Quick Start Guide

Intermedia Unite
Polycom VVX 250

INTERMEDIA UNITE™

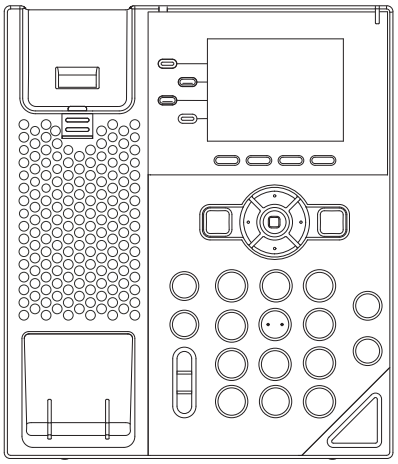
Welcome to Intermedia Unite

What's in the box?

Polycom VVX 250

A. Phone
B. Ethernet Cable
C. Handset Cable
D. Handset
E. Stand
F. Power Adapter

A.



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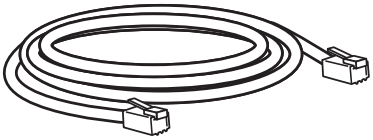

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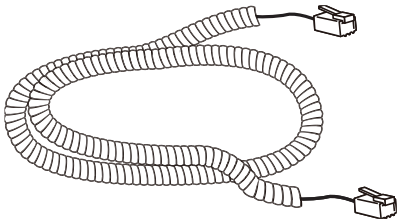

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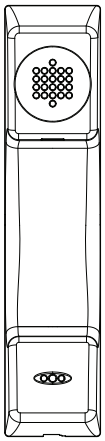

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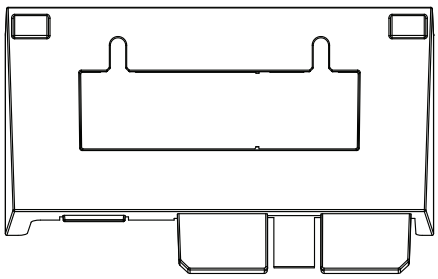

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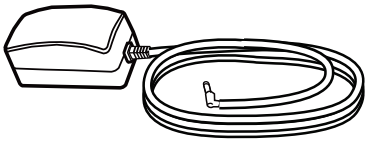
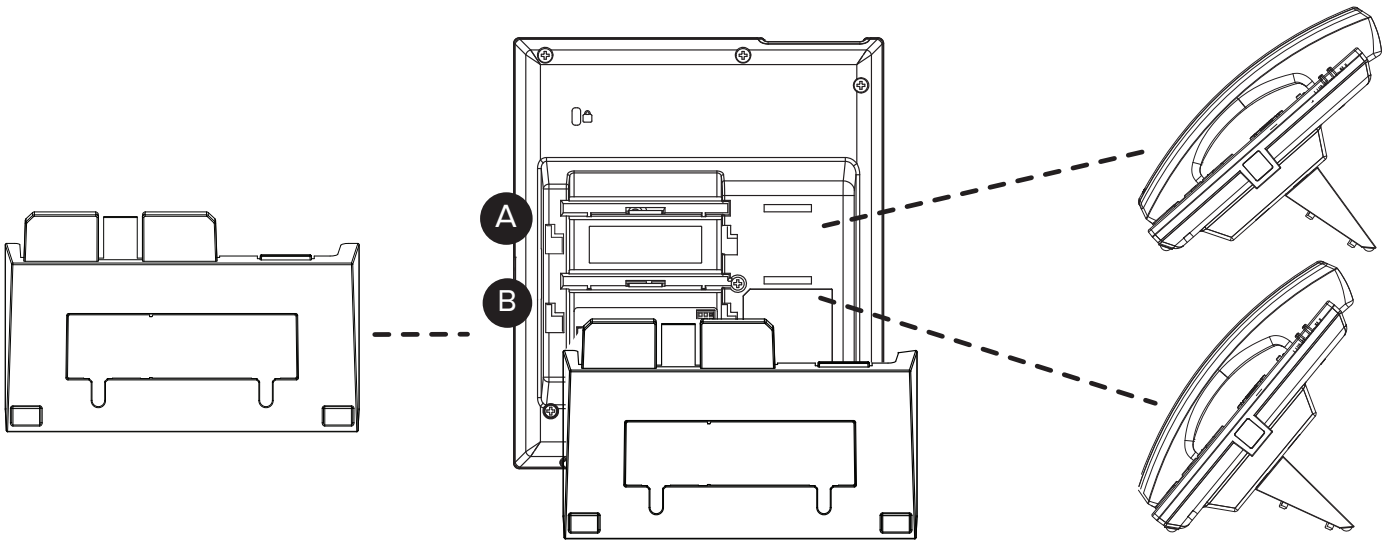


