

MANAGED VOICE SOLUTIONS

POLYCOM VVX 250/350/450

USER GUIDE



MEDIACOMSM
BUSINESS

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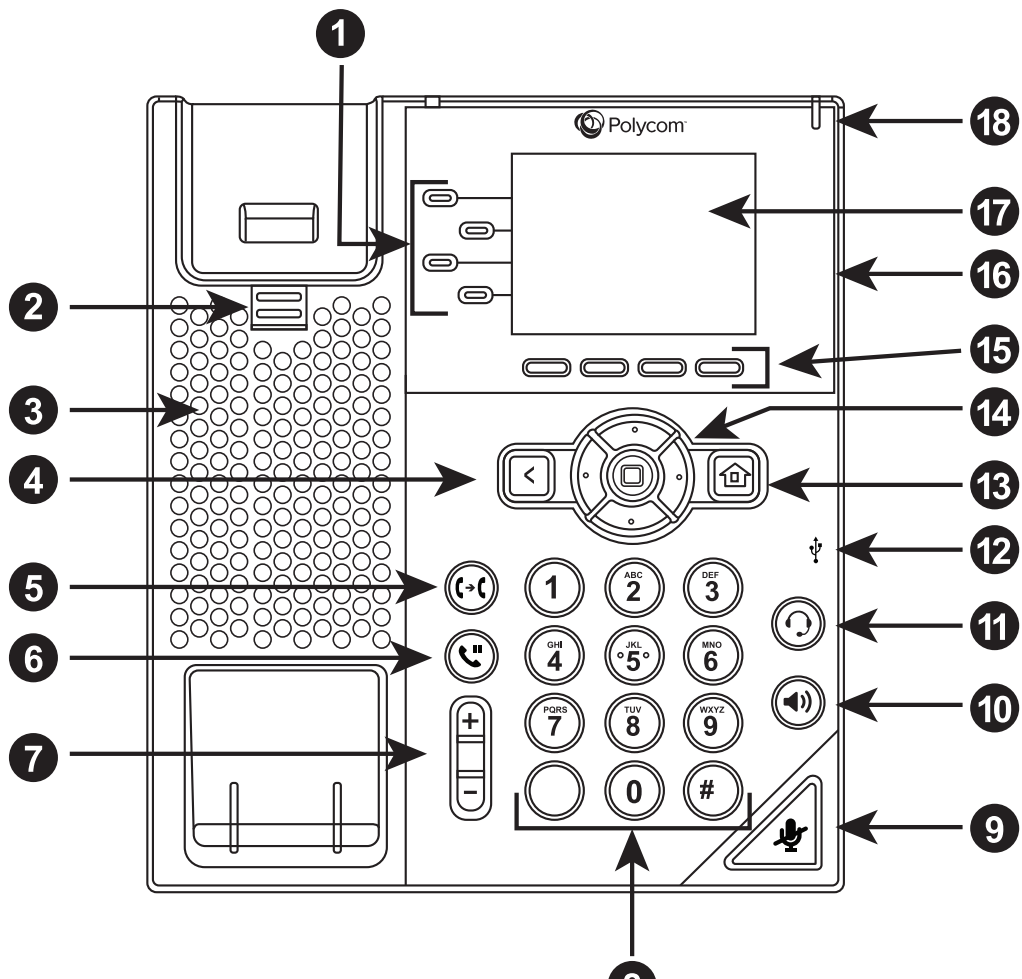
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1 DOCUMENT PURPOSE

This Guide describes the various features available on the Polycom VVX 250, 350 & 450. Telephone Buttons describe the physical buttons and keys on the phone, the Screen Overview outlines basic functions and Telephone Features describe the phone functionalities of Polycom VVX 250, 350 & 450.

