



USER GUIDE

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# **Polycom<sup>®</sup> VVX<sup>®</sup> Business IP Phones, OBi Edition**



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# Before You Begin

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## Topics:

- [Audience, Purpose, and Required Skills](#)
- [Related Documentation](#)

The *Polycom VVX Business IP Phones, OBi Edition User Guide* contains overview information for navigating and performing tasks on Polycom® VVX® Business IP Phones, OBi Edition.

This user guide contains information for the following Polycom® VVX® products and accessories:

- VVX 150 business IP phones, OBi Edition
- VVX 250 business IP phones, OBi Edition
- VVX 350 business IP phones, OBi Edition
- VVX 450 business IP phones, OBi Edition

## Audience, Purpose, and Required Skills

This guide is intended for beginning users, as well as intermediate and advanced users, who want to learn more about the features available with VVX business IP phone, OBi edition.

## Related Documentation

You can view the following types of documents on each product support page on [Polycom Voice Support](#):

- Administrator Guide—This guide provides detailed information about setting up your network and configuring features.
- Deployment Guide—This guide provides detailed information about deploying phones and setting up initial configurations.
- OBiPhoneXML API Guide—This guide provides detailed information about creating and using OBiXML apps on your phone.
- Regulatory Notice—This guide provides information for all regulatory and safety guidance.



# Getting Started with Polycom VVX Business IP Phones, OBi Edition

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## Topics:

- [Product Overview](#)
- [Overview of Phone Hardware and Keys](#)
- [Phone Keys](#)
- [Navigating VVX Business IP Phones, OBi Edition](#)

Before you use your Polycom® VVX® business IP phone with OBi Edition, take a few moments to familiarize yourself with its features and user interface.

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**Note:** As you read this guide, keep in mind that your system administrator configures certain features or your network environment may determine them. As a result, some features may not be enabled or may operate differently on your device. Additionally, the examples and graphics in this guide may not directly reflect available options or what your device screen displays.

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## Product Overview

Polycom VVX business IP phones, OBi Edition provides the following features and capabilities:

- Placing and answering audio calls
- Conference calls
- Programmable feature keys
- Screen customization

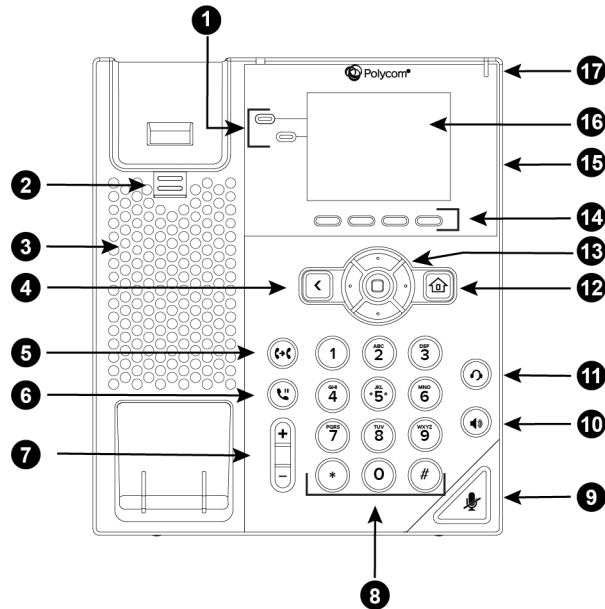
## Overview of Phone Hardware and Keys

Use the following figures and tables to understand hardware features available on VVX business IP phone, OBi edition. For more information about attaching phone hardware, including how to connect your phone to the network, see the for your phone available on your phone's support page on [Polycom Voice Support](#).

### VVX 150 Hardware

The following figure displays the hardware features on the VVX 150 business IP phones. The table lists each feature numbered in the figure.

Figure 1: VVX 150 hardware features



## VVX 150 Hardware Feature Descriptions

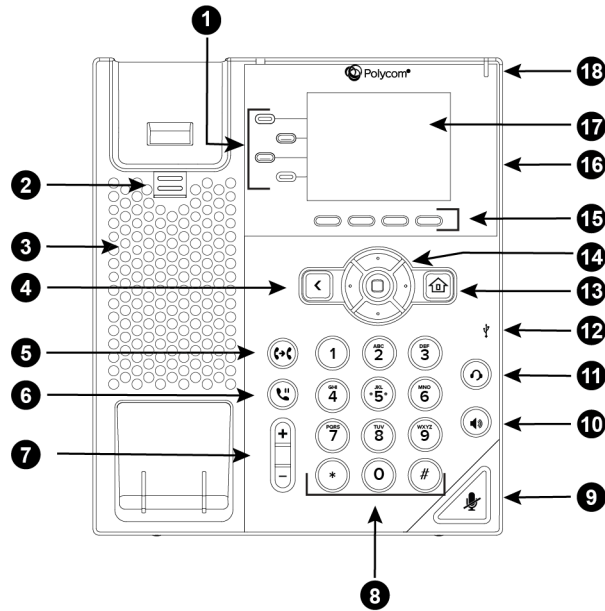
Reference Number	Feature	Feature Description
1	Line keys	Enable you to select a phone line, view calls on a line, or quickly call a favorite contact.
2	Reversible tab	Secures the handset in the cradle when your phone stand is positioned at a high angle. To secure the handset, remove the tab, reverse it so the protrusion points up, and re-insert it. Position the handset so the protrusion on the tab fits into the slot on the handset.
3	Speaker	Provides ringer and speakerphone audio output.
4	Back key	Enables you to return to the previous screen.
5	Transfer key	Transfers an active call to a contact.
6	Hold key	Holds an active call or resumes a held call.
7	Volume keys	Adjust the volume of the handset, headset, speaker, and ringer.
8	Dial pad	Enables you to enter numbers, letters, and special characters. You can also use the dial pad keys to select menu items that have index numbers.
9	Mute key	Mutes local audio during calls and conferences.

