

**Polycom VVX 250, 350, and 450 - Guide**



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

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| Lines screen example. Displays phone lines, favorites, and conditional soft keys. | **Lines Screen**Displays phone lines, favorites, and conditional soft keys.**Available anytime.** |
| Main Menu screen example. Displays menu options for settings and device information. | **Main Menu Screen**Displays menu options for settings and device information.**Available anytime.** |
| Calls screen example. Displays all Active and Held calls as well as soft key functions. | **Calls Screen**Displays all Active and Held calls.*Available when you have an Active or Held calls in progress.* |

# Switch among Phone Screens

You can view any screen on your phone from other screens

## To switch between screens:

**»** Press  to view the Lines, Main Menu, or Calls screen.

**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 .
* 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 .

# View Recent Calls

You can view placed, received, and missed calls.

## To view recent calls:

**»** Press the down navigation button .

**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  .

# Listen to Voicemail

When you have new voicemail messages, the red voicemail indicator will blink.

## To listen to voicemail:

1. Press .
2. Follow the prompts.

**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**. Consultative transfers allow you to speak to the person who will receive the call before transferring the call.
3. Dial a number or choose a contact. You can see extensions in your building by pressing the **Lines** soft key.

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**.

**View the Contact Directory**

You can view and add contacts to the Contact Directory.

**To view 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.

# 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.