

Polycom VVX

Quick Reference Guide



- A** Volume Up/Down
- B** Back
- C** 5-Way Navigation
- D** Home
- E** Headset (optional)
- F** Speakerphone
- G** Mute Mic
- H** Soft Keys

Warm Transferring Calls

A warm transfer involves speaking with the person to whom you are transferring the call.

1. While on a call, press the **Transfer** soft key (**H**).
2. Dial the party to whom you are transferring.
3. After speaking with the receiving party, press the **Transfer** soft key (**H**) again to complete the transfer.

Blind Transferring Calls

A blind transfer involves transferring the call to another number without speaking to the receiving party, regardless of whether or not they answer.

1. While on a call, press and hold the **Transfer** soft key (**H**) for two seconds.
2. Dial the party to whom you are transferring.
3. Press the **ENTER** soft key (**H**) again to complete the transfer.

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Initiating a Conference Call

1. While on a call, press the **More** soft key, then **Confnc**.
2. Call the party you want to add to the conference.
3. After they answer, press the **Confnc** soft key to merge the calls.

To Park a Call

1. Press **Call Park** and hang up.

Accessing Call History

While the phone is idle, use the 5 -Way Navigation (**C**) to access the call history:

- Received Calls: Press the Left navigation key.
- Missed Calls: Press the Down navigation key.
- Placed Calls: Press the Right navigation key.

Checking Voicemail

You must not have a call on the line when attempting to check your voicemail.

1. Press the **Voicemail** key programmed on your phone.
2. Enter your voicemail passcode.
3. Select the option to listen to new or saved voicemails.

Checking Voicemail from a Cell Phone

1. Dial 583-8000.
2. Enter your 10-digit phone number followed by #.
3. Enter your PIN followed by #.

Have questions or need support for your Hosted IP Phone Service?

Email the team at HPBX@corp.wcvt.com
or call 802.496.8309