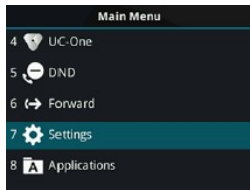


# Lightpath

## Polycom® VVX® 250, 350, and 450 Business IP Phones – Quick Tips

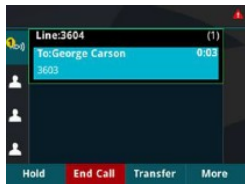
These Quick Tips apply to VVX 250, 350, and 450 business IP phones.



### Main Menu Screen

Displays menu options for settings and device information.

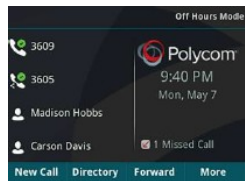
Available anytime.



### Calls Screen

Displays all Active and Held calls.

Available when you have an Active or Held calls in progress.



### Lines Screen


Displays phone lines, favorites, and conditional soft keys.

Available anytime.

### Switch among Phone Screens

You can view any screen on your phone from other screens





#### To switch between screens:

- » Press  to view the Main Menu, Lines, or Calls screen.

You can only have one active call in progress on your phone.

#### To place a call:

» Do one of the following:



- Pick up the handset, press  or , enter
- Enter the phone number, press **Dial**, and pickup the handset, or press  or .
- Press the Line key, enter the phone number, and select **Send**.
- Select **New Call**, enter the phone number, and press **Send**.

#### Answer Calls

You can answer calls using the handset, speakerphone, or a headset.

#### To answer a call:



» Do one of the following:

- To answer with the speakerphone, press  or press **Answer** soft key.
- To answer with the handset, pick up the handset.
- To answer with a headset, press .

#### End Calls

You can only end active calls. To end a held call, you must resume the call first.

#### To end an active call:

» Replace the handset in the cradle, press  or,  or press the **End Call** soft key.


#### To end a held call:

1. Highlight the held call and press **Resume**.
2. Press **End Call**.


#### Hold and Resume Calls

You can have multiple calls on hold and resume a call at any time.

#### To hold a call:

» Highlight the call and press the **Hold** soft key or press .



#### To resume a call

» Highlight the call and press the **Resume** soft key or press .

#### Transfer Calls

You can transfer calls to any contact.

#### To transfer a call:

1. Press and hold the **Transfer** soft key or press .
2. Choose **Blind** or **Consultative**.
3. Dial a number or choose a contact. If you chose **Blind**, the call is transferred immediately.
4. If you choose Consultative, press the Transfer soft key or press  after speaking with your contact.

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## Forward Calls

You can forward an incoming call to a contact or forward all incoming calls to a contact.

### To forward an incoming call:

1. On the Incoming **Call screen**, select **Forward**.
2. Enter your contact's number and select **Forward**.

### To forward all incoming calls:

1. On the Main Menu screen, select **Forward**.
2. If you have more than one line, select a line.
3. Choose either **Always**, **No Answer**, or **Busy**.
4. Enter a contact's number, and select **Enable**. If you chose **No Answer**, you can enter the number of rings before the call is forwarded.

### To disable call forwarding:

1. On the Main Menu screen, select **Forward**.
2. If you have more than one line, select a line.
3. Choose your forwarding type and select **Disable**.

## Initiate a Conference Call

You can initiate a conference call with up to 24 contacts.

### To initiate a conference call:

1. Call a contact.
2. Select **Conference** and call your next contact.
3. When your contact answers, select **Conference**.

You can also join an active and held call into a conference call.

### To join two calls into a conference call:

- » On the Calls screen, select **Join**.

## Manage Conference Calls

When you initiate a conference call, you can manage all or individual conference participants.

### To manage all conference participants:

- » Do one of the following:
  - Select **Hold** to hold all participants.
  - Select **Mute** to mute all participants.

### To manage individual participants:

1. Highlight a participant and Select **Manage**
2. Do one of the following:
  - » Select **Far Mute** to mute the participant.
  - » Select **Hold** to place the participant on hold.
  - » Select **Remove** to remove the participant from the conference and create a separate call with the participant.
  - » Select **Information** to view information for the participant.

## View Recent Calls

You can view placed, received, and missed calls. To view recent calls:

- » Select **Directories > Recent Calls**.


## View the Contact Directory

You can view and add contacts to the Contact Directory.


### To view the Contact Directory

- » Select **Directories > Contact Directory**.

### To add a contact to the Contact Directory:

1. In the Contact Directory, select **Add**.
  2. Enter the contact's information and select **Save**. You can enter a number between 1 and 99 in the Favorite Index field to make a contact a favorite.
- Listen to Voicemail  
When you have new voicemail messages, the messages icon  displays on your line.

### To listen to voicemail:

1. On the Main Menu screen, select **Messages** or press .
2. Select **Message Center > Connect**.
3. Follow the prompts.

## Enable Do Not Disturb

You can enable Do Not Disturb when you do not want to receive calls.

### To enable or disable Do Not Disturb:

- » On the Main Menu screen, select **DND**.

## Set Ringtones

You can set ringtones for incoming calls from all contacts and from individual contacts.

### To set a ringtone for incoming calls:

- » Select **Settings > Basic > Preferences > Ring Type** and select a ringtone.