Reference Number	Feature	Feature Description
10	Speakerphone key	Enables you to place and receive calls using the speakerphone.
11	Headset key	Enables you to place and receive calls through a headset.
12	Home key	Displays the Home screen from other screens and displays the Lines and Calls screen from the Home screen.
13	Navigation keys / Select key	Scrolls through information or options displayed on the phone's screen. Selects a field of displayed data.
14	Soft keys	Enable you to select context sensitive keys that display along the bottom of the screen.
15	Security slot (on back)	Enables you to attach a universal security cable lock to your phone so you can secure it to a desktop.
16	Screen	Shows a 6.35 cm (2.5-inch) monochrome display that enables you to view menu options and data.
17	Message Waiting Indicator	Flashes red to indicate when you have new messages.

## VVX 250 Hardware

The following figure displays the hardware features on VVX 250 business IP phones. The table lists each feature numbered in the figure.

Figure 2: VVX 250 hardware features



### VVX 250 Hardware Features

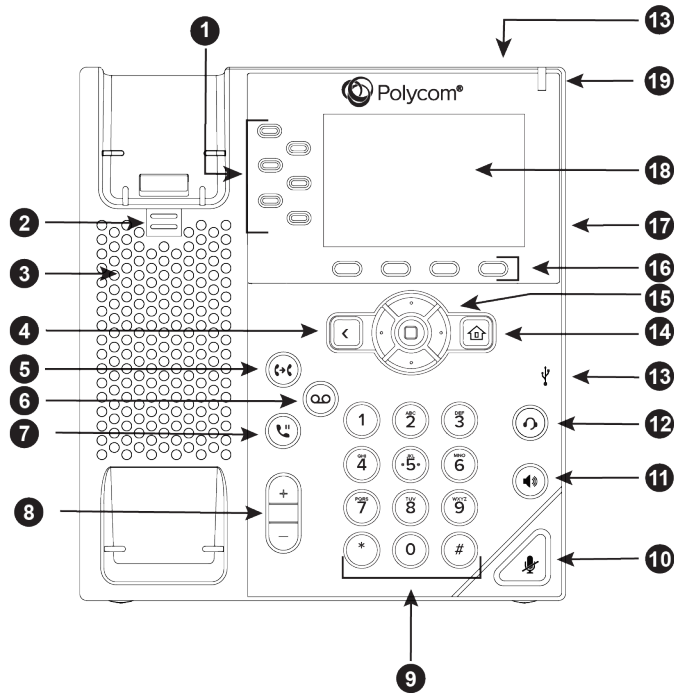
Reference Number	Feature	Feature Description
1	Line keys	Enable you to select a phone line, view calls on a line, or quickly call a favorite contact.
2	Reversible tab	Secures the handset in the cradle when your phone stand is positioned at a high angle. To secure the handset, remove the tab, reverse it so the protrusion points up, and re-insert it. Position the handset so the protrusion on the tab fits into the slot on the handset.
3	Speaker	Provides ringer and speakerphone audio output.
4	Back key	Enables you to return to the previous screen.
5	Transfer key	Transfers an active call to a contact.
6	Hold key	Holds an active call or resumes a held call.
7	Volume keys	Adjust the volume of the handset, headset, speaker, and ringer.
8	Dial pad	Enables you to enter numbers, letters, and special characters. You can also use the dial pad keys to select menu items that have index numbers.
9	Mute key	Mutes local audio during calls and conferences.

Reference Number	Feature	Feature Description
10	Speakerphone key	Enables you to place and receive calls using the speakerphone.
11	Headset key	Enables you to place and receive calls through a headset.
12	USB Port	Enables you to attach a USB flash drive or USB headset.
13	Home key	Displays the Home screen from other screens and displays the Lines and Calls screen from the Home screen.
14	Navigation keys / Select key	Scrolls through information or options displayed on the phone's screen. Selects a field of displayed data.
15	Soft keys	Enable you to select context sensitive keys that display along the bottom of the screen.
16	Security slot (on back)	Enables you to attach a universal security cable lock to your phone so you can secure it to a desktop.
17	Screen	Shows a 7.1 cm (2.8 in) color display that enables you to view menu options and data.
18	Message Waiting Indicator	Flashes red to indicate when you have new messages.

## VVX 350 Hardware

The following figure displays the hardware features on VVX 350 business IP phones. The table lists each feature numbered in the figure.