2 VVX 250

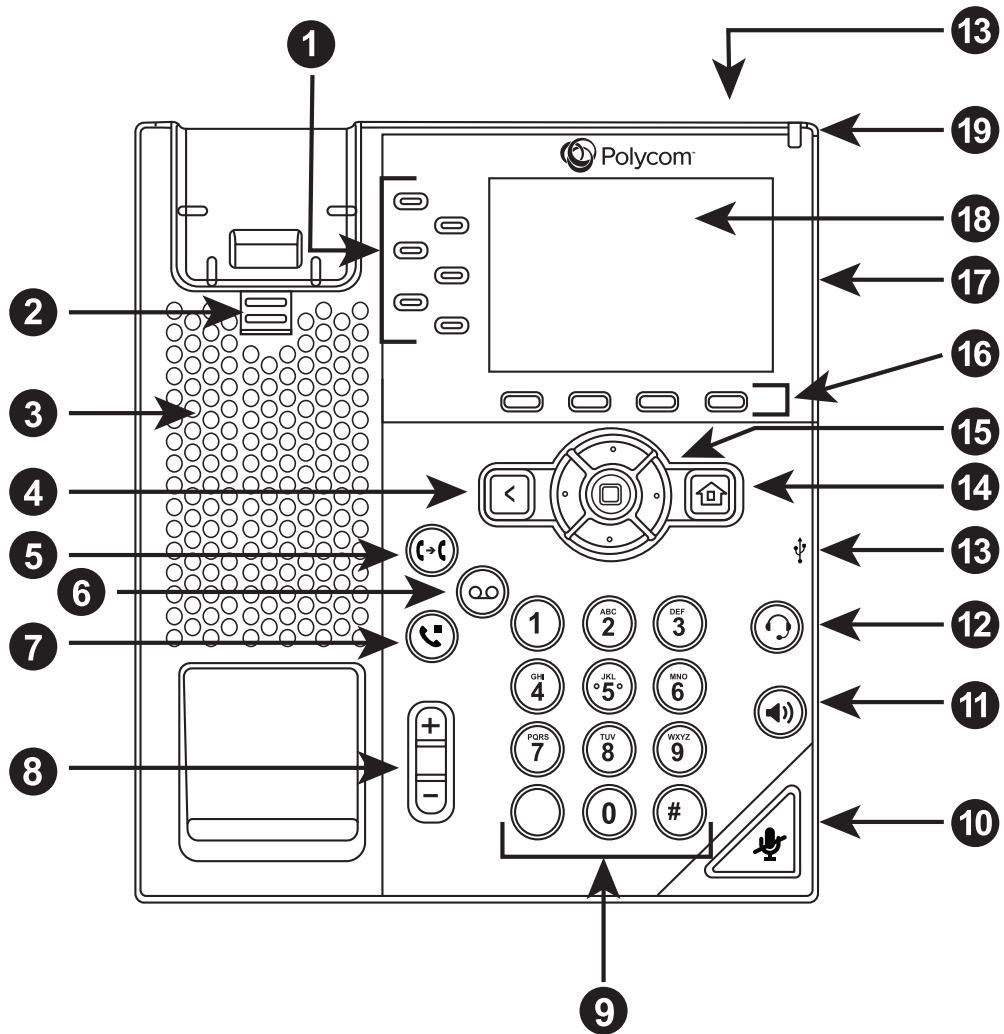
VVX 250 Telephone Buttons



#	KEY	DESCRIPTION
1	Line Keys	Enables you to select a phone line, view calls on a line or quickly call a favorite contact
2	Reversible Tab	Secures the handset in the cradle when your phone stand is positioned in a high angle. To secure the handset, remove the tab, reverse it so the protrusion points up and re-insert it. Position the handset so the protrusion on the tab fits into the slot on the handset
3	Speaker	Provides ringer and hands-free (speakerphone) audio output
4	Back Key	Enables you to return to the previous screen
5	Transfer Key	Transfers an active call to a contact
6	Hold Key	Holds an active call or resumes a held call
7	Volume Keys	Adjust the volume of the handset, headset, speaker and ringer
8	Dial Pad	These are the telephone dialing keys – and more. Enables you to enter numbers, letters, and special characters. You can also use the Dial Pad keys to select menu items that have index numbers
9	Mute Key	Mutes audio during calls and conferences
10	Speakerphone Key	Enables you to place and receive calls using the speakerphone
11	Headset Key	Enables you to place and receive calls through the headset. If you have a headset attached and wish to use it instead of the handset, press the button instead of picking up the handset. It will turn off your handset and turn on the headset
12	USB Port	Enables you to attach a USB flash drive or USB headset
13	Home Key	Press the Home Key from any screen to display Home View. From Home View press the Home Key to display the Lines and Calls Views
14	Navigation Keys / Select Keys	Scroll through displayed information or options. Select a field of displayed data
15	Soft Keys	Enable you to select context sensitive keys that display along the bottom of the screen
16	Security Slot	The connector on the back of your phone enables you to attach a universal cable lock to your phone so you can secure it to a desktop
17	Screen	The 2.8-inch color screen that enables you to view menu options and data
18	Message Waiting	Indicator flashes red to indicate new messages

