Quick Start Guide

VVX® 300 and 400 Series

Note: For more information on your Polycom® VVX® 300 series and VVX 400 series business media phones, see user documentation, including Quick User Guides and User Guides, on your phone's Support page on Polycom Voice Support: https://support.polycom.com/content/support/north-america/usa/en/support/voice/business-media-phones.html

Package Contents

VVX 300 Series Phone

VVX 300/301/310/311

VVX 400 Series Phone

VVX 400/401/410/411

AC power adapter (varies by region)

VVX Expansion Module (paper display)

VVX Expansion Module (LCD color display)

For more information, contact your reseller.
Features

AC power connection (optional accessory)
Use if Power over Ethernet (PoE) is unavailable

Optional PC port cable should be rated CAT-5E.

Connection ethernet connection to PC (optional; extra cable not included)

Cable groove (Press straight part of handset cable into groove)

Auxiliary port

Warning: Do not plug the handset into the AUX port. Doing so can permanently damage the handset as this port is designed to support the expansion modules.
**Connect Stand**

**Note:** You can access the phone’s software and user guide through the phone’s web interface. For details, consult your phone’s User Guide.

**Connect Optional Headset**

*For wallmount installation, an optional accessory is available. For more information, contact your reseller.*

**Note:** Your phone supports wired headsets, including electronic hookswitch (EHS) headsets.

For connection directions, refer to your headset documentation. Standard headsets typically use the RJ-9, while EHS headsets use the RJ-9 and serial port.

**Connect Optional USB Devices**

On VVX 401/411 phones, you can attach a USB headset, or a USB flash drive to record calls, use the Digital Picture Frame feature, or to change the background picture on your phone. To learn more, see your phone’s User Guide.
LIMITED WARRANTY. Polycom warrants to the end user ("Customer") that this product will be free from defects in workmanship and materials, under normal use and service, for one year from the date of purchase from Polycom or its authorized reseller.

Customer's sole obligation under this express warranty shall be, 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, at its sole discretion, refuse to Customer the purchase price paid for the defective product or part, and in which case Customer's entire liability is limited to the return to Customer of the purchase price paid for the property of Polycom. Replacement products or parts may be new or reconditioned. Polycom warrants 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.

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 modifications 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;
• Acts of third parties, acts of God, accident, fire, lightning, power surges or outages, or other hazards.
• WARRANTY EXCLUSIVE. IF A POLYCOM PRODUCT DOES NOT OPERATE AS WARRANTED ABOVE, CUSTOMER'S SOLE REMEDY IS REPAIR, REPLACEMENT, OR REFUND. THERE ARE No OTHER WARRANTIES EXPRESS OR IMPLIED. ALL OTHER WARRANTIES INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY, QUALITY, CORRESPONDENCE WITH DESCRIPTION, AND NON-INFRINGEMENT, LIABILITY IN CONNECTION WITH THE SALE, INSTALLATION, MAINTENANCE OR SERVICE AGREEMENTS. Please contact your Polycom Authorized Reseller for information on software support. Polycom will provide support for software running on the Product if all of the following conditions are satisfied;

• The product is under warranty or is covered by a Polycom service contract;

SAFETY AND REGULATORY INFORMATION. This device complies 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 interference received, including interference that may cause undesired operation.

NOTE: This equipment has been tested and found to comply 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 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 following one or more of the following measures:

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

The VVX 300/400 Series are marked with the CE mark. This mark indicates compliance with the following directives:

• LVD and EMC Directives 2014/35/EC and 2014/30/EC.

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.

Operating/Ambient Conditions:

• Operating temperature: +32 to 104°F (0 to 40°C)
• Relative Humidity: 5% - 95%, non-condensing
• Storage temperature: -40 to +160°F (-40 to +70°C)

Installation must be performed in accordance with all relevant national wiring rules. Any installation in a building shall be performed in accordance with all relevant national wiring rules. The installation shall be executed conformément à tous les règlements nationaux applicables au filage électrique. The outlet to which this apparatus is connected must be installed near the equipment and must always be readily accessible. L’alimentation électrique à laquelle l’appareil est branché doit être installée près de l’équipement et doit toujours être facilement accessible. When using Power over Ethernet (PoE), the equipment is to be connected only to PoE networks without connection to any other networks. Lorsque vous utilisez une alimentation électrique par câble Ethernet, l’alimentation réseau doit être connectée uniquement aux réseaux PoE sans connexions vers l’extérieur de l’usine. 

The product software is the current major version or the next preceding major version (softwares updates (minor releases/bug fixes). To continue to receive support, purchasing a maintenance contract is the most economical solution. Requests for software support should be made through the Polycom Reseller from whom the product was purchased.

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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.

To avoid electric shock, do not connect safety extra low voltage (SELV) circuits to teleconference station network (TNI) circuits. LAN ports contain SELV circuit, and WAN ports contain TNI circuits. Some LAN and WAN ports both use RJ-45 connectors. Use shielded twisted pair with RJ-45 connectors. Polycom, VVX 300/301, 310/311, 400/401, 410/411 is trademarks of Polycom, Inc. in the U.S. and various other countries.

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