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Training Objectives

After attending this training, users should have a basic understanding of:

- Overview, layout, and available views of the Poly VVX 50 Series
- Call features, including placing, receiving, and managing calls
- Setting up and accessing voicemail
- Searching and editing within the contact directory
- Additional features and capabilities

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Series Overview

Poly VVX 450

The Poly VVX 450 phone has a color, graphical LCD screen. This desk phone supports twelve line appearances and high-definition (HD) voice on all audio paths (speaker, handset, headset).

Poly VVX 350

The Poly VVX 350 phone has a color, graphical LCD screen. This desk phone supports six line appearances and high-definition (HD) voice on all audio paths (speaker, handset, headset).

Poly VVX 250

The Poly VVX 250 phone has a color, graphical LCD screen. This desk phone supports four line appearances and high-definition (HD) voice on all audio paths (speaker, handset, headset).

Poly VVX 150

The Poly VVX 150 phone has a greyscale screen. This desk phone supports two line appearances and high-definition (HD) voice on all audio paths (speaker, handset, headset).

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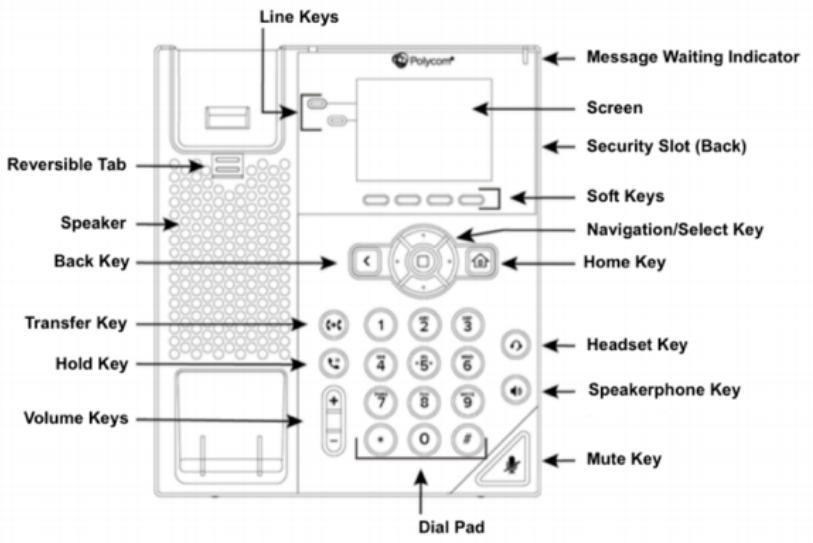
VVX 150 Phone Layout



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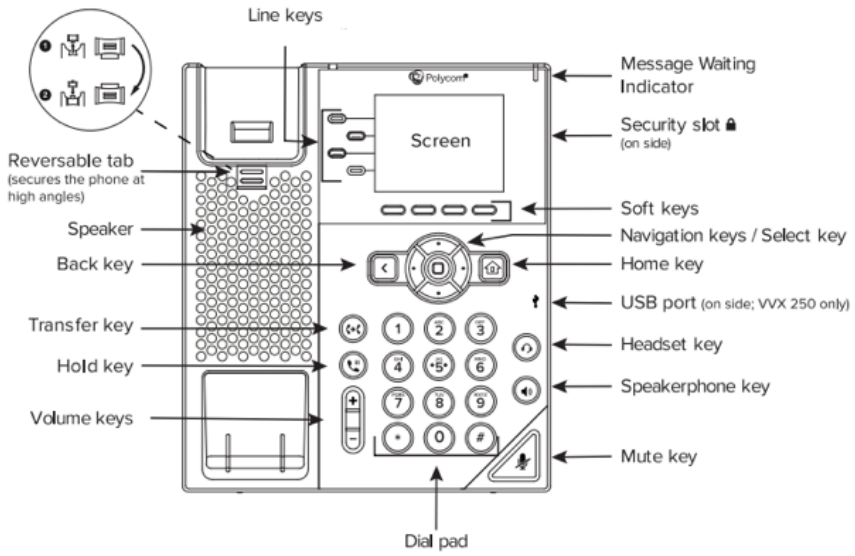
Line keys - Enable you to select a phone line, view calls on a line, or quickly call a favorite contact.
Reversible tab - Secures the handset in the cradle when your phone stand is positioned at a high angle. To secure the handset, remove the tab, reverse it so the protrusion points up, and re-insert it. Position the handset so the protrusion on the tab fits into the slot on the handset.
Speaker - Provides ringer and speakerphone audio output.
Back key - Enables you to return to the previous screen.
Transfer key - Transfers an active call to a contact.
Hold key - Holds an active call or resumes a held call.
Volume keys - Adjust the volume of the handset, headset, speaker, and ringer.
Dial pad - Enables the user to enter numbers, letters, and special characters, can also use the dial pad keys to select menu items that have index numbers.
Mute key - Mutes local audio during calls and conferences.
Speakerphone key - Enables you to place and receive calls using the speakerphone.
Headset key - Enables you to place and receive calls through a headset.
Home key - Displays the Home screen from other screens and displays the Lines and Calls screen from the Home screen.
Navigation keys / Select key - Scrolls through information or options displayed on the phone's screen. Selects a field of displayed data.
Soft keys - Enable you to select context sensitive keys that display along the bottom of the screen.

