

Mobility & On-The-Go Features



mobile twinning

Your desk phone extension can ring on your mobile.



remote office

Combine multiple offices under one phone system.



voicemail-to-email

Listen to your messages right from your email.



find me/follow me

Route calls to "follow" you on different numbers.



integrated apps

Configurable with open source calling apps.

Stability Features



call continuity

Your service stays up, even if your internet goes down.



e911

Set an address where responders can send help.



fax support

Faxing services always on, even if the internet is down.



simultaneous ring

Ring on several devices so you'll never miss a call.



directory assistance

More accessibility so customers can reach you.

Phone Number Options



number porting

Keep your existing numbers - we'll port them for free.



fax number

Send faxes without tying up your phone line.



direct number

Get a new main office number from net2phone.



toll free number

Sound more professional with a toll free number.



virtual number

Get numbers from 50+ countries and 300+ cities.

Management Tools



admin panel

Manage features & functions on users/extensions.



user portal

Users can customize their own options.



presence panel

See who's available and click to call.



call logs

Call records for your account or specific users.



reporting

Analyze your calling traffic and history.

Enterprise Features

net2phone comes standard with a full set of advanced features and administrative tools that can help everyone on your team work smarter and communicate more effectively.

Calling Features



unlimited calling

US, Canada, PLUS over 20 international destinations.



virtual receptionist

Customized auto attendant to answer & route calls.



busy lamp field

See who's on the phone via your phone display.



music on hold

Let your callers hear music or recorded audio.



call queue

Route callers to the next available person.



call recordings

Record calls as they are happening.



time based greetings

Customized messaging for holidays or special hours.



conferencing

Have a three way conversation - or more!



ring groups

Calls can automatically ring to specific departments.



call parking

Place calls on hold & pick them up on another phone.



company directory

Find users' extensions by first and last name.



interoffice paging

Page the whole office or by extension.



call screening

Lets you know who is calling before you answer.



7-digit dialing

Set a specific area code to default.



extension dialing

Reach all users in your org, even other locations.



call pickup

Pick up a call from one extension on another.



call transfer

Transfer calls to other users or departments.



consulted transfer

Announce the caller prior to transferring.



call forwarding

Forward calls to another number or device.



call waiting

Get notified on a call when someone else is calling.



voicemail

Let users leave a message when you're unavailable.



speed dial

Use the line keys to enable one-touch dialing.



do not disturb

Send all incoming calls directly to voicemail.



caller ID

A visual display shows who is calling you.



calls on hold

Place a current call on hold while you answer another.

International Phone Numbers

net2phone enables you to choose a virtual phone number and establish a local presence virtually anywhere in the world. Choose one or more phone numbers from 300+ cities in 50+ countries worldwide.

 Argentina	 Dom. Rep.	 Japan	 Poland
 Australia	 El Salvador	 Lithuania	 Portugal
 Austria	 Estonia	 Luxembourg	 Puerto Rico
 Bahrain	 Finland	 Malaysia	 Romania
 Belgium	 France	 Malta	 Singapore
 Brazil	 Germany	 Mexico	 Slovenia
 Bulgaria	 Greece	 Netherlands	 South Africa
 Chile	 Hong Kong	 New Zealand	 Spain
 Colombia	 Hungary	 Nigeria	 Sweden
 Croatia	 Ireland	 Norway	 Switzerland
 Cyprus	 Israel	 Panama	 UK
 Czech Rep.	 Italy	 Peru	 Venezuela

Unlimited Calling

Unlimited calling - domestic AND international - plus virtual phone numbers to give you a local presence wherever you want!

Communicate, Without Borders

Looking for more than just domestic calls? net2phone's calling plans include unlimited calling to the US and Canada plus 23 international destinations.

 Austria	 Hungary	 Netherlands	 Singapore
 Cyprus	 India	 Norway	 Slovakia
 Denmark	 Ireland	 Peru	 Spain
 France	 Israel	 Portugal	 Sweden
 Germany	 Italy	 Puerto Rico	 UK
 Greece	 Mexico	 Romania	 US/Canada

Polycom® VVX® 400 Series of Business Media Phones

A color mid-range business media phone for today's office workers and call attendants delivering crystal clear communications

BENEFITS

- Improve productivity for office staff and knowledge worker's 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™
- Reduced deployment and maintenance costs—the Polycom Zero Touch Provisioning and web based configuration tool makes the VVX 400 simple to deploy, easy to administer, upgrade, and maintain
- Leverage previous IT infrastructure investments—deploy VVX 400 business media phones on your existing network without needing to upgrade your call control platform
- Easily integrate with third-party UC and productivity applications for broad, standards-based, open APIs



The Polycom® VVX® 400 is an expandable color business media phone that delivers crystal clear communications enhanced collaboration and personal productivity.

Simplicity and ease of use

The VVX 400 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 400 makes navigation easy and requires minimal training.

Unsurpassed voice quality and clarity

The VVX 400 delivers breakthrough Polycom® HD Voice™ quality for life-like conversations, while minimizing fatigue making calls more efficient and productive.

Maximize productivity

Give your front line staff the best experience with this high quality twelve line color business media phone. The VVX 400 improves personal productivity by complementing the workplace applications on the computer. Users can view and manage their Microsoft Exchange Calendars, receive meeting reminders and alerts, access the corporate directory and Instant Messaging/presence status right on their phone display, even while waiting for their PC to boot. They can also extend their PC's desktop to include the VVX 400 phone's screen for mouse/keyboard navigation and interaction.

Best-in-class deployment and administration

The VVX 400 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 400 phone provides personalized information at a glance, through built-in web applications and custom backgrounds. The VVX 400 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 400 leverages and complements the other existing IT investments in your business. With the broadest call server interoperability in the industry, the Polycom VVX 400 mid-range business media phone can become the flexible and future-proof foundation for any organization's unified communications strategy.

**For Assistance, Call:
1-866-978-8260**

Product specifications

User interface features

- Backlit 3.5" color LCD (320 x 240) resolution
- Voicemail support²
- 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 headset¹
- 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 hands-free speakerphone modes
- Codecs: G.711 (A-law and μ -law), G.729AB, 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

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)

Unit box dimensions

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

Call Handling Features²

- 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

Open application platform

- WebKit enabled full browser that supports HTML5, CSS, SSL security, and JavaScript
- Supports Polycom Apps SDK and API for third-party business and personal applications
- Bundled with Polycom UC Software:
 - Corporate Directory Access using LDAP
 - Visual Conference Management

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
 - 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 supported²
- 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

Polycom® VVX® 400 comes with

- VVX 400 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

Security

- 802.1X Authentication and EAPOL
- Media encryption via SRTP
- Transport Layer Security (TLS)
- Encrypted configuration files
- Digest authentication
- Password login
- Support for URL syntax with password for boot server address
- HTTPS secure provisioning
- 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 KC³
- UAE TRA
- Russia GOST-R³
- Brazil ANATEL³
- Australia A & C Tick
- ROHS compliant

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 400 WW PoE
- 2200-46162-025 – VVX 410 WW PoE

Weight

- 2.0 lbs (0.9 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