

# POLYCOM® VVX® 410/411 BUSINESS MEDIA PHONE

A COLOR MID-RANGE BUSINESS MEDIA PHONE  
FOR TODAY'S OFFICE WORKERS AND CALL ATTENDANTS  
DELIVERING CRYSTAL CLEAR COMMUNICATIONS

## BENEFITS

- The VVX 410/411 optimizes the bandwidth consumption on your gigabit network for improved performance
- Provides 12 line appearances for users that prefer to have a “key system like” phone with buttons as opposed to a touch screen
- Improve productivity for office staff and knowledge workers via an intuitive larger, color display and easy to use line appearances
- Make more efficient and productive calls with the unparalleled voice clarity of Polycom® HD Voice™



The Polycom® VVX® 410/411 is an expandable color business media phone that delivers crystal clear communications enhanced collaboration and personal productivity.

## SIMPLICITY AND EASE-OF-USE

The VVX 410/411 phone brings high-quality, cost effective solution to front line staff handling moderate volume of calls through advanced UC telephony features. The intuitive color user interface of the VVX 410/411 makes navigation easy and requires minimal training.

## UNSURPASSED VOICE QUALITY AND CLARITY

The VVX 410/411 delivers breakthrough Polycom® HD Voice™ quality for life-like conversations while minimizing fatigue, making calls more efficient and productive.

## BEST-IN-CLASS DEPLOYMENT AND ADMINISTRATION

The VVX 410/411 phone is easy to deploy and simple to manage. Using an enterprise-grade, web-based, configuration method allows administrators to easily provision and maintain even a small number of phones throughout the entire organization.

## CUSTOMIZABLE AND EXPANDABLE

The VVX 410/411 phone provides personalized information at a glance, through built-in web applications and custom backgrounds. The VVX 410/411 phone also comes ready for future expansion modules as your users' need and business grows.

## MARKET-LEADING OPEN STANDARDS INTEROPERABILITY

Designed for enhanced interoperability, the VVX 410/411 leverages and complements the other existing IT investments in your business. With the broadest call server interoperability in the industry, the Polycom VVX 410/411 mid-range business media phone can become the flexible and future-proof foundation for any organization's unified communications strategy.

# POLYCOM VVX 410/411 SPECIFICATIONS

## User Interface Features

- Backlit 3.5" color LCD (320 x 240) resolution
- Voicemail support<sup>2</sup>
- WebKit-based Browser
- Adjustable base height
- Unicode UTF-8 character support. Multilingual user interface including Chinese, Danish, Dutch, English (Canada/US/UK), French, German, Italian, Japanese, Korean, Norwegian, Polish, Portuguese, Russian, Slovenian, Spanish, and Swedish

## Audio Features

- Polycom HD Voice technology delivers life-like voice quality for each audio path—handset, the hands-free speakerphone, and the optional headset<sup>1</sup>
- Polycom® Acoustic Clarity™ technology providing full-duplex conversations, acoustic echo cancellation and background noise suppression
  - Type 1 compliant (IEEE 1329 full duplex)
- Frequency response – 150 Hz – 7 kHz for handset, optional headset and handsfree speakerphone modes
- Codecs: G.711 (A-law and  $\mu$ -law), G.729AB, G.722, G.722.1, G.722.1C, iLBC
- Individual volume settings with visual feedback for each audio path
- Voice activity detection
- Comfort noise generation
- DTMF tone generation (RFC 2833 and in-band)
- Low-delay audio packet transmission
- Adaptive jitter buffers
- Packet loss concealment

## Headset and Handset Compatibility

- Dedicated RJ-9 headset port
- Hearing aid compatibility to ITU-T P.370 and TIA 504A standards
- Compliant with ADA Section 508 Subpart B 1194.23 (all)
- Hearing aid compatible (HAC) handset for magnetic coupling to hearing aids
- Compatible with commercially-available TTY adapter equipment