Security slot (on back) - Enables you to attach a universal security cable lock to your phone so you can secure it to a desktop.
Screen - color display with a backlight that enables you to view menu options and data.
Message Waiting Indicator - Flashes red to indicate when you have new messages.

VVX 250 Phone Layout



Copyright 2019, Fuze

Line keys - Enable you to select a phone line, view calls on a line, or quickly call a favorite contact.
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.
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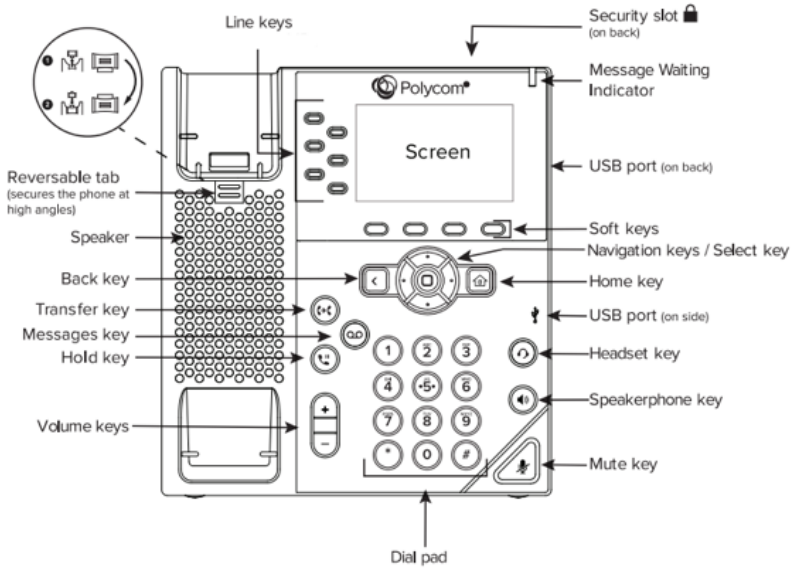
Back key - Enables you to return to the previous screen.
Transfer key - Transfers an active call to a contact.
Hold key - Holds an active call or resumes a held call.
Volume keys - Adjust the volume of the handset, headset, speaker, and ringer.
Dial pad - Enables the user to enter numbers, letters, and special characters, can also use the dial pad keys to select menu items that have index numbers.
Mute key - Mutes local audio during calls and conferences.
Speakerphone key - Enables you to place and receive calls using the speakerphone.
Headset key - Enables you to place and receive calls through a headset.
USB Port - Enables you to attach a USB flash drive or USB headset.
Home key - Displays the Home screen from other screens and displays the Lines and Calls screen from the Home screen.
Navigation keys / Select key - Scrolls through information or options displayed on the phone's screen. Selects a field of displayed data.
Soft keys - Enable you to select context sensitive keys that display along the bottom

of the screen.
Security slot (on back) - Enables you to attach a universal security cable lock to your phone so you can secure it to a desktop.
Screen - color display with a backlight that enables you to view menu options and data.
Message Waiting Indicator - Flashes red to indicate when you have new messages.

