



Polycom® VVX® 250, 350, 450, Business Media Phones

Quick User Guide

For use with Polycom® UC Software 5.8.0 or later

Phone Views

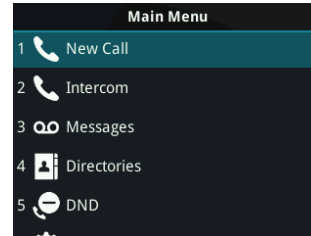
Your phone has four main Views: Home, Calls, Active Call, and Lines view (the default). You can access Home and Lines view at any time. If your phone has one or more calls, you can also access Calls or Active Call view.

For Home view from any menu, press

Press to alternate between Home and Lines view.

Home View

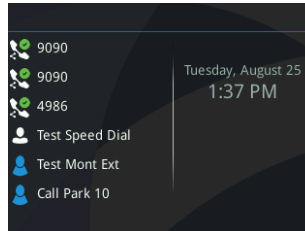
Home view displays icons you can select to access phone functions.



You can use the right, left, up, and down arrow keys to display more icons.

Lines View

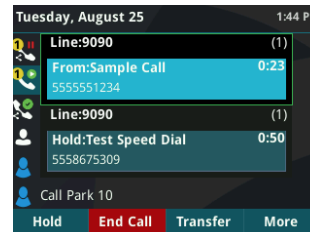
Lines view displays phone Lines, Favorites, and soft keys.



If your phone is idle, you can press the Line key to access the Dialer.

Calls View

If your phone has one or more calls, you can access Calls view.



Use the up and down arrow keys to select a call (highlight it). The soft keys control the highlighted call.

About Calls

Only one call can be active at one time. You can use the handset, speakerphone, or headset for calls. During a call, you can change modes by picking up the handset, or by pressing Or .

If you navigate away from your call(s), press to see Active Call or Calls view again.

Place Calls

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

You can use the handset, speakerphone, or headset for calls. During a call, you can change modes by picking up the handset, or by pressing

or .

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 .
- From the Lines screen, press the Line key, enter the phone number, and select **Send**.
- Select a contact from the **Recent Calls** list and select **Dial**.
- Select a contact from the **Contacts** and select **Call**.

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 **Answer** soft key.
- To answer with the handset, pick up the handset.
- To answer with a headset, press .



Navigating Multiple Calls

- Using Direction pad highlight incoming call. Press the **Answer** Soft Key which will place 1st caller on automatic hold. You are now connected to 2nd caller.

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:


- Highlight the held call and press **Resume**.
- 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 .

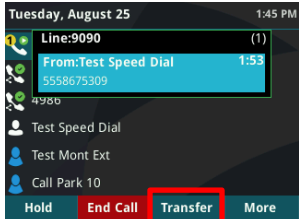
To resume a call:

- Highlight the call and press the **Resume** soft key or press .

Transfer Calls

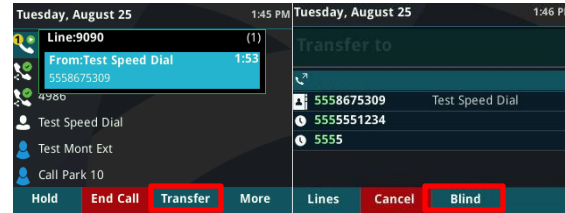
You can transfer calls to any contact and choose the way to transfer the call.

To transfer a call (Consultative): (default transfer type)



- Press **Transfer** soft key.
- Dial a number (choose contact) and hit send.
- Press the **Transfer** again key after speaking with your contact.

To transfer a call (Blind):



- Press **Transfer**.
- Press **Blind** Button
- Dial a number or choose a contact.

As this is a Blind transfer, the call is transferred immediately.

Initiate a Conference Call

You can initiate a conference call with up to 2 contacts.

To initiate a conference call:

- Call a contact.
- Select **Conference (press more key to navigate to)** and call your next contact.
- 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:

- On the Calls screen, select **Join**.

View Recent Calls

You can view placed, received, and missed calls.

To view recent calls:

- Select **Directories > Recent Calls**

View the Contact Directory


You can view and add contacts to the Contact Directory.

To view the Contact Directory:


- Select **Contacts** Soft Key.

To add a contact to the Contact Directory: Go to


CommPortal. <https://commportal.nhgrp.com>

- Select **Contacts** Tab 
- Select **New Contact** 
- Fill in Contact Information
- Click **Save**

Listen to Voicemail

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

To listen to voicemail:

- Press  or dial *99.
- Enter voicemail pin and follow the prompts.


To use Message Center

- Press **Messages** soft key.
- Using navigation pad select message you wish to hear
- Click **Play Message** and the message will be played through the speaker of your phone.

Mute the Microphone

You can mute or unmute your microphone during calls.


To mute or unmute your microphone:

- Press .

The key glows red when your microphone is muted.

Intercom Dialing

You make 2-way intercom calls to other extensions in your business group by performing the following actions

- Press **Home** key 
- Using **Navigation Key** choose **Intercom**
- Dial extension number and hit **Send**.
- Phone will give the far end an alerting tone and a 2-way path will be established.