry Canada (IC)

This Class [B] digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe [B] est conforme à la norme NMB-003 du Canada.

CE and VCCI Mark

This VVX 400/401 and 410/411 phone is marked with the CE mark. This mark indicates compliance with EC Directive 1999/5/EC. A full copy of the Declaration of Conformity can be obtained from Polycom Ltd., 270 Bath Road, Slough, Berkshire, SL1 4DX, UK.

CE Mark R & TTE Directive (EU only)

Česky [Czech]: Polycom (UK) Ltd tímto prohlašuje, že tento VVX 400/401/VVX 410/411 je ve shodě se základními požadavky a dalšími příslušnými ustanoveními směrnice 1999/5/ES.

Dansk [Danish]: Undertegnede Polycom (UK) Ltd erklærer herved, at følgende udstyr VVX 400/401/VVX410/411 overholder de væsentlige krav og øvrige relevante krav i direktiv 1999/5/EF.

Deutsch [German]: Hiermit erklärt Polycom (UK) Ltd, dass sich das Gerät VVX 400/401/VVX410/411 in Übereinstimmung mit den grundlegenden Anforderungen und den übrigen einschlägigen Bestimmungen der Richtlinie 1999/5/EG befindet.

Eesti [Estonian]: Käesolevaga kinnitab Polycom (UK) Ltd seadme VVX 400/401/VVX410/411 vastavust direktiivi 1999/5/EÜ põhinõuetele ja nimetatud direktiivist tulenevatele teistele asjakohastele sätetele.

English: Hereby, Polycom (UK) Ltd. declares that this VVX 400/401/VVX410/411 is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

Español [Spanish]: Por medio de la presente Polycom (UK) Ltd declara que el VVX 400/401/VVX410/411 cumple con los requisitos esenciales y cualesquiera otras disposiciones aplicables o exigibles de la Directiva 1999/5/CE.

Ελληνική [Greek]: ΜΕ ΤΗΝ ΠΑΡΟΥΣΑ Polycom (UK) Ltd ΔΗΛΩΝΕΙ ΟΤΙ VVX 400/401/VVX410/411 ΣΥΜΜΟΡΦΟΝΕΤΑΙ ΠΡΟΣ ΤΙΣ ΟΥΣΙΩΔΕΙΣ ΑΠΑΙΤΗΣΕΙΣ ΚΑΙ ΤΙΣ ΛΟΙΠΕΣ ΣΧΕΤΙΚΕΣ ΔΙΑΤΑΞΕΙΣ ΤΗΣ ΟΔΗΓΙΑΣ 1999/5/ΕΚ.

Français [French]: Par la présente Polycom (UK) Ltd déclare que l'appareil VVX 400/401/VVX410/411 est conforme aux exigences essentielles et aux autres dispositions pertinentes de la directive 1999/5/CE.

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Íslenska [Icelandic]: Hér með lýsir Polycom (UK) Ltd yfir því að VVX 400/401/VVX410/411 er í samræmi við grunnkröfur og aðrar kröfur, sem gerðar eru í tilskipun 1999/5/EC

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Lietuvių [Lithuanian]: Šiuo Polycom (UK) Ltd deklaruoja, kad šis VVX 400/401/VVX410/411 atitinka esminius reikalavimus ir kitas 1999/5/EB Direktyvos nuostatas.

Nederlands [Dutch]: Hierbij verklaart Polycom (UK) Ltd dat het toestel VVX 400/401/VVX410/411 in overeenstemming is met de essentiële eisen en de andere relevante bepalingen van richtlijn 1999/5/EG.

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Português [Portuguese]: Polycom (UK) Ltd declara que este VVX 400/401/VVX 410/411 está conforme com os requisitos essenciais e outras disposições da Directiva 1999/5/CE.

Slovensko [Slovenian]: Polycom (UK) Ltd izjavlja, da je ta VVX 400/401/VVX 410/411 v skladu z bistvenimi zahtevami in ostalimi relevantnimi določili direktive 1999/5/ES.

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取扱説明書に従って正しい取り扱いをして下さい。 VCCI-B

WARNING Electrical Safety

To avoid electric shock, do not connect safety extra low voltage (SELV) circuits to teleconference station network (TNV) circuits. LAN ports contain SELV circuit, and WAN ports contain TNV circuits. Some LAN and WAN ports both use RJ-45 connectors. Use caution when connecting cables.

