

Polycom VVX150

Quick Reference Guide

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.

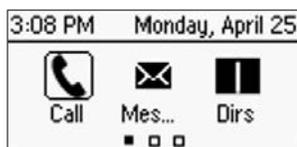
This guide instructs you on how to use the Polycom VVX150 desk phone.

Figure 1. Polycom VVX150 Deskset

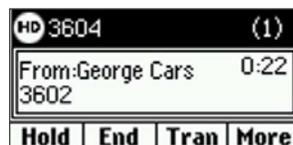


Polycom VVX150 Phone Screens Layout

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

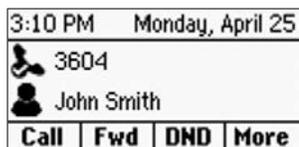


The **Calls screen** displays all Active and Held calls. This screen appears when you have an active call or a call on hold.



Phone Screens (cont'd)

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



How to 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** softkey.
- To answer with the handset, pick up the handset.
- To answer with a headset, press .

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 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 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 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  or , 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 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:

1. On the Home screen, select **Messages**.
2. Select the **Message Center** option, followed by **Connect**.

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**.

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  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.