

# POLYCOM® VVX® 401

## Frequently Asked Questions



### **Q: WHAT IS THE VVX 401?**

**A:** The VVX 401 is a 12 line color mid-range Business Media Phone designed to bring high-quality, cost effective solutions to office workers and attendants through advanced UC telephony features applications integration that enables the end user to accomplish core tasks as efficiently as possible while complementing their desktop office applications.

### **Q: WHAT ARE SOME OF THE KEY FEATURES OF THE VVX 401?**

**A:** The Polycom VVX 401 business media phone features:

- 3.5" TFT (320 × 240)
- 12 lines or speed dial keys
- HD Voice up to 7KHz on all audio paths (Speaker, Handset, Headset)
- 2 x Ethernet 10/100
- Asian character support
- Hard Keys: 12-key dial pad, home, speaker, mute, headset, volume, messages, hold, transfer
- 4-way navigation cluster with center "select" key
- Supports VVX Expansion Modules and VVX Color Expansion modules
- See your messages on screen with the EPB Visual Voicemail
- Import and store up to 1,000 contacts with the EPB Contacts App

### **Q: WHAT ARE THE KEY BENEFITS OF THE VVX 401?**

**A:** Top benefits are:

- Improve productivity for knowledge workers and office staff 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
- Reduce deployment and maintenance costs—EPB Provisioning and web based configuration tool makes the VVX 401 simple to deploy, easy to administer, upgrade, and maintain
- Polycom Acoustic Fence isolates and minimizes ambient environmental noise for better call clarity

### **Q: Is local call recording possible with the VVX 401?**

**A:** No, however local call recording is supported on the VVX 501 and VVX 601 Business Media Phones

## **Q: DOES THE VVX 401 SUPPORT ELECTRONIC HOOK SWITCH CAPABILITIES?**

**A:** Yes, the VVX 401 supports electronic hook switch capabilities with certain GN Netcom/Jabra, Logitech, Plantronics, and Sennheiser brand headsets. For more information, refer to a list of all the compatibility headsets on the Support Sitephone technology. It combines wideband codecs with our patented Polycom Acoustic Clarity™ technology into a complete, integrated design to maximize the audio performance of the VVX phone. Visit [www.polycom.com/hdvoice](http://www.polycom.com/hdvoice) to learn more.

## **Q: WHAT IS THE RESOLUTION ON THE VVX 401 SCREEN?**

**A:** The VVX 401 has a 3.5” inch color screen 320 × 240 pixel

## **Q: WHAT IS POLYCOM HD VOICE™?**

**A:** Polycom HD Voice delivers much clearer, more vibrant and life-like conversations than the traditional phone technology. It combines wideband codecs with our patented Acoustic Clarity Technology into a complete, integrated design to maximize the audio performance of the VVX phone. You can learn more at [www.polycom.com/hdvoice](http://www.polycom.com/hdvoice)

## **Q: WHAT APPLICATIONS ARE AVAILABLE FOR THE VVX 401?**

**A:** Out of the box, the VVX 401 comes with the following applications: EPB Messages (Visual Voicemail) and EPB Contacts.