3 VVX 350

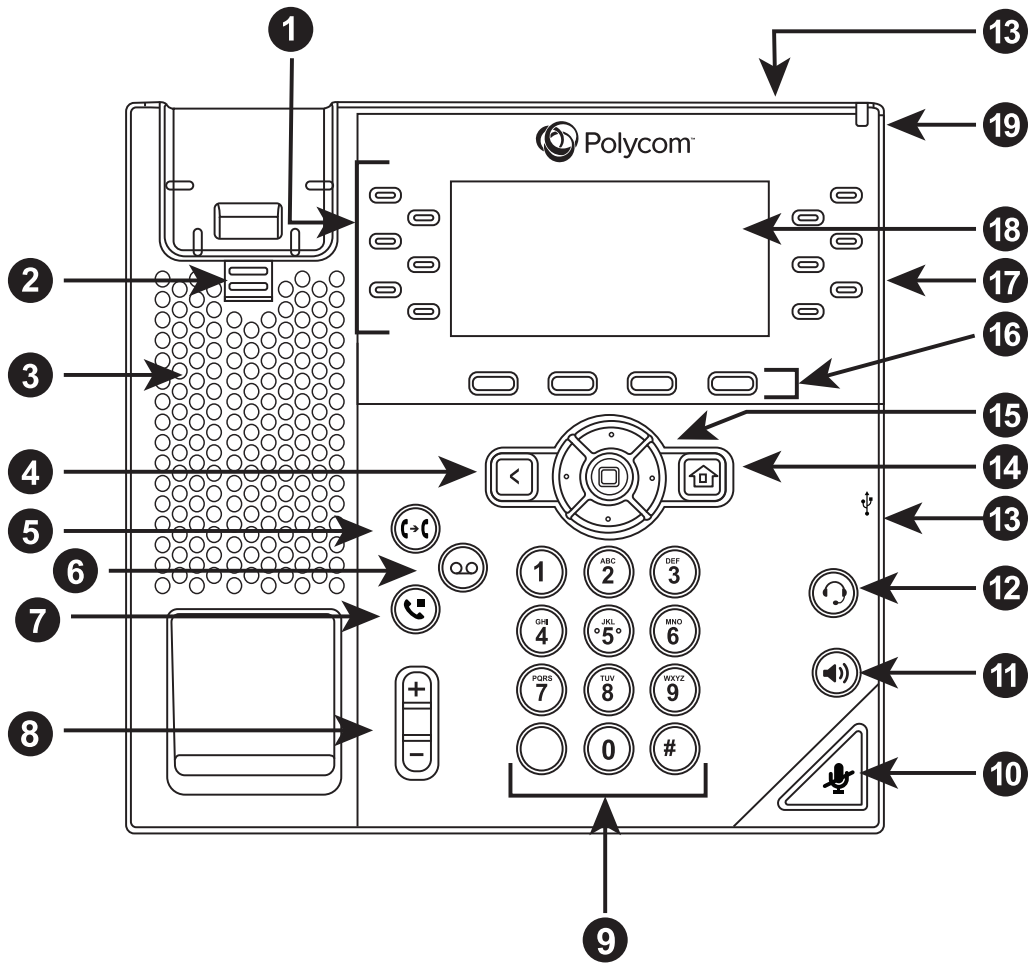
VVX 350 Telephone Buttons



#	KEY	DESCRIPTION
1	Line Keys	Enables you to select a phone line, view calls on a line or quickly call a favorite contact
2	Reversible Tab	Secures the handset in the cradle when your phone stand is positioned in a high angle. To secure the handset, remove the tab, reverse it so the protrusion points up and re-insert it. Position the handset so the protrusion on the tab fits into the slot on the handset
3	Speaker	Provides ringer and hands-free (speakerphone) audio output
4	Back Key	Enables you to return to the previous screen
5	Transfer Key	Transfers an active call to a contact
6	Messages Key	Enables you to access and manage instant and voice messages
7	Hold Key	Holds an active call or resumes a held call
8	Volume Keys	Adjust the volume of the handset, headset, speaker and ringer
9	Dial Pad	These are the telephone dialing keys – and more. Enables you to enter numbers, letters, and special characters. You can also use the Dial Pad keys to select menu items that have index numbers
10	Mute Key	Mutes audio during calls and conferences
11	Speakerphone Key	Enables you to place and receive calls using the speakerphone
12	Headset Key	Enables you to place and receive calls through the headset. If you have a headset attached and wish to use it instead of the handset, press the button instead of picking up the handset. It will turn off your handset and turn on the headset
13	USB Port	Enables you to attach a USB flash drive or USB headset
14	Home Key	Press the Home Key from any screen to display Home View. From Home View press the Home Key to display the Lines and Calls Views
15	Navigation Keys / Select Keys	Scroll through displayed information or options. Select a field of displayed data
16	Soft Keys	Enable you to select context sensitive keys that display along the bottom of the screen
17	Security Slot	The connector on the back of your phone enables you to attach a universal cable lock to your phone so you can secure it to a desktop
18	Screen	The 2.8-inch color screen that enables you to view menu options and data
19	Message Waiting	Indicator flashes red to indicate new messages

