



ADMINISTRATORS' GUIDE

Software 4.1.4 | March 2013 | 1725-49091-401 Rev A

---

# Polycom® VVX® 300, 310, 400 and 410 Business Media Phone

Addendum to the Polycom® UC Software 4.1.0 Administrators'  
Guide



## **Polycom® VVX® 300, 310, 400, and 410 Business Media Phone Administrators' Guide**

Copyright ©2013, Polycom, Inc. All rights reserved.

6001 America Center Drive  
San Jose, CA 95002  
USA

No part of this document may be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without the express written permission of Polycom, Inc. Under the law, reproducing includes translating into another language or format.

As between the parties, Polycom, Inc., retains title to and ownership of all proprietary rights with respect to the software contained within its products. The software is protected by United States copyright laws and international treaty provision. Therefore, you must treat the software like any other copyrighted material (e.g., a book or sound recording).

Every effort has been made to ensure that the information in this manual is accurate. Polycom, Inc., is not responsible for printing or clerical errors. Information in this document is subject to change without notice.

### **Trademarks**

POLYCOM®, the Polycom logo and the names and marks associated with Polycom products are trademarks and/or service marks of Polycom, Inc. and are registered and/or common law marks in the United States and various other countries. All other trademarks are property of their respective owners. No portion hereof may be reproduced or transmitted in any form or by any means, for any purpose other than the recipient's personal use, without the express written permission of Polycom.

### **Disclaimer**

While Polycom uses reasonable efforts to include accurate and up-to-date information in this document, Polycom makes no warranties or representations as to its accuracy. Polycom assumes no liability or responsibility for any typographical or other errors or omissions in the content of this document.

### **Limitation of Liability**

Polycom and/or its respective suppliers make no representations about the suitability of the information contained in this document for any purpose. Information is provided "as is" without warranty of any kind and is subject to change without notice. The entire risk arising out of its use remains with the recipient. In no event shall Polycom and/or its respective suppliers be liable for any direct, consequential, incidental, special, punitive or other damages whatsoever (including without limitation, damages for loss of business profits, business interruption, or loss of business information), even if Polycom has been advised of the possibility of such damages.

### **Customer Feedback**

We are striving to improve our documentation quality and we appreciate your feedback. Email your opinions and comments to [VoiceDocumentationFeedback@polycom.com](mailto:VoiceDocumentationFeedback@polycom.com).



Visit the [Polycom Voice Support Center](#) for software downloads, product documents, product licenses, troubleshooting tips, service requests, and more.

# Contents

---

<b>About This Guide .....</b>	<b>v</b>
<b>Who Should Read this Guide?.....</b>	<b>v</b>
<b>How to Use this Guide.....</b>	<b>v</b>
<b>What's New in This Guide.....</b>	<b>v</b>
<b>Conventions Used in this Guide.....</b>	<b>v</b>
Terms and Writing Conventions.....	vi
Information Elements.....	vi
Typographic Conventions .....	vii
<b>Related Documents .....</b>	<b>vii</b>
<b>Getting Help and Support .....</b>	<b>viii</b>
<b>Welcome to the Polycom VVX 300, 310, 400, and 410 Business Media Phones .....</b>	<b>1</b>
<b>New and Enhanced Features.....</b>	<b>3</b>
Distribution Zip File .....	3
Multiple Registrations .....	3
Supported Audio Codecs .....	4
<b>Configuration Parameter Changes.....</b>	<b>5</b>
Power Saving <powerSaving/> .....	5
User Preferences <up/>.....	6
<b>Using the Polycom Web Configuration Utility.....</b>	<b>7</b>
<b>Multiple Key Combinations and Default Key Layout .....</b>	<b>11</b>
Multiple Key Combinations on the VVX 300, 310, 400, and 410 Phones .....	11
Default Key Layout on the VVX 300, 310, 400, and 410 Phones .....	11



# About This Guide

---

The Polycom® VVX® 300, 310, 400, and 410 Business Media Phone Administrators' Guide addresses changes to the Polycom UC Software 4.1.0 Administrators' Guide specific to the release of the VVX 300, 310, 400, and 410 phones.

