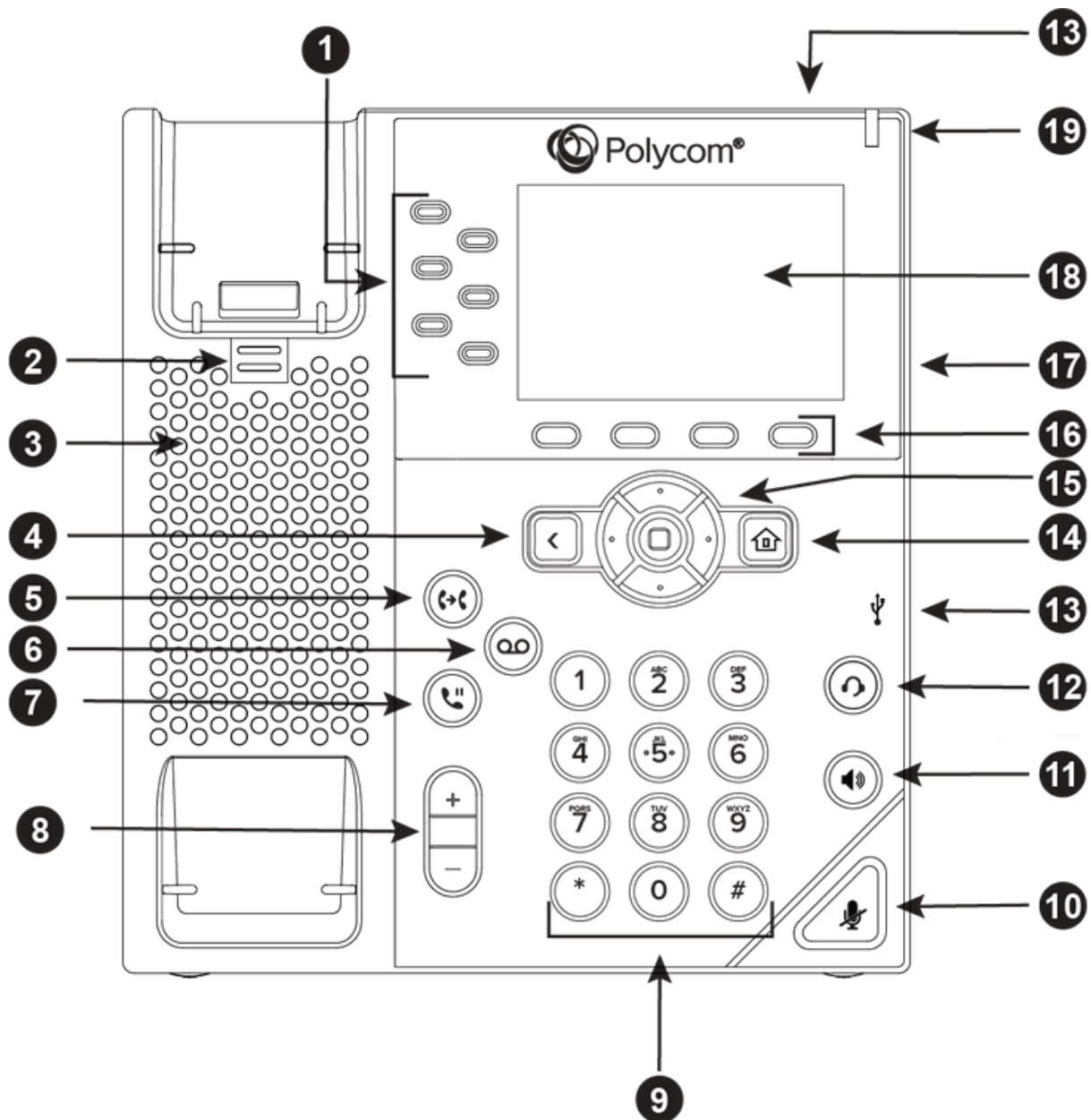# POLY VVX 250/350
User Guide

Polycom VVX 250/350 User Guide

Welcome to the Poly VVX 350 user guide. This document has been designed to help familiarize yourself with the basic button layout of the desk phone, as well as guide you through the active call options, voicemail, and some advanced features the Poly VVX 350 has to offer.