Guided Setup

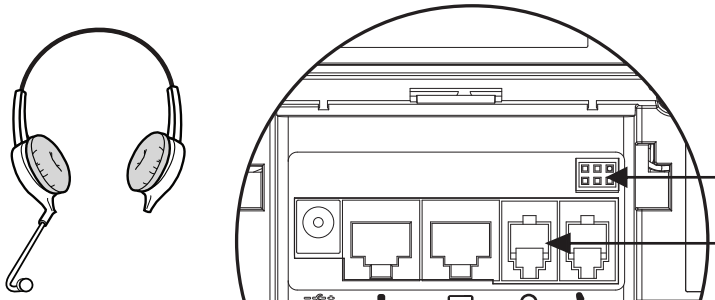
Attach Stand

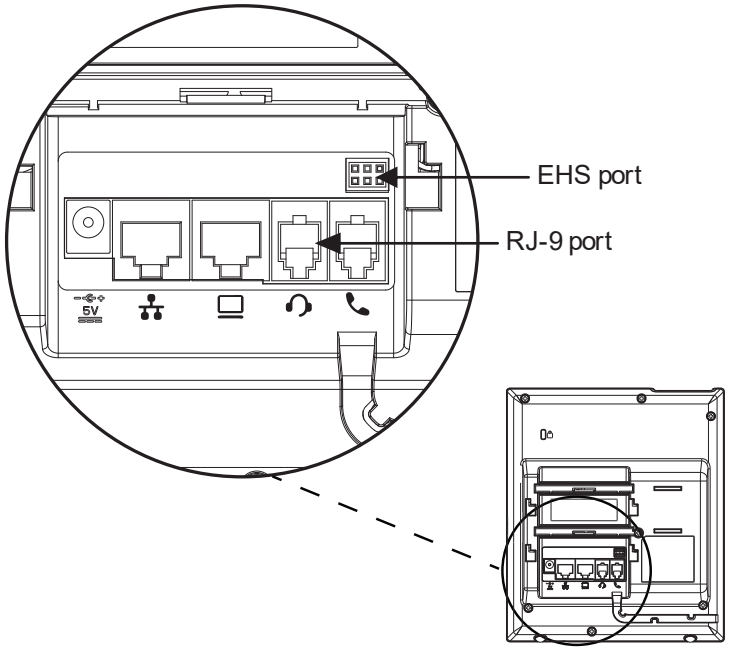
Attach the stand as shown below.



Connect Handset and Optional Headset

Note: Your phone supports wired headsets, including electronic hookswitch (EHS) headsets. For connection directions, refer to your headset documentation.



