

# 24-7 & West Wisconsin Telcom



## Poly® VVX® 250 Business Phone

Poly® VVX® 250 Business Media Phone 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 Poly® VVX® 250 phone — right out of the box.

### 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. For example, if you are conferencing, the soft keys display functions related to the conference function.

### Line Keys

With the VVX 350, you have the ability to access up to six physical lines and up to 18 additional virtual keys. The line keys, located to the left 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.

### 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 number.

### Feature Codes

- \*72 Call Forwarding Always Activation
- \*73 Call Forwarding Always Deactivation
- \*90 Call Forwarding Busy Activation
- \*91 Call Forwarding Busy Deactivation
- \*92 Call Forwarding No Answer Activation
- \*93 Call Forwarding No Answer Deactivation
- \*44 Call Recording (if enabled)
- \*67 Calling Line ID Delivery Blocking per Call
- \*65 Calling Line ID Delivery per Call
- \*68 Call Park
- \*88 Call Park Retrieve
- \*98 Call Pickup
- \*11 Call Pull
- \*69 Call Return
- \*70 Cancel Call Waiting
- \*99 Clear Voice Message Waiting Indicator
- \*55 Direct Voicemail Transfer
- \*78 Do Not Disturb Activation
- \*79 Do Not Disturb Deactivation
- \*62 Voice Portal Access
- \*66 Last Number Redial

**Note:** Some of these codes may not be available to all users. See your group admin to add features.



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