4 VVX 450

VVX 450 Telephone Buttons



#	KEY	DESCRIPTION
1	Line Keys	Enables you to select a phone line, view calls on a line or quickly call a favorite contact
2	Reversible Tab	Secures the handset in the cradle when your phone stand is positioned in a high angle. To secure the handset, remove the tab, reverse it so the protrusion points up and re-insert it. Position the handset so the protrusion on the tab fits into the slot on the handset
3	Speaker	Provides ringer and hands-free (speakerphone) audio output
4	Back Key	Enables you to return to the previous screen
5	Transfer Key	Transfers an active call to a contact
6	Messages Key	Enables you to access and manage instant and voice messages
7	Hold Key	Holds an active call or resumes a held call
8	Volume Keys	Adjust the volume of the handset, headset, speaker and ringer
9	Dial Pad	These are the telephone dialing keys – and more. Enables you to enter numbers, letters, and special characters. You can also use the Dial Pad keys to select menu items that have index numbers
10	Mute Key	Mutes audio during calls and conferences
11	Speakerphone Key	Enables you to place and receive calls using the speakerphone
12	Headset Key	Enables you to place and receive calls through the headset. If you have a headset attached and wish to use it instead of the handset, press the button instead of picking up the handset. It will turn off your handset and turn on the headset
13	USB Port	Enables you to attach a USB flash drive or USB headset
14	Home Key	Press the Home Key from any screen to display Home View. From Home View press the Home Key to display the Lines and Calls Views
15	Navigation Keys / Select Keys	Scroll through displayed information or options. Select a field of displayed data
16	Soft Keys	Enable you to select context sensitive keys that display along the bottom of the screen
17	Security Slot	The connector on the back of your phone enables you to attach a universal cable lock to your phone so you can secure it to a desktop
18	Screen	The 2.8-inch color screen that enables you to view menu options and data
19	Message Waiting	Indicator flashes red to indicate new messages

5 VVX 250, 350 & 450 SCREEN OVERVIEW

VIEW	DESCRIPTION
Phone View	The phone has three main views: Home , Calls , and Lines View (the default). To change views: For Home View press the Home Key . From Home View press the Home Key to display either Lines or Calls View.
Home View	Home View displays the phone line, messages, settings and information. To change the displayed page, press the down or up arrow key. To change the highlighted entry, press the right or left arrow key. Select New Call to place a call. Select Messages to access voicemail. Select Directories to access Contact Directory, Favorites and Recent Calls list. Select Forward to establish forwarding options for incoming calls. Select DND to toggle DND (Do Not Disturb) on or off. When DND is enabled, phone won't ring, and incoming calls will go to voicemail. Select Settings to access phone features and settings to customize the phone.
Lines View	Lines View is the default display. Lines View displays phone lines, favorites, and soft keys. If the phone has calls, the phone line indicates the number of calls and if they are active or held. If there is an active call, the call color is medium grey. If the phone line has one or more held calls, the call color is light grey. To select a call, use the up and down arrow keys.
Calls View	If multiple calls are in progress or if there is one held call, Calls View can be accessed. Use the up and down arrow keys to view all calls.
Entering Data	Use the Dial Pad keys to enter information. To delete characters, use left and right arrow keys until the cursor is positioned to the right of the character, then press the double arrows. To enter characters, press key repeatedly to see the character options and then stop to select. To type special characters, select Encoding then use the 1, *, 0 or # key one or more times to enter special characters. To enter a space, select Encoding, select one of the alphabetic options and then press the 0 key.
About Calls	Only one call can be active at one time (others can be on hold). You can use the headset, speakerphone, or handset for any call. During a call, you have the option to change modes.