## Who Should Read this Guide?

System administrators and network engineers should read this guide to learn how to properly set up VVX 300, 310, 400, and 410 phones. This guide describes administration-level tasks and is not intended for end users.

## How to Use this Guide

This guide is organized into the following five sections:

- [Welcome to the Polycom VVX 300, 310, 400, and 410 Business Media Phone](#), introduces the Polycom VVX 300, 310, 400, and 410 phones.
- [New and Enhanced Features](#), shows you the new and enhanced features available on the VVX 300, 310, 400, and 410 phones.
- [Configuration Parameter Changes](#), provides a list of the configuration parameters that you can change when deploying the VVX 300, 310, 400, and 410 phones.
- [Using the Polycom Web Configuration Utility](#), shows you how to use the phone's Web Configuration Utility to configure the phone.

The section, [Multiple Key Combinations and Default Key Layout](#), shows you the multiple key combinations and default key layout on the VVX 300, 310, 400, and 410.

## What's New in This Guide

The content in this guide has been written specifically for the release of the VVX 300, 400, 400, and 410 business media phones.

## 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

This guide also uses a few writing conventions to distinguish conditional information.







### Writing Conventions




<i>Convention</i>	<i>Description</i>
<MACaddress>	Indicates that you must enter information specific to your installation, phone, or network. For example, when you see <MACaddress>, enter your phone's 12-digit MAC address. If you see <installed-directory> , enter the path to your installation directory.
>	Indicates that you need to select an item from a menu. For example, <b>Settings &gt; Basic</b> indicates that you need to select <b>Basic</b> from the <b>Settings</b> menu.
parameter.*	Used for configuration parameters. If you see a parameter name in the form parameter.* , the text is referring to all parameters beginning with parameter. See Reading the Feature Parameter Tables in the UC Software 4.1.0 Administrators' Guide for an example.

## Information Elements

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

### Icons Used in this Guide

<i>Name</i>	<i>Icon</i>	<i>Description</i>
Note		The <i>Note</i> icon highlights information of interest or important information needed to be successful in accomplishing a procedure or to understand a concept.
Administrator Tip		The <i>Administrator Tip</i> icon highlights techniques, shortcuts, or productivity related tips.
Caution		The <i>Caution</i> 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 <i>Warning</i> 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 <i>Web Info</i> icon highlights supplementary information available online such as documents or downloads on support.polycom.com or other locations.
Timesaver		The <i>Timesaver</i> icon highlights a faster or alternative method for accomplishing a method or operation.

Name	Icon	Description
Power Tip		The <i>Power Tip</i> icon faster, alternative procedures for advanced administrators already familiar with the techniques being discussed.
Troubleshooting		The <i>Troubleshooting</i> icon highlights information that may help you solve a relevant problem or to refer you to other relevant troubleshooting resources.
Settings		The <i>Settings</i> 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


Convention	Description
<b>Bold</b>	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.
Blue	Used for cross-references to other sections, chapters, or parts in this document.
<u><a href="#">Underlined Blue</a></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.
<a href="#">Blue Text</a>	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

You can locate all [Feature Descriptions](#) and [Technical Notifications](#) referred to in this Administrator's Guide on the Polycom Support Web site.

You can find all Polycom phone documentation on the Polycom Support Web site at <http://support.polycom.com/voice/> .

You can find Request For Comments (RFC) documents by entering the RFC number at <http://www.ietf.org/rfc.html> .

For other references, look for the Web Info icon: 

## Getting Help and Support

If you need help or technical support for your phones, the following types of documents are available:

- Quick Start Guide, which describes how to assemble the VVX 300, 310, 400, and 410 phones.
- Quick User Guide, which describes the basic VVX 300, 310, 400, and 410 phone features.
- User Guide, which describes both basic and advanced VVX 300, 310, 400, and 410 phone features.
- Web Applications Developer's Guide, which provides guidance in the development of applications that run on your phone's Web Browser.
- Feature Descriptions and Technical Notifications such as Technical Bulletins and Quick Tips that describe workarounds to existing issues and provide expanded descriptions and examples.
- Release Notes, which describe the new and changed features and fixed problems in the latest version of the software.

