



HGC UC Poly Phone Quick User Guide

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V1.0	16 Oct 2019	First draft	PDPD
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1. VVX-150 Hardware Layout



Figure 1

2. VVX-250 Hardware Layout



Figure 2

3. VVX-450 Hardware Layout



Figure 3

4. VVX-601 Hardware Layout



Figure 4

5. VVX-150, VVX-250, & VVX450 Feature List

The following figure displays the hardware features on the VVX-150, VVX-250 and VVX-450 business IP phones. The table below lists each feature numbered in the above figure 1, 2 and 3 respectively.

Reference Number	Feature	Feature Description
1	Handset	Enable you to listen and speaking in an active call.
2	Line Keys	Enable you to select a phone line, view calls on a line, or quickly call a favourite contact.
3	Back Key	Enables you to return to the previous screen.
4	Transfer Key	Transfers an active call to a contact.
5	Hold Key	Holds an active call or resumes a held call.
6	Volume Key	Adjust the volume of the handset, headset, speaker, and ringer.
7	Dial Pad	Enables you to enter numbers, letters, and special characters. You can also use the dial pad keys to select menu items that have index numbers.
8	Mute Key	Mutes local audio during calls and conferences.
9	Speakerphone Key	Enables you to place and receive calls using the speakerphone.
10	Headset Key	Enables you to place and receive calls through a headset.
11	Home Key	Displays the Home screen from other screens and displays the Lines and Calls screen from the Home screen.
12	Navigation keys / Select key	Scrolls through information or options displayed on the phone's screen. Selects a field of displayed data.
13	Soft keys	Enable you to select context sensitive keys that display along the bottom of the screen.
14	Security slot (on back)	Enables you to attach a universal security cable lock to your phone so you can secure it to a desktop.
15	Screen	Shows a 6.35 cm (2.5-inch) monochrome display that enables you to view menu options and data.
16	Message Waiting Indicator	Flashes red to indicate when you have new messages.

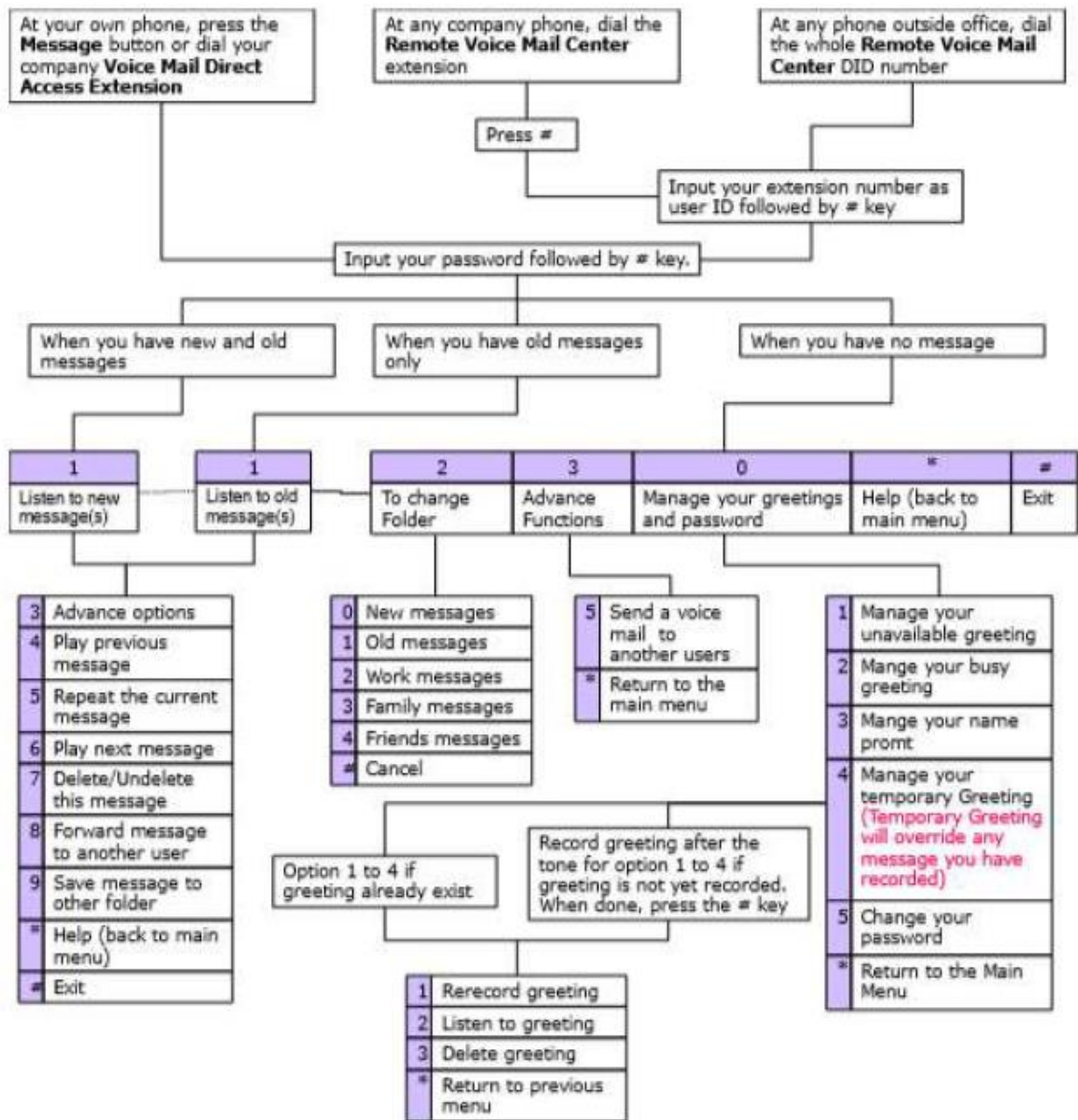
6. VVX-601 Feature List

The following figure displays the hardware features on the VVX-601 business IP phones. The table below lists each feature numbered in the above figure 4.

