Polycom® VVX® 250, 350, and 450 Business IP Phones - Quick Tips

These Quick Tips apply to VVX 250, 350, and 450 business IP phones.

Lines Screen

Displays phone lines, conditional soft keys, as well as time and date and any missed calls

Available anytime.

Calls Screen

Displays all Active and Held calls.

Available when you have an Active or Held calls in progress.

Available anytime.

Switch among Phone Screens

You can view any screen on your phone from otherscreens

To switch between screens:

» Press 🏠 to view the Main Menu

Place Calls

You can only have one active call in progress on your phone.

To place a call:

» Do one of the following:

➢ Pick up the handset, press 🔊 or 🎧 the phone number, and press **Send.**

➢ Enter the phone number, press **Dial**, and pick up the handset, press 🔊 or 🎧.

➢ Press the Line key, enter the phone number, and select **Send**.

➢ Press 🏠 Select **New Call**, enter the phone number, and press **Send**.

Answer Calls

You can answer calls using the handset, speakerphone, or a headset.

To place a call:

» Do one of the following:

➢ To answer with the speakerphone, press 🔊 or press Answer soft key.

➢ To answer with the handset, pick up the handset.

» To answer with a headset, press 🎧.

End Calls

You can only end active calls. To end a held call, you must resume the call first.

To end an active call:

➢ Replace the handset in the cradle, press 🔊 or 🎧, or press the End Call soft key.

To end a held call:

1 Highlight the held call and press Resume.

2 Press End Call.

Hold and Resume Calls

You can have multiple calls on hold and resume a call at any time.

To hold a call:

» Highlight the call and press the **Hold** soft key or press 📞.

To resume a call :

» Highlight the call and press the **Resume** soft key or press 📞.

Transfer Calls

You can transfer calls to any contact.

To transfer a call:

1 Press and hold the **Transfer** soft key or press 📞

2 Choose **Blind** or **Consultative.**

3 Dial a number or choose a contact

4 If you chose **Blind**, the call is transferred immediately.

4 If you chose Consultative, press the Transfer soft key or press after speaking with your contact.

Initiate a Conference Call

To initiate a conference call:

1 Call a contact.

2 Select **More** to show **Conference.**

3 Select **Conference** and call your next contact.

4 When your contact answers, select **More**, then select **Conference**.

You can also join an active and held call into a conference call.

To join two calls into a conference call:

» Select **More** to show **Join**.

» On the Calls screen, select **Join.**

Manage Conference Calls

When you initiate a conference call, you can manage all or individual conference participants.

To manage all conference participants:

» Do one of the following:

➢ Select **Hold** to hold all participants.

View Recent Calls

You can view the placed, received, and missed calls.

To view recent calls:

» Select **Directory > Recent Calls.**

View the Contact Directory

You can view and add contacts to the Contact Directory.

To view the Contact Directory

» Select **Directory > Contact Directory**

To add a contact to the Contact Directory

1 In the Contact Directory, select **Add**

2 Enter the contact's information and select **Save.**

You can enter a number between 1 and 99 in the Favorite Index field to make a contact a favorite.

Listen to Voicemail

When you have new voicemail messages, the messages icon ⌒⌒ displays on your line.

To listen to voicemail:

1 On the Main Menu screen, select Messages or press ⌒⌒, if available. Or press the VM soft key.

2 Select **Message Center**

3 Follow the prompts

Enable Do Not Disturb

You can enable Do Not Disturb when you do not want to receive calls.

To enable or disable Do Not Disturb

» On the Main Menu screen, selec **DND.**

Set Ringtones

You can set ringtones for incoming calls from all contacts and from individual contacts.

To set a ringtone for incoming calls:

» Select Settings > Basic > Ring Type and select a ringtone.