Figure 3: VVX 350 hardware features



## VVX 350 Hardware Feature Descriptions

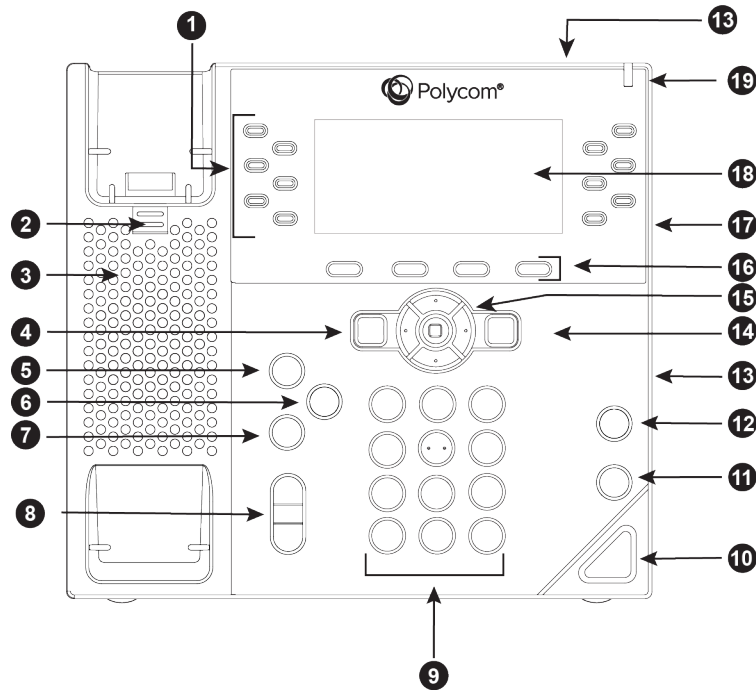
Reference Number	Feature	Feature Description
1	Line keys	Enable you to select a phone line, view calls on a line, or quickly call a favorite contact.
2	Reversible tab	Secures the handset in the cradle when your phone stand is positioned at a high angle. To secure the handset, remove the tab, reverse it so the protrusion points up, and re-insert it. Position the handset so the protrusion on the tab fits into the slot on the handset.
3	Speaker	Provides ringer and speakerphone audio output.
4	Back key	Enables you to return to the previous screen.
5	Transfer key	Transfers an active call to a contact.
6	Messages key	Enables you to access and manage instant and voice messages.
7	Hold key	Holds an active call or resumes a held call.
8	Volume keys	Adjust the volume of the handset, headset, speaker, and ringer.

Reference Number	Feature	Feature Description
9	Dial pad	Enables you to enter numbers, letters, and special characters. You can also use the dial pad keys to select menu items that have index numbers.
10	Mute key	Mutes local audio during calls and conferences.
11	Speakerphone key	Enables you to place and receive calls using the speakerphone.
12	Headset key	Enables you to place and receive calls through a headset.
13	USB Port	Enables you to attach a USB flash drive or USB headset.
14	Home key	Displays the Home screen from other screens and displays the Lines and Calls screen from the Home screen.
15	Navigation keys / Select key	Scrolls through information or options displayed on the phone's screen. Selects a field of displayed data.
16	Soft keys	Enable you to select context sensitive keys that display along the bottom of the screen.
17	Security slot (on back)	Enables you to attach a universal security cable lock to your phone so you can secure it to a desktop.
18	Screen	Shows a 8.89 cm (3.5 in) color screen with a backlight that enables you to view menu options and data.
19	Message Waiting Indicator	Flashes red to indicate when you have new messages.

## VVX 450 Hardware

The following figure displays the hardware features on VVX 450 business IP phones. The table lists each feature numbered in the figure.

Figure 4: VVX 450 hardware features



#### VVX 450 Hardware Feature Descriptions


Reference Number	Feature	Feature Description
1	Line keys	Enable you to select a phone line, view calls on a line, or quickly call a favorite contact.
2	Reversible tab	Secures the handset in the cradle when your phone stand is positioned at a high angle. To secure the handset, remove the tab, reverse it so the protrusion points up, and re-insert it. Position the handset so the protrusion on the tab fits into the slot on the handset.
3	Speaker	Provides ringer and speakerphone audio output.
4	Back key	Enables you to return to the previous screen.
5	Transfer key	Transfers an active call to a contact.
6	Messages key	Enables you to access and manage instant and voice messages.
7	Hold key	Holds an active call or resumes a held call.
8	Volume keys	Adjust the volume of the handset, headset, speaker, and ringer.



Reference Number	Feature	Feature Description
9	Dial pad	Enables you to enter numbers, letters, and special characters. You can also use the dial pad keys to select menu items that have index numbers.
10	Mute key	Mutes local audio during calls and conferences.
11	Speakerphone key	Enables you to place and receive calls using the speakerphone.
12	Headset key	Enables you to place and receive calls through a headset.
13	USB Port	Enables you to attach a USB flash drive or USB headset.
14	Home key	Displays the Home screen from other screens and displays the Lines and Calls screen from the Home screen.
15	Navigation keys / Select key	Scrolls through information or options displayed on the phone's screen. Selects a field of displayed data.
16	Soft keys	Enable you to select context sensitive keys that display along the bottom of the screen.
17	Security slot (on back)	Enables you to attach a universal security cable lock to your phone so you can secure it to a desktop.
18	Screen	Shows a 10.9 cm (4.3 in) color display with a backlight that enables you to view menu options and data.
19	Message Waiting Indicator	Flashes red to indicate when you have new messages.

## Securing Your Phone with the Security Slot

By fastening one end of a universal security cable to a desk or table and the other end to the security slot available on VVX business IP phone, OBi edition, you can prevent your phone from being removed.

See the hardware figure for your phone for the location of the security slot . Refer to the universal security documentation for more information on securing your phone.

## Phone Keys

Located on the edges of the display, the phone keys provide one means of interacting with your phone.

There are three types of keys:

- Soft keys

- Line keys
- Feature keys

## Soft Keys

Soft keys display along the bottom of the screen.

Each screen uses up to four soft keys. If a function requires more than four soft keys, you can view the remaining soft keys.

### Procedure

- » Press the **More** soft key.  
A column displays the remaining soft keys.

## Line Keys and Virtual Line Keys

Line keys are grouped into pages of virtual line keys (VLK).

You can cycle through the pages by pressing the left and right navigation keys. VVX 150 business IP phones don't support virtual line keys.

A VLK differs from feature keys because it also has an associated window area on the screen. This is the Virtual Line Key Window (VLKW). The VLKW provides additional information about the feature key. For example, if the key is assigned the Call Appearance function, the VLKW displays the callers name or number during a call.

Press the VLK to perform the assigned function, or press and hold down the VLK to see additional information about the function assigned to the VLK.

