



# Poly VVX 250 Phone Quick Reference Guide

**Green Platform**

Firmware 5.1.9 and later

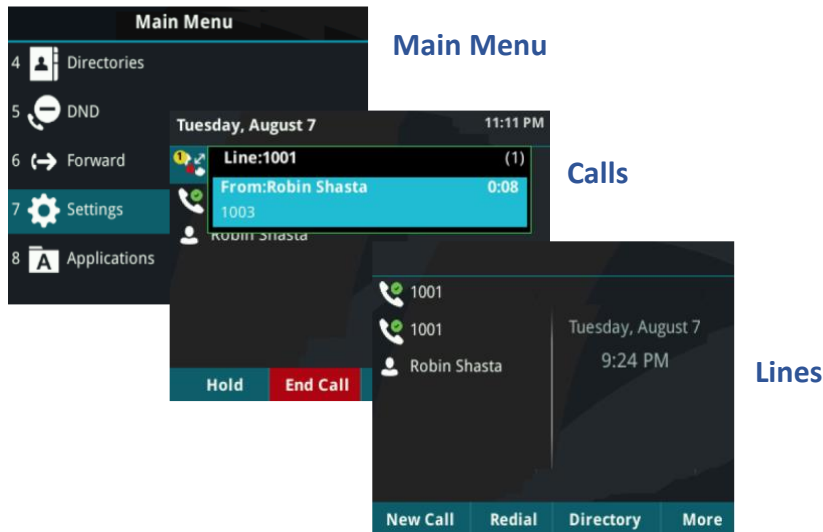


Available features may vary. Feature set is based on the original order and the system administrator's requests for each deployment. Please contact your system administrator or Telesystem directly to discuss any changes to the system.



VVX 250



Your phone display has three main views: Main Menu, Calls, and Lines (shown below) Toggle between them by pressing Home button.



## Call Handling Basics

### Answer a call



To answer an incoming call to one of your lines, do one of the following:

- Lift the handset
- Press the speaker  or headset  key
- Press blinking line key
- Press the Answer soft key

*If handling multiple calls, use either the line keys or navigational buttons to switch between.*

### Place a call

To place a call from your primary line:

- Lift handset off hook or press speaker  or headset  key.
- Dial the extension or phone number (including a 1) to send the call.

### End a call

To end your current call, **hang up** the phone or press the **End Call** soft key.

## Advanced Call Handling


### Hold

*Hold places the call on the current line only.*

To place a call on hold, do one of the following:

- Press **Hold**
- Press the **Hold**  function key

To resume a held call, do one of the following:

- Select the call (if on more than one) then press **Resume**
- Select the call (if on more than one) then press the **Hold**  function key.
- Press the **line key** (if only on one call, its light will blink **red**).

### Park

*If enabled, the park feature places a call on a 'shared' hold. This allows users to resume the call from any phone at the location.*

To place a call into park, press one of the available Park keys in the Lines view. This transfers the call to that parking orbit and shows a red light on the associated key.

To retrieve a parked call, press the appropriate Park key in the Lines view from any phone.

### Transfer

*Transfer sends your answered call to a different extension or phone number of your choice.*

To perform an announced (consultative) transfer:

- Press **Transfer**
- **Input** the destination extension or full phone number
- When caller answers, press **Transfer** to complete the transfer or **Cancel** to go back to the initial caller.

To perform a blind (direct) transfer:

- Press **Transfer**
- Press **Blind**
- **Input** the destination extension or full phone number
- **Hang up** when call disappears from your line

*Transfer directly to an internal voicemail box by dialing 7 plus the extension as the destination number.*

### Conference

*Conference is a three-party phone call.*

To add a third party to your current call:

- Press **More** then **Confnc**
- **Input** the extension or phone number of the third party
- When caller answers, press **Confnc** to join them to the call or **Cancel** to go back to the initial caller.

*While on a conference call, hanging up allows you to leave the conference while keeping the other parties intact. Alternately, press the Split key to place both calls on hold separately on your phone.*

## Other Features

### Voicemail

To access voicemail from your phone, Press **Home** to go to the **Main Menu** screen then select **Messages**.

Accessing voicemail allows you to setup voicemail, listen to messages, or change greetings.

### Intercom

*Intercom calls are auto answered at the receiving phone if it is available.*

Press the **intercom** key on the home screen or soft key display then enter an extension. This will initiate an intercom-type call.

### Directory

*The directory houses your recent call logs and your business group directory.*

To access the directories:

- Press **Home** to go to the **Main Menu** screen
- Select **Directories**

Available directories include:

- *Contact Directory*- view, search, and dial all your business group extensions.
- *Recent calls*- access your most recent missed, dialed and received calls. Accessing this list will get clear missed call notifications in the *Lines* view.

### Paging

*If enabled, group paging broadcasts the spoken message through all or some phones at your location whereas overhead paging can broadcast through overhead speakers as well.*

To send a group page:

- Press the **Paging** soft key
- Use the navigational keys to select the appropriate page group
- Press the **Page** key
- **Speak** your desired message then **hang up**.

To send an overhead page:

- Press the **Page** or **OH Page** key
- **Speak** your desired message then **hang up**.

### Forward

*Call forwarding of your personal line/extension may be done from the phone.*

- To turn forwarding on: Dial \*72 followed by the extension or phone number to forward calls to. Pick up the phone to send the command.
- To turn forwarding off: Dial \*73 then pick up the phone to send the command.