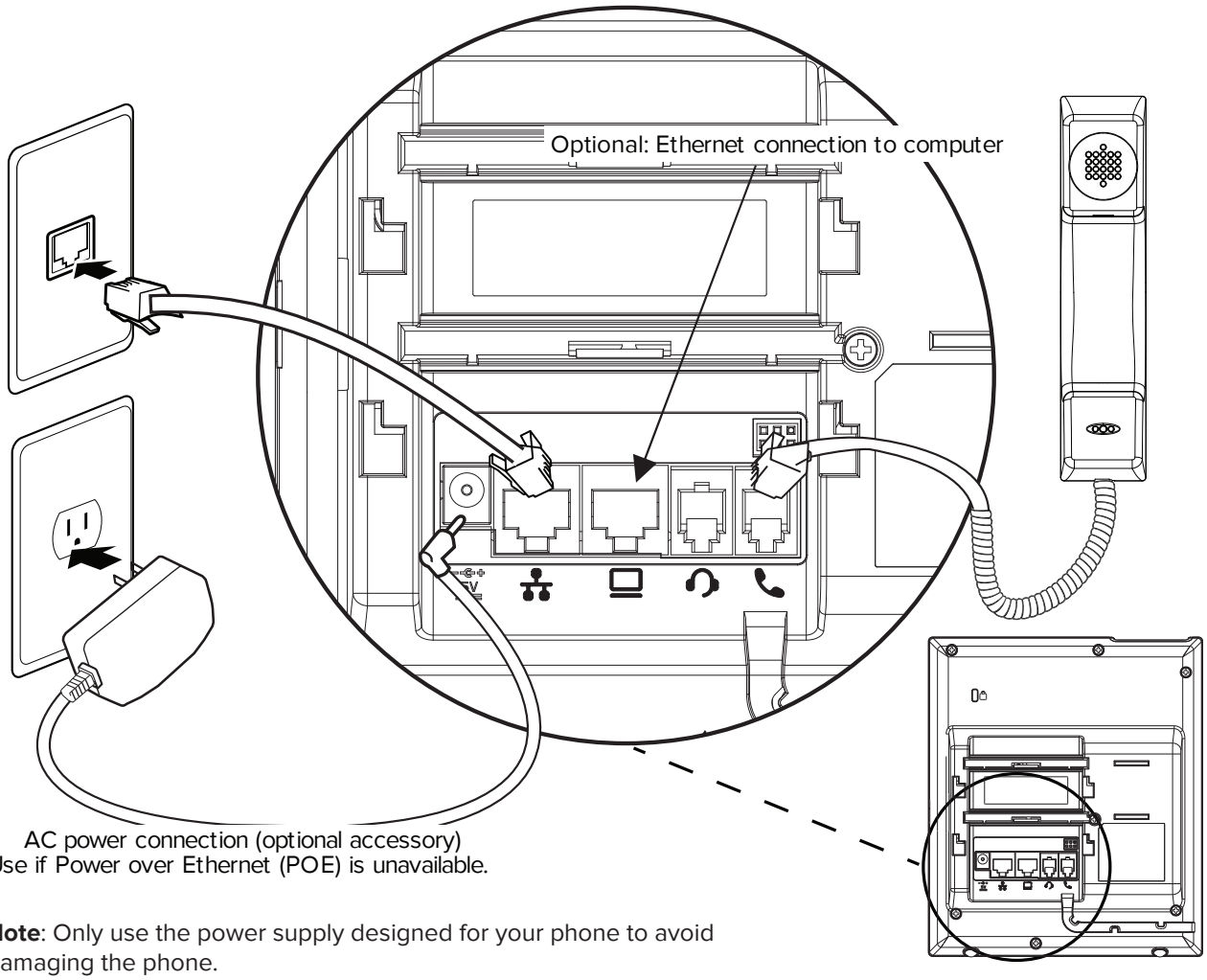


Note: Your phone supports USB and wired headsets, including Electronic Hookswitch (EHS) headsets.

For connection directions, refer to your headset documentation. Standard headsets typically use the RJ-9 or USB port while EHS headsets use the RJ-9 and EHS ports.

