

Polycom® VVX® 250, 350 and 450 Desktop Telephones Quick Start Guide



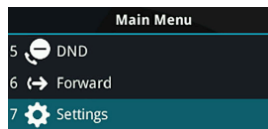
This guide covers the basic features and operation of the Polycom® VVX® 250, 350 and 450 IP telephones with Polycom® UC Firmware 5.5.1 or later and SIP 5.8.0 or later. Functionality is basically the same for all three models.

For more information, refer to the Star2Star Knowledge Base.

Phone Screens

Three main screens are available for these phones:

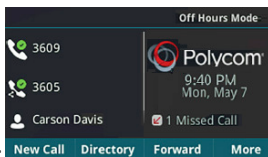
- **Main Menu/Home Screen** - Displays menu options for settings and device information. Press **Home** from any other screen to display **Main Menu**.



- **Lines Screen** - Default view when phone is idle. Displays phone lines, Favorites and conditional soft keys.

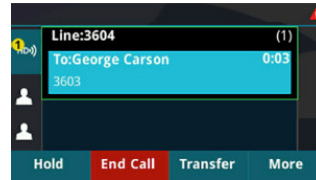
Access **Lines** with **one** of the following:

- Press **Home**.
- Select **Lines** during a call.











Phone Screens - continued

- **Calls Screen** - Automatically displays list of Active and Held calls.
- Number of calls displays under associated Line.
- Access **Calls** with **one** of the following:
 - Press **Home**.
 - From **Lines**, press **Calls**.
 - Use **Navigation/Select** key arrows to select a call.



Phone Icons Legend

The following keys display on phone models:

| Keys | Functions |
|-----------------------------------------------------------------------------------|------------------------------------|
|  | Displays Home screen or Main Menu. |
|  | Turns headset off/on. |
|  | Turns speakerphone off/on. |
|  | Mutes/unmutes the phone speaker. |
|  | Holds a call. Resumes a held call. |
|  | Transfers a call. |
|  | Accesses voicemail. |
|  | Adjusts the volume. |

Place a Call

Only one call can be Active at a time. Do **one** of the following to place a call:

- Use the handset, headset or speakerphone, first. Enter the phone number and **Send**.
- Enter the phone number and **Dial**. Use handset, headset or speakerphone.
- From **Home**, select **New Call**. Enter a phone number and **Send**.
- From **Lines**, press the Line key. Enter a phone number and **Send**.
- From **Home**, select a **Favorite**.
- Select a Contact from **Recent Calls** or **Contact Directory** and **Dial**.

Answer a Call

To answer a call, lift the handset or to answer a new call while on an Active call, press **Answer**. The current call is placed on Hold.

The maximum Active, Incoming or Held calls allowed at one time are 24 calls.

Forward a Call

Manually Forward incoming calls:

1. While the phone is ringing, press **Forward**.
2. Enter a phone number and **Forward**.

Automatically Forward all calls:

1. Press **Forward** from the **Home** screen. Select a **Line**, if available.
2. Select a **Forwarding Type** (*Always, Busy, No Answer*). If selecting *No Answer*, enter the number of rings before the call is forwarded.
3. Enter a forwarding number and **Enable**.

Disable call forwarding:

1. Select **Forward** and a **Line**, if multiple Lines.
2. Select a **Forwarding Type** and **Disable**.

Forward a Call with Find Me / Follow Me:

Set up Find Me / Follow Me in [Application Framework](#) or the [portal](#) to forward calls, using the linked instructions.

Hold and Resume a Call

Multiple calls can be on Hold. During an Active call, select **Hold**. A Hold icon displays on the Line of the held call, as well as a **flashing red** light on the Line key. Press **Resume** to resume call.

Transfer a Call

Consultative is the default Transfer Type, but can be changed as follows:

1. Navigate to **Settings > Basic > Preferences**.
2. Select **Default Transfer Type > Blind** or **Consultative**.

Transfer a call, using **one** of the following:

- Press **Transfer** to use default Transfer type.
- Press and hold **Transfer** to use non default type.
 - Select **Blind** or **Consultative**.
 - If **Blind**, the call transfers immediately.
 - If **Consultative**, press **Transfer** or after hearing the ring-back or speaking with the person.

End a Call

Use **one** of the following options to end an Active call:

- Replace the handset, press headset or speakerphone key, or **End Call**.
- To end a call on Hold, resume the call first. Navigate to **Calls**, select the call and press **Resume > End Call**.

Park a Call

Park, if available, is used to place an Active call on Hold at one extension and pick it up at a different extension.

- **Park** an Active call, press the **Park** soft key.
- Retrieve a parked call, press appropriate line or key.