This product is rated 48Vdc, 0.25A. When used with the optional external power supply (PSA15A-480PV, or similar rated PSU), the power supply shall be a Listed power supply with a LPS output, rated 48V, min. 0.25A.

Russian Compliance

VVX 400/401: Ministry of Information Technologies & Communication of the Russian Federation – Declaration of Conformity. Д-СПД-6089 valid till 01/March/2016.

VVX 410/411: Ministry of Information Technologies & Communication of the Russian Federation – Declaration of Conformity. Д-СПД-6092 valid till 01/March/2016.

New Zealand Telepermit

VVX 400/401: PTC 220/12/087

VVX 410/411: PTC 220/12/088

Special Conditions for this User Guide

- **PTC General Warning**

The grant of a Telepermit for any item of terminal equipment indicates only that Telecom has accepted that the item complies with minimum conditions for connection to its network. It indicates no endorsement of the product by Telecom, nor does it provide any sort of warranty. Above all, it provides no assurance that any item will work correctly in all respects with another item of Telepermitted equipment of a different make or model, nor does it imply that any product is compatible with all of Telecom's network services.

- **Echo Cancellation**

Echo cancellers are not normally required in the Telecom PSTN because geographic delays are acceptable where CPE return loss is maintained within Telepermit limits. However, those private networks making use of Voice over IP technology are required to provide echo cancellation for all voice calls. The combined effect of audio / VoIP conversion delay and IP routing delay can cause the echo cancellation time of 64 mS or more to be required.

- **Software Version in this Polycom VVX 400/401 and 410/411 VoIP Desktop Telephone When Used on the Telecom Network**

This telephone must be equipped with the software installed during the PTC testing (version 6.4.1.0008) for compliance to be guaranteed.

Australia

Warning
This equipment will not operate when mains power fails

WARNING FOR ALL POLCOM PHONES THAT USE HANDSETS

With respect to section 5.4.3.11 of the Australian Communications Authority as Telecommunications Technical Standard AS/ACIF S004 2006:

You should be aware that, under certain operating conditions, the handset earpiece may retain small metallic objects. If this occurs, these objects should be removed before using the handset.

Operating Ambient Temperatures

- Operating temperature: +32 to 104°F (0 to 40°C)
- Relative humidity: 5% to 95%, noncondensing
- Storage temperature: -40 to +160°F (-40 to +70°C)

Hearing Aid Compatibility (HAC)

This product is hearing aid compatible.

Waste Electrical and Electronic Equipment (WEEE)



All Polycom products that fall within the scope of the EU WEEE Directive carry the crossed wheelee bin symbol which advises customers not to recycle electronic products in the domestic waste stream but to recycle them safely as e-waste.

Restriction of Hazardous Substances Directive (RoHS)

All Polycom products comply with the requirements of the EU RoHS Directive. Statements of compliance can be obtained from TypeApproval@polycom.com.

Polycom Take Back

In addition to any mandated take back requirement, Polycom offers free recycling of its branded products to business users. Detailed information is available at http://www.polycom.eu/documents/company/about_us/producer_responsibility_statement.pdf.

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2.8 Dual-Media Software. You may receive the Software Product in more than one medium. Regardless of the type or size of medium you receive, you may use only one medium that is appropriate for your single Product. You may not use or install the other medium on another Product.

2.9 Reservation. Polycom reserves all rights in the Software Product not expressly granted to you in this Agreement.

3. SUPPORT SERVICES.

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Without prejudice to any other rights, Polycom may terminate this Agreement if you fail to comply with any of the terms and conditions of this Agreement. In such event, you must destroy all copies of the Software Product and all of its component parts. You may terminate this Agreement at any time by destroying the Software Product and all of its component parts.

5. UPGRADES.

If the Software Product is labeled as an upgrade, you must be properly licensed to use the software identified by Polycom as being eligible for the upgrade in order to use the Software Product. A Software Product labeled as an upgrade replaces and/or supplements the software that formed the basis for your eligibility for the upgrade. You may use the resulting upgraded Software Product only in accordance with the terms of this Agreement. If the Software Product is an upgrade of a component of package of software programs that you licensed as a single product, the Software Product may be used and transferred only as part of that single Software Product package and may not be separated for use on more than one Product.

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