

Polycom VVX Business IP Phones 150, 250, 350, 450





VVX business IP phones can manage between eight and 24 audio calls depending on the model.

VVX 150 phones can manage a maximum of eight active, incoming, and held audio calls at a time. VVX 250, 350, and 450 phones can manage a maximum of 24 active, incoming, and held audio calls at a time.

However, you can have only one active call in progress with numerous other incoming calls or calls on hold on all phones. Additionally, your system administrator can set up your phone to have up to six lines with unique extension numbers or the same extension number as other lines on your network.

Placing calls

- Do one of the following:
 - Start typing a phone number.
 - Select **New Call**.
 - Press a line key.
 - Pick up the handset, press , or press .
- Enter a number or select a recent contact.
- Select **Dial**.

Placing international call

- On the dial pad, quickly press the **star key** * twice.
A plus sign + is displayed.
- Enter the phone number with the country code and press **Dial**.

Placing Call from recent calls

- Navigate to **Directories** and select **Recent** or **Recent Calls**.
- From the **Calls List** screen, select a contact and select **Dial**.

Calling favorites

- Select **New Call**.
- From the Dialer, select **Favorites**.
- Select a favorite, and select **Dial**.

Calling a contact from the directory

- Do one of the following:
 - Select **Directories**.
 - Navigate to **New Call** > **Directory**.
- Choose a directory.
- From your directory, select or search for a contact.
- Select the contact's phone number.
- If the call is not placed automatically, select **Dial**.

Call a contact from directory search screen

- Navigate to **Directories** and select a directory.
- Select **Search**, enter your contact's first or last name, and select **Search**.
- Select your contact.
- In the **Contact Information** screen, select the contact's number, and select **Dial**.

Placing call from a locked phone screen

- Select **New Call**.
- From the **Place an Authorized Call** screen, select a number and select **Dial**.

Your system administrator can set up your phone to automatically call a specific contact when you select Intercom. If your phone is set up this way, select Intercom and wait for your contact to answer before speaking your message.

Placing intercom calls

1. Select **Intercom**.
2. Enter a number or select a contact.
3. Select **Dial**.
The phone plays a tone and the call is answered automatically on the contact's phone.
4. After the call is answered, speak your message then select **End Call**.



Placing a call with a hidden number

1. Select **Hold > Intercom**.
The active call is placed on hold and the dialpad is displayed.
2. Enter a number or select a contact.
3. Select **Dial**.
The phone plays a tone and the call is answered automatically on the contact's phone.
4. After the call is answered, speak your message and select **End Call**.
5. Select **Resume**.

Placing a call with a hidden number

1. Select **UC-One** on the Home screen or navigate to **Settings > Features > UC-One Call Settings**.
2. If you have more than one line registered, select a line.
3. Select **Line ID Delivery Blocking** and select **Enabled**.
Your number does not display when you place calls to contacts.

Answer an incoming call

1. Do one of the following:
 - Pick up the handset.
 - Press  or select **Answer**.
 - Press .

After you answer the incoming call, the call becomes active.

Answer a Call from the Calls Screen

1. Select the incoming call, and select **Answer**.

Answer a Call When in a Call

1. Select **Answer**.
The active call is placed on hold, and the incoming call becomes active.

Answer Calls Automatically

1. Navigate to **Settings > Basic > Preferences**.
2. Select **Auto Answer**.
3. Select **Auto Answer SIP Calls** and select **Yes**.
4. Select **Microphone Mute** and choose **Yes** (the default setting) to mute the microphone for auto-answered calls.
5. Select **Save**.

Answer a Call from the Calls Screen

1. Select the incoming call, and select **Answer**.

Answer a Call When in a Call

1. Select **Answer**.
The active call is placed on hold, and the incoming call becomes active.



Answer Calls Automatically

1. Navigate to **Settings > Basic > Preferences**.
2. Select **Auto Answer**.
3. Select **Auto Answer SIP Calls** and select **Yes**.
4. Select **Microphone Mute** and choose **Yes** (the default setting) to mute the microphone for auto-answered calls.
5. Select **Save**.


Answer a Call on a Locked Phone

1. On the Incoming Call screen, select **Answer**.
2. Enter your user password or guest PIN and select **Enter**.
The call connects.

Mute and Unmute Audio

1. During a call, including a conference call, press .
The other parties cannot hear you.
2. Press  again to unmute the microphone.

Holding and Resuming Calls

1. During an active call, select **Hold**.
If you're in the Calls screen, select the call first.
A hold icon  is displayed on the line of the held call, and a red LED light flashes on the line key for all phones except VVX 150 phones.

Resume a Call

1. Do one of the following:
 - Select **Resume**.
 - From the Calls screen, select the call and select **Resume**.

Transfer a Call

1. During a call, do one of the following
 - Press **Transfer** to use the default transfer type.
 - Press and hold **Transfer** to use the non-default transfer type.
For example, if Blind is the default, press and hold Transfer to perform a Consultative transfer.
 - Press **Transfer > More**, and select **Blind** or **Consultative**.
Depending on the default transfer type, either the Blind or Consultative option displays. For example, if the default transfer type is Blind, then you can select Consultative.
2. Dial a number or choose a contact from the Recent Calls or a directory.
If the transfer type is set to Blind, the call is transferred immediately.
3. If the transfer type is set to Consultative, select **Transfer** after speaking with your contact.

Cancel a Transfer

1. Select **Cancel**.
The call is not transferred and becomes active.