Connect Cables

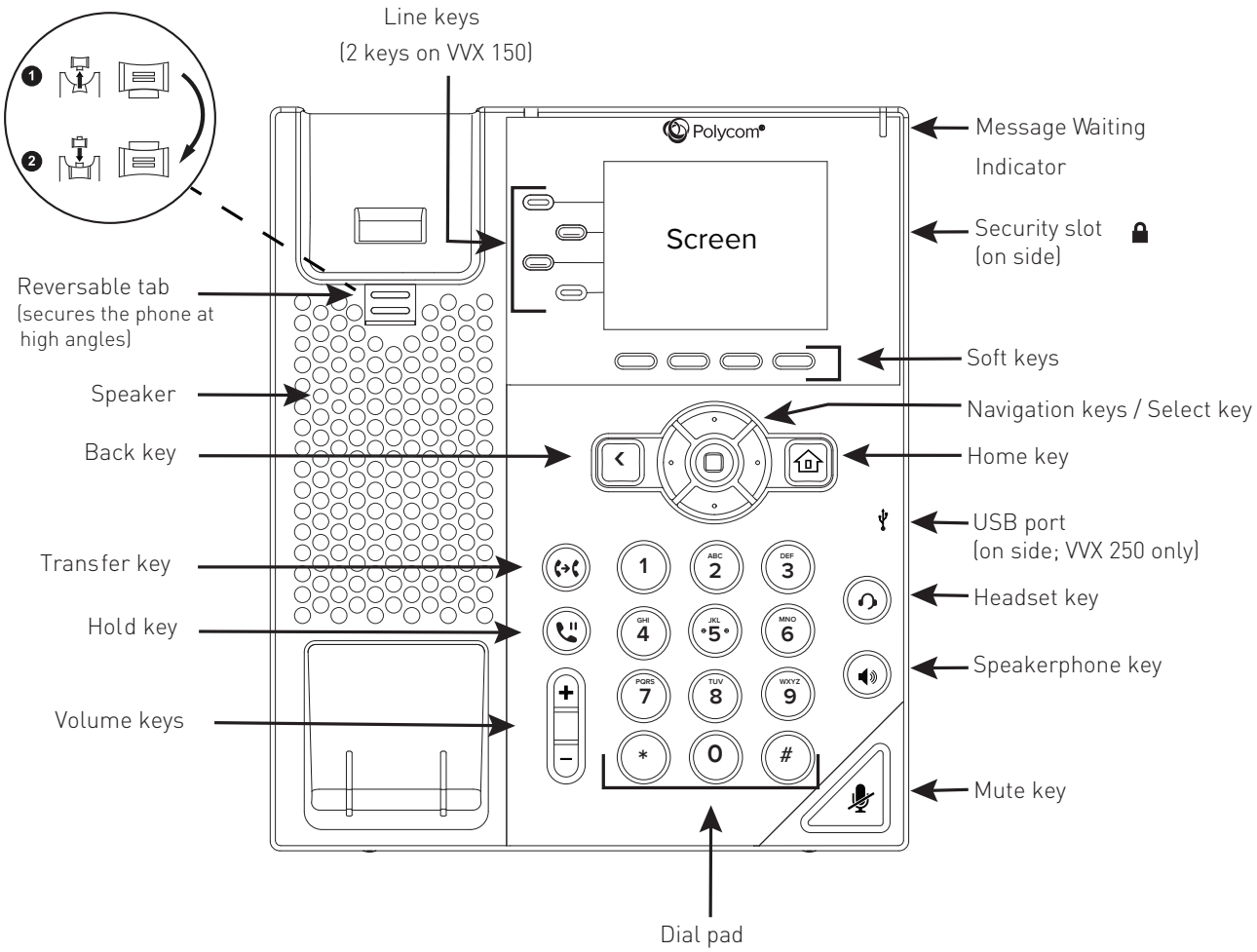
Please follow the diagram to install your phone. Once plugged in, the phone will automatically download its configuration and start to work. The voicemail box will be functional with a default greeting.



Note: Only use the power supply designed for your phone to avoid damaging the phone.

Features

Polycom VVX 250



Voicemail Box Setup

RECORDING YOUR PERSONAL VOICEMAIL GREETING

1. Press the "Home" button.
2. Press option 2 for "Messages".
3. Press option 1 for "Message Center". and press the "Connect" soft key.
4. Enter the PIN provided to you by your Administrator, followed by the # key.

CHANGING THE PIN FROM THE PHONE

1. Press the "Home" button.
2. Press option 2 for "Messages".
3. Press option 1 for "Message Center". and press the "Connect" soft key.
4. Enter the PIN provided to you by your Administrator, followed by the # key.

Commonly Used Features

PLACING OUTGOING CALLS

When the phone is not in use:

1. Pick up the handset or press the “Speakerphone” button.
2. Dial an extension or telephone number.

When you are already on a call:

1. Press the “Hold” soft key.
2. Press the “New Call” soft key.
3. Dial an extension or telephone number.
4. Resume the original call by pressing the “Line” button that corresponds with that call, and press the “Resume” soft key.

