![Polycom logo]

Polycom® VVX® 401 and 411 Business Media Phones

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

The Polycom® VVX® 401 and 411 Business Media Phones are expandable color business media phones that deliver crystal clear communications, enhanced collaboration and personal productivity.

Simplicity and ease of use
The VVX 401 and 411 Business Media Phones bring high-quality, cost-effective solutions to front-line staff handling a moderate volume of calls through advanced unified communications (UC) telephony features. The intuitive color user interface of the VVX 401 and 411 Business Media Phones make navigation easy and require minimal training.

Unsurpassed voice quality and clarity
The VVX 401 and 411 Business Media Phones deliver breakthrough Polycom® HD Voice™ quality for lifelike conversations while minimizing fatigue, making calls more efficient and productive.

Maximize productivity
Give your front-line staff the best experience with this high-quality, 12-line color business media phone. The VVX 401 and 411 Business Media Phones improve 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 401 and 411 Business Media Phones' screen for mouse/keyboard navigation and interaction.

Best-in-class deployment and administration
The VVX 401 and 411 Business Media Phones are easy to deploy and simple to manage. Using an enterprise-grade, Web-based configuration method allows administrators to easily provision and maintain even a large number of phones throughout the entire organization.

Customizable and expandable
The VVX 401 and 411 Business Media Phones provide personalized information at a glance, through built-in Web applications and custom backgrounds. The VVX 401 and 411 Business Media Phones also come ready for future expansion modules as your users' needs and business grow.

Market-leading open standards interoperability
Designed for enhanced interoperability, the VVX 401 and 411 Business Media Phones leverage and complement the other existing IT investments in your business. With the broadest call server interoperability in the industry, the Polycom VVX 401 and 411 Business Media Phones can become the flexible and future-proof foundation for any organization's UC strategy.

Benefits
- 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™
- Reduce deployment and maintenance costs—the Polycom Zero Touch Provisioning and Web-based configuration tool makes the VVX 401 and 411 Business Media Phones are simple to deploy, and easy to administer, upgrade and maintain
- Leverage previous IT infrastructure investments—deploy VVX 401 and 411 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
- Single USB port (2.0 compliant) for media and storage applications

Polycom VVX 401 and 411 Business Media Phones' specifications

User interface features

- Backlit 3.5 in color LCD (320 x 240) resolution
- Voicemail support[1]
- WebKit-based browser
- Adjustable base height
- Single USB port (2.0 compliant) for media and storage applications
- 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 lifelike voice quality for each audio path-handset, the hands-free speakerphone and the optional headset[2]
- 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, 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 handset for magnetic coupling to hearing aids
- Compatible with commercially available TTY adapter equipment

Call handling features[1]

- 12 lines (programmable line keys)
- Shared call/bridged line appearance
- Busy lamp field
- Flexible line appearance (1 or more line keys can be assigned for each line extension)
- Supports compatible USB headsets
- Distinctive incoming call treatment/call waiting
- Call timer and call waiting
- Call transfer, hold, divert (forward), pickup
- Called, calling, connected party information
- Local 3-way audio conferencing
- 1-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
  - Local voice call recording on USB flash drive

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
  - 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[1]
- QoS Support—IEEE 802.1p/Q tagging (VLAN), Layer 3 TOS and Diffserv/DSCP
- VLAN-CDP, DHCP VLAN discovery, LLDP-MED for VLAN discovery
- Network address translation support for static configuration and "keep-alive" SIP signaling
- RTCP and RTP support

- Event logging
- Syslog
- Hardware diagnostics
- Status and statistics reporting
- IPv4 and IPv6
- TCP
- UDP
- DNS-SRV

Security

- 802.1X authentication and EAPOL
- Media encryption via SRTP
- Transport layer security
- 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 802.3af Power over Ethernet
- Energy-saving after-hours mode
- External universal AC adapter (optional), 48VDC 0.3A

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[3]
- UAE TRA
- Russia CU
- Brazil ANATEL[3]
- Australia RCM
- 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
- CITC

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 401/411 comes with:

- VVX 401/411 console
- Handset with handset cord
- Network (LAN) cable—CAT-5E
- Quick start guide
  - 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

- 2200-48400-025—VVX 401 WW PoE
- 2200-48450-025—VVX 411 WW PoE
- 2200-48400-019—VVX 401 Skype for Business, POE
- 2200-48450-019—VVX 411 Skype for Business, POE

Weight

- 2.0 lbs (0.9 kg)

Unit box dimensions

- 11.46 x 7.9 x 3.82 in (29.1 x 20 x 9.7 cm)
- 3.1 lbs (1.4 kg)

Master carton quantity

- 10

Warranty

- 1 year

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1. 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.

2. To enjoy all the benefits of Polycom HD Voice when using the phone in the headset mode, you must use a wideband headset.

3. Planned future compliance

Learn more

To learn more about VVX, visit http://www.polycom.com/voice-conferencing-solutions/desktop-ip-phones.html

About Polycom

Polycom helps organizations unleash the power of human collaboration. More than 400,000 companies and institutions worldwide defy distance with video, voice and content solutions from Polycom. Polycom and its global partner ecosystem provide flexible collaboration solutions for any environment that deliver the best user experience and unmatched investment protection.

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