Cox Business offers the Polycom® VVX® 150 edition business IP desk phone. It is a high-quality, two-line IP phone that delivers reliable performance and an enterprise-grade sound quality.

It’s ideal for home offices or shared/common areas, such as lobbies, hallways and break rooms, or for any location that needs simple and reliable voice connectivity.

Refer to the Polycom VVX150 Administrator Guide for instructions on how to install and configure the phone.

This guide instructs you on how to use the Polycom VVX150 desk phone.

**Figure 1. Polycom VVX150 Deskset**

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**Polycom VVX150 Phone Screens Layout**

The **Polycom VVX150 Home screen** displays Messages, Settings, and Information.

The **Calls screen** displays all Active and Held calls. This screen appears when you have an active call or a call on hold.
Phone Screens (cont’d)

The Lines screen displays Phone lines, Favorites, and conditional Soft keys.

How to Transfer a Call

To transfer a call:
1. Press and hold the Transfer soft key.
2. Choose Blind (you transfer a call without announcing the call first) or Consultative (you ensure the recipient is available and announce the call before you transfer).
3. Dial a number or choose a contact. (Note: If you chose to make a Blind transfer, the call is transferred immediately.)

How to Answer a Call

You can answer calls on your phone using the handset, speakerphone, or a headset using one of the following actions:
- To answer with the speakerphone, press or press the Answer soft key.
- To answer with the handset, pick up the handset.
- To answer with a headset, press .

How to Initiate and Manage a Conference Call

You can initiate a conference call with up to eight (8) contacts.

To initiate a conference call:
1. Call a contact. Select Conference and call your next contact.
2. When your contact answers, select Conference again.

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

To join two calls into a conference call:
1. On the Calls screen, select Join.

To manage individual participants:
1. Select a participant and select Manage.

Do one of the following:
- Select Far Mute to mute the participant.
- Select Hold to place the participant on hold.
- Select Remove to end the call with the participant.
- Select Information to view information for the participant.

How to Make a Call

Note: 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 the phone number, and press Send.
- Enter the phone number, press Dial and pick up the handset, or press .
- From the Lines screen, press the Line key, enter the phone number, and select Send.
- From the Home screen, select New Call, enter the phone number, and press Send.
- Select a Favorite from the home screen.
- Select a contact from the Recent Calls screen and Contact Directory.
How to End a Call
You can end active calls at any time. To end a call on hold, you must resume the call first.

To end an active call:
1. Replace the handset in the cradle, press 0 or 6, or press the End Call hard key.

To end a call on hold:
1. Select the held call and press Resume.
2. Press the End Call hard key.

How to Enable Do Not Disturb
You can enable Do Not Disturb to prevent your phone from ringing and to send all incoming calls directly to voicemail.

To enable or disable Do Not Disturb:
1. On the Home screen or Idle Screen, select DND.

How to Forward a Call
You can end active calls at any time. 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 Home 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. (Note: If you choose No Answer, you can enter the number of rings before the call is forwarded.)

To disable call forwarding:
1. Select Forward or press the Fwd soft key.
2. If you have more than one line, select a line.
3. Choose your forwarding type and select Disable.

How to Hold and Resume Calls
You can have multiple calls on hold and resume a call at any time.

To hold a call:
1. Select the call and press the Hold softkey.

To resume a call
1. Select the call and press the Resume softkey.

How to Listen to Voice Mail
When you have new voicemail messages, the messages icon ¢ displays on your line.

To listen to voicemail:
2. Select the Message Center option, followed by Connect.

Switch Between Phone Screens
You can navigate and view screens on your phone from other screens using any of the following methods:

- Press the Home key 1 to display the Home screen from the Lines, Calls, or Active Call screen.
- Press the Lines softkey to access the Lines screen from the Calls or New Call screen.
- Press the Calls softkey to access the Calls screen from the Lines screen.
- Press the C > L softkey to display the Lines screen from the Calls screen.
- Press the L > C softkey to display the Calls screen from the Lines screen.

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