Polycom® VVX® 150 Business IP Phones
QUICK USER GUIDE

HOME SCREEN
Displays messages, settings, and information. Available anytime.

CALLS SCREEN
Displays all active and held calls. Available when you have an active or held call in progress.

LINES SCREEN
Displays phone lines, favourites, 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, do one of the following:

- Press the Home key (⌂) to display the home screen from the lines, calls or active call screen.

- Press the **Lines** soft key to access the lines screen from the calls or new call screen.

- Press the **Calls** soft key to access the calls screen from the lines screen.

- On VVX 150 phones, press the **C > L** soft key to display the lines screen from the calls screen.

- On VVX 150 phones, press the **L > C** soft key to display the calls screen from the lines screen.

PLACE CALLS
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 **Favourite** from the home screen.

- Select a contact from the **Recent Calls** and **Contact Directory.**

ANSWER CALLS
You can answer calls on your phone using the handset, speakerphone, or a headset.

To answer a call, do one of the following:

- 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 🎧.

END CALLS
You can end active calls at any time. 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:

- Select the held call and press **Resume,** 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:

- Select the call and press the **Hold** soft key.

To resume a call:

- Select the call and press the **Resume** soft key.

TRANSFER CALLS
You can transfer calls to any contact.

To transfer a call:

- Press and the **Transfer** soft key.

- Choose **Blind** or **Consultative.**

- Dial a number or choose a contact. If you choose **Blind**, the call is transferred immediately. If you choose **Consultative**, press the **Transfer** soft key after speaking with your contact.

FORWARD CALLS

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

To forward an incoming call:

- On the Incoming Call screen, select Forward.

- Enter your contact's number and select Forward.

To forward an all incoming calls:

- On the home screen, select Forward.

- If you have more than one line, select a line.

- Choose either Always, No Answer, or Busy.

- Enter a contact's number and select Enable. If you choose No Answer, you can enter the number of rings before the call is forwarded.

To disable call forwarding:

- Select Forward or press the Fwd soft key.

- If you have more than one line, select a line.

- Choose your forwarding type and select Disable.

INITIATE A CONFERENCE CALL

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

To initiate a conference call:

- Call a contact. Select Conference and call your next contact.

- 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

You can manage all or individual conference participants when you initiate a conference call.

To manage all conference participants:

- Select Hold to hold all participants.

To manage individual participants:

Select a participant and select Manage. Then 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.

VIEW RECENT CALLS

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

To view recent calls:

- Navigate the Directories > Recent Calls.

VIEW THE CONTACT DIRECTORY

You can view and add contacts to the Contact Directory.

To view the contact directory:

- From the Home screen, select Directories > Contact Directory.

To add a contact to the contact directory:

- Navigate to Directories > Contact Directory.

- In the contact directory, select Add.

- Enter the contact's information and select Save.

You can enter a number between 1 and 99 in the Favourite Index field to make a contact a favourite.

LISTEN TO VOICEMAIL

When you have new voicemail messages, the messages icon ᴏᴏ displays on your line.

To listen to voicemail:

- On the home screen, select Messages.

- Select Message Center > Connect.

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:

- On the home screen or idle 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.

- Select Ring Type.

- If there are multiple lines on your phone, select a line.

- From the Ring Type screen, select a ringtone.

- Select Play to hear the ringtone.