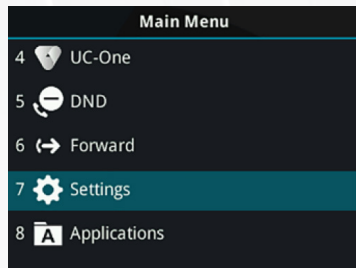




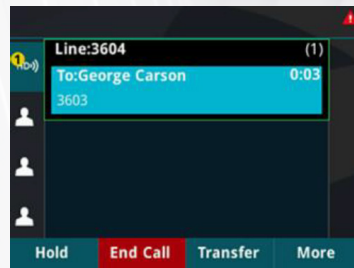
POLYCOM VVX 250, 350, AND 450 BUSINESS IP PHONES

QUICK TIPS



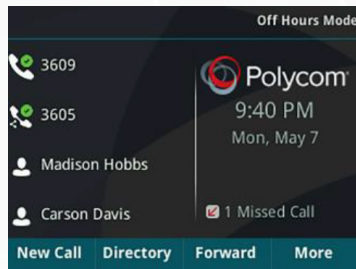
MAIN MENU SCREEN

Displays menu options for settings and device information. Available anytime.



CALLS SCREEN

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



LINES SCREEN

Displays phone lines, favorites, and conditional soft keys. Available anytime.

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 , enter the phone number, and press Send.
- Enter the phone number, press Dial, and pick up the handset, or press or .
- Press the Line key, enter the phone number, and select Send.
- Select New Call, enter the phone number, and press Send.

ANSWER CALLS

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

TO ANSWER 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.
If you chose Blind, the call is transferred immediately.
If you chose Consultative, press the Transfer soft key or press after speaking with your contact.

FORWARD CALLS

You can forward an incoming call to a contact or forward all incoming calls to a contact.

TO FORWARD AN INCOMING CALL

1. On the Incoming Call screen, select Forward.
2. Enter your contact's number and select Forward.

TO FORWARD ALL INCOMING CALLS

1. On the Main Menu screen, select Forward.
2. If you have more than one line, select a line.
3. Choose either Always, No Answer, or Busy.
4. Enter a contact's number, and select Enable.
If you chose No Answer, you can enter the number of rings before the call is forwarded.

TO DISABLE CALL FORWARDING

1. On the Main Menu screen, select Forward.
2. If you have more than one line, select a line.
3. Choose your forwarding type and select Disable.

INITIATE A CONFERENCE CALL

You can initiate a conference call with up to 24 contacts.

TO INITIATE A CONFERENCE CALL

1. Call a contact.
2. Select Conference and call your next contact.
3. When your contact answers, select Conference.
You can also join an active and held call into a conference call.

TO JOIN TWO CALLS INTO A CONFERENCE CALL

- 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.
- Select Mute to mute all participants.

TO MANAGE INDIVIDUAL PARTICIPANTS

1. Highlight a participant and Select Manage.
2. Do one of the following:
 - Select Far Mute to mute the participant.
 - Select Hold to place the participant on hold.
 - Select Remove to remove the participant from the conference and create a separate call with the participant.
 - Select Information to view information for the participant.

VIEW RECENT CALLS

You can view placed, received, and missed calls.

TO VIEW RECENT CALLS

- Select Directories > Recent Calls.

VIEW THE CONTACT DIRECTORY

You can view and add contacts to the Contact Directory.

- Select Directories > 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 **📞**.
2. Select Message Center > Connect.
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, select 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 > Preferences > Ring Type and select a ringtone.

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