All these documents are available from the Polycom VVX 300/310 [support page](#) and the VVX 400/410 [support page](#).



For support or service, please contact your Polycom reseller or visit [support.polycom.com](http://support.polycom.com) for software downloads, product document, product licenses, troubleshooting tips, service requests, and more.

Polycom recommends that you record the phone model numbers, software versions of both the Updater and UC Software, and partner platform for future reference.

Phone models: \_\_\_\_\_

Updater version: \_\_\_\_\_

UC Software version: \_\_\_\_\_

Partner Platform: \_\_\_\_\_



# Welcome to the Polycom VVX 300, 310, 400, and 410 Business Media Phones

---

The Polycom® VVX® 300, 310, 400, and 410 is a Business Media Phone that combines advanced business telephony, real-time presence, and integrated business applications into one seamless, lifelike communications experience.

**Figure 1: Polycom VVX 300/310 and VVX 400/410 Business Media Phones**



Feature highlights include:

- 2.2-inch diagonal backlit grayscale screen on the VVX 300 and 310
- 3.5-inch diagonal color TFT screen on the VVX 400 and 410
- 6 physical line keys on the VVX 300 and 310
- 12 physical line keys on the VVX 400 and 410
- Support for Polycom HD voice (up to 14 kHz audio)
- Robust IP telephony feature set in SIP
- Support for IEEE 802.3at Power over Ethernet or 48 V Wall Plug Adapters. The VVX 300, 310, 400, and 410 phones consume 5.3 W maximum, 4.2 W typical, and just 3.0 W in power saving mode.
- Support for standard VVX Series features like:
  - Calendaring, which provides Microsoft Exchange interoperability to allow meeting reminders and easy meeting dial-ins on the phone
  - Polycom Desktop Connector, which allows you to control menu selection and data entry from your computer's keyboard and mouse
  - Power Saving, which turns off the phone's display due to inactivity and outside of configured office hours



### **Note: Supported Ethernet Switches on Phones**

The VVX 300 and 400 have a two-port 10/100 Mbps Ethernet switch. The VVX 310 and 410 have a two-port Gigabit Ethernet switch.

The VVX 300, 310, 400, and 410 are the next generation of desktop phones. The improvements from the Polycom® SoundPoint® IP desktop phones are:

- Adjustable deskmount base like the VVX 500 and 600
- Built-in wall mounting like the VVX 500 and 600
- User interface consistent with VVX 500 and 600

The new or changed features include:

- [Distribution Zip File](#)
- [Multiple Registrations](#)
- [Supported Audio Codecs](#)

You can make configuration file changes to support the VVX 300, 310, 400, and 410 phones. These are described in [Configuration Parameter Changes](#). You can also make configuration changes using the Polycom Web Configuration Utility as described in [Using the Polycom Web Configuration Utility](#).

The default key layout for the VVX 300 and 310 and VVX 400 and 410 phones are shown in [Multiple Key Combinations and Default Key Layout](#).



### **Web Info: VVX 300, 310, 400, and 410 Support Documents**

The VVX 300, 310, 400, and 410 support documents are available from the VVX 300/310 [support page](#) and the VVX 400/410 [support page](#) on the [Polycom Support Web site](#). These documents include:

- Polycom UC Software Release Notes
- Polycom UC Software Administrators' Guide
- Polycom VVX 300, 310, 400, and 410 Business Media Phone Quick Start Guide
- Polycom VVX 300 and 310 Business Media Phone Quick User Guide
- Polycom VVX 400 and 410 Business Media Phone Quick User Guide
- Polycom VVX 300 and 310 Business Media Phone User Guide
- Polycom VVX 400 and 410 Business Media Phone User Guide

# New and Enhanced Features

---

The following section describes the new features of the VVX 300, 310, 400, and 410 phones. This phone's features are similar to those on the VVX 500 and 600.

