Polycom

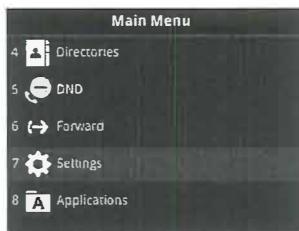# Polycom® VVX® 250, 350, and 450 Business IP Phones - Quick Tips

3725-48827-001A | UC Software 5.8.0

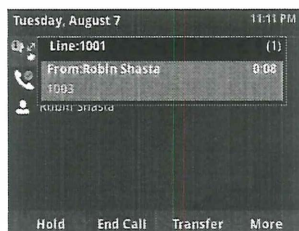These Quick Tips apply to VVX 250, 350, and 450 business IP phones.

Main Menu Screen

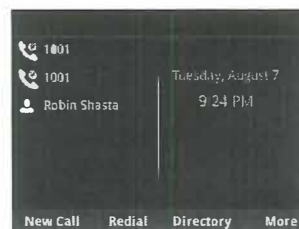Displays menu options for settings and device information.

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.

Switch Between Phone Screens

You can view any screen on your phone from other screens.

To switch between screens:

» Press 🏠 to view the Main Menu, Lines, or Calls screens.

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 a line key, enter the phone number, and select **Send**.

> From the Main Menu screen, 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 the **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**. By default, **Consultative** is enabled.

3 Dial a number, or choose a contact.

If you chose **Blind**, the call is transferred immediately.

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4 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 From the Incoming Call screen, select **Forward**.

2 Enter your contact's number, and select **Forward**.

To forward all incoming calls:

1 From 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 From 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 three-way conference call with your contacts.

To initiate a conference call:

1 Call a contact.

2 Select **Conference** (Confrnc), 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:

» From the Calls screen, select **Join**.

Manage Conference Calls

When you initiate a conference call, you can place the conference on hold.

To manage all conference participants:

» Select **Hold** to hold all participants.

View Recent Calls

You can view placed, received, and missed calls.

To view recent calls:

» From the Main Menu screen, select **Directories > Recent Calls**.

View the Contact Directory

You can view and add contacts to the Contact Directory.

To view the Contact Directory:

» From the Main Menu screen, select **Directories > Contact Directory**.

To add a contact to the Contact Directory:

1 From 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 ꝏ displays on your line.

To listen to voicemail:

1 From the Main Menu screen, select **Messages** or press ꝏ.

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:

» From 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:

1. From the Main Menu screen, select **Settings > Basic > Ring Type**, and select a ringtone.

2. If there are multiple lines on your phone, select a line.

3. Select **Play** to hear the ringtone.

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