VVX 350 Phone Layout

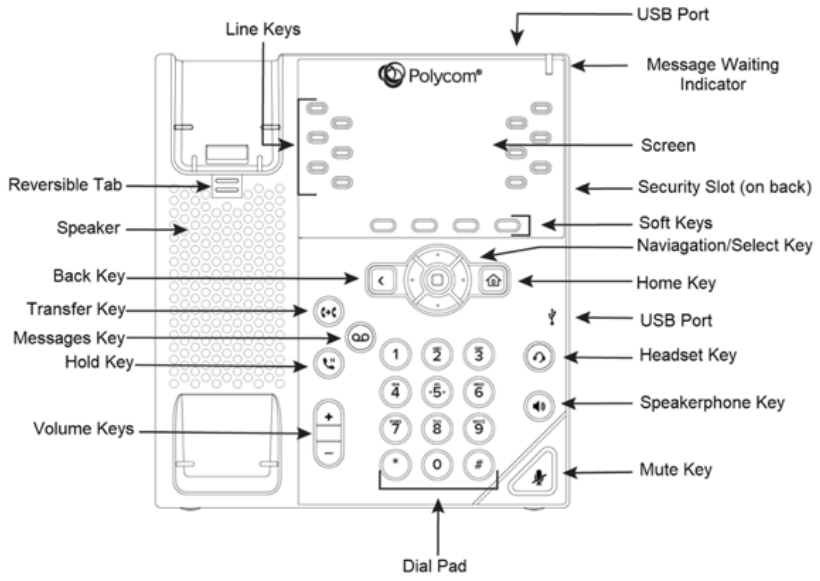


Copyright 2019, Fuze

Line keys - Enable you to select a phone line, view calls on a line, or quickly call a favorite contact.
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.
Speaker - Provides ringer and speakerphone audio output.
Back key - Enables you to return to the previous screen.
Transfer key - Transfers an active call to a contact.
Messages key - Enables you to access and manage instant and voice messages.
Hold key - Holds an active call or resumes a held call.
Volume keys - Adjust the volume of the handset, headset, speaker, and ringer.
Dial pad - Enables the user to enter numbers, letters, and special characters, can also use the dial pad keys to select menu items that have index numbers.
Mute key - Mutes local audio during calls and conferences.
Speakerphone key - Enables you to place and receive calls using the speakerphone.
Headset key - Enables you to place and receive calls through a headset.
USB Port - Enables you to attach a USB flash drive or USB headset.
Home key - Displays the Home screen from other screens and displays the Lines and Calls screen from the Home screen.
Navigation keys / Select key - Scrolls through information or options displayed on the phone's screen. Selects a field of displayed data.

Soft keys - Enable you to select context sensitive keys that display along the bottom of the screen.
Security slot (on back) - Enables you to attach a universal security cable lock to your phone so you can secure it to a desktop.
Screen - color display with a backlight that enables you to view menu options and data.
Message Waiting Indicator - Flashes red to indicate when you have new messages.

VVX 450 Phone Layout



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Line keys - Enable you to select a phone line, view calls on a line, or quickly call a favorite contact.
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.
Speaker - Provides ringer and speakerphone audio output.
Back key - Enables you to return to the previous screen.
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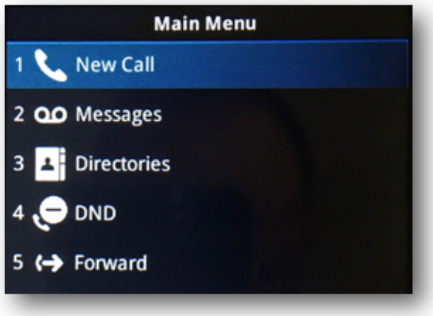
Home key - Displays the Home screen from other screens and displays the Lines and Calls screen from the Home screen.
Navigation keys / Select key - Scrolls through information or options displayed on the phone's screen. Selects a field of displayed data.

Soft keys - Enable you to select context sensitive keys that display along the bottom of the screen.
Security slot (on back) - Enables you to attach a universal security cable lock to your phone so you can secure it to a desktop.
Screen - Shows a 10.9 cm (4.3 in) color display with a backlight that enables you to view menu options and data.
Message Waiting Indicator - Flashes red to indicate when you have new messages.

Home View

- Display Home View by pressing the **Home** key
- Press the down or up navigation key to navigate between options
- Press the **Select** key to choose a menu option



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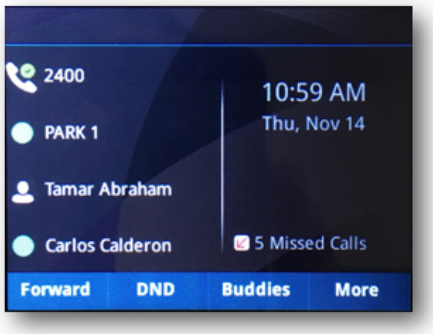
Lines Screen

- Default phone view
- Displays the phone lines and favorite contact listing

fuze tip

Using the navigation keys, press right for the **Placed Calls** list, down for the **Missed Calls** list, or left for the **Received Calls** list.



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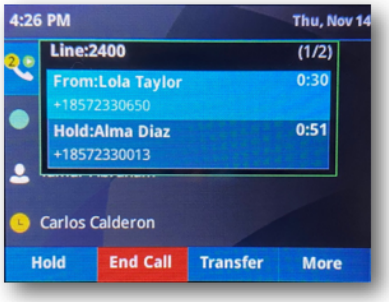
On the Lines Screen, a line key can be pressed to access the Dialer and view the number of active or held calls on the phone.

Calls View

- Default view while a call is active or on hold

fuze tip

A hold icon is displayed on the line of the held call, and a red LED light flashes on the line key for all phones except the VVX 150 model.