## Call Keys

Each Virtual Line Key (VLK) can be assigned the **Call Appearance** function.

The VLK becomes a call key that supports a single call. To make or receive calls, you need at least one inactive call key available. If a call comes in, but no call key is available, the calling party receives a busy signal.

## Feature Keys

A feature key is a line key that is configured to perform a preassigned function.

Press the function key to perform the assigned function.








Under some circumstances, the system administrator or service provider may lock a function assigned to a programmable feature key. See your phone system administrator for more information.













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**Note:** The icons displayed under each feature key item are only applicable when the feature key is mapped as a VLK.







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**List of Feature Keys and Their Functions**

Feature Key	Stages	Feature Description
Call Appearance	 Idle	Lets you make or receive a single call. There must be an available and idle call key to make or receive a new call.
	 Connected	The VLKW shows the current call state.
	 Connected HD	A call key may be bound to a service that is a Shared Line. In that case, when no call is on that key, the VLKW information reflects the state of the respective Shared Call Appearance (SCA).
Line Monitor	 Ringing: at least one incoming call	Monitor a Line (voice service installed on the phone). Monitored line events include Ringing, Holding, In Use, and Idle. The VLKW shows the monitored service name and account user name (usually same as the account DID number or extension).
	 Holding: at least one call holding	This function must be bound to the specific voice service that it monitors.
	 In Use: at least one active call	
	 Idle: no calls	

Feature Key	Stages	Feature Description
BLF (Busy Lamp Field) 	 Ringing: at least one incoming call  Holding: at least one call holding  Busy: at least one active call  Idle: no calls  Call parked (against the monitored extension)  Offline: the monitored extension is down	Monitor the call state of another extension. A BLF key must be bound to a service. Monitored call events include: <ul style="list-style-type: none"> <li>• Ringing</li> <li>• Holding</li> <li>• Busy</li> <li>• Idle</li> <li>• Call parked</li> <li>• Offline</li> </ul> The VLKW shows the bound service name and the monitored extension (or DID number, or account user name).
Speed Dial 		Shows the configured speed dial number, if assigned. If the speed dial is bound to a service, it also shows the name of the service. If the speed dial has a display name configured, the VLKW shows the display name, for example John Seymour.
Do Not Disturb	 Off On	If the function is bound to a specific voice service, it's applied to incoming calls on that service only. Otherwise, it's applied system-wide to all incoming calls.
Do Not Ring	 Off On	If this function is enabled, incoming calls don't play an audible ring.  This function cannot be bound to a specific voice service. It's applied system-wide to all incoming calls.
Block Anonymous Callers	 Off On	If the function is bound to a specific service, it's applied to incoming calls on that service only. Otherwise, it's applied system-wide to all incoming calls. If this function is enabled, the phone rejects all incoming calls that have their Caller ID (name, number, or both) hidden (blocked).
Block Outgoing Caller ID	 Off On	If the function is bound to a specific service, it's applied to outgoing calls on that service only. Otherwise, it's applied system-wide to all outgoing calls. If this function is enabled, the phone attempts to hide your caller ID on outbound calls.

Feature Key	Stages	Feature Description
Call Forward	 Off On	<p>If the function is bound to a specific service, it's applied to incoming calls on that service only. Otherwise, it's applied system-wide to all incoming calls.</p>
Auto Answer	 Off On	<p>Normally, this feature is enabled so that incoming intercom calls can be automatically answered on the phone by turning on the speakerphone or headset. If this feature is disabled, incoming intercom calls are treated as regular calls and the phone rings normally.</p> <p>This function cannot be bound to a specific voice service. It's applied system-wide to all incoming calls.</p>
Call Waiting	 Off On	<p>Normally this function is enabled so you can accept incoming calls while already on a call. If this feature is disabled, all incoming calls are rejected as busy if you're already on a call.</p> <p>This function cannot be bound to any specific voice service.</p>
Hold		<p>The VLKW shows how many calls are currently in a Holding State. The LED turns red if there's at least one call in the Holding State.</p> <p>This function cannot be bound to a specific voice service.</p>
Add to Conference		<p>Add all calls that are in the Holding State to the current conversation (or conference call). The VLKW shows how many calls are in the Holding State. The LED turns red if there is at least one call in the Holding state.</p> <p>This function cannot be bound to any specific voice service.</p>
Leave/Join Page Group (1/2)	 Left  Joined	<p>Join or Leave Page Group 1 or 2. If you join the group, your phone automatically turns on the speaker when anyone in the group starts a page.</p> <p>This function cannot be bound to a specific voice service.</p>
ACD Sign On/Off	 Available  Unavailable  Signed off  Wrapping Up	<p>Change or monitor an ACD (or Call-Center) Agent State to one of the following values:</p> <ul style="list-style-type: none"> <li>• Available (to take new calls)</li> <li>• Unavailable (to take new calls)</li> <li>• Signed Off</li> <li>• Wrapping Up (the last call)</li> </ul> <p>This function must be bound to a specific voice service. The ACD agent handles calls on the bound service only with respect to the underlying Call Center. The Call Center isn't aware of calls the agent makes or receives with other voice services installed on the phone.</p>

