POLYCOM PHONE USER GUIDE – VVX250

Placing a Call

- Lift handset
- Dial extension press a speed dial, or dial a 10-digit phone number

Answering a Call

- Lift handset **OR** Press headset or speaker button

Placing a Call on Hold

- While on a call press Hold
- Line key will flash

Retrieving a Held Call

- Press Resume or the flashing line key

History/Redial

- Press the Left side of Circle to scroll through your Received Calls
- Press the Right side of Circle to scroll through your Placed Calls
- Press the Bottom of Circle to scroll through your Missed Calls
- Press Dial to call

Park

- With a call connected, Press More
- Press Park - it will read out the extension it is parked at

Retrieving a Parked Call

- Dial the extension the call is parked at

Do Not Disturb

- press DND

Disable Do Not Disturb

- press DND again

Transferring a Call

Blind Transfer

- While on a call, press Transfer
- press Blind
- Dial number

Consult Transfer

- While on a call, press Transfer
- Dial number
- Wait for the Party to answer, Announce the call
- Hang up to complete the transfer

Transfer to Voicemail

- While on a call, press Transfer
- Dial *+ extension you want to transfer to
- Hang up

Conference Calls

- While on a call, press More
- Press Confrnc
- Dial number to add
- Press More
- Press Confrnc again and all parties will be connected

Note: Press More, Split to Split apart the conference, to join the calls back together, press resume so you are talking with one of the parties, press More, Join

Forwarding

- Press Forward
- Select when you want to Forward: Always, No Answer, Busy
- Enter in the number you want to forward to
- Press Enable

Disable Forwarding

- Press Forward
- Select the Forwarding option you want to disable
- Press Disable

Hard Keys

Transfer – sends a call to third party
Hold – Places a call on Hold
Back – Brings you back one menu level
Home – changes options and settings
Headset – Press this to use a headset
Mute – Makes it so people can't hear you
Speaker – Takes phone off hook
Left side of Circle – Received Calls
Right side of Circle – Placed Calls
Bottom of Circle – Missed Calls
Top of Circle- Favorites
Center of Circle – Select

Soft Keys

New Call - Generates dial tone for a call
Directory – Save/Access your Contacts
Forward – sends call to another number
DND – Sends calls directly to voicemail
Dial – dials the number
Hold – Places a call on Hold
Resume – takes a call off hold status
Transfer – Transfers a call
Blind – Transfers a call Blind
Consultative – Transfers a call and lets you talk to the third party.
More – Lists more options
Directory, Corporate Directory, recent calls, or favorites
Conference – Initiates/completes a conference
Split – Splits a conference call apart
Join – Merges two calls into one call
Manage – Manage the conference call
Far Mute - Mutes highlighted party
Remove – Removes highlighted party
Info – Information on the Participant
Back – Brings you back one screen
Lines – Shows the lines that are in use
Calls- Shows the calls that you are on
Park – Parks a call on the system that anyone can pick up by dialing the park extension listed when the call is placed on park
Call Flip- Flips the call to the Desktop or Cell phone app
End Call – Hangs up an active call
Cancel – backs out of transfer or conference screen
Reject – Transfers call to your voicemail or forwarding condition
Select – chooses highlighted option

Audio Control

Located in the bottom center of the phone, increase volume by pressing + and decrease volume by pressing -

- Change the ringer volume while in idle mode or while phone is ringing
- Pick up the handset or press the speaker button to adjust volume settings for each

Changing Ringtone

- Press Home
- Scroll to Settings (6)
- Choose 1 for Basic
- Choose 4 for Ring Type
- Select your Ringtone
- Press Home to Exit

Checking Messages

- Press Home
- Scroll to Messages (2)
- Choose 1 for Message Center
- Press Connect
- Enter in your Code
- Follow the Prompts

Enabling a Headset

There are two ways you can make a headset work;

- Plug in the headset to the headset plug on the back of the phone
- Press the Green Headset Button
- Press the Button on the side of the headset to get dial tone

Note: The Headset Button will have to be pressed every time you answer or place a call, not a True Wireless Solution

The other option is:

- Plug EHS (Electronic Hook Switch) in to the headset plug on the back of the phone
- Press Home on your phone
- Choose Settings (6)
- Choose Basic (1)
- Choose Preferences (1)
- Choose Headset (3)
- Choose Headset Memory (1)
- Choose Enabled (2)
- Press Back
- Choose Hookswitch Mode (2)
- Choose you Headset Type
- Choose Yes
- Your Phone will reboot
- Press the Button on the side of the headset to get dial tone

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