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Multiple calls can be viewed on any active lines from the **Calls** screen. Press the Home key > From the **Lines** screen, press the **Calls** soft key. On VVX 150 phones, press the L > C soft key. The **Calls** screen is displayed with the list of active and held calls for each line on the phone.

Active calls can be ended at anytime, however, calls on hold, must be resumed before the call can be ended.

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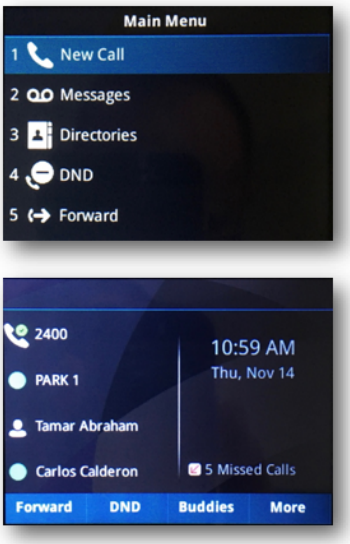
Placing Calls

From either the Home view or Lines view, dial the number to call, followed by:

- Picking up the handset
- Pressing the **Headset** key
- Pressing the **Speakerphone** key



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Calls can be placed in the following ways:

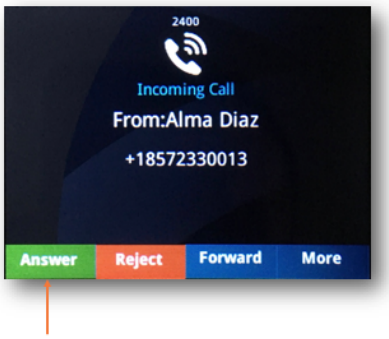
- Manually from the Dialer
- Automatically by pressing the favorite button in Lines view
- Automatically from the Favorites list, Recent Calls list, or Contact Directory

It is not necessary to dial 1 or 9 prior to the number.

Answering Incoming Calls

Answer incoming calls by:

- Picking up the handset
- Pressing the **Answer** soft key
- Pressing the **Headset** key
- Pressing the **Speakerphone** key



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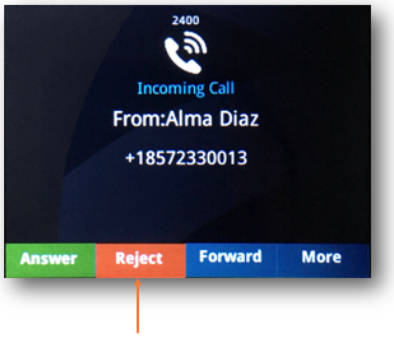
If the phone is already in handset, speakerphone, or headset mode, press **Answer** and the phone will automatically use the mode that is currently being used. If a call is not answered within 10 seconds, the Incoming Call screen disappears, and the Calls screen is displayed.

Rejecting Incoming Calls

- Press the **Reject** soft key to stop the phone from ringing
  - Rejected calls will be directed straight to voicemail
  - Rejected calls display in the **Recent Calls** list



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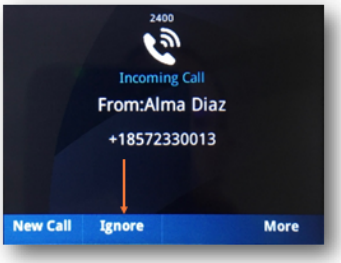
Ignoring Incoming Calls

Ignore allows an incoming call to be silenced

- Press the **More** soft key and then the **Ignore** soft key to silence the ringer during an incoming call
  - The Home or Lines view will be displayed



fuze tip If the call is not answered, it will be sent to voicemail at the end of the ring cycle.

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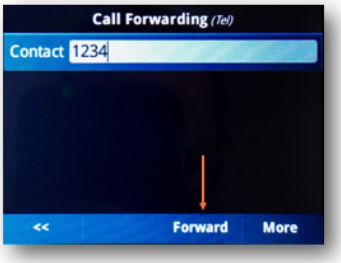
Forwarding Incoming Calls

Forward allows an incoming call to be passed along to another number or extension without answering the call.

- Press the **Forward** soft key, enter the number to forward the call to, and then press the **Forward** soft key again



fuze tip There is a limited amount of time to enter the forwarding number.

