Poly VVX 250 | 350 | 450

Quick Start Guide

VVX 250

VVX 350

VVX 450

Poly Feature Keys

Keys	Key Description
🔊	Press this key to use the speakerphone
▱	Press this key to access voicemail
☎	Press this key to place a call on hold
🎧	Press this key to activate headset mode
🎤	Press this key to activate the mute feature
⌂	Press this key to exit + go to the home screen
📇	Press this key to access your directory
+ −	Press this key to adjust the volume • Press during a call to adjust the call volume • Press when idle to adjust the ringer volume

The Basics

Place Calls

Do one of the following:

- Pick up the handset, press (🔊) or (🎧), enter the phone number and press **Send**.
- Enter the phone number first, then press **Dial** and pick up the handset or press (🔊) or (🎧)
- Press the line key, enter the phone number and select **Send**.
- Select **New Call**, enter the phone number and press **Send.**

Do Not Disturb (DND)

1. To activate or deactivate DND: Press the DND soft key when the phone is idle.

Answer Calls

You can answer calls using the handset, speakerphone or a headset.

To answer calls do one of the following:

- To answer with the speakerphone, press (🔊) or press the **Answer** soft key.
- To answer with the handset, simply pick up the handset.
- To answer with the headset, press (🎧) .

End Calls

You can only end active calls. To end a held call, you must resume it 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:

- Highlight the held call and press **Resume**.
- Press **End Call**.

Hold + 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

The two ways to transfer calls:

1. Blind
2. Consultative

To transfer a call:

- Press the Transfer soft key or press (↪)
- Choose **Blind** or **Consultative**
- Input the number, extension or contact then press **Send**.
- If you select **Blind**, then the call will be transferred immediately.
- If you select **Consultative**, you will be able to speak to the receiving party and when done either press the **Transfer** soft key or press (↪) to transfer the call.

Parking a Call

To park a call:

During an active call:

- Press an unoccupied **Park** key, the call will be parked to that key on all phones.

To resume the call:

- Press the **Park** key from any phone.

Paging

To page through the phone:

- Press the **"More"** Soft Key
- Press the **"Paging"** Soft Key
- Choose the group to page (Typically Default)
- Press the **"Page"** Soft Key
- Speak after you hear the tone.

Do Not Disturb (DND)

Activate/Deactivate DND:

- Press the **"More"** soft key on your phone
- Press the **DND** Key

Forwarding

To program/activate call forwarding:

- Press the **"More"** soft key
- Press the **"Forward"** soft key
- Highlight **Always** and press **"Select"**
- Enter in the Ten Digit Number
- Press the **"Enable"** soft key

3-Way Conferencing

Initiating a 3-way conference call

- During an active call, press the **"More"** Soft Key
- Then Press the **"Confrnc"** Soft Key. The first call will be placed on hold.
- Enter the extension or external number of the second party, then press the **"Send"** soft key.
- Once connected to the new call, press the **"More"** Soft Key again.
- Then Press the **"Confrnc"** Soft Key. The Calls will be placed in conference
- Hang up the handset to disconnect all parties or press **"End Call"**.

Call History

To view call history:

While the phone is idle:

- Press the down button from the navigation circle, this will open call logs.
- Press the **"Type"** Soft Key to toggle between All, Missed, Received + Placed, then press **"Select"** Soft Key
- Select an entry from the list using the up/down buttons in the navigation circle.
- To place a call to the selected number, press the **"Dial"** Soft Key.
- To view information about the entry: press the **"Info"** Soft Key
- To add to your Local Directory: Press **"Info"** then **"Save"** Soft Keys

Voicemail

Speech Enabled VoIP

chit)chat

To listen to your voicemail:

The message waiting indicator on the idle screen indicates that one or more voice messages are waiting in the message center.

- Press the 🔘 Key or dial 5001
- Enter your voicemail password when prompted.
- To listen to new messages, press 1.
- Listen to the prompts for other options
- When finished, hang up or press # to repeat options.

Recording a voicemail greeting

- Call into your voicemail (see above steps).
- Press 0 for Mailbox Options.
- Press 6 for the greetings menu.
- Press 1 to record greetings and choose your greeting number
- Follow the prompts to review and make active.

💡**Pro Tip: You can manage your greetings via the**
My Votacall User Portal
👇

https://myvotacall.com/portal/

Voicemail Transfer

To transfer a call directly to voicemail, during an active call:

- During an active call hit the **"More"** Soft key.
- Press the **"Xfer 2 VM"** Soft Key.
- Enter the ext number of the VM box.
- Press **"Enter"** Soft Key to complete the transfer to voicemail

- Press the **chitchat** soft key and say the first and last name of the person you are trying to reach.
- The **chitchat** Assistant (Sandy) will say the matching options.
- Say "Yes" to select an option and the **chitchat** Assistant will connect you.

For more on the **chitchat** speech assistant
👇

https://www.votacall.com/platform/chitchat

To access Votacall's Polycom Training videos 👉 **CLICK HERE**

Still have questions?

Reach out to your Votacall Support Team 👉 **CLICK HERE**