



# Polycom VVX 350 Phone

## Quick Reference Guide

MPP Firmware 6.1.0 and later

### Blue Platform

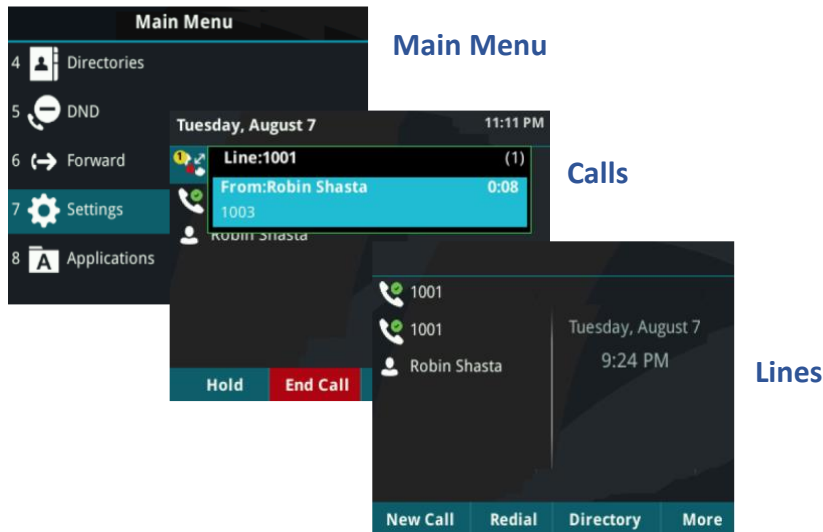


Available features may vary. Feature set is based on the original order and the system administrator's requests for each deployment. Please contact your system administrator or Telesystem directly to discuss any changes to the system.



VVX 350



Your phone display has three main views: Main Menu, Calls, and Lines (shown below) Toggle between them by pressing Home button.



## Call Handling Basics

### Answer a call



To answer an incoming call to one of your lines, do one of the following:

- Lift the handset
- Press the speaker  or headset  key
- Press blinking line key
- Press the Answer soft key

*If handling multiple calls, use either the line keys or navigational buttons to switch between.*

### Place a call

To place a call from your primary line:

- Lift handset off hook or press speaker  or headset  key.
- Dial the extension or phone number (including a 1) to send the call.

### End a call

To end your current call, **hang up** the phone or press the **End Call** soft key.

## Advanced Call Handling


### Hold

*Hold places the call on the current line only.*

To place a call on hold, do one of the following:

- Press **Hold**
- Press the **Hold**  function key

To resume a held call, do one of the following:

- Select the call (if on more than one) then press **Resume**
- Select the call (if on more than one) then press the **Hold**  function key.
- Press the **line key** (if only on one call, its light will blink **red**).

### Park

*Park places a call on a 'shared' hold. This allows users to resume the call from any phone. Calls may be parked on any valid system extension.*

To place a call into park:

- Press **More** twice then press **Park**
- Input a valid **extension**
- Press **Enter**

To retrieve a parked call:

- Press **Pickup**
- Enter the **extension** on which the call is parked
- Press **Enter**

### Transfer

*Transfer sends your answered call to a different extension or phone number of your choice.*

To perform a blind (direct) transfer:

- Press **Transfer**
- Press **Blind**
- **Input** the destination extension or full phone number
- **Hang up** when call disappears from your line

To perform an announced (consultative) transfer:

- Press **Transfer**
- **Input** the destination extension or full phone number
- When caller answers, press **Transfer** to complete the transfer or **Cancel** to go back to the initial caller.

To transfer a call directly to voicemail:

- Press **More**
- Press **SendVM**
- **Input** the extension then press **Enter**
- **Hang up** when call disappears from your line

### Conference

*Conference is a three party phone call.*


To add a third party to your current call:

- Press **More** then **Confrnc**
- **Input** the extension or phone number of the third party
- When caller answers, press **Confrnc** to join them to the call or **Cancel** to go back to the initial caller.

*While on a conference call, hanging up allows you to leave the conference while keeping the other parties intact. Alternately, press the Split key to place both calls on hold separately on your phone.*

## Other Features

### Voicemail

To access voicemail from your phone, press the **Voicemail**  key then press **Connect**. Accessing voicemail allows you to setup voicemail, listen to messages, or change greetings.

### Intercom

Press the **intercom** key on the home screen or soft key display then enter an extension. This will initiate an intercom-type call. Intercom calls are auto answered at the receiving phone if it is available.

### Directory

*The directory houses your own personal contacts, recent call logs, and your enterprise directory.*

To access the directories:

- Press **Home** to go to the **Main Menu** screen
- Select **Directories**

Available directories may include:

- *Contact Directory*- add personal contacts. Contacts will automatically be assigned a 'favorites' number. This adds them to the favorites directory and as a speed dial button on your Lines screen (if you have available keys to program).
- *Recent calls*- access a list of your most recent missed, dialed and received calls. Accessing this list will get clear missed call notifications in the Lines view.
- *Favorites*- access contact directory entries (above) that have been marked as a favorite.


- *Enterprise Directory*- accesses the enterprise directory. Since this will return only 50 results at a time, you may search by entering the desired criteria then pressing *Submit* to narrow down the results.
- *Common Directories*- if your system administrator has configured any common directories, they may be accessed here.

## DND

*While enabled, DND sends all direct calls to your extension or direct phone number will go to your voicemail box. You may make outbound calls normally.*

To enable or disable DND:

- Press **Home** to go to the **Main Menu** screen
- Select **DND**

*While enabled, the line keys and view will display the DND  icon.*

## Forward

*Enable or disable forwarding of your line.*

To manage forwarding:

- Press **Home** to go to the **Main Menu** screen
- Select **Forward**
- Select the forwarding you wish to enable, disable, or change