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Forwarding All Calls

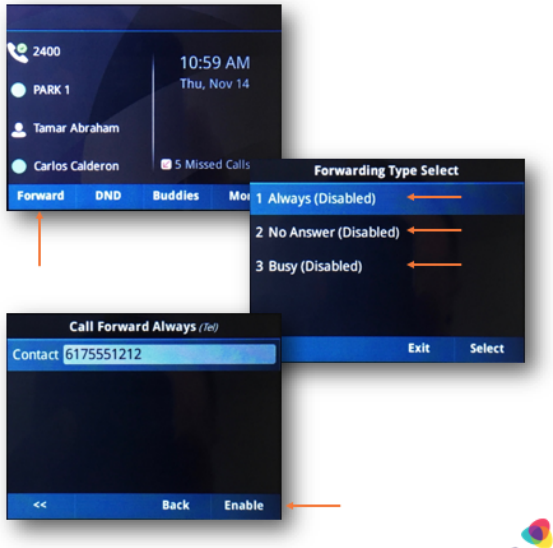
- Press the **Forward** soft key

There are three distinct types of call forwarding

- **Always** forwards all incoming calls
- **No Answer** forwards all unanswered calls
- **Busy** forwards calls that arrive when already in a call

- Enter the forwarding number and then press the **Enable** soft key to turn feature on

fuze tip If **No Answer** is selected, enter the number of rings before the call is forwarded.



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On devices with access to multiple lines, select the appropriate line first.
The forwarding number or name of the contact chosen scrolls in the status bar. When **Always** is selected as the forwarding option, the forwarding icon is displayed on the line.

Consultative Transfers

- Press the **Transfer** soft key to begin the process
  - While performing a transfer the caller will be placed on hold
- Enter a number
- Press the **Transfer** soft key to complete the transfer

fuze tip Press the **Cancel** soft key to cancel the transfer.

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A default transfer type can be chosen to use for all calls on VVX business IP phones. When the default transfer type is chosen, the phone uses the selected transfer type for all calls. **Consultative** is the default transfer type.
Navigate to **Settings** > **Basic** > **Preferences**. 2. Select **Default Transfer Type** and choose a transfer type. The selected transfer type is used for all calls.

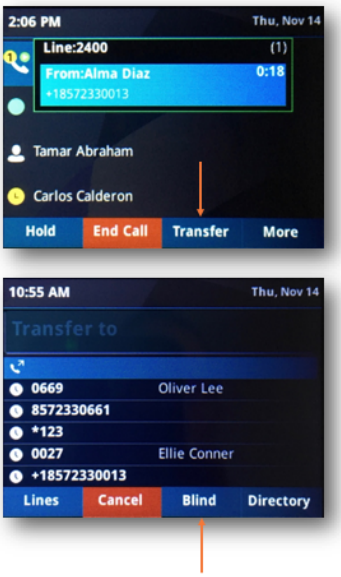
To transfer the call to another device, press **, wait for the device to ring, then answer the device. The Caller will hear silence while waiting for the other device to ring.

Cold Transfers

Cold transfer allows for the transfer of a call without talking to the recipient first.

- Press the **Transfer** soft key and then press the **Blind** soft key
- Enter a number to complete the transfer

fuze tip The recipient will see the original caller's Caller ID.



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Conferencing Calls

A conference call can be created with up to two other people.

- Press the **More** soft key, and then press the **Confrnc** soft key from an active call
  - The caller will be placed on hold
- Enter a number and once the recipient answers, press the **Confrnc** soft key to add the participant to the call

fuze tip Conference management features may be granted by the system administrator.

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During a conference call, the conference management feature may be accessible. This feature enables management of each person in the conference call so that participants can be muted, placed on hold, and removed. The system administrator can enable/disable this feature for a device.

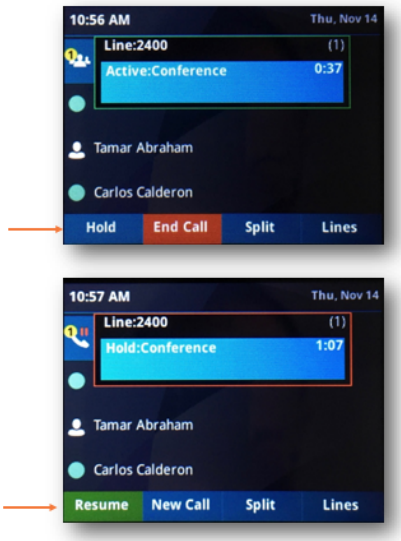
To manage the call – Press **More** > Press **Manage** > Highlight the participant to manage > Select from the following options:

- Select **Far Mute** to mute the participant. The muted participant can hear everyone, but no one can hear the muted participant.
- Select **Hold** to hold the participant. The held participant cannot hear anyone, and no one can hear the held participant.
- Select **Remove** to remove the participant from the conference, end the conference call, and create a separate active call with the remaining participant
- Select **Information** to view information about the participant's call status. When **Information** is selected, a screen is displayed listing the person's information.
- Select **Back** to exit the conference management function.

Holding Conference Calls

When a conference call is placed on hold, all participants are on hold.

