



QUICK START GUIDE

Polycom VVX® 410 Business Media Phone

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Getting Started With Hosted PBX

Introduction

Welcome to Cogeco's Hosted PBX Polycom VVX® 410 Business Media Phone. It's designed to streamline your business communications with easy-to-use functions and a touchscreen that's simple to navigate. Below, we'll walk you through all its features including setting up your voicemail, how to use the display screen and making conference calls. We've also add helpful, time-saving tips throughout this guide. **Let's get started.**

Setting up Voice Mail Greetings From Your Phone

1. Dial feature code ***98** or press 
2. Enter a PIN of your choice (at least 6 digits)
3. Re-enter PIN to confirm
4. Upon hearing the system voice prompt, record your name
5. Press **#** to confirm
6. Setting up the Greetings

Choose one of the following options:

Press 1

to record a personal greeting. Follow the voice prompts to complete the recording.

Press 2

to select system generated greetings that include your name. Greeting is automatically created.

Press 3

to select system generated greetings that include your phone number. Greeting is automatically created.

Press 4

to select system generated greetings that include both your name and telephone number. Greeting is automatically created.

Press the pound key (**#**) to confirm

After 3 unsuccessful attempts to log in, you will be locked out. Please contact technical support at [1-855-440-5602](tel:1-855-440-5602). Accessing the Voice Portal from a remote location is not offered.

VoIP 9-1-1 Service features may differ from traditional wireline 9-1-1 services. Visit cogeco.ca/911 for more information.

For use with Polycom® UC Software 4.1.4 or later. For detailed information on how to use your phone, see the Polycom VVX 400 and 410 Business Media Phone User Guide, available by navigating to your phone's Support page from Polycom Voice Support.

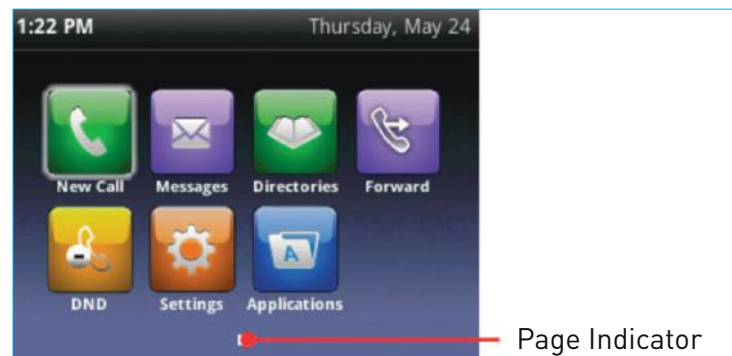
Phone Views

Your phone has three main Views: **Home**, **Calls**, and **Lines** view (the default). You can access **Home** and **Lines** view at any time. If your phone has one or more calls, you can also access **Calls** view.

For Home view from any menu, press . Press  to alternate between Home and Lines view.

Home View

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

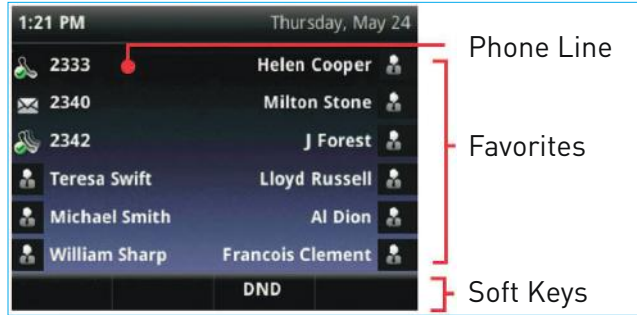


You can use the right, left, up, and down arrow keys to display more icons.

Lines View

Lines view displays phone Lines, Favorites and soft keys.

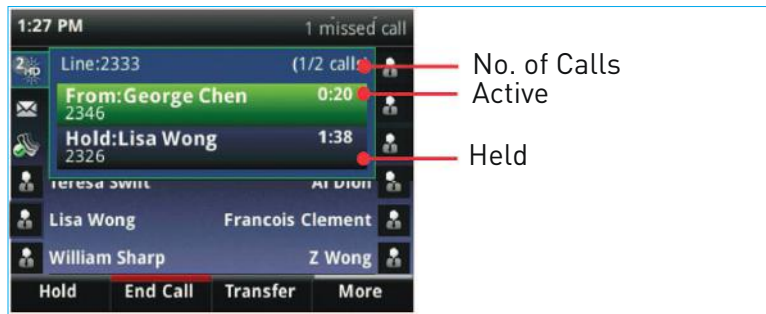
TIP: In this guide, soft keys are referred to by their name only. For example, to end an active call, press End Call.