6 VVX 250, 350 & 450 TELEPHONE FEATURES

Placing, Answering, Returning to calls & Ending Calls

Placing a call: Simply pick up the handset, press the speakerphone key or press the headset key then enter the phone number or enter the phone number first then choose the method. To place calls quickly, choose a favorite in Home or Lines view or choose from your Favorites list, Recent Calls list or Contact Directory. For external calls dial 9 and then 10 digit number.

Answering calls: To use the handset, pick up the handset. To use the speakerphone, press **Answer**, the speakerphone key, or the line key of the incoming call. To use the headset, press headset key. If already in handset, speakerphone or headset mode, press **Answer** and the phone will automatically use that mode. To answer a new call while on an active call, tap **Answer** and the current call will be held.

To Return to your calls: If you navigate away from your calls, return to Calls View by pressing **More** and then **Lines** or the **Home key**. Scroll up or down to see all lines and calls.

Ending Calls: Hang up to end a call or press **End Call**. In Calls View, select the held call, and press **Resume > End Call**.

Favorites

Favorites are contacts you call most often. Favorites display in your Favorites list and Lines View. They also display when you choose the phone line in Home View.

To assign a contact as a favorite: From Home View, select **Directories > Contact Directory**. Select the contact and select **Edit**. There are also 9 favorites that will display in Lines View and from Home View. They can quickly be dialed by choosing the correct contact. They will display according to an assigned index number. The contact with the lowest index number displays first. Establish the index number from the Edit Contract Screen by using the up and down arrow keys to select **Favorite Index** and entering an index number. Press **Save**.

To dial a Favorite: From Home View, select **Directories > Contact Directory**. From the Favorites list, use the up and down arrow key to select the favorite. The call is automatically placed.

To reorder your Favorites list: Update the contact's *Favorite Index* number in the Contact Directory.

Call Hold & Resume

From Lines or Calls View, press **Hold**. If in Calls View, the call must first be highlighted. To resume a held call, from Calls View, use the up and down arrow keys to highlight the call and press **Resume**.

Redial

To dial the last number called, press the right arrow key for the Placed Calls list. The first number in the list is the last call placed. From the Placed Calls list, press **Dial**.

Microphone Mute

The mute feature allows you to hear the other party, but they cannot hear you. During a call, press the **Mute** button. The button turns red and a microphone on the screen indicates that the other party (or parties) cannot hear you. Microphone Mute applies to all modes: Handset, Headset, and Speakerphone. You can still hear all other parties while mute is enabled. To turn off microphone Mute, press **Mute** button again.

Conference Calls

To establish a conference call: Call the first person. From Lines or Calls View, press **More > Confnc**. The active call is held. Using the Dialer, call the second person. When the second person answers, press **More > Confnc** or press **Join** to join everyone in a conference.

To hold a conference call: From Lines or Calls View, press **Hold**. If in Calls View, be sure to highlight the conference first.

To resume a held conference call: From Lines or Calls View, press **Resume**.

To end a conference call: From Lines or Calls View, press **End Call**.

To split a conference call: From Lines or Calls View, press **Split**. The conference call ends. By default, the other two people are held.

Using the Speakerphone

Press the **Speakerphone** button and it will glow green and activate the speakerphone. If on a call and you want to use the speakerphone instead of the handset or the headset, press the **Speakerphone** button then hang-up the handset. Press it again and the speakerphone will hang-up. Lifting the handset or pressing the **Headset** button while on the speakerphone will turn the speakerphone off and place the call on the handset or the headset.

Incoming Call Ringtones

A simple way to personalize the phone is to change the phone's ringtone. Unique ringtones can be chosen for the different lines on the phone.

To select an incoming call ringtone for the phone or a line: From Home View, select **Settings > Basic > Preferences**. If multiple lines are configured on the phone, select the line to apply a new ringtone to. From the Ring Type screen, use the up and down arrow keys to select the ringtone. To hear the ringtone before changing it, press **Play**. The default ringtone is Low Trill.

To set a ringtone for a contact: Navigate to the Contact Directory and select the contact. From the contact's information screen, press **Edit > Ring Type**. Use the up and down arrow keys to select the ringtone and press **Save**.

Reject Calls

When a call comes in that you do not wish to answer and do not want it to keep ringing your phone, press **Reject**. This will send the call immediately to voicemail.

Call Transfer

When transferring a call to another party, there is an option to talk to the party before the transfer completes (consultative) or be a blind transfer (without talking to the other party).