- Press the **Hold** soft key to place participants on hold
- Press the **Resume** soft key to resume a held call



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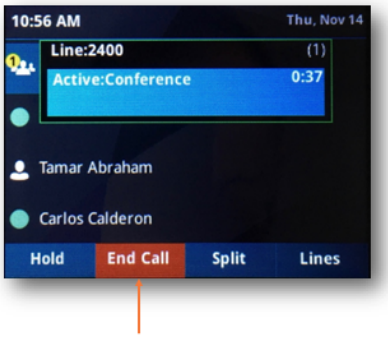
In Calls view, be sure to highlight the conference before pressing **Hold.**

Ending Conference Calls

- Press the **End Call** soft key to terminate participation in the conference call
  - When **End Call** is pressed, call participants remain connected to each other

fuze tip

Have callers hang up to fully terminate the conference call.



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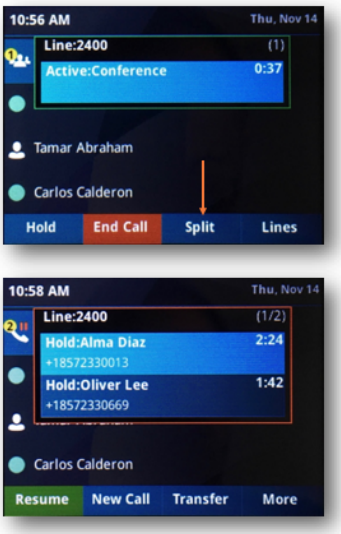
Splitting Conferencing Calls

- Press the **Split** soft key to terminate the conference and place the callers on hold
  - Participants will now be held in two separate calls

fuze tip It is possible to toggle between each call privately.



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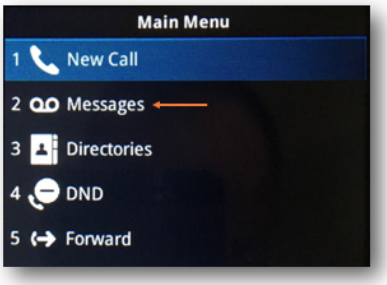
Setting Up and Accessing Voicemail

- Press **Messages** to access the Voicemail Message Center from the **Home** View
  - This is where voicemail is initially set up and can be configured at any time

The phone will indicate when there is new voicemail by:

- Displaying a message in the status bar
- Flashing the Message Waiting indicator



fuze tip It is also possible to access the Message Center by dialing *123 or by pressing the Message key on the phone.

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The Message key is available on VVX 450 and VVX 350 models only. On the VVX 250 and VVX 150, the message center can be accessed via the **Home** View or by dialing *123 only.

Voicemail Setup:

- Access the message center
- Enter temporary PIN when prompted (extension)
- Follow prompts to record name and standard greeting (busy message is not necessary)
- Create a new permanent PIN (4-15 digits)
  - New PIN cannot be the extension number, a replicated digit (1111) or a sequential digits (1234)
- Follow prompts to record name and greeting messages

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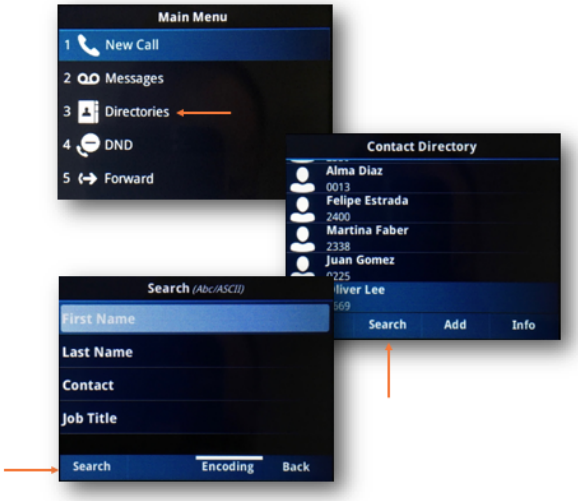
Searching for a Contact

- Select **Directories** from the **Home** View
- Press **Contact Directory**
- Press the **Search** soft key and enter criteria in fields by triple-tapping text
- Press the **Search** soft key when done
- Select the name and then press the **Dial** soft key to call contact

fuze tip Contact is the phone number/extension.



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Adding a Contact

- Press the **Add** soft key from **Contact Directory**
- Add relevant information to fields
- Press the **Save** soft key to save contact

fuze tip Remove Index number to keep contact from appearing as a Favorite/Speed Dial.