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

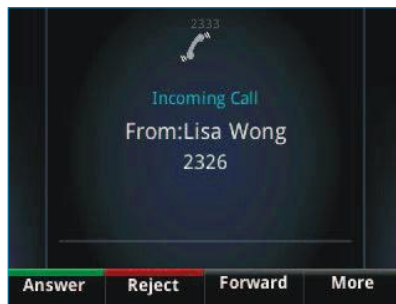
Calls View

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



Call color indicates status:

- Dark green—Active call
- Bright blue—Incoming call
- Dark blue—Held call



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




Entering Data

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

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

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





About Calls

Only one call can be active at one time. You can use the handset, speakerphone, or headset for calls. During a call, you can change modes by picking up the handset, or by pressing  or . If you navigate away from your call(s), press  to see Active Call or Calls view again.

TIP - Switching Between Lines and Calls View

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

Placing Calls

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

TIPS - Placing Calls Quickly

Select a recent call or Favorite, or select a contact's phone number in the Contact Directory.



From Lines view

Press the phone Line key, enter the phone number, and press **Send**.



From Home view

Select **New Call** using the left and right arrow keys. Enter the phone number, and press **Send**.

Answering Calls



- To answer with the speakerphone, press  or tap **Answer**.
- To answer with the handset, pick up the handset.
- To answer with a headset, press .
- To answer a new call while on an active call, press **Answer**. The current call will be held.

Ending Calls



To end an active call, replace the handset, press , or press . Or, press **End Call**.

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

Holding Calls

From Calls view, press **Hold** or . Remember to highlight the call first. To resume a held call, press **Resume** or  again.

Transferring Calls

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

Forwarding Calls

To enable call forwarding, dial feature code ***72** followed by the number you want to forward your number to. To disable call forwarding, dial feature code ***73**.

Placing Conference Calls

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

From Lines or Calls view, you can:


- Press **Hold** to hold all participants.
 - Press **End Call** to remove yourself from the call, but keep the other participants connected.
 - Press **Split** to end the conference and hold all participants.
-

TIMESAVER - Placing Conference Calls

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

Viewing Recent Calls

From Lines view, do one of the following:

- Press , select **Directories**, and select **Recent Calls** to view your Recent Calls list.
- Press the right arrow key to view the recent Placed Calls.
- Press the left arrow key to view the recent Received Calls.

- Press the down arrow key to view the recent Missed Calls.
- Press the up arrow key to view Favorites.

From the Recent Calls list, press **Sort** to sort and order calls, press **Type** to display only certain calls, or select a call record to call the person.

Contact Directory

To select a contact from the Contact Directory

press .

To view your Directory

Select **Directories** from Home view. Press **Contact Directory** on the Directory screen.

To add a contact

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

To update contact information

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

To delete a contact

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

To search for a contact

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



To dial a contact from your Directory

Navigate to your Contact Directory and select the contact. From the contact's information screen, select the contact's phone number.



TIP - What Does the Star Mean?

A star, , indicates a Favorite.


Listening to Voicemail

An envelope, , adjacent to a Line key, indicates that you have voicemail. Select **Messages** from Home view or press , and select **Message Center**. Press **Connect** and follow the prompts.



Muting the Microphone

During a call, press  so other parties can't hear you. To disable Mute, press  again. This applies to calls using the handset, headset, and speakerphone.

Using Do Not Disturb

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

Adjusting Volume

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

Updating Ringtones

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

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

Auto Attendant Greetings

Dial the Auto Attendant (AA) phone number
(E.g. 51#, 52#, 53# provided by Cogeco)

Upon hearing the IVR Prompt, press/key-in ***6** Enter PIN followed by **#**
(E.g. 1234#)

If entering the system for the first time, it will give you the option of choosing your PIN (a minimum of 4 digits is recommended). Re-enter the new PIN to confirm, followed by **#**.

To Record & Edit recordings for Business and Non-Business hours

Press 1

To change the configuration of your automated attendant

Press 1

To turn on/off your automated attendant

Press 2

To record or edit announcements used for your business-hours menu

- Press **#** to record your initial greeting
- When finished recording press **#**
- Press 1 to save the recording
- Press 2 to re-record/override
- Press 3 to exit
- Press 4 to continue recording

Press 3

To record or edit announcements used for your non-business-hours menu (Note: this option will be only available if you have your attendant configured by Cogeco to provide your callers with options during Non-Business hours)

- Press **#** to record your initial greeting
- When finished recording press **#**
- Press 1 to save the recording
- Press 2 to re-record/override
- Press 3 to exit
- Press 4 to continue recording
- Follow the voice prompts to complete the recording.
- Press the **(*)** button to return to the previous menu.

Questions?

Please visit our HPBX FAQ page at [cogeco.ca](https://www.cogeco.ca)
or call us at 1-855-440-5602.