

Welcome to Office Suite Polycom VVX 250 Phone Features and Voicemail Setup

VVX 250



ADJUSTING THE SPEAKER VOLUME

Press when the phone is ringing.

ADJUSTING THE RINGER VOLUME

Press to adjust the volume of the handset, headset and speakerphone during a call.

TO ANSWER A CALL

1. Lift the **handset** or press the **Speaker Phone** action key.

Note: The clear panel area at the top of your handset is your Visual Ring Indication. When your handset rings, the area will flash red. When on an active call, the area lights solid red.

ENDING A CALL

1. Place the **handset** back in its cradle or press the **Speaker Phone** action key.

EXTERNAL CALL

1. Dial 9 + the 10-digit external number (local & long distance)
2. Press the **DIAL** soft key.

INTERNAL CALL

1. Dial the user's extension (activates your speaker phone automatically).
2. If you have a button programmed on your phone for a user, simply press the button.

TO PLACE A CALL ON HOLD **Call can only be retrieved from the phone that placed the call on hold.*

1. Press the Hold Action Key or Hold Soft Key to place the current call on hold.
***While on an active call, you can answer another incoming call by pressing the flashing call appearance that you would like to answer.*
2. Select the line to retrieve in the display and then Press the **RESUME** soft key to retrieve the call.

MUTE



1. While on an active call, press the Mute Function button.
2. To unmute, press the Mute function button again and the red light is removed.

TRANSFER A CALL

1. **Blind Transfer:** User does not talk to the transfer recipient prior to transferring a call.
 - a. While on an active call, press the **transfer softkey**.
 - b. Dial the transfer recipient's **extension number** (or 9 + 10-digit external number)
 - c. Press the **transfer** Softkey.
2. **Attended Transfer:** User talks with the transfer recipient prior to transferring a call.
 - a. While on an active call, press the **Transfer** soft key.
 - b. Dial the transfer recipient's **extension number**.
 - c. Press **SEND**.
 - d. Wait for the user to answer then, announce the call.
 - e. Press the **Transfer** Softkey to complete the call. If caller cannot take call press **Cancel** softkey to cancel the transfer.
3. **To VM:** User sends the call immediately to the assigned user's voice mailbox.
 - a. While on an active call, press the **Transfer** soft key, then **Blind** softkey.
 - b. Enter ***99** and the internal extension where you wish to transfer caller.
 - c. Press **Send**.

CONFERENCE CALL (Connect up to 4 parties on 1 conference call)

Connect up to four parties (including the originator) on one conference call.

While on an active call, press the **Conference** softkey

1. Dial the second party.
 - External recipient's number, 9 + 10 digits
 - Or Internal Number
 - **SEND**
2. When the party answers, press the **Conf Softkey** to join the parties.

VOICEMAIL SETUP & FEATURES

SET UP VOICEMAIL:

1. Dial ***98** on your phone. You will hear, **"Please enter your passcode. If you are not calling from your phone press *"**
2. Enter your passcode followed by the **#** sign. The default PIN is normally **5463842#**.
3. Follow the prompts to set up your mailbox and change your passcode.

VOICEMAIL MENU

- 1** Listen to your Messages
- 2** Send a message
- 9** User Options (to change your VM greeting, alternate greeting, name in box)

MESSAGE NOTIFICATION / RETRIEVAL:

When new messages have arrived, the 'Messages' function button will illuminate red.

TO RETRIEVE A MESSAGE:

1. Dial ***98**. You will hear: **"Please enter your passcode. If you are not calling from your phone press *"**
2. Enter your passcode followed by the **#** sign.

LISTENING SHORTCUTS:

While Listening to Messages, you can perform the following actions:

- 1** Replay
- 2** Save
- 3** Delete
- 4** To return the call
- 5** Forward
- 6** Message Information
- 0** Help

Note: Messages are automatically saved unless deleted.

TO ACCESS YOUR VOICEMAIL REMOTELY:

1. If you have a direct dial number, call your direct dial phone number to reach your voicemail. If no direct number call your Main number, and when Auto Attendant answers transfer to your extension. It should ring and go to your voicemail box.
2. During your voicemail greeting **press *** and follow the prompt to enter your passcode followed by **#**.

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