Feature Key	Stages	Feature Description
Hoteling	 Logged Off  Logged On	<p>This feature is also known as <i>Hot Desking</i>. The phone may be set up for temporary use by a guest, such as a visiting employee or temporary worker. The guest presses this key and enters a user name and password to log in. Then they can use the phone as their own extension temporarily (until logging out or on a remote logout performed by the server).</p> <p>This function must be bound to a specific voice service that supports this feature.</p>
Disposition Code		<p>Enter a Disposition Code for the last customer call.</p> <p>This function must be bound to a specific voice service (that supports this feature).</p>
Next Tab		<p>Move to the next tab of VLKs - when at Tab 4, pressing this key cycles back to Tab 1.</p> <p>This function cannot be bound to a specific voice service.</p>
Transfer		<p>Invoke the call transfer function on the currently highlighted call on the screen when the <b>Current Calls function</b> is at the top of the display stack. The call must be in a transferable state, such as is in the Holding or Connected state.</p> <p>This function cannot be bound to a specific voice service.</p>
Blind Transfer		<p>Invoke the blind call transfer function on the currently highlighted call on the screen when the <b>Current Calls function</b> is at the top of the display stack. The call must be in a transferable state, such as is in the Holding or Connected state.</p> <p>This function cannot be bound to a specific voice service.</p>

## Navigating VVX Business IP Phones, OBi Edition

Your phone provides a wide range of features. To begin to learn about them, you can become familiar how to access the home screen, calls screen, and more.

### Home Screen


The **Home screen** launches automatically when the phone starts up.

The **Home screen** only has one level that shows the **Main** menu of all available functions.

### Access Home Screen

The Home screen shows all available functions or applications on your phone.

### Procedure

» Press **Home**  to access the home screen.

## Calls Screen

The **Calls screen** displays one or more active calls on your phone.


It displays automatically when you place or receive a call. Use **it** to manage calls currently in progress.

You can dismiss or hide **the Calls screen** at any time and continue your calls. If calls are the ended, they're removed from the list when you exit the **Calls screen**.

## View Call Details

The Calls screen arranges calls in a single list of call entries.

### Procedure

1. Highlight a call on the Calls screen.
2. Press **Enter** .

## Advice of Charges (AOC)

Some softswitch platforms (such as BroadSoft) support advice of charges (AOC) during a call.







When the feature is available, the phone shows the current and final charges in the call item of the **Current Calls screen**.




## Call States

As a call progresses from beginning to end, it goes through a number of defined stages known as call states.

The following call states are defined for calls on the phone.

### List of Call States










Icon	Call State	Description	Available Operations	LED Pattern
	Dial Tone	Dial tone plays to prompt user to enter the target number to call.	End	Steady green
	Dialing	User is entering a target number to call.	End	Steady green
	Trying	Trying to call the dialed number, but the called party hasn't started ringing yet.	End	Steady green
	Peer Ringing	The called party is ringing.	End	Fast blinking green
	Ringing	An incoming call is ringing the phone.	Reject, Answer	Fast blinking red
	Connected	Connected on a call and both sides are talking.	End, Hold, Transfer, Blind Transfer	Steady green

Icon	Call State	Description	Available Operations	LED Pattern
	Holding	User has placed the call on hold.	End, Resume, Add to Conf., Transfer, Blind Transfer	Slow blinking red
	Ended	Call failed due to various reasons, such as invalid number, service not available, called party busy, and so forth.	End(Remove the Call)	Slow blinking green
	Idle	No Call	—	Off

## Icons and Status Indicators

The status bar at the top of the screen shows icon and indicators showing the current status of the phone.

### Icons Shown in the Status Bar and Their Meanings

Icon	Description
	Strength of the Wi-Fi connection.
	Currently active audio devices: handset, speakerphone, or headset.
	The phone isn't properly provisioned.
	Unconditional call forwarding is in effect.
	The network is down.
	Do Not Disturb is in effect.
	Do not ring is in effect.
	A reboot is required.
	Firmware update in progress.

### Related Links

[Connecting to a Wireless Network](#) on page 52

[Updating the Phone Firmware](#) on page 76

[Rejecting Calls with Do Not Disturb](#) on page 30



## Entering Characters

The phone uses this dialog for user input with a short title that indicates the requested information. An example is **Enter Admin Password**.

A text icon at the lower right bottom indicates the current input mode. The phone supports four input modes:

- **abc**: Alphanumeric input with no assumption about capitalization
- **Abc**: Alphanumeric input with the assumption that the first character of every word is capitalized
- **123**: Numeric input only (0-9, \*, and #)
- **IPv4**: An IP address. Example 192.168.15.123

## Change Input Mode

You can choose which input mode to use when entering information.

### Procedure

- » Press the **Switch Mode** soft key to cycle through the input modes.

# Logging In to Your Phone

---

## Topics:

- [Find the Phone IP Address](#)
- [Access the Phone Native Web Portal](#)
- [Use the Guest Login or Logout for Hot Desk Environments \(Hoteling\)](#)

You can log in to your phone through the device's native web portal or through OBiTALK.com.

## Find the Phone IP Address

Each phone must have a valid IP address to connect to the network and to communicate with other devices or cloud-based services.

Use a valid IP address with any value other than 0.0.0.0.

### Procedure

- » Do one of the following:
  - Go to **Product Info**.
  - Go to **Settings > Network**.
  - Using your phone, dial \*\*\* and select option 1.

## Access the Phone Native Web Portal

The phone's native web portal site offers configurable options and status information organized into web pages.

### Procedure

1. Enter the phone's IP address into your web browser using the format `http://0.0.0.0`.
2. Enter user credentials to access the native web portal. The default user name and password are both `user`.

## Use the Guest Login or Logout for Hot Desk Environments (Hoteling)

The guest login or logout for Hot Desk environments feature is also known as a *Hoteling* or *Hot Desk* feature on some softswitches and PBXs.

Your administrator can set up the phone for a guest to temporarily use by assigning a feature key with the Hoteling function. Use the guest phone as your own extension until you log out manually or via a server-triggered logout.