To perform a consultative transfer:

1. From Lines or Calls View, press **Transfer**. The active call is held.
2. From the Dialer, press **Consultative** and place a call to the party to transfer the call to.
3. Connect and talk with the person, and then press **Transfer**. To cancel the transfer before the call connects, press **Cancel**.

To perform a blind transfer:

1. From Lines or Calls View, press **Transfer**. The active call is held.
2. From the Dialer, press **Blind**, and place a call to the party you want to transfer the call to. If you don't see **Blind**, press **More**, and then **Blind**. The call automatically transfers to the party you specified.

Call Park and Retrieval

Parking a call is very similar to putting a call on hold. The key difference is, when placing a call on hold, it can only be retrieved from the phone that put the call on hold. With Call Park, a call can be placed on hold and picked up from ANY phone within the same group.

To park a call: Press **Home** button, Press **Park 1** key on main screen. A green indicator light will show the call is parked and caller will hear hold music.

To retrieve a parked call: Press **Park 1** key on main screen. Caller will be connected.

Do Not Disturb

Enabling Do Not Disturb (DND) prevents the phone from ringing and sends all incoming calls directly to voicemail. All calls received while DND is enabled will be logged to the Recent Calls list.

To toggle Do Not Disturb on and off, from Home View, select **DND**. If the phone is idle, press **DND**.

To enable or disable Do Not Disturb for a particular line:

1. From Home View, select **DND**.
2. From the Line Select screen, use the up and down arrow keys to select the line to enable or disable Do Not Disturb on.
3. From the Do Not Disturb screen, select **Enable** or **Disable**.

Voicemail

When a caller has left a voice message, the telephone will flash the red light at top right of the phone, the status bar will identify the total number of new messages (the count is a total of all messages on all lines on the phone).

To listen to voicemail messages:

1. Press the messages button (Note: **Message Button** Not available on VVX 250) Or, all from Home View, select **Messages > Message Center**.
2. If multiple lines are configured on the phone, the Line Select screen displays. Use the up and down arrow keys to select the line that has the message.
3. From the Messages screen, press **Connect** and follow the prompts.

Contact Directory

From the local Contact Directory, view contact information, search for contacts and dial contacts.

To view the Contact Directory: From Home view, select **Directories** and then select **Contact Directory**.

To view contact information: From the Contact Directory, use the up and down arrow keys to select the contact and press **Info**. The contact's information screen, including the contact's name and phone number, displays. Additional information—such as a job title, label or email address may also display.

To search for a contact:

1. From your Contact Directory, press **Search**.
2. From the Search screen, enter search criteria and press **Search**. A list of search results is displayed. Press **Back** to display the Contact Directory again.

To dial a contact:

1. From the Contact Directory, use the up and down arrow keys to select the contact and press **Info**.
2. From the contact's information screen, press **Dial**.

To add a contact:

1. From Home view select Directories and then select Contact Directory
2. Press **Add**.
3. From the Add Contact screen, enter contact information.

SCREEN OVERVIEW

Phone Views

Your phone has three main views: Home, Calls, and Lines View (the default). To change Views: From Home View press the **Home** key to display either Lines or Calls View.

Home View

Home View displays the phone line, messages, settings and information. To change displayed page, press the down or up arrow key. To change highlighted entry, press the right or left arrow key. Select **New Call** to place a call. Select **Messages** to access voicemail. Select **Directories** to access Contact Directory, Favorites and Recent Calls list. Select **Forward** to establish forwarding options for incoming calls. Select **DND** to toggle DND (Do Not Disturb) on or off. When DND is enabled, your phone won't ring and incoming calls will go to voicemail. Select **Settings** to access phone features and settings to customize the phone.

Lines View

Lines View is the default display. Lines View displays phone lines, favorites and soft keys. If the phone has calls, the phone line indicates the number of calls and if they are active or held. If there is an active call, the call color is medium grey. To select a call, use the up and down arrow keys.

Calls View

If multiple calls are in progress or if there is one held call, **Calls View** can be accessed. Use the up and down arrow keys to view all calls.

Entering Data

Use the Dial Pad keys to enter information. To delete characters, use left and right arrow keys until the cursor is positioned to the right of the character, then press the double arrows. To enter characters, press key repeatedly to see the character options and then stop to select. To type special characters, select **Encoding** then use the 1, *, 0 or # key one or more times to enter special characters. To enter a space, select **Encoding**, select one of the alphabetic options and then press the 0 key.

About Calls

Only one call can be active at one time (others can be on hold). You can use the headset, speakerphone or handset for any call. During a call, you have the option to change modes.