

# POLYCOM VVX 150-250-350-450 USER GUIDE



VVX 150



VVX 250



VVX 350



VVX 450

## Place Call

You can do:

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

## Answering Calls

You can do:

- To answer with the speakerphone, press **Speakerphone** or press **Answer** soft key.
- To answer with a headset, press **Headset Button**

## End Calls

Replace the head in the cradle, press **Speakerphone** or **Headset**, or press the **End Call** soft key.

## Hold and Resume Calls

To a call: Highlight the call and press the **Hold soft key**

To resume call: Highlight the call and press the **Resume soft key**

## Transfer Calls

1. Press and hold the **Transfer soft key** or the **Transfer button**.
2. Choose **Blind** or **Consultative**.
3. Dial a number or choose a contact, if you choose **Blind**, the call is transferred immediately
4. If you chose **Consultative**, press the **Transfer** soft key or press **Transfer Key** after speaking with your contact.



**Note:** VVX 250, 350 and 450 have the same set of keys, except for the the 250 doesnt have the message key

## FEATURE BUTTONS

- |                                  |                      |
|----------------------------------|----------------------|
| 1. Soft keys                     | 6. Message Keys      |
| 2. Back Key                      | 7. Hold Key          |
| 3. Navigation Keys / Select keys | 8. Volume Key        |
| 4. Home key                      | 9. Headset Key       |
| 5. Transfer Key                  | 10. Speakerphone Key |
|                                  | 11. Mute             |

## Forward Calls

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 call:

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**.

## Do Not Disturb (DND) Mode

You can enable Do Not Disturb when you do not want to receive calls. On the Main Menu screen, select **DND**.

4. To pause the recording, press the menu icon, and select **"Pause Recording"**. To resume press the **menu icon** and select **"Resume Recording"**.
5. To stop recording, press the **menu icon**, and select **"Stop Recording"**.

## Manage Conference Calls

To manage all conference participants:

1. Select **Hold** to hold all participants.
2. 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.



**VVX 150**



**VVX 250**



**VVX 350**



**VVX 450**