## Distribution Zip File



Included with the **sip.ld** file in the software archive is a separate file for the VVX 300, 310, 400, and 410 phones named as follows:

- For the VVX 300: **3111-46135-002.sip.ld**
- For the VVX 310: **3111-46161-001.sip.ld**
- For the VVX 400: **3111-46157-002.sip.ld**
- For the VVX 410: **3111-46162-001.sip.ld**



In the future, you can use this file to update the software specifically on your VVX 300, 310, 400, and 410 phones.

## Multiple Registrations

The VVX 300 and 310 phone supports a maximum of 6 registrations. Line registration status is indicated by the following icons:

- If the phone is unable to register with the call server, the unregistered line key icon,  , displays.
- Once the phone is able to register, the registered line key icon,  , displays.

The VVX 400 and 410 phone supports a maximum of 12 registrations. Line registration status is indicated by the following icons:

- If the phone is unable to register with the call server, the unregistered line key icon,  , displays.
- Once the phone is able to register, the registered line key icon,  , displays.

## Supported Audio Codecs

The VVX 300, 310, 400, and 410 phones support the following audio codecs:

**Table 1: Supported Audio Codecs**

<i>Supported Audio Codecs</i>	<i>Priority</i>
G.711μ-law	6
G.711a-law	7
G.722	4
G.722.1 (32kbps)	5
G.729AB	8
iLBC (13.33kbps, 15.2kbps)	0, 0

Detailed information about the supported audio codecs and corresponding priorities are available in the latest *Polycom UC Software Administrators' Guide*.

For instructions on changing the audio codec configuration parameters, see the latest *Polycom UC Software Administrators' Guide*.

## Using Polycom's My Info Portal

Users can sign up for access to Polycom's "My Info Portal" through their VVX 300, 310, 400, and 410 phone or through a computer using <http://myinfoportal.apps.polycom.com> . When they sign in, they will be asked to accept the Polycom End User Licensing Agreement (EULA).

To get Polycom's My Info Portal to appear in the VVX 300, 310, 400, and 400 phone's main and idle browsers, set `mb.idleDisplay.home` to <http://idle.myinfoportal.apps.polycom.com/idle> and `mb.idleDisplay.refresh` to 600.

# Configuration Parameter Changes

The following configuration parameter changes and additions were made to support the VVX 300, 310, 400, and 410 phones:

- [Power Saving <powerSaving/>](#)
- [User Preferences <up/>](#)

## Power Saving <powerSaving/>

The power saving feature automatically turns off the phone's LCD display when it is not being used.

**Table 2: Power Saving Parameters**

<i>Parameter</i>	<i>Permitted Values</i>	<i>Default</i>
<b>powerSaving.enable</b>	<b>0 or 1</b>	<b>0</b>
If 0, the LCD power saving feature is disabled. If 1, the feature is enabled.		
<b>powerSaving.idleTimeout.offHours</b>	<b>1 to 10</b>	<b>1</b>
The number of minutes to wait while the phone is idle during off hours before activating power saving.		
<b>powerSaving.idleTimeout.officeHours</b>	<b>1 to 600</b>	<b>480</b>
The number of minutes to wait while the phone is idle during office hours before activating power saving. For the VVX 1500, the default value is 10 minutes.		
<b>powerSaving.idleTimeout.userInputExtension</b>	<b>1 to 20</b>	<b>10</b>
The minimum number of minutes to wait while the phone is idle — after the user uses the phone — before activating power saving.		
<b>powerSaving.officeHours.duration.monday</b>	<b>0 to 24</b>	<b>12</b>
<b>powerSaving.officeHours.duration.tuesday</b>	<b>0 to 24</b>	<b>12</b>
<b>powerSaving.officeHours.duration.wednesday</b>	<b>0 to 24</b>	<b>12</b>
<b>powerSaving.officeHours.duration.thursday</b>	<b>0 to 24</b>	<b>12</b>
<b>powerSaving.officeHours.duration.friday</b>	<b>0 to 24</b>	<b>12</b>
<b>powerSaving.officeHours.duration.saturday</b>	<b>0 to 24</b>	<b>0</b>
<b>powerSaving.officeHours.duration.sunday</b>	<b>0 to 24</b>	<b>0</b>
The duration of the day's office hours.		
<b>powerSaving.officeHours.startHour.xxx</b>	<b>0 to 23</b>	<b>7</b>
The starting hour for the day's office hours, where xxx is one of monday, tuesday, wednesday, thursday, friday, saturday, and sunday (refer to powerSaving.officeHours.duration for an example).		