### Procedure

1. Press the **Hoteling** feature key.

2. Enter user credentials.

# Audio Calls

---

## Topics:

- [Placing and Answering Audio Calls](#)
- [Holding and Resuming Calls](#)
- [End a Call](#)
- [Ignoring or Rejecting Incoming Calls](#)
- [Transferring Calls](#)
- [Call Park and Call Pickup](#)
- [Call Forwarding](#)
- [Conference Calls](#)

VVX Business IP phones, OBi Edition enable you to place and answer SIP calls, ignore incoming calls from all or individual contacts, and manage calls.

## Placing and Answering Audio Calls

VVX business IP phones can manage 16 to 48 audio calls depending on the model:

- VVX 150 and VVX 250 phones can manage a maximum of 16 active, incoming, and held audio calls at a time.
- VVX 350 can manage a maximum of 24 active, incoming, and held audio calls at a time
- VVX 450 phones can manage a maximum of 48 active, incoming, and held audio calls at a time.

However, you can have only one active call on all phones.

## Placing Calls

You can make basic calls by using off-hook dialing methods that start the dial tone when you lift the handset, or activate the speakerphone or headset before you enter the target number.

### Place a Call

You can place calls on VVX business IP phones in numerous ways, including local and international calls, calls from Recent Calls or directories, or calls to contacts or favorites.

### Procedure

- » Do one of the following:
  - Lift the handset from the cradle, enter the number, and press the **Dial** soft key.
  - Enter a number using the dialpad, press the speakerphone button.
  - Enter a number using the dialpad, press the headset button.

## On-Hook Dialing

You can enter a number before you lift the handset from the cradle using on-hook dialing (also called predialing).

The predialed number might include one or more star code options. For example, if you enter \*6714089991234 , the phone interprets each recognized star code as it parses the given number and applies them to the call. In this case, the phone blocks the outgoing caller ID and dials +1 (408) 999-1234.

### Procedure

1. Enter the number using the dialpad.
2. Press the **Dial** soft key.  
This connects the call using the default voice service.

## Make a Call With a Speed Dial Key

You can make calls to a specific number using the speed dial feature key.

### Procedure

- » Press and release the assigned speed dial feature key.

## Place a Call from the Phone Book

You can call contacts directly from the phone book.

### Procedure



1. Go to **Contacts > Phone Book**.
2. Select a contact.
3. Press the **Call** soft key.

## Place an Anonymous Call

You can place outgoing calls without showing your own ID to the person you're calling.

Enable the anonymous call feature before placing a call.

### Procedure

1. Press **Home** .
2. Go to **Preferences > Anonymous Call**.
3. Press the **Enable** soft key.
4. Press **Home**  to exit **Preferences** and confirm your selection.
5. Place a call.

## Edit a Contact Number Before Dialing

You can edit a contact's number before dialing.

This enables you to input star codes or other digit maps before placing the call.

### Procedure

1. Go to **Contacts > Phone Book**.
2. Select a contact.
3. Press the **Edit Dial** soft key.

4. Edit the prepopulated number using the dialpad.
5. Press the **Dial** soft key.

## Place a Call from an Expansion Module

You can place a call using the line keys on expansion modules connected to supported VVX business IP phone, OBi edition.

VVX EM50 expansion modules are supported on VVX 450 business IP phones only.

### Procedure

- » Do one of the following:
  - Press a line key corresponding to an available line and dial the number.
  - Press the line key of the assigned favorite you want to call.

The call is placed and is displayed on your phone's screen.

### Related Links

[Polycom VVX EM50 Expansion Modules](#) on page 67

## Answering Calls

When you receive an incoming call, you can choose to answer the call in various ways, including answering calls automatically and during a call.

### Related Links

[Enable Do Not Disturb](#) on page 30

## Answer an Incoming Call

When you receive an incoming call, the phone rings and the **Call** screen displays.

On the Call screen, you can choose to answer or reject the incoming call.

### Procedure

- » Do one of the following:
  - Pick up the handset.
  - Press the speakerphone button.
  - Press the headset button.
  - Press the call key to which the incoming call is assigned.
  - Press the **Answer** soft key.

## Answer a Call When in a Call

When you're in an active call and an incoming call arrives on the same or a different line, a call waiting tone beeps, and the Incoming Call screen is displayed.

If you don't answer the call within 10 seconds, the Incoming Call screen disappears, and the Calls screen is displayed.

### Procedure

- » Do one of the following:
  - Press the **Answer** soft key.
  - Press the call key to which the incoming call is assigned.

This places the active call on hold, and the incoming call becomes active.

## Answer a Call from an Expansion Module

You can answer calls using the line keys on your VVX phone or from your connected expansion module.

### Procedure

- » Press the expansion module line key that has the flashing green LED indicator.

### Related Links

[Polycom VVX EM50 Expansion Modules](#) on page 67

## Holding and Resuming Calls

When you are in a call, you can place an active audio call on hold and resume the call.

When you place a call on hold, the Mute key indicators on the system and microphones are red. When you are placed on hold, the Mute key indicators on the system and microphones flash green.

## Hold a Call

While a call is connected, you can place the call on hold.

### Procedure

- » Do one of the following:
  - Press the **Hold** soft key. This holds only the highlighted call on the screen.
  - Press the **Hold** feature key. This holds all calls that are in a holdable state.

## Resume a Call

You can view and resume all held calls on the phone.

### Procedure

- » Do one of the following:
  - Press the **Resume** soft key. This resumes only the highlighted call on the screen.
  - Press the call key that hosts the call to resume. This resumes the call only if it is in the holding state.

---

**Note:** You cannot **Resume** function to assign to a feature key. Instead, use the **Conference** function.

---

## Resume a Call on an Expansion Module

You can resume calls placed on hold by other contacts from your expansion module connected to supported VVX business IP phone, OBi edition.

