

Poly VVX 450

Quick Reference Guide



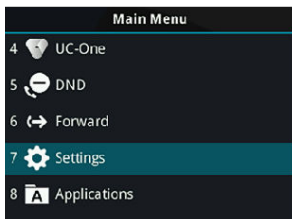
◀ VVX 450 IP Phone

PHONE VIEWS (SCREENS)

Phone Views

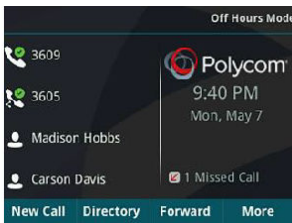
Your phone has three main views/screens: **Main Menu**, **Calls** and **Lines** (default). You can access the Main Menu and Lines screens at any time. You can view any of the screens on your phone from the other screen views. To change views/screens:

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



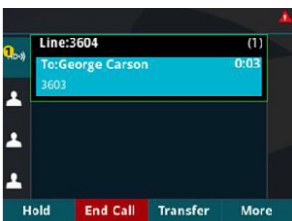
Main Menu Screen View

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



Lines Screen View

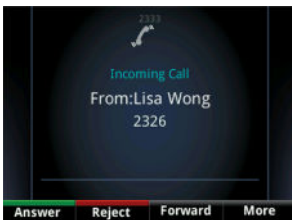
Lines view displays phone lines, favorites (if applicable) and conditional soft keys. If your phone is idle, you can press the Line key to access the Dialer.



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



KEYS

KEY DESCRIPTION



Main Menu key: Access to home screen



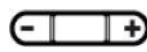
Headset key: Toggle between handset and headset options



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 and 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.

BASIC HANDSET FUNCTIONS CONTINUED

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 participant 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.

- **To 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.