## User Preferences <up/>

These parameters provide user preferences for certain aspects of the phones. The VVX 300, 310, 400, and 410 phones introduce one new user preference parameter.

**Table 3: User Preferences Parameters**

<i>Parameter</i>	<i>Permitted Values</i>	<i>Default</i>
<b>up.screenSaver.type</b>	<b>0, 2</b>	<b>0</b>

The type of screen saver.

- If 0, the screen saver feature is disabled.
  - If 2, the idle browser is used as the screen saver.
-

# Using the Polycom Web Configuration Utility

---

After you set up your VVX 300, 310, 400, and 410 phones on the network, users will be able to place and answer calls using the default configuration. The Web Configuration Utility enables you and your phone users to optimize or customize individual phones.

You and your users can perform configuration changes on a per-phone basis with the Web Configuration Utility. You can use the Web Configuration Utility as the sole configuration method or in addition to central provisioning. Any configuration changes made to individual phones using the Web Configuration Utility will override configuration settings made with central provisioning. Configuration changes made manually using a phone's user interface will override changes made using the Web Configuration Utility.

You can access the utility by entering the phone's IP address in a Web browser, such as <http://123.456.789.012>. For administrators, log in as an **Admin** and enter the administrative password, which is *456* by default.



## **Troubleshooting: I Can't Enable Certain Features Using the Web Configuration Utility**

You can't enable or disable all features through the Web Configuration Utility. You must make changes for these features through the configuration files.

Changes made through the Web Configuration Utility or the phone's user interface are stored internally as overrides. These overrides take precedence over settings contained in the configuration obtained from the provisioning server.

If the provisioning server permits uploads, these override settings will be saved in a file called **<MAC Address>-web.cfg** and **<MAC Address>-phone.cfg** on the provisioning server as well as in the phone's device settings.



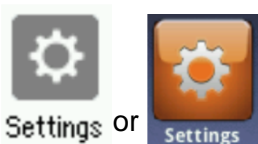
## **Caution: Web Configuration Changes Override Provisioning Server Configurations**

Web configuration changes will continue to override the provisioning server-derived configuration until you delete them by selecting **Reset Web Configuration** in the utility, or you configure `<device/>` parameters. Local configuration changes—made through the phone's user interface—will continue to override the provisioning server-

derived configuration until you delete them by selecting **Reset Local Configuration** from the phone's menu, or configure <device/> parameters. For instructions on how to reset web and local configurations and more information on <device/> parameters, see the latest *Polycom UC Software Administrators' Guide*.

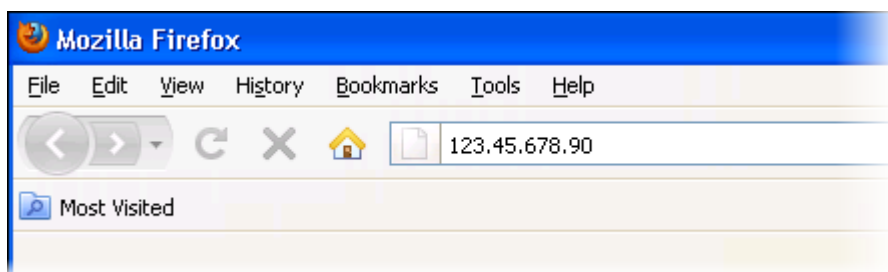
**To configure the phone through the Web Configuration Utility:**

- 1 Obtain your phone's IP address.