A flashing red LED light on a line key on the expansion module indicates a call is on hold on the contact's line.

### Procedure

- » Press the line key corresponding to the line with the held call.

**Related Links**

[Polycom VVX EM50 Expansion Modules](#) on page 67

## End a Call

You can end active calls at any time, however, you must resume held calls before you can end a call.

**Procedure**

1. On the **Current Calls** screen, highlight the call.
2. Press the **End** soft key.

## Ignoring or Rejecting Incoming Calls

When you receive an incoming call, you can choose to ignore or reject the call instead of answering. You can reject or ignore incoming calls, reject incoming calls from a specific contact, or enable Do Not Disturb to reject all calls for a brief period of time.

### Reject Incoming Calls

When you receive an incoming call, you can reject or ignore incoming calls, reject incoming calls from a specific contact, or enable Do Not Disturb to reject all calls.

- » Press the **Reject** soft key.

### Rejecting Calls with Do Not Disturb

Do Not Disturb (DND) enables you to set your phone to automatically reject calls when you don't want to be interrupted.



**Related Links**

[Icons and Status Indicators](#) on page 22

### Enable Do Not Disturb

Do Not Disturb (DND) enables you to set your phone to automatically reject calls when you don't want to be interrupted.

**Procedure**

1. Press **Home** .
2. Go to **Preferences > Do Not Disturb**.
3. Press the **Enable** soft key.
4. Press **Home**  to exit **Preferences** and confirm your selection.

**Related Links**

[Answering Calls](#) on page 28

### Reject Calls with Do Not Disturb

Do Not Disturb (DND) is available on most screens as a soft key and rejects all incoming calls.





**Procedure**

- » Press the **Do Not Disturb** soft key.

**Disable Do Not Disturb**

If you disable Do Not Disturb, incoming calls ring normally.

**Procedure**



1. Press **Home** .
2. Go to **Preferences > Do Not Disturb**.
3. Press the **Disable** soft key.
4. Press **Home**  to exit **Preferences** and confirm your selection.

**Reject Anonymous Calls**

You can automatically reject calls coming from anonymous numbers.

Enable the block anonymous call function to reject incoming anonymous calls.

**Procedure**

1. Press **Home** .
2. Go to **Preferences > Block Anonymous Call**.
3. Press the **Enable** soft key.
4. Press **Home**  to exit **Preferences** and confirm your selection.

**Transferring Calls**

You can transfer a call to another contact and choose the transfer type you want to use for the call.

**Transfer a Call**

You can transfer a call to another contact and choose the transfer type you want to use for the call.



**Procedure**

1. Select a highlighted entry on the **Calls** screen.
2. Do one of the following:
  - Press the **Transfer** soft key.
  - Press the **Blind Transfer** soft key.

**Cancel a Transfer**

If a contact does not answer the transfer or you want to remain speaking with the contact on your line, you can cancel the transfer before it is complete.

**Procedure**

- » Do one of the following:
  - Press **Home** .
  - Press **Back** .

The call is not transferred and becomes active.

## Call Park and Call Pickup

Call Park and Call Pickup are complementary operations similar to call hold and call resume, except the phone can carry out pickup operation at extensions other than the one that parks the call.

While on a call, you can park the call and have someone else (or yourself) later pick up the call from the parked slot.

Each call park slot can hold one call and is uniquely identified with a numeric ID, such as 001, 1234, 88912.

There are several options for handling the call park slot unique identifier:

- Self-parking: You find the available call park slots and choose one of them.
- Valet parking: The system chooses an available slot to park the call. You can request a certain range of numbers for the parked call slot.
- Associate the phone extension with a call park slot: Use the phone extension of the phone parking the call as the unique call park slot ID.

## Call Forwarding

The phones support three styles of call forwarding:

- Call Forward Unconditional - Forward all incoming calls.
- Call Forward On Busy - Forward incoming calls when the phone is busy.
- Call Forward On No Answer - Forward incoming calls when the calls aren't answered.





You can configure each call forwarding option with a different destination number. You can enable or disable call forwarding from the Preferences menu.

### Set Up Call Forward Unconditional

Configures system-wide unconditional call forwarding.

Note that per-service call forward is also configurable under Voice Services (configuration only).

#### Procedure





1. Press **Home** .
2. Go to **Preferences > Call Fwd Unconditional**.
3. Press the **Edit** soft key.
4. Configure the settings within the edit menu:
  - Use **Enter**  to toggle between Enabled and Disabled.
  - Enter the call forward number in the **Destination Number** field.
  - Use **Enter**  to cycle through the list of voice services.
5. Press **Home**  to exit **Preferences** and confirm your selection.

## Set Up Call Forward Busy

Configures system-wide call forwarding on busy.

Note that per-service call forward is also configurable under Voice Services (configuration only).

### Procedure






1. Press **Home** .
2. Go to **Preferences > Call Fwd Busy**.
3. Press the **Edit** soft key.
4. Configure the settings within the edit menu:
  - Use **Enter**  to toggle between Enabled and Disabled.
  - Enter the call forward number in the **Destination Number** field.
  - Use **Enter**  to cycle through the list of voice services.
5. Press **Home**  to exit **Preferences** and confirm your selection.

## Set Up Call Forward No Answer

Configures system-wide call forwarding on no-answer.

Note that per-service call forward is also configurable under Voice Services.

### Procedure

1. Press **Home** .
2. Go to **Preferences > Call Fwd Busy**.
3. Press the **Edit** soft key.
4. Configure the settings within the edit menu:
  - Use **Enter**  to toggle between Enabled and Disabled.
  - Enter the call forward number in the **Destination Number** field.
  - Use **Enter**  to cycle through the list of voice services.
  - Use **Enter**  to set the number of times the phone rings before forwarding the call.
5. Press **Home**  to exit **Preferences** and confirm your selection.