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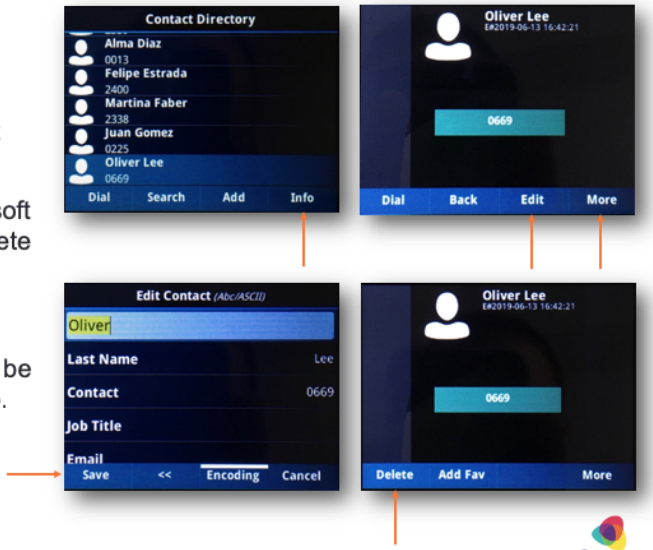
Favorite Index is automatically added when entering a new contact.

Editing a Contact

- Press the **Info** soft key after locating the contact
- Press the **Edit** soft key, amend relevant fields, then press the **Save** soft key
- Press the **Info** soft key, then the **More** soft key, and then the **Delete** soft key to delete a contact from the directory

fuze tip If deleting, confirm if the contact should be deleted by responding with a **Yes** or **No**.



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To update a contact's information:

- From the **Contact Directory**, select the contact to be updated, and press **Info** > **Edit**
- Update the contact's information, and press **Save**

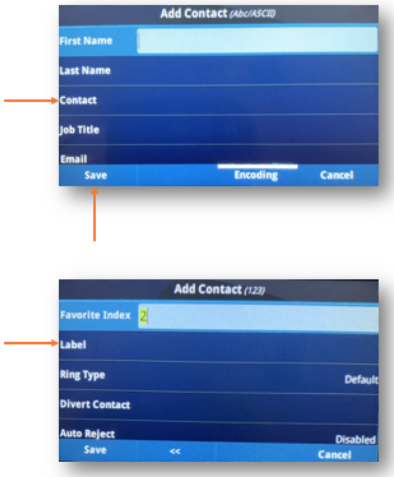
To delete a contact:

- From the **Contact Directory**, select the contact to be deleted, and press **Info** > **More** >**Delete**
- A confirmation message displays confirming that the contact is to be deleted
- Press **Yes** or **No**

Adding a Speed Dial

- Press and hold the line key where the speed dial is to be saved
- Enter the number in the **Contact** field
- Press the **Save** soft key to assign the speed dial

fuze tip Adding a **Label** will name the speed dial.



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- Additional features and capabilities

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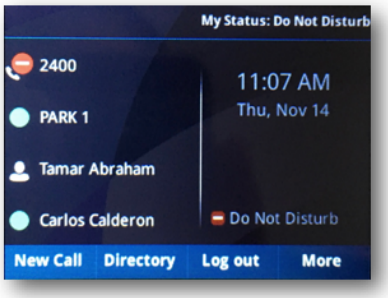
Utilizing Do Not Disturb

Do Not Disturb (**DND**) mutes the ring tone and sends all incoming calls to voicemail.

- Press the **DND** soft key to enable **Do Not Disturb**
  - A **DND** icon will display in the status bar and to the left of extension in lines view
  - Calls received while **DND** is active are logged in the Recent Calls list



fuze tip While on **DND**, there will be no visual indication that a call is being received, other than showing a missed call.

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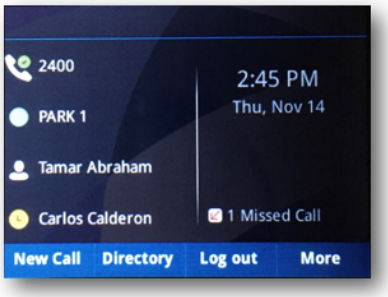
Utilizing a Buddy List

A Buddy List is a list of speed dial users whose status can be monitored from the phone.

Buddy List options will allow a user to:

- Update presence status
- Set up and manage a buddy list
- Block people from monitoring status



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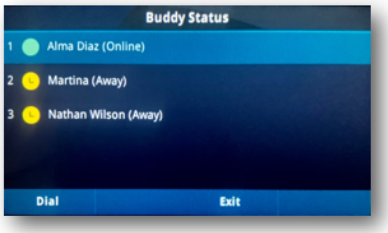
Utilizing a Buddy List

Monitor other user's status by adding contacts to the Buddy list.

