Poly VVX 250 Quick Guide

Deskphone Features

Feature Description

1. **Line keys**—enables you to select a phone line, view calls on a line, or quickly call a favorite contact.
2. **Back key**—enables you to return to the previous screen.
3. **Transfer key**—transfers an active call to a contact.
4. **Hold key**—holds an active call or resumes a held call.
5. **Volume keys**—adjusts the volume of the handset, headset, and speaker.
6. **Soft keys**—enables you to select context-sensitive keys that display along the bottom of the screen.
7. **Home key**—displays the home screen.
8. **Navigation keys**—scrolls through information and options displayed on the phone screen.
9. **Headset key**—enables you to place and receive calls through a headset.
10. **Speakerphone key**—enables you to place and receive calls using the speakerphone.
11. **Mute/Unmute key**—mutes audio during calls and conferences.
Placing a call

Dial the number and do one of the following:
- Lift the receiver.
- Press \( \text{\#} \) to use the headset.
- Press \( \text{\#} \) to use the speakerphone.

Answering a call

Options:
- Lift the receiver.
- Press \( \text{\#} \) to answer a call via headset.
- Press \( \text{\#} \) to answer a call via speakerphone.

Placing a call on hold

- Press \( \text{\#} \) or \( \text{\#} \) while on an active call.

Retrieving a held call

- Press \( \text{\#} \) or \( \text{\#} \) to retrieve a held call.

Starting a Three-Way call

1. While on an active call, press the Conf soft key.
2. Dial the extension of the other party that you would like to add to the call.
3. Once the other party answers, press the Conf soft key to merge the two calls.

Transferring a call

Warm Transfer:
1. While on an active call, press \( \text{\#} \) or the Transfer soft key.
2. Dial the number of the other party.
3. When the destination party answers, provide the information, and confirm that they would like to take the call.
4. Press \( \text{\#} \) or the Transfer soft key.

Blind Transfer:
1. While on an active call, press \( \text{\#} \) or the Transfer soft key.
2. Press the Blind soft key.
3. Dial the extension of the other party.
4. Press \( \text{\#} \) or the Transfer soft key.

Voicemail Transfer:
1. Press \( \text{\#} \) or the Transfer soft key.
2. Press the Blind soft key.
3. Dial \( \text{\#} \) plus the extension number of the voicemail where you want to transfer the call.

Parking a call

Option 1:
1. While on an active call, press the More soft key until the Park soft key is displayed.
2. Press the Park soft key.
3. Listen to the prompt indicating that the call has been parked. The prompt will also announce the extension where the call is parked.
4. Note the park location. Example *802.

Option 2:
1. While on an active call, press \( \text{\#} \text{\#} \text{\#} \text{\#} \).
2. Listen to the prompt indicating that the call has been parked. The prompt will also announce the extension where the call is parked.
3. Note the park location. Example *802.
Retrieving a Parked Call

- Press  followed by the park location.

Paging

- Press 384, then follow the prompt.

Initiating an Intercom call

- Press 385, then follow the prompt.

Hot Desking

- Press the Login soft key then follow the prompt.
- Enter your extension number, then press #.
- Enter your voicemail pin, then press #.

Recording a call

- While on an active call, press 9 to start the recording.
- Press 9 to end the recording.