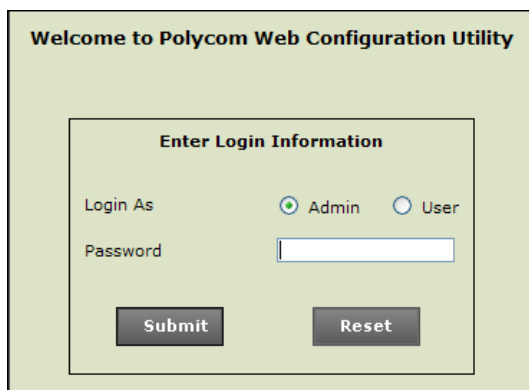


To see the phone's IP address, select **Settings** or **Settings** from the phone's Home view, and select **Status > Platform > Phone**. Scroll down to see the IP address.

- 2 Enter the phone's IP address in the Web browser's address bar. The following figure shows a sample IP address in the Web browser's address bar.



- 3 Press the **Enter** key. The Utility login screen displays, as shown next.



- 4 Select **Admin** or **User**, and enter the appropriate password. The Utility's Home screen displays.  
The default password for an administrator is *456*. The default password for a user is *123*.
- 5 Make the desired configuration changes to the phone's configuration.
- 6 Press **Save**.



**7** Log out of the Web Configuration Utility.

For more information on using the utility, see the [Web Configuration Utility User Guide](#) on the Polycom Support web site.



# Multiple Key Combinations and Default Key Layout

---

Learn to reboot, reset to factory defaults, or update log files on your phone using simultaneous key presses and familiarize yourself with your phone's default key layout.

## Multiple Key Combinations on the VVX 300, 310, 400, and 410 Phones

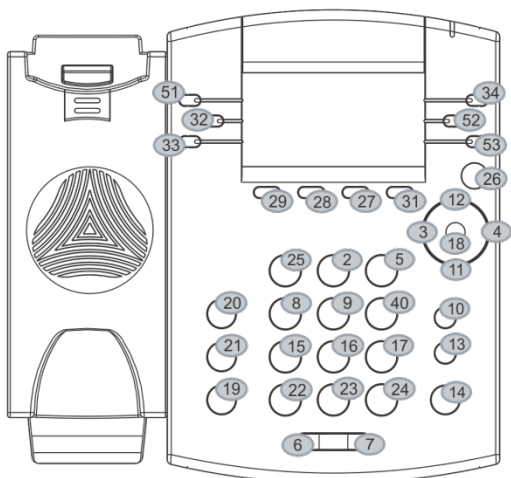
Pressing multiple key combinations enable you to perform certain operations on the VVX 300, 310, 400, and 410 phones. The multiple key combinations on the VVX 300, 310, 400, and 410 phones are as follows:

- **Reboot the Phone**—Press and hold the dial pad keys **0**, **1**, and **3** simultaneously for about three seconds, or until you hear a confirmation tone.
- **Restore Factory Defaults**—Press and hold the dial pad keys **1**, **3**, and **5** simultaneously during the Updater process until the password prompt appears. Enter the administrator password to initiate the reset. Resetting to factory defaults will also reset the administrator password to *456*.
- **Upload Log Files**—Press and hold the dial pad keys **1**, **5**, and **9** simultaneously until you hear a three-second confirmation tone.

## Default Key Layout on the VVX 300, 310, 400, and 410 Phones

You may want to redefine the functions performed by certain hard keys on the VVX 300, 310, 400, and 410 phones. You can do this by settings certain parameters in the configuration files. For more information, see *Configuring the Phone's Keypad Interface* in the latest *Polycom UC Software Administrators' Guide*.