- Select a contact and press the **Edit** soft key from the Contact Directory
- Navigate to Watch Buddy and select **Enable**
- Press the **Save** soft key
  - Quick dial a buddy from the lines view



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To add a contact to the Buddy list:

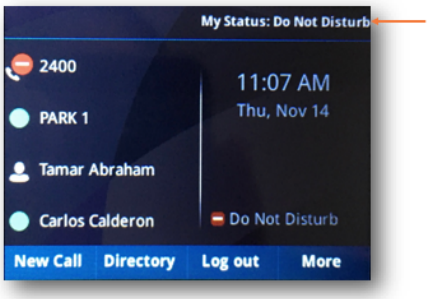
- From the **Contact Directory**, select a contact
- From the contact's information screen, press **Edit**
- From the **Edit Contact** screen, navigate to **Watch Buddy**, and select **enable** or **disable**
  - When enabled, the contact is added to the Buddy list so it is possible to monitor the contact's status
  - When disabled, the contact is removed from the Buddy list, and it is no longer possible to monitor the contact's status
- Press **Save**

How to dial from Lines view:
Select **More** > **Buddies**, select a buddy, and press **Dial**

Setting Buddy List Status

My Status displays the current status for other users to see.

The phone will automatically update status information when on a call.



Buddy Status	Icon	Buddy Status	Icon
Available		Do Not Disturb	
Busy		Offline	
Away		No information	

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When the status is updated on the phone, that new status is visible to others. Available statuses include:

- **Online**
- **Busy**
- **Be right back**
- **Away**
- **On the phone**
- **Out to lunch**
- **Do not disturb**

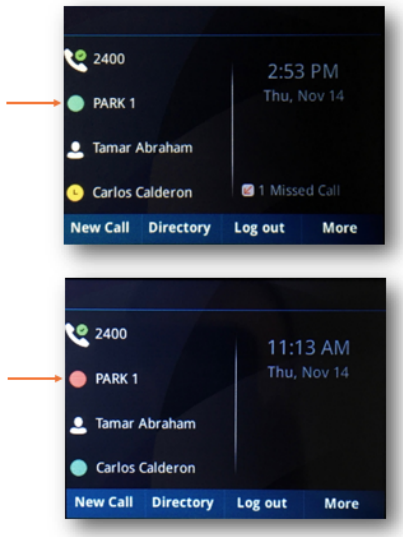
To update presence setting:

- Select **Settings** from Home view, and select **Features** > **Presence** > **My Status**
- From the **My Status** screen select desired status
- The new status displays in the status bar on the phone and is visible to others
- It is also possible to enable the phone to automatically change status to **Away** when the phone becomes idle

Utilizing Parking

Call parking is the ability to put calls on hold on one phone and then be able to pick up that call from another phone.

- Press one of the available park line keys on the phone
  - The call will go into the selected parking lot
- Press the corresponding park line key to retrieve the parked call
  - The call will be connected through to the phone



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On the VVX 150 model, occupied line keys will be displayed with a busy icon.

With visual parking, a user can see which lots are available. A red icon will appear on the corresponding line key, if the parking lot is in use.

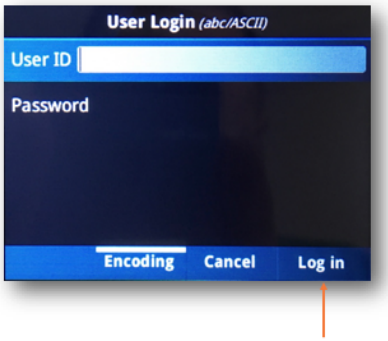
Non-visual parking is also available. With Non-visual parking, the user will not see parking lots displayed as line keys.

To utilize Non-visual parking:
•Press the Transfer soft key, enter **70 to hear the parking lot number, wait for the system to announce the lot number, and then press the **Transfer** soft key
•To retrieve a parked call, press the Pickup soft key, enter the digit of the parking lot that the call is in, then hit the **Enter** soft key
OR
• Dial **7x, where x is the lot number, and then press the **Dial/Send** soft key

Utilizing Hoteling

Hoteling allows users to move from phone to phone while maintaining the same configurations.

- Press the **Log in** soft key
- Enter **User ID** and **Password**
- Press the **Log in** soft key
  - User's extension and settings will appear on the screen



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Training Objectives

After attending this training, users should have a basic understanding of:

- Overview, layout, and available views of the Polycom VVX 50 Series
- Call features, including placing, receiving, and managing calls
- Setting up and accessing voicemail
- Searching and editing within the contact directory
- Additional features and capabilities

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Knowledge Check

True or False?

1. There is only one way to answer an incoming phone call. **False**
2. Ignoring a call sends the caller immediately to voicemail. **False**
3. In order to transfer a call, a call must first be answered. **False**
4. In a conference call, End Call terminates the conference for all participants. **False**
5. The Message Center can only be accessed by dialing *123. **False**
6. In Contact Directory, “Contact” field is the phone number. **True**
7. While on DND mode, all calls will be directed to voicemail. **True**

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Thank You!