Polycom® VVX® 411

Gigabit desk phone

12-line desktop system with color LCD display

The phone has 12 lines for moderate to high call volume and HD voice[1] for superior sound quality. Patented acoustic technology provides echo-free and crystal-clear conversations.

The Presence feature of this phone allows the user to monitor the in-use status of up to 10/50[2]

other users. The intuitive user interface makes usability and navigation easy and requires minimal training.

Its two-port gigabit Ethernet switch allows a single drop to the desktop for high-speed connection to both phone and computer.

[1] HD Voice is available for RingCentral customers with select plans.
[2] Up to 50 users with an extension module.

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Polycom VVX 411 available with an extension module

Turn your business phone into a high performance attendant console with this optimal solution for telephone attendants and other "power users" who manage multiple simultaneous telephone calls or monitor presence on a daily basis.

- Show presence for up to 50[3] other users with an expansion module using innovative multi-page display

- Augments host phone user interface

- Creates a high performance productivity enhancing solution with host phone

- Easy installation to host phone

- Programmable, illuminated bi-color LED keys

- High resolution graphical color display

VVX 411 + 1 EXPANSION MODULE

Features and specifications

Lines

- 12 lines for calls or use up to 10/50[4] for presence monitoring

Display

- 3.5 in TFT LCD display at QVGA (320 x 240 pixel) resolution, 4:3 aspect ratio

Headset and hearing aid compatibility

- Dedicated RJ-9 headset port

- Hearing aid compatibility 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

Audio features

- Polycom HD voice technology delivers life-like voice quality for each audio path-- handset, the hands-free speakerphone, and the optional headset[5]

- 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, 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

Call handling features

- 12 lines (programmable line keys)

- Busy lamp field (BLF)

- Shared call/bridged line appearance

- Flexible line appearance (one or more line keys can be assigned for each line extention)

- Distinctive incoming call treatment/call waiting

- Call timer and call waiting

- Call transfer, hold, forwarding, 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

[3] Support for additional presence lines is available in a future release.
[4] Up to 50 users with an extension module.
[5] To enjoy all the benefits of Polycom HD voice when using the phone in the headset mode, you must use a wideband headset.

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Features and specifications continued

Other features

- Single USB port (2.0 compliant) for media and storage applications
- Adjustable base height

Protocol support

- IETF SIP (RFC 3261 and companion RFCs)

Network and provisioning

- SIP protocol support
- SDP
- IETF SIP (RFC 3261 and companion RFCs)
- Two-port gigabit Ethernet switch
  - » 10/100/1000 Base-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
- 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

Power

- Built-in auto sensing IEEE 802.3 at power over Ethernet (Class 2)
- External universal AC adaptor, 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
- UAE TRA
- Australia A & C Tick

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

Storage temperature

- -40 to +160°F (-40 to +70°C)

Package contents

- VVX 411 console
- Handset with handset cord
- Network (LAN) cable – CAT-5E
- User guide
- Quick Tips reference card
- Ferrite clamp
- Power supply

Size

- 7.5 x 6 x 7 in (19 x 15 x 18 cm) (WxHxD)

Box dimensions/weight

- Unit weight: 2.0 lbs (0.9 kg)
- 12 x 8.25 x 4.25 in
- 3.1 lbs (1.4 kg)

Country of origin

- China

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