The illustration of the VVX 300 and 310 is followed by [Table 5](#), which shows the available phone key functions.



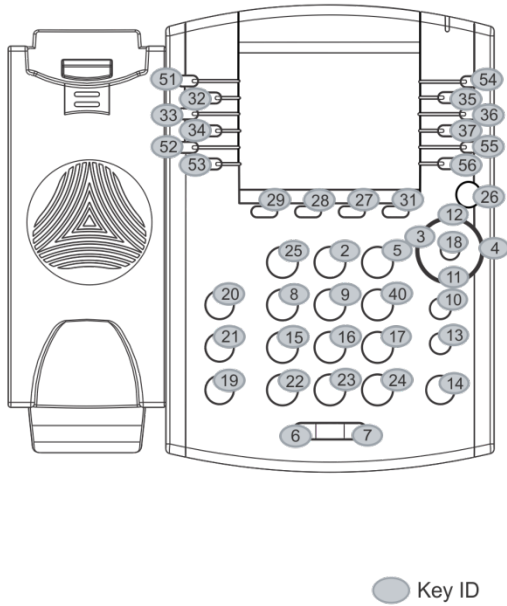
● Key ID

**Table 4: VVX 300 and 310 Default Key ID by Function<sup>1</sup>**

ID	Function	ID	Function	ID	Function	ID	Function
1	n/a	15	Dialpad7	29	SoftKey1	43	n/a
2	Dialpad2	16	Dialpad8	30	n/a	44	n/a
3	ArrowLeft	17	Dialpad9	31	SoftKey4	45	n/a
4	ArrowRight	18	Select	32	Line2	46	n/a
5	Dialpad3	19	Hold	33	Line3	47	n/a
6	VolDown	20	Transfer	34	Line4	48	n/a
7	VolUp	21	Messages	35	n/a	49	n/a
8	Dialpad4	22	DialpadStar	36	n/a	50	n/a
9	Dialpad5	23	Dialpad0	37	n/a	51	Line1
10	Headset	24	DialpadPound	38	n/a	52	Line5
11	ArrowDown	25	Dialpad1	39	n/a	53	Line6
12	ArrowUp	26	Home	40	Dialpad6		
13	Handsfree	27	SoftKey3	41	n/a		
14	MicMute	28	SoftKey2	42	n/a		

<sup>1</sup> IDs that don't have a function are listed as *n/a*

The illustration of the VVX 400 and 410 is followed by [Table 6](#), which shows the available phone key functions.



**Table 5: VVX 400 and 410 Default Key ID by Function<sup>1</sup>**

<i>ID</i>	<i>Function</i>	<i>ID</i>	<i>Function</i>	<i>ID</i>	<i>Function</i>	<i>ID</i>	<i>Function</i>
1	n/a	15	Dialpad7	29	SoftKey1	43	n/a
2	Dialpad2	16	Dialpad8	30	n/a	44	n/a
3	ArrowLeft	17	Dialpad9	31	SoftKey4	45	n/a
4	ArrowRight	18	Select	32	Line2	46	n/a
5	Dialpad3	19	Hold	33	Line3	47	n/a
6	VolDown	20	Transfer	34	Line4	48	n/a
7	VolUp	21	Messages	35	Line8	49	n/a
8	Dialpad4	22	DialpadStar	36	Line9	50	n/a
9	Dialpad5	23	Dialpad0	37	Line10	51	Line1
10	Headset	24	DialpadPound	38	n/a	52	Line5
11	ArrowDown	25	Dialpad1	39	n/a	53	Line6

<i>ID</i>	<i>Function</i>	<i>ID</i>	<i>Function</i>	<i>ID</i>	<i>Function</i>	<i>ID</i>	<i>Function</i>
12	ArrowUp	26	Home	40	Dialpad6	54	Line7
13	Handsfree	27	SoftKey3	41	n/a	55	Line11
14	MicMute	28	SoftKey2	42	n/a	56	Line12

<sup>1</sup> IDs that don't have a function are listed as *n/a*