



Polycom VVX 450 Business Phone

Welcome to ONS VIP

ONS VIP is packed with many advanced features that will enhance your day-to-day business activities and make your life easier. This guide is designed to help you use some of the most popular features with your new Polycom VVX450 phone – right out of the box.

Features

Set up Voicemail

- Press the Message Key
- At the prompt, enter in a unique passcode, then press #.
- Re-enter your passcode, then press #.
- Follow instructions to record your name.
- For Personalized Greetings
 - Press 1 to go to voicemail
 - Press 2 to record Busy Greeting
 - Press 3 to record No Answer Greeting
- Exit voice portal

Retrieve Voicemail Messages

A blinking red “message waiting” indicator light notifies you when you have a new voicemail message.

- To check your voicemail, press the Messages key or initiate a call and dial *62 or your extension.
- Enter your voicemail passcode if prompted, then press #. (If you forgot your passcode, please contact your system administrator.)
- Follow the audio prompts.

Hold and Resume a Call

- To hold, press the Hold soft key or Hold Key.
- To resume, press the Resume soft key or Hold Key.

Access Call Lists

- Call History can be accessed using the Navigation keys.
- To see Recent calls including placed, received or missed calls (denoted by icon), press the down arrow key or press the Dir soft key and choose Recent Calls.
- To dial a number, scroll to the desired number, then press the Dial soft key or the Select button.

Do Not Disturb

- To enable Do Not Disturb, press the DND soft key.
- To disable, press the DND soft key again.

Make a Three-way Call

After the first call is connected:

- Press the More soft key, then the Confrnc soft key. The active call will be placed on hold.
- Dial the new party.
- When the call connects, press the Confrnc soft key again to join the calls.

Transfer a Call

- After the first call is connected:
- Press the Transfer hard key or soft key. (The active call will be placed on hold.)
- To transfer the call unannounced, press the Blind soft key. Then press the name or dial the extension number and press the Send soft key.
- To speak to the transfer-to party first, Dial the number or extension and press Send.
- When the party answers, announce transfer. Then press Transfer again to complete. If a Blind transfer, the call will transfer automatically.

To transfer the call directly to another user’s voicemail

- Press the Transfer soft key, Dial *55 instead of the extension
- Dial the extension, followed by #.
- A confirmation will announce the transfer is complete.

Call Park

To park or retrieve an active call use the following steps:

- Press and hold the extension to which you want to park the call. Then press the Park soft key. You will see a yellow circle next to the extension showing the parked call.
- You can also park the call by placing the active call on hold then dial *68 followed by the extension where you want park the call. Then press the Dial soft key.

To retrieve a parked call use the following steps:

- Press and hold the extension key to which the call is parked. (You should see a yellow circle next to the extension.) Then press Retrieve soft key to pick up the call.
- You can also retrieve the call by dialing *88 from any phone and entering the extension of which the call was parked to. Then press the pound key.



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|-------------------------------------|---|
| 1. Line Keys/Busy Lamp Field | 9. Dial Pad |
| 2. Handset | 10. Message Waiting Indicator |
| 3. Speaker | 11. Soft Keys |
| 4. Back Key | 12. Navigation Keys Select Key |
| 5. Transfer Key | 13. Home Key |
| 6. Message Key | 14. Headset Key |
| 7. Hold Key | 15. Speakerphone Keys |
| 8. Volume Keys | 16. Mute Key |

Soft Keys

The soft keys located underneath the phone screen perform the functions that appear directly above them on the display. Their functions are context sensitive, which means the function of the soft keys changes depending upon your current activity

Line Keys

With the VVX 450, you have the ability to access up to twelve physical lines and up to 36 additional virtual keys. The line keys, located to the left and right of the phone screen, indicate the status of your lines and associated activity. The icon informs you when a line is idle, ringing, in use, on hold or disconnected altogether. Use the left and right navigation buttons to change virtual pages of line keys. (NOTE: the virtual pages don't appear if an Expansion Module is attached.)

Navigation Keys

The Navigation keys allow you to scroll through the options and lists on the display keys by pressing left, right, up or down. To select an item, press the Select button (the button in the center of the navigation keys).

Answer a Call

To answer a call, simply pick up the handset or press the Answer soft key, Speakerphone key or Headset key.

Place a Call

To place a call, simply pick up the handset or press the New Call soft key, Speakerphone key or Headset key. Then dial the 10 digit number.