## Forward an Incoming Call

You can forward an incoming call directly to a contact without answering the call.

### Procedure

1. Press the **Call Forward** soft key.  
The Call Fwd Unconditional screen displays.
2. Press the **Enable** soft key.

# Conference Calls

When you initiate a conference call, you can hear audio for two or more contacts, manage conference participants, and join calls into a conference or split a conference into individual calls.

## Start a Conference Call

The phone supports up to 3-way conferencing using local bridging.

After starting a 3-way conference call, you can see all connected parties.

### Procedure

1. Call a contact.
2. When the contact answers, press the **Hold** soft key.
3. Call a second contact.
4. When the contact answers, highlight the held call on the Calls screen and select **Add to Conf**.

## Add a Contact to a Conference Bridge

When using an external conference bridge, the conference bridge limits the conference size.

Each person connects to the bridge individually, so you only see one connected call on your screen to the conference bridge.

### Procedure

1. While connected to the conference bridge, call a contact or take an incoming call.  
The conference bridge is placed on hold.
2. When you or the contact answer the call, highlight the held conference bridge call, and select the **Add to Conf** option.

# Shared Lines

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## Topics:

- [Shared Line Appearance](#)
- [Busy Lamp Field \(BLF\)](#)







All VVX business IP phones, OBi Edition support multiple shared lines. Your administrator can customize your phone so that multiple shared lines are enabled.




## Shared Line Appearance

A Shared Line is a service account or extension installed on a group of phones.

All phones on the shared line are notified when a phone uses that extension. There can be multiple simultaneous calls on a shared line. Each call on a shared line has a Shared Call Appearance (SCA). If your phone has a shared line configured as one of the services, it should have as many Call Keys defined on the phone as are bound to that service.

### List of All SCA States

Icon	SCA State	Description	Available Operations	LED Pattern
	Seized	A sharing phone has seized the SCA to make an outgoing call.		Fast blinking in red
	Trying	A sharing phone is trying an outgoing call.		Steady red
	Proceeding	A sharing phone is making an outgoing call and the called party is ringing.		Steady red
	Connected	A sharing phone is on a connected call with that SCA.	Barge in to monitor the conversation or to participate in the conversation.	Steady red
	Held	A sharing phone is on a call with that SCA and has placed the call on hold.	Resume and take over the call.	Slow blinking in red
	Private Held	A sharing phone is on a call with that SCA and has placed the call on private hold.		Slow blinking in red

Icon	SCA State	Description	Available Operations	LED Pattern
	Call Parked	A call is parked against the extension.	Pick up the parked call.	Medium blinking in red
	Idle	None of the sharing phones is using the SCA.	Seize the SCA to make an outgoing call.	Off
	Error	Protocol error		Steady amber






## Busy Lamp Field (BLF)


The Busy Lamp Field (BLF) is a feature that lets you monitor calls.

When the BLF service is available, you can assign the BLF function to a feature key. The phone treats a BLF feature key-press as a speed dial to call the monitored extension.

The following table lists typical BLF events, the operations that happen when the event occurs, and the LED pattern for that event. Two or more events can happen at the same time, but the LED pattern shows only one event at a time.

### List of All BLF States

Icon	BLF Event	Description	Available Operation	LED Pattern
	Ringing	Monitored extension is ringing.	Answer the call.	Fast blinking red
	Busy	Monitored extension is on a call or making a call.	Barge in to do one of the following: <ul style="list-style-type: none"> <li>Fully participate in the call or conference.</li> <li>Listen to the conversation without talking.</li> <li>Listen to the conversation but talk only to the monitored extension (a.k.a. coaching or whispering).</li> </ul> There can be other variations along these lines.	Steady red
	Holding	Monitored extension is holding one or more calls.	Resume and take over the call.	Slow blinking red
	Call Parked	A call is parked against the monitored extension.	Pick up the call from the parking slot.	Periodic short blink in red
	Idle	Monitored extension is idle.	Make or transfer a call to the extension.	Steady green

Icon	BLF Event	Description	Available Operation	LED Pattern
	Offline	Monitored extension is offline.		Steady amber

# Recording Audio Calls

---

## Topics:

- [Record a Call](#)
- [Pause a Recording](#)
- [Resume a Recording](#)
- [Stop Recording](#)

Some softswitch platforms (such as BroadSoft) support call recording features during a call.

When the feature is available, the phone shows the call recording states in the Current Calls screen.

## Record a Call

You can record all active audio calls on the phone.

You cannot record calls when there are no connected calls, when you place a new call to transfer a call or initiate a conference, or when you have an incoming call. Make sure to inform your contacts on the call before you begin recording.

Some tones on your contact's phone are recorded. When you mute the microphone during a recording, your audio is muted and only the other participants' audio in the call is recorded.

### Procedure

- » During an active call, select **Rec. Start**.

## Pause a Recording

During a call, you can pause a recording while the call is active.

### Procedure

- » Select **Rec. Pause**.

## Resume a Recording

After you pause and then resume recording, recording continues in the same file.

### Procedure

- » Select **Rec. Resume**.

## Stop Recording

You can stop recording a call before the call ends. The recording also stops when the active call ends, no matter who ended the call.



**Procedure**

- » Do one of the following:
  - Select **Rec.Stop**.
  - Press the **End** soft key.

# Call Lists and Directories

---

## Topics:

- [Managing Contacts](#)
- [Customize the Phone Book Display](#)
- [Contact Groups](#)
- [Call History](#)
- [Network