Do Not Disturb (DND)

When **Do Not Disturb** is enabled, the phone does not ring and calls follow the next step in the extension's Find Me/Follow Me rule. Press **DND** from the **Home** screen to enable/disable **Do Not Disturb**.

Redial the Last Called Number

Re-call the last called number with **Redial**.

- Navigate to **Home > Redial**.

Recent Calls

The **Recent Calls** list holds up to 100 entries and includes missed, received and placed calls. Icons indicate Placed, Received, Missed or Private calls.

Navigate to **Directories > Recent Calls**.

Sort Recent Calls by Time or Name:

- Select **Directories > Recent Calls > Sort > Time or Name > Order > Ascending or Descending**.

Sort Recent Calls by Type:

- Select **Directories > Recent Calls > Sort > Type > Missed Calls, Received Calls or Placed Calls**.

Use the **Navigation/Select** key, as follows:

- **Right arrow** - Dial the selected number.
- **Left arrow** - Return to the Directory.
- **Up/Down arrows** - Select the previous/next call.

Navigate to **Directories > Recent Calls** to do any of the following options. Select a call record and press:

- **Info** - View a call record.
- **Info > Save** - Add it to the Contact Directory. If the number is not a **Favorite**, **Add to Favorites** displays.
- **Info > Edit/Dial** - Edit the number and **Dial**.
- **Info > Delete** - Remove a call.

Conference Calls

On-phone conferencing feature is limited. To Conference up to 150 participants, contact an administrator to set up StarConference™.

Initiate a Conference Call:

1. Enter a phone number or use the Directory lists to call a Contact.
2. After call connects, select **Conference**.
3. Call the next Contact and select **Conference**.

Conference an Active call and a Held call:

- Select the Held call while in an Active call and **Join**.

Manage the Conference options:

- **Hold** - Suspends all Conference participants.
- **Res (Resume)** - Resumes all participants.
- **Split** - Places participants on Hold in separate calls.
- **Mute** - Silences your phone microphone. Participants can hear each other, but not you.
- **End** - Removes you from a Conference call.
By default, when you end a Conference call, your connection to the call ends and the other participants remain in the call..

Favorites

Favorites are Contacts called most often. **Favorites** display consecutively according to the Index Number, lowest number first.

Make a Contact a Favorite:

1. Navigate to **Directories > Contact Directory** and select a Contact.
2. Select **Add** or **Add to Favorites**.
3. Press **Yes** to automatically accept an index number or select **Edit Index** to enter a unique index number. Press **Yes** to accept an index number or enter a number up to 9999.

Dial a Favorite with *one* of the following options:

- From the **Home** screen, select a **Favorite** and **Dial**.
- Select **New Call > Favorites**. Select a **Favorite > Dial**.
- Navigate to **Directory > Favorites**. Select a **Favorite** and **Dial**.

Reorder a Favorites list using the Index Number:

1. From **Contact Directory**, select a Contact.
2. From **Contact Information**, select **Edit > Favorite Index**.
3. Enter a new **Index Number** and **Save**.

Favorites - continued

Delete a Favorite:

1. From **Contact Directory**, select a Contact.
2. From **Contact Information > Edit > Edit Contact**, select **Favorite Index** and **Delete** the Index Number.
3. Select **Save**.

Record a Call

VVX 250, 350 and 450 phones can record up to 4 hours of calls onto a USB drive as .wav files. They can be saved in one file and replayed on the phone or a computer.

- During an Active call, select **Record > Start**. "Recording in progress" displays in the status bar.
- End recording - Select **Stop** or **Back > End Call**.
- Pause recording - Select **Pause**. **Resume** to resume.
- Play recording - Navigate to **Settings > Features > Removable Storage Media > Browse Recordings**. Select a file, **Open > Play**.

Ring Tones

Change **Ring Tones**, with **one** of the following:

- Incoming calls - Navigate to **Settings > Basic > Preferences > Ring Type**. For multiple Lines, select a Line and a **Ring Type**.
- Individual Contacts - To set a ringtone for a Contact, navigate to **Directory > Contact Directory > Contact > Contact Information > Edit**. Update the Contact's **Ring Type**. Press **Save**.

Voicemail

Navigate to **Messages > Message Center > Connect** and follow the prompts to listen to messages.

Mute Microphone

Press **Mute** to enable/disable the phone's microphone.

Adjust Volume

Press **Volume** during a call to change Active call volume, or when the phone is idle or ringing to change ringer volume.

Contact Directory

To view Contacts in the Contact Directory:

- From the **Home** screen, select **Directories > Contact Directory**.

Note: Personal Contacts information may be lost when phone firmware is updated.