The Basics

PRIMARY BUTTON LAYOUT

1	Line keys	Enables you to select a phone line, view calls on a line, or quickly call a favorite contact.
2	Reversible tab	Secures the handset in the cradle when you position your phone stand at a high angle. To secure the handset, remove the tab, reverse it so the protrusion points up, and reinsert it. Position the handset so the protrusion on the tab fits into the slot on the handset.
3	Speaker	Provides ringer and speakerphone audio output.
4	Back key	Enables you to return to the previous screen.
5	Transfer key	Transfers an active call to a contact.
6	Messages key	Enables you to access and manage instant and voice messages.
7	Hold key	Holds an active call or resumes a held call.
8	Volume keys	Adjusts the volume of the handset, headset, speaker, and ringer.
9	Dialpad	Enables you to enter numbers, letters, and special characters. You can also use the dial pad keys to select menu items that have index numbers.
10	Mute key	Mute or unmute the microphone during an active call.
11	Speakerphone key	Enables you to place and receive calls using the speakerphone.
12	Headset key	Enables you to place and receive calls through a headset.
13	USB port(s)	Enables you to attach a USB flash drive or USB headset.
14	Home key	Displays the Home screen from other screens and displays the Lines and Calls screen from the Home screen.
15	Navigation keys Select key	Scrolls through information or options displayed on the phone's screen. Selects a field of displayed data.
16	Soft keys	Enables you to select context sensitive keys that display along the bottom of the screen.
17	Security slot (on back)	Enables you to attach a universal security cable lock to your phone so you can secure it to a desktop.
18	Screen	Shows a8.89 cm (3.5 in) color screen with a backlight that enables you to view menu options and data.
19	Message waiting indicator	Flashes red to indicate when you have new messages.

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Screen Overview

Phone Views

Your phone has three main views: Home, Calls, and Lines View (the default). To change views: For Home View press the Home key. From Home View press the Homekey to display either Lines or Calls View.

Home Views

Home View displays the phone line, messages, settings and information. To change the displayed page, press the down or up arrow key. To change the highlighted entry, press the right or left arrow key. Select New Call to place a call. Select Messagesto access voicemail. Select Directoriesto access Contact Directory, Favorites and Recent Calls list. Select Forward to establish forwarding options for incoming calls. Select DNDto toggle DND (Do Not Disturb) on or off. When DND is enabled, your phone will not ring, and incoming calls will go to voicemail. Select Settingsto access phone features and settings to customize the phone.

Lines Views

Lines View is the default display. Lines View displays phone lines, favorites, and soft keys. If the phone has calls, the phone line indicates the number of calls and if they are active or held. If there is an active call, the call color is medium grey. If the phone line has one or more held calls, the call color is light grey. To select a call, use the up and down arrow keys.

Calls View

If multiple calls are in progress or if there is one held call, Calls View can be accessed. Use the up and down arrow keys to view all calls.

Entering Data

Use the dial pad keys to enter information. To delete characters, use left and right arrow keys until the cursor is positioned to the right of the character, then press the
double arrows. To enter characters, press key repeatedly to see the character options and then stop to select. To type special characters, select Encodingthen use the 1, *, 0 or # key one or more times to enter special characters. To enter a space, select Encoding, select one of the alphabetic options and then press the 0 key.

About Calls

Only one call can be active at one time (others can be on hold). You can use the headset, speakerphone, or handset for any call. During a call, you have the option to change modes.

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Telephone Features

Placing a Call

Simply pick up the handset, press the speakerphone key orpress the headset key then enter the phone number or enter the phone number first then choose the method. To place calls quickly, choose a favorite in Home or Lines view or choose from your Favorites list, Recent Calls list or Contact Directory.

Answering Calls

To use the handset, pick up the handset. To use the speakerphone, press Answer, the speakerphone key, or the line key of the incoming call. To use the headset, press headset key. If already in handset, speakerphone or headset mode, press Answer and the phone will automatically use that mode. To answer a new call while on an active call, tap Answer and the current call will be held.

To Return to Your Calls

If you navigate away from your calls, return to Calls view by pressing Moreand then Linesor the Homekey. Scroll up or down to see all lines and calls.