## Call Handling Features<sup>2</sup>

- 12 lines (programmable line keys)
- Shared call/bridged line appearance
- Busy Lamp Field (BLF)
- Flexible line appearance (one or more line keys can be assigned for each line extension)
- Distinctive incoming call treatment/call waiting
- Call timer and call waiting
- Call transfer, hold, divert (forward), pickup
- Called, calling, connected party information
- Local three-way audio conferencing
- One-touch speed dial, redial
- Remote missed call notification
- Do not disturb function

- Electronic hook switch capable
- Local configurable digit map/dial plan

## Network and Provisioning

- SIP Protocol Support
- SDP
- IETF SIP (RFC 3261 and companion RFCs)
- Two-port Gigabit Ethernet switch
  - 10/100Base-TX across LAN and PC Ports
  - 1000Base-TX available on VVX410/411
  - Conforms to IEEE802.3-2005 (Clause 40) for Physical Media Attachment
  - Conforms to IEEE802.3-2002 (Clause 28) for Link Partner Auto-Negotiation
- Manual or dynamic host configuration protocol (DHCP) network setup
- Time and date synchronization using SNTP
- FTP/TFTP/HTTP/HTTPS server-based central provisioning for mass deployments
- Provisioning and call server redundancy supported<sup>2</sup>
- QoS Support – IEEE 802.1p/Q tagging (VLAN), Layer 3 TOS, and DHCP
- VLAN-CDP, DHCP VLAN discovery, LLDP-MED for VLAN discovery
- Network Address Translation (NAT) - support for static configuration and “Keep-Alive” SIP signaling
- RTCP and RTP support
- Event logging
- Syslog
- Hardware diagnostics
- Status and statistics reporting
- IPv4
- TCP
- UDP
- DNS-SRV

## Security

- Digest authentication
- Password login
- Support for signed software executables

## Power

- Built-in auto sensing IEEE 802.3 af Power over Ethernet (Class 2)
- Energy-saving after hours mode
- External Universal AC Adapter (optional), 48VDC; 12W

## Approvals

- FCC Part 15 (CFR 47) Class B
- ICES-003 Class B
- EN55022 Class B
- CISPR22 Class B
- VCCI Class B
- EN55024
- EN61000-3-2; EN61000-3-3
- NZ Telepermit
- Korea KC<sup>3</sup>
- UAE TRA
- Russia GOST-R<sup>3</sup>
- Brazil ANATEL<sup>3</sup>
- Australia A & C Tick
- ROHS compliant

## Safety

- UL 60950-1
- CE Mark
- CAN/CSA C22.2 No 60950-1
- EN 60950-1
- IEC 60950-1
- AS/NZS 60950-1
- ICASA (add)
- CITC (add)

## Operating Conditions

- Temperature: 0 to 40°C (+32 to 104°F)
- Relative Humidity: 5% to 95%, noncondensing

## Storage Temperature

- -40 to +70°C (-40 to +160°F)

## Polycom VVX 410/411 Comes With:

- VVX 410/411 console
- Handset with handset cord
- Network (LAN) Cable - CAT-5E
- Quick Start Guide
  - A ferrite clamp is included in the box
  - Open Source OFFER is included in the box

## Size

- 7.5 x 6 x 7 in (19 x 15 x 18 cm) (W x H x D)

## Part Numbers

- 2200-46157-025 – VVX 410/411 WW PoE
- 2200-46162-025 – VVX 410/411 WW PoE

## Weight

- 2.0 lbs (0.9 kg)

## Unit Box Dimensions

- 12 x 8.25 x 4.25 in
- 3.1 lbs (1.4 kg)

## Master Carton Quantity

- Ten (10)

## Country of Origin

- China

## Warranty

- One (1) year

1. To enjoy all the benefits of Polycom HD Voice when using the phone in the headset mode, you must use a wideband headset.
2. Most software-enabled features and capabilities must be supported by the server. Please contact your IP PBX/Softswitch vendor or service provider for a list of supported features.
3. Planned future compliance