Poly VVX 50 Series Quick Reference Guide

Placing a Call	Answering a Call	Rejecting an Incoming Call
1. Dial the number 2. Pick up handset **OR** 3. Press 🎧 **OR** 4. Press 🔊	1. Pick up handset 2. Press the **Answer** soft key **OR** 3. Press 🎧 **OR** 4. Press 🔊	1. Press the **Reject** soft key while phone is ringing to silence the phone ringer **Note:** Rejected calls are typically directed straight to voicemail.
Ignoring an Incoming Call	**Transferring Calls Attended**	**Transferring Calls Blind**
1. Press the **Ignore** soft key to stop the phone from ringing **Note:** Calls unanswered by the end of the ring cycle are typically sent to voicemail.	1. Press the **Transfer** soft key while on an active call **OR** 2. Press 📞 3. Enter the number or extension 4. Press the **Dial** soft key 5. Press the **Transfer** soft key after hearing the ring-back tone or after speaking with the recipient	1. Press and hold the **Transfer** soft key while on an active call 2. Press the **Blind** soft key in the pop-up menu 3. Enter number to complete the transfer
Forwarding an Incoming Call	**Forwarding All Calls**	**Viewing Recent Calls**

1. Press the **Forward** soft key during an incoming call
2. Enter phone number or extension of where to forward incoming call
3. Press the **Forward** soft key
	1. Press the **Forward** soft key
	2. Press the up or down **Navigation** button to highlight the desired forwarding type:
	  a. **Always**
	  b. **Busy**
	  c. **No Answer**
	3. Enter the number to forward the calls to
	4. Press the **Enable** soft key
		1. Select **Directories** from Home View
		2. Select **Recent Calls**
		3. Highlight a contact
		4. Press the **Dial** soft key to call the contact
		5. Press **Info** to:
		  a. **Save** the contact
		  b. **Delete** the contact

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Setting up a Conference Call	Managing Conference Calls	Managing People in Conference Calls

1. Press the **Conference** soft key while on an active call
2. Enter the number of the second caller
3. Press the **Conference** soft key once the recipient answers
 	
Note: Once the **Conference** soft key is pressed, the first call is automatically put on hold until the **Conference** soft key is pressed again to join the two calls.
	1. Press the **Hold** soft key to place all participants on hold
	2. Press the **Mute** soft key to mute all participants
	3. Press **End Call** to end connection to the conference call.
	
	Note: All remaining parties will stay connected.
		1. Highlight a participant and select **Manage**
		2. Select one of the following:
		   a. **Far Mute** – to mute the participant
		   b. **Hold** – to place the participant on hold
		   c. **Remove** – to remove the participant from the conference call and create a separate call with the participant
		   d. **Information** – to view the participants information

Adding or Editing a Contact	**Utilizing a Buddy List**	**Setting up and Accessing Voicemail**

1. Press the **Add** soft key from the **Contact Directory**
2. Add relevant information to the fields
3. Remove the **Index** number to stop a contact from appearing as a speed dial **OR**
4. Press the **Info** soft key to edit a current contact
5. Press the **Edit** soft key and amend relevant fields
6. Press the **Save** soft key when finished
	Add a Buddy
	1. Select a contact from the **Contact Directory**
	2. Press the **Edit** soft key
	3. Navigate to **Watch Buddy**
	4. Select the **Enable** soft key
	
	Call from the Buddy List
	1. Press the **Buddies** soft key from the Lines screen
	2. Select the buddy to call
	3. Press the **Dial** soft key to initiate the call
		1. Press the **Message** soft key **OR**
		2. Dial *123
		3. Enter the default pin (4-digit extension)
		4. Reset pin using the following criteria:
		   a. 4-15 digits
		   b. Nonsequential
		   c. No repetitive digits
		5. Follow menu prompts
		6. Press to access voicemail when alerted of a new message (VVX 350 and VVX 450 models only)