Ending Calls

Hang up to end a call or press End Call. In Calls view, select the held call, and press Resume > End Call.

FAVORITES

Favorites are contacts you call most often.
Favorites display in your Favorites list and Lines view. They also display when you choose the phone line in Home view. To assign a contact as a Favorite: From Home view, select Directories > Contact Directory. Select the contact and select Edit. There are also 9 favorites that will display in Lines view and from Home view. They can quickly be dialed by choosing the correct contact. They will display according to an assigned index number. The contact with the lowest index number displays first. Establish the index number from the Edit Contract Screen by using the up and down arrow keys to select Favorite Index and entering an index number. Press Save.
To dial a Favorite: From Home view, select Directories > Contact Directory. From the Favorites list, use the up and down arrow key to select the favorite. The call is automatically placed.
To reorder your Favorites list: Update the contact's Favorite Index number in the Contact Directory

Call Hold and Resume

From Lines or Calls view, press Hold. If in Call View, the call must first be highlighted. To resume a held call, from Calls view, use the up and down arrow keys to highlight the call and press Resume.

Redial

To dial the last number called, press the right arrow key for the Placed Calls list. The first number in the list is the last call placed. From the Placed Calls list, press Dial.

Microphone Mute

The mute feature allows you to hear the other party, but they cannot hear you. During a call, press the Mutebutton. The button turns red and a microphone on the screen indicates that the other party (or parties) cannot hear you. Microphone Mute applies to all modes: Handset, Headset, and Speakerphone. You can still hear all other parties while mute is enabled. To turn off microphone Mute, press Mutebutton again.

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Placing Conference Calls

To establish a conference call:Call the first person. From Lines or Calls view, press More > Confrnc. The active call is held. Using the Dialer, call the second person. When the second person answers, press More > Confrnc or press Jointo join everyone in a conference. To hold a conference call:From Lines or Calls View, press Hold. If in Calls view, be sure to highlight the conference first. To resume a held conference call: From Lines or Calls view, press Resume. To end a conference call: From Lines or Calls view, press End Call. To split a conference call: From Lines or Calls view, press Split. The conference call ends. By default, the other two people are held.

Using the Speaker Phone

Press the Speaker phone button and it will glow green and activate the speakerphone. If on a call and want to use the speaker phone instead of the handset or the headset, press the Speaker phone button then hang-up the handset. Press it again and the speakerphone will hang-up. Lifting the handset or pressing the Headset button while on the speakerphone will turn the speakerphone off and place the call on the handset or the headset.

Incoming Call Ringtones

A simple way to personalize the phone is to change the phone's ringtone. Unique ringtones can be chosen for the different lines on the phone.
To select an incoming call ringtone for the phone or a line: From Home view, select Settings > Basic > Preferences. If multiple lines are configured on the phone, select the line to apply a new ringtone to. From the Ring Type screen, use the up and down arrow keys to select the ringtone. To hear the ringtone before changing it, press Play. The default ringtone is Low Trill.
To set a ringtone for a contact: Navigate to the Contact Directory and select the contact. From the contact's information screen, press Edit > Ring Type. Use the up and down arrow keys to select the ringtone and press Save.

Reject a Call

When a call comes in that you do not wish to answer and do not want it to keep ringing your phone, press Reject. This will send the call immediately to voicemail.

Call Transfer

When transferring a call to another party, there is an option to talk to the party before the transfer completes (consultative) or can be a blind transfer (without talking to the other party). To perform a consultative transfer: 1. From Lines or Calls view, press Transfer. The active call is held. 2. From the Dialer, press Consultativeand place a call to the party to transfer the call to. 3. Connect and talk with the person, and then press Transfer. To cancel the transfer before the call connects, press Cancel. To perform a blind transfer: 1. From Lines or Calls view, press Transfer. The active call is held. 2. From the Dialer, press Blind, and place a call to the party want to transfer the call to. If you don't see Blind, press More, and then Blind. The call automatically transfers to the party you specified.

Call Forwarding

To enable call forwarding: From Home View, press Forward. Select the forwarding type to enable, type a forwarding number, and press Enable. To disable call forwarding: From Home View, press Forward. Select the forwarding type to disable, and press Disable. To enable per-call forwarding: As your phone rings, press Forward, enter the forwarding number, and press Forward again.

Diverting Calls from a Contact to Another Party

The Divert option enables transferring of all incoming calls from a particular contact to a third party. To divert incoming calls from a contact to a third party: From Home view, select Directories, then select Contact Directory. From your directory, use the up and down arrow keys to select the contact whose calls should be sent to another person. From the contact's information screen, press Edit. Then use the up and down arrow keys to select Divert Contact and enter the number of the person to send the calls to. Select Auto Divert and select Enabled. Press Save.

Call Park and Retrieval

Parking a call is very similar to putting a call on hold. The key difference is, when placing a call on hold it can only be retrieved from the phone that put the call on hold. With Call Park, a call can be placed on hold and picked up from ANY phone within the same business group. To park a call: From Lines or Calls view, press Transfer. Dial *94. An Orbit code will be announced which includes a * and 3 digits. Press Transferagain to park the call in that Orbit. To retrieve a parked call: Dial *99* and the Orbit code that was provided when the call was parked (example: *99*111). The call will immediately be connected.

Additional Telephone Features

DND (Do Not Disturb)

Enabling Do Not Disturb (DND) prevents the phone from ringing and sends all incoming calls directly to voicemail. All calls received while DNDis enabled will be logged to the Recent Callslist.
To toggle Do Not Disturb on and off, from Home view, select DND. If the phone is idle, press DND.
By default, the Do Not Disturb feature applies to all lines on the phone. However, your phone may be set up so that you can enable the feature on a per-line basis. To enable or disable Do Not Disturb for a particular line:
1. From Home view, select DND.
2. From the Line Select screen, use the up and down arrow keys to select the line to enable or disable Do Not Disturb on.
3. From the Do Not Disturb screen, select Enableor Disable.

Contact Directory

Store a large number ofcontacts in the phone's local Contact Directory. From the local Contact Directory, view contact information, search for contacts and dial contacts. If able to update the Contact Directory, can also add contacts, update contact information, and delete contacts.

To view the Contact Directory:

From Home view, select Directories and then select Contact Directory.
To view contact information:
From the Contact Directory, use the up and down arrow keys
To select the contact and press Info. The contact's information screen, including the contact's name and phone number, displays. Additional information—such as a job title, label, or email address may also display.

To search for a contact:

1. From your Contact Directory, press Search.
2. From the Search screen, enter search criteria and press Search. A list of search results is displayed. Press Back to display the Contact Directory again.

To dial a contact:
1. From the Contact Directory, use the up and down arrow keys to select the contact and pressInfo.
2. From the contact's information screen, press Dial.
To add a contact:
1. From Home view select Directoriesand then select Contact Directory.
2. Press Add.
3. From the Add Contact screen, enter contact information.

If a Corporate Directory is available on the phone (entered by Corporate Administrator), select Corporate Directory. Then perform a search. The screen displays a list of contacts, starting with the most successful matches.

Voice Mail

When a caller has left a voice message, the telephone will flash the red light at top right of the phone, the status bar will identify the total number of new messages (the count is a total of all messages on all lines on the phone) and there will be a stutter dial tone.

To listen to voicemail messages:

1. Press the messages button and select Message Center. Or, from Home view, select Messages > Message Center.
2. If multiple lines are configured on the phone, the Line Select screen displays. Use the up and down arrow keys to select the line that has the message.
3. From the Messages screen, press Connectand follow the prompts.

Many options such as Personalized Name announcements, hands free and timesavers, greetings, and group lists, are available with Voice Mail.

Call Lists

The phone maintains a Recent Callslist which lists missed, received, and placed calls. Each list can hold up to 100 entries.
To view the Recent Calls list:from Home view, select Directoriesand select Recent Calls.

To manage a Call Record:
1. From the Recent Calls list, use the up and down arrow keys to highlight an entry and press
the right arrow key.
2. From the call details screen, options include:

. Press Dialor the right arrow key to call the person.
. Press Saveto add the person to the Contact Directory. If the person is already in the Contact Directory but isn't a Favorite, Add to Favorites displays instead. Press Add to Favorites to automatically make the person a Favorite.
3. Press Deleteto delete the call from the list.
4. Press Editto edit the phone number before dialing the person

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