Reference Number	Feature	Feature Description
1	Handset	Enable you to listen and speaking in an active call.
2	Touch Screen	Enables you to select items and navigate menus on the touch-sensitive screen. Tap the screen to select and highlight screen items. To scroll, touch the screen, and swipe your finger up, down, right, or left.
3	Dial Pad	Enables you to enter numbers, letters, and special characters. You can also use the dial pad keys to select menu items that have index numbers.
4	Volume Key	Adjust the volume of the handset, headset, speaker, and ringer.
5	Mute Key	Mutes local audio during calls and conferences.
6	Speakerphone Key	Enables you to place and receive calls using the speakerphone.
7	Headset Key	Enables you to place and receive calls through a headset.
8	Home Key	Displays the Home screen from other screens and displays the Lines and Calls screen from the Home screen.
9	Message Waiting Indicator	Flashes red to indicate when you have new messages.
10	USB port	Enables you to attach a USB flash drive, a USB headset, or a VVX Camera.

7. Voicemail User Guide

Press Msgs or dial the voicemail center number follow by your extension and voicemail PIN and #. (From the Desktop Phone)



After login to your mailbox, below here is the main menu of the voicemail

- Voicemail Main Menu

Dialpad	Description	Remarks
1	Listen to messages	
2	To change folder	
3	Advanced functions	
0	Manage greetings	
*	Help (back to Main Menu)	
#	Exit	

- Listen to messages (New/Old)

Dialpad	Description	Remarks
3	Advance options	
4	Play previous message	
5	Repeat the current message	
6	Play the next message	
7	Delete/ Undelete this message	
8	Forward the message to another user	
9	Save message to other folder	
*	Help (back to Main Menu)	
#	Exit	

- To change folder

Dialpad	Description	Remarks
0	New messages	
1	Old messages	
2	Work messages	
3	Family Messages	
4	Friends messages	
#	Cancel	






- Advance functions




Dialpad	Description	Remarks
5	Send a voicemail to another users	
*	Return to the Main Menu	

- Manage greetings

Dialpad	Description	Remarks
1	Manage unavailable greeting	
2	Manage busy greeting	
3	Manage name prompt	
4	Manage temporary greeting	Temporary greeting will override any message you have recorded
5	Change password	Mailbox password
*	Return to the Main Menu	

8. Quick User Guide – Polycom VVX-150, VVX-250, VVX-450 and VVX-601 Series.

Features/ Functions	Instructions	Remarks
Placing a Call	Lift handset, dial [number], press Send	Press speakerphone button on speaker mode. 
Answering Call	Lift handset to answer or press speakerphone button to answer	Press speakerphone button on speaker mode. 
Hold and Resuming a Call	During an active call, select Hold button. From the Calls screen, select the call and select Resume or Press the Hold button again to resume the call	Press Hold button for hold the active call.  Press Hold button again to resume the active call. 
Mute and Unmute Audio	Mute the microphone so other parties cannot hear you. 1. During a call, press Mute Button. The other parties cannot hear you. 2. Press again to unmute the microphone	Press Mute button to mute the active call. 
Group Pick Up	Pick up or answer any incoming call within the group using *8	Pick up the first incoming call within the Group
DND Soft key	1. Press once the DND button to enable 2. Press the DND button second time to disable	On top right corner will display "My Status Do Not Disturb" On the top right corner will display "Status and Time"
Call Forward	From home view, Select Forward, Select Always, [number] and Enable	Forwarding number will display in status bar.

Features/ Functions	Instructions	Remarks
		
Transfer Call (Warm/Attended)	<p>A warm transfer involves speaking with the person to whom you are transferring the call.</p> <ol style="list-style-type: none"> 1. While on a call, press the button or Transfer softkey. 2. Dial the party to whom you are transferring. 3. After speaking with the receiving party, press the button again to complete the transfer. 	<p>You may press the transfer icon button</p> 
Transfer Call (Blind/Unattended)	<p>A blind transfer involves transferring the call to another number without speaking to the receiving party, regardless of whether or not they answer.</p> <ol style="list-style-type: none"> 1. While on a call, press the button or Transfer softkey. 2. Dial the party to whom you are transferring. 3. Choose Blind 	<p>You may press the transfer icon button</p> 
Checking Voicemail	<p>You must not have a call on the line when attempting to check your voicemail.</p> <ol style="list-style-type: none"> 1. Press Home button, use the navigation key and choose Msgs icon and select. 2. Select the message Center and enter your voicemail password. 3. Select the option to listen to new or saved voicemails. 	