Blue Stream fiber

VVX 250 IP Phone

VVX 350 IP Phone

VVX 450 IP Phone

Poly VVX 250/350/450
Quick Reference Guide

These quick tips apply to 250, 350 and 450 VVX IP Phone Models

Phone Views (Screens)

Phone Views
Your phone has three main views/screens: **Main Menu, Calls** and **Lines** (default). You can access the Main Menu and Lines screens at any time. You can view any of the screens on your phone from the other screen views. To change views/screens:

- Press 🏠 for Main Menu, Lines or Calls screen view
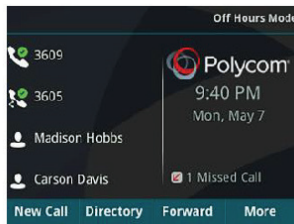- From Main Menu, press 🏠 to alternate between Calls and Lines view.

Main Menu Screen View
The Main Menu view displays menu and options for settings and device informatic and access to phone functions. You can use the right, left, up and down arrow key to display more icons.

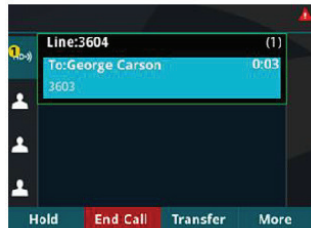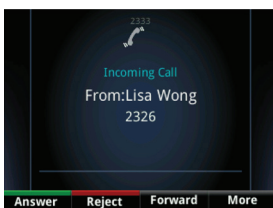| Main Menu |
|-----------|
| 4 ♨ UC-One |
| 5 🚫 DND |
| 6 ⟵➔ Forward |
| 7 ⚙ Settings |
| 8 🅰 Applications |
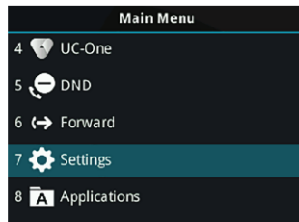
Lines Screen View
Lines view displays phone lines, favorites (if applicable) and conditional soft keys. If your phone is idle, you can press the Line key to access the Dialer.

Off Hours Mode
3609
3605
🔵 Polycom
9:40 PM
Mon, May 7
Madison Hobbs
Carson Davis   ☑ 1 Missed Call
New Call   Directory   Forward   More

Calls Screen View
Displays all Active and Held calls. This screen is available when you have Active or Held calls in progress. Color indicates the status:

- **Dark Green** - Active Call
- **Bright Blue** - Incoming Call
- **Dark Blue** - Held Call

Line:3604   (1)
To:George Carson   0:03
3603
Hold   End Call   Transfer   More

2333
Incoming Call
From:Lisa Wong
2326
Answer   Reject   Forward   More

Keys — Key Description

Keys	Key Description
🏠	**Main Menu key** – Access to home screen.
🎧	**Headset key** – Toggle between handset and headset options
🔊	**Speakerphone key** – Toggle between handset and speakerphone
🎤	**Mute key** – Mutes the microphone; Press button again to unmute a call.
– +	**Volume keys** – Controls the volume levels of phone calls and the ringer.

Basic Handset Functions

Note: You can only have one active call in progress on your phone handset.

Make a Call
Lift the handset, or press 🔊 or 🎧. Dial the phone number and press Send. Or enter the phone number, press **Dial** and pick up the handset.

Answer a Call
To answer a call, pick up the handset. To answer using the speakerphone, press 🔊 or tap **Answer soft key**. To answer with a headset press 🎧

To answer a new call while on an active call, tap **Answer**; current call will be held.

Redial
Press the **Redial** key to call a recently dialed number.

End Calls
To end an active call, replace the handset, or you can press 🔊 or 🎧 or, press **End Call**. To end a **held call**, highlight the held call an press **Resume**. Press **End Call**.

Hold and Resume Calls (Multiple calls can be on hold)
Hold a call: Highlight the call and press **Hold** or 📞.
Resume a call: Highlight the held call, press **Resume** or 📞 again.

Transfer Calls
From Calls view, press **Transfer** or ⟲, then choose **Blind** or **Consultative**. Dial a number or choose a contact.

Blind or Consultative Transfers

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

If you choose **Consultative**, press the **Transfer** soft key or press ⓒ after speaking with your contact.

To Transfer directly to Voicemail: press **Transfer**, then choose **Blind**, followed by # and the extension number.

Viewing Recent Calls

You can view placed, received and missed calls. From Lines view, select **Directories**, then select **Recent Calls** to view your Recent Calls list.

From the Recent Calls list, press **Sort** to sort and order calls, press **Type** to display certain calls.

Initiate A Conference Call

You can initiate a conference call with up to 24 contacts. **To initiate a conference**, call a contact, then select **Conference** and call your next contact. When your contact answers, select **Conference**. Repeat as needed to add call participants.

To join two calls into a conference call: Join an **Active** and **Held** call into a **conference** from the **Calls** screen, by selecting **Join**.

Manage Conference Calls

To manage ALL conference participants, do one of the following: Select **Hold** to hold all participants *or* select **Mute** to mute all participants.

To manage individual participants, do one of the following: Select **Far Mute** to mute the participant, select Hold to place the partcipant on hold, select **Remove** to remove the participant from the conference* or select **Information** to view information for the participant.

You can create a separate call with the participant after removing from the conference.

Using Do Not Disturb

To enable or disable ringing, tap **DND** from **Main Menu**. When Do Not Disturb is enabled, the DND icon, 🔔, displays in the status bar.

Using Voicemail from Handset

Voicemail

When you have a new voicemail message, the messages icon ☎ displays on your line.

- T**o access Voicemail system:** Select **Messages** or press ☎ .
- Select **Message Center > Connect**.
- Enter your unique PIN followed by the # key. **Press appropriate key, below then follow audio prompts in the main menu**.
- **To listen to your voice messages:** Press **1**
- **To send a message:** Press **2**
- **To change your mailbox greetings:** Press **3**
- **To change your settings:** Press **4**
- **To access deleted messages:** Press **6**
- **To exit Voicemail system:** Press *****
- After listening to a Voicemail Message:
  - **To save/archive a message:** Press **2**
  - **To delete a message:** Press **3**
  - **To send a copy of a voice message to another extension:** Press **5, then the extension number.**

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