ANSWERING AN INCOMING CALL

...On the Handset:

Pick up the handset to answer the call.

...On a Headset:

When a headset is connected, press the “Headset” button (or the ”Answer” soft key) to answer the call.

...On Speakerphone:

Press the “Speaker” button (or the “Answer” soft key) to answer the call.

REJECTING AN INCOMING CALL

Press the “Reject” soft key to immediately send the caller to voicemail.

Note: Caller will continue to hear ringing after pressing "Reject" if you have multiple devices assigned to your User.

IGNORING AN INCOMING CALL

Press the "More" soft key followed by the "Ignore" soft key to send the caller to voicemail.

Note: The caller will continue to hear ringing for the specified amount of time, defined in the phone’s “No Answer Forwarding” setting.

ENDING A CALL

On a Handset:

- Press the “EndCall” soft key.

On a Headset:

- Press the "Headset" button.

On Speakerphone:

- Press the “Speakerphone” button.

HOLD

Placing a Call On Hold:

- While on a call, press the “Hold” soft key.

Retrieving Calls On Hold:

- Press the “Resume” soft key.

MUTE

1. To mute the microphone on an active call, press the “Mute” button.
2. To un-mute the microphone, press the “Mute” button again.

TRANSFERRING CALLS

Blind Transfers:

1. While on a call, press the “Transfer” soft key.
2. Dial the desired phone number or extension number.
3. Press the “Transfer” soft key again.
4. The call is automatically transferred.

Attended (Consultative or Warm) Transfers:

1. While on a call, press the “Transfer” soft key.
2. Dial the desired phone number or extension number.
3. Wait for the party to answer to announce that you are transferring a call to them.
4. Press the “Transfer” soft key to transfer the call.

CALL WAITING

While already on a call, and a new call rings in, you will hear a beep tone emitted by your phone.

To Answer the Second Call:

1. Press the down arrow button to access the second call.
2. Press the “Answer” soft key to access that call. The first call will be placed on hold.
3. Once the second call has ended, resume the original call by pressing the “Resume” soft key.

To Reject the Second Call:

1. Press the down arrow button to access the second call.
2. Press the “Reject” soft key to immediately send the caller to voicemail.

CALL WAITING (CONTINUED)

To Ignore the Second Call:

1. Press the down arrow button to access the second call.
2. Press the "More" soft key and press the "Ignore" soft key to send the caller to voicemail.

Note: The caller will continue to hear ringing for the specified amount of time, defined in the phone's "No Answer Forwarding" settings.

VOLUME ADJUSTMENT

In-Call Volume:

- While on a call, press the "+" and "-" buttons to raise or lower the volume.

Ringer Volume:

- While the phone is not in use, press the "+" or "-" buttons to adjust the ringer volume on the phone.

SPEAKERPHONE

While the phone is not in use:

- Press the "Speakerphone" button to activate the speakerphone and get dial tone for an outbound call.

While on a call on the handset or headset:

- Press the "Speakerphone" button to continue the current call on the speakerphone.

While a call on speakerphone is active:

- Press the "Speakerphone" button to hang up the current call.

FORWARDING CALLS

1. Press the “Forward” soft key OR
2. Press the “Home” button and press the option corresponding to "Forward".
3. If “Always Forward” is currently disabled, “Always (Disabled)” will be displayed.
4. Press 1 for “Always.”
5. Enter / verify the contact number where calls will be forwarded.
6. Press the “Enable” soft key.

Disabling “Always Forward”:

1. If “Always Forward” is currently enabled, “Always (Enabled)” will be displayed.
2. Press 1 for “Always.”
3. Press the “Disable” soft key.

“Forward On Busy” and “Forward On No Answer” can be set in a similar manner.

VOICEMAIL

1. Press the "Home" button.
2. Press option 3 for "Messages".
3. Press option 1 for "Message Center". and press the "Connect" soft key.
4. Enter the PIN provided to you by your Administrator, followed by the # key.

We are here to help.

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