

Getting Started with Polycom[®] VVX[®] Business IP Phones

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Before you use your phone, take a few moments to familiarize yourself with its features and user interface.

The terms “the phone” and “your phone” refer to any of the VVX business IP phones. Unless specifically noted in this guide, especially with regard to phone graphics, all phone models operate in similar ways.

Note: As you read this guide, keep in mind that certain features are configurable by your system administrator or determined by your network environment. As a result, some features may not be enabled or may operate differently on your device. Additionally, the examples and graphics in this guide may not directly reflect what is displayed or is available on your device screen.

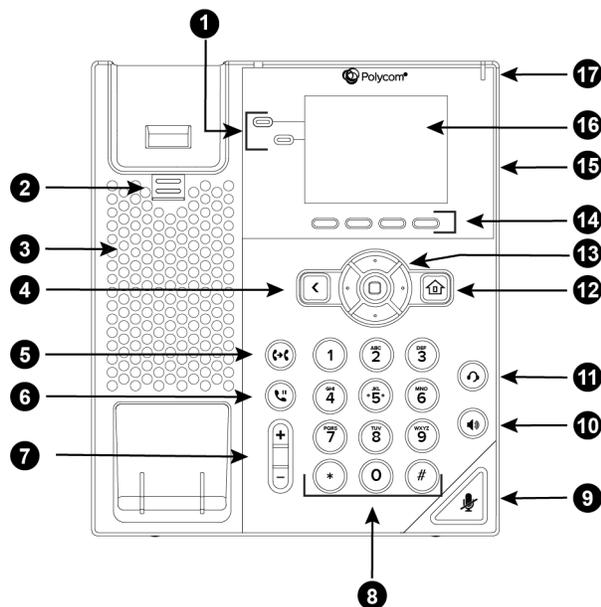
Overview of Phone Hardware and Keys

Use the following figures and tables to understand hardware features available on VVX business IP phones. For more information about attaching phone hardware, including how to connect your phone to the network, see the Setup Sheet for your phone available on your phone's support page on [Polycom Voice Support](#).

VVX 150 Hardware

The following figure displays the hardware features on the VVX 150 business IP phones. The table lists each feature numbered in the figure.

VVX 150 hardware features



VVX 150 Hardware Feature Descriptions

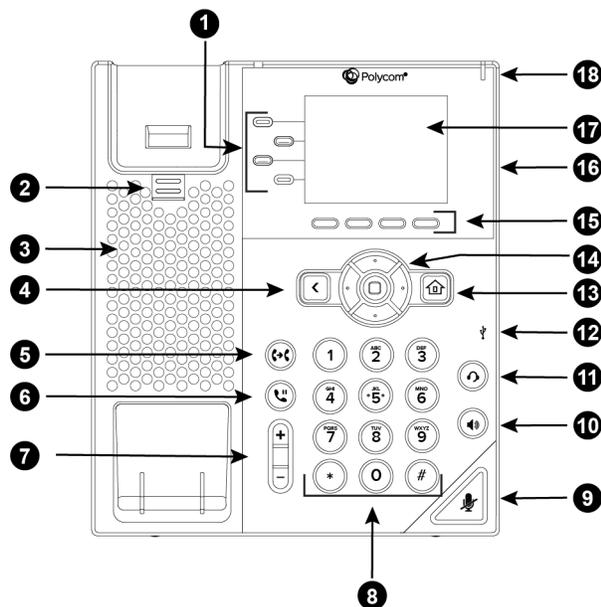
Reference Number	Feature	Feature Description
1	Line keys	Enable you to select a phone line, view calls on a line, or quickly call a favorite contact.
2	Reversible tab	Secures the handset in the cradle when your phone stand is positioned at a high angle. To secure the handset, remove the tab, reverse it so the protrusion points up, and re-insert 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	Hold key	Holds an active call or resumes a held call.
7	Volume keys	Adjust the volume of the handset, headset, speaker, and ringer.
8	Dial pad	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.
9	Mute key	Mutes local audio during calls and conferences.

Reference Number	Feature	Feature Description
10	Speakerphone key	Enables you to place and receive calls using the speakerphone.
11	Headset key	Enables you to place and receive calls through a headset.
12	Home key	Displays the Home screen from other screens and displays the Lines and Calls screen from the Home screen.
13	Navigation keys / Select key	Scrolls through information or options displayed on the phone's screen. Selects a field of displayed data.
14	Soft keys	Enable you to select context sensitive keys that display along the bottom of the screen.
15	Security slot (on back)	Enables you to attach a universal security cable lock to your phone so you can secure it to a desktop.
16	Screen	Shows a 6.35 cm (2.5-inch) monochrome display that enables you to view menu options and data.
17	Message Waiting Indicator	Flashes red to indicate when you have new messages.

VVX 250 Hardware

The following figure displays the hardware features on VVX 250 business IP phones. The table lists each feature numbered in the figure.

VVX 250 hardware features



VVX 250 Hardware Features

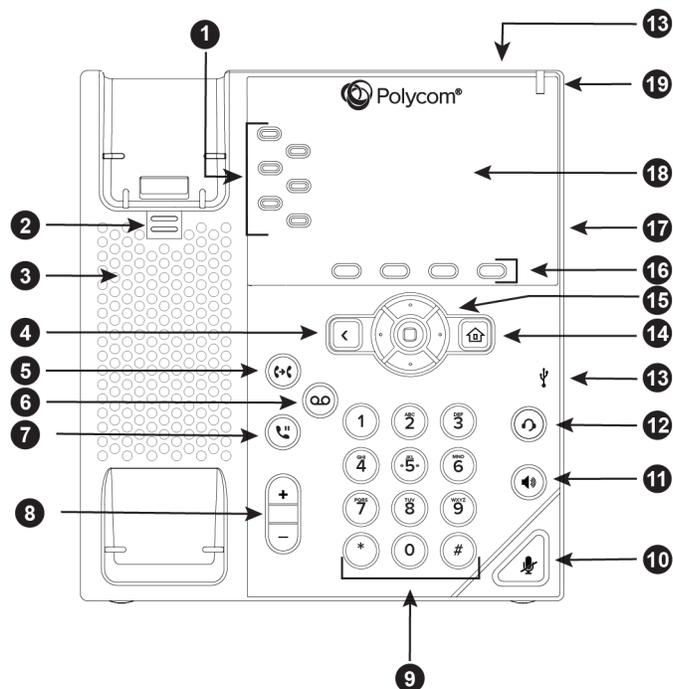
Reference Number	Feature	Feature Description
1	Line keys	Enable you to select a phone line, view calls on a line, or quickly call a favorite contact.
2	Reversible tab	Secures the handset in the cradle when your phone stand is positioned at a high angle. To secure the handset, remove the tab, reverse it so the protrusion points up, and re-insert 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	Hold key	Holds an active call or resumes a held call.
7	Volume keys	Adjust the volume of the handset, headset, speaker, and ringer.
8	Dial pad	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.
9	Mute key	Mutes local audio during calls and conferences.

Reference Number	Feature	Feature Description
10	Speakerphone key	Enables you to place and receive calls using the speakerphone.
11	Headset key	Enables you to place and receive calls through a headset.
12	USB Port	Enables you to attach a USB flash drive or USB headset.
13	Home key	Displays the Home screen from other screens and displays the Lines and Calls screen from the Home screen.
14	Navigation keys / Select key	Scrolls through information or options displayed on the phone's screen. Selects a field of displayed data.
15	Soft keys	Enable you to select context sensitive keys that display along the bottom of the screen.
16	Security slot (on back)	Enables you to attach a universal security cable lock to your phone so you can secure it to a desktop.
17	Screen	Shows a 7.1 cm (2.8 in) color display that enables you to view menu options and data.
18	Message Waiting Indicator	Flashes red to indicate when you have new messages.

VVX 350 Hardware

The following figure displays the hardware features on VVX 350 business IP phones. The table lists each feature numbered in the figure.

VVX 350 hardware features



VVX 350 Hardware Feature Descriptions

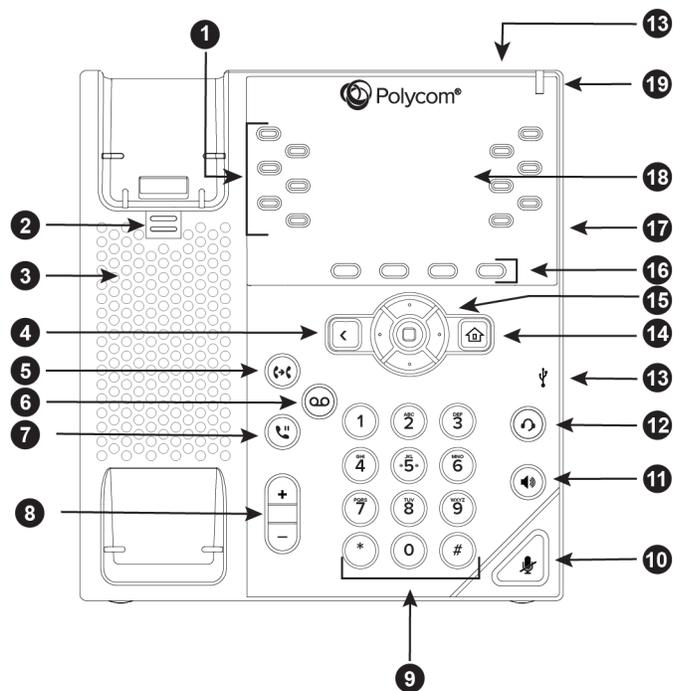
Reference Number	Feature	Feature Description
1	Line keys	Enable you to select a phone line, view calls on a line, or quickly call a favorite contact.
2	Reversible tab	Secures the handset in the cradle when your phone stand is positioned at a high angle. To secure the handset, remove the tab, reverse it so the protrusion points up, and re-insert 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	Adjust the volume of the handset, headset, speaker, and ringer.

Reference Number	Feature	Feature Description
9	Dial pad	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	Mutes local audio during calls and conferences.
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	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	Enable 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 a 8.89 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.

VVX 450 Hardware

The following figure displays the hardware features on VVX 450 business IP phones. The table lists each feature numbered in the figure.

VVX 450 hardware features



VVX 450 Hardware Feature Descriptions

Reference Number	Feature	Feature Description
1	Line keys	Enable 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 your phone stand is positioned at a high angle. To secure the handset, remove the tab, reverse it so the protrusion points up, and re-insert 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	Adjust the volume of the handset, headset, speaker, and ringer.

Reference Number	Feature	Feature Description
9	Dial pad	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	Mutes local audio during calls and conferences.
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	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	Enable 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 a 10.9 cm (4.3 in) color display 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.

Securing Your Phone with the Security Slot

By fastening one end of a universal security cable to a desk or table and the other end to the security slot available on VVX business IP phones, you can prevent your phone from being removed.

See the hardware figure for your phone for the location of the security slot . Refer to the universal security documentation for more information on securing your phone.

Accessing Screens on VVX Business IP Phones

You can access the following screens on your phone:

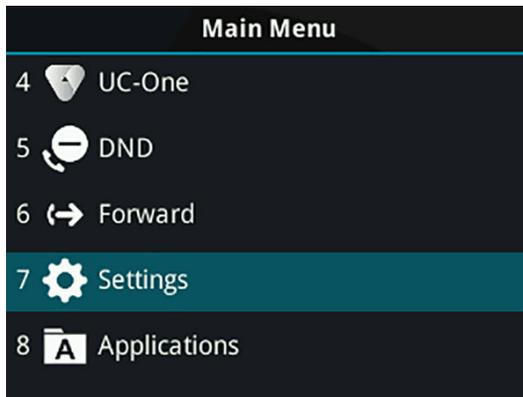
- Main Menu—Displays menu options for settings and device information.
- Calls Screen—Displays all active and held calls on your line.

- Lines Screen—Displays your phone lines, favorites, and conditional soft keys.

Access the Main Menu

On VVX business IP phones, you can access phone features and settings from the Main Menu screen.

Main Menu on VVX 250 Phones



Procedure

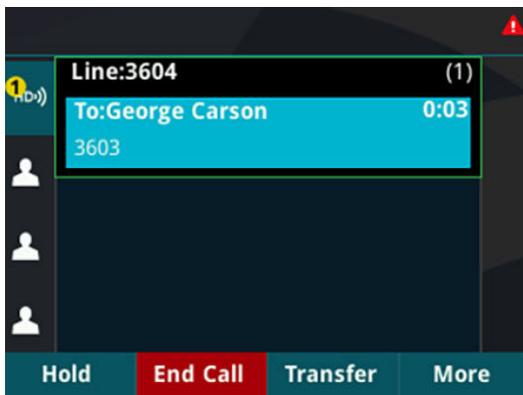
1. Press .

Access the Calls Screen

You can access the Calls screen when you have one held call or an active and held call in progress on your phone.

The Calls screen is automatically displayed when you have an active call and one or more held calls on your phone. The total number of calls is displayed on your line. If you have multiple lines on your phone, the calls display under the associated line, as shown next.

Call Screen on VVX 250



Procedure

1. During a call, do one of the following:
 - Press the Home key .
 - From the Lines screen, press the **Calls** soft key.

- On VVX 150 phones, press the **L > C** soft key.

Access the Lines Screen

The Lines screen is the default screen that displays when VVX business IP phones are not in use.

When you have multiple calls on your phone, the number of calls is displayed next to the line number. You can view your phone lines, favorites, and soft keys on the Lines screen, as shown next.

Phone line, favorites, and soft keys on the Lines screen



Procedure

1. Do one of the following:
 - Press the Home key (🏠).
 - During a call, select the **Lines** soft key.
 - When off-hook on a VVX 150 phone, select the **New Call** soft key.

Switch Among Phone Screens

You can see any phone screen by pressing the Home key (🏠). Although you can access any phone screen from whatever screen you are on, certain screens are only accessible if your phone is idle or has one or more calls in progress.

You can access these screens in the following scenarios:

- If your phone is not in use, you can access the Main Menu and Lines screens.
- If your phone has an active call, you can access all screens.
- If your phone has one active call only, you can access the Main Menu, Lines, and Call screens.
- If your phone has multiple calls, or one held call, you can access the Main Menu, Lines, and Calls screens.
- If your phone is off-hook but not in a call, you can access Main Menu and Lines screens.

Procedure

1. Do one of the following:
 - From the **Main Menu** screen, press the Home key (🏠) to display either the Lines or Call screen.

The Call screen displays only when an active or held call is in progress on your phone.

- Press the Home key  to display the Main Menu screen from the Lines or Call screen.
- Press the **Lines** soft key to access the Lines screen from the Calls or New Call screen.
- Press the **Calls** soft key to access the Calls screen from the Lines screen.
- On VVX 150 phones, press the **C > L** soft key to display the Lines screen from the Calls screen.
- On VVX 150 phones, press the **L > C** soft key to display the Calls screen from the Lines screen.
- When off-hook, press the **New Call** soft key to access the Lines screen.

Icons and Status Indicators on VVX Business IP Phones

VVX business IP phones have various icons and status indicators that display the status of the phone whether you are in a call or the phone is idle and not in use.

Icons and Status Indicators

Icon	Description	Icon	Description
	Registered line		Phone warning
	Unregistered line		Login credentials invalid
	Outgoing call		Shared line
	Active call using Polycom HD Voice		USB flash drive attached Not supported on VVX 150
	Held call		Call forwarding enabled
	Incoming call		Presence status (Available)
	Active conference		Presence status (Busy or In a Call)

Icon	Description	Icon	Description
	Do Not Disturb enabled		Presence status (Away)
	Favorite		Presence status (Do Not Disturb)
	Placed call		Presence status (Offline)
	Received call		Presence status (Offline)
	Missed call		New message
	Wireless network		