# Flip Connect
# Polycom VVX410
## Quick User Guide

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# Polycom VVX410 Endpoint User Guide

1. Voicemail / Ringer Indicator
2. Monitor
3. Display
4. Softkeys
5. Toggle / Navigation
6. Volume Bar
7. Dial Pad
8. Audio Buttons : Headset, Mute, Speaker
9. Menu Buttons; Home, Transfer, Voicemail, Hold

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## Phone Basics

| | |
|---|---|
| Changing ring tones | Press home button ( ) > settings > basic > ring type > default > pick ring tone and press select. |
| Setting the ring volume | With the handset in its cradle, press the volume bar ( ) up to increase, down to decrease, this will automaticly save. |
| Setting the speaker volume | Press the *speaker button* ( ) then press the volume bar ( ) up to increase, down to decrease, this will automaticly save. |
| Setting the earpiece volume | Lift the handset then press the volume bar ( ) up to increase, down to decrease, this will automaticly save. |

## Call Control

| | |
|---|---|
| Group pickup | To answer a phone that is part of your group, lift the handset and press more > GrPickup |
| DND | To enable DND press the DND button and phone will display red phone icon in top right hand corner ( ). To disable simply press DND again. |
| Place a call on hold | To place a caller on hold press the hold button ( ).<br>To go back to caller press resume key |
| Missed Calls | To check list of missed calls press the down arrow. This will then display all missed calls to phone including DDI calls and hunt group calls.<br>To return to the 'Home' screen, press the home button ( ) twice. |
| Transferring Calls | While on a call press xfer button ( ) > dial number > once 2nd call is answered press xfer button ( )again. If other caller does not answer press cancel to go back to original caller |

| Call Control cont. | |
|---|---|
| Call Forwarding | To forward calls press the forward softkey > select Always > Enter number to forward to > press enable. |

| Call Conferencing | |
|---|---|
| Ad-Hoc Conferencing | With your first caller connected, press the ***More*** softkey then the ***Confrnc*** softkey - this will place the first caller on hold. Dial the extension number or full CLI of the second caller. To connect all calls, press the ***More*** softkey then the ***Confrnc*** softkey. |

| Voicemail | |
|---|---|
| Voicemail management | To access the portal, press the Voicemail button ( ✉ ), enter your mailbox password, then option 1 to listen to the voice prompt for options. |
| Listening to your voicemails | When you have a voicemail, the voicemail indication light will turn red, to listen to your voicemails, press the Voicemail button ( ✉ ), enter your mailbox password and press option 1. |
| Remote voicemail access | In order to access your voicemail from another phone;<br>Dial access number as provided by trainer _____<br>> enter your extension number > enter password. |

**Further Support:**
If you require further assistance our support pages have lots of ways to help you:

- There is an FAQs - click here - you can then ask questions and have them answered by community members.
- You can raise a support ticket here.
- Our User Guides, here you will find PDFs and interactive video tutorials.

Alternatively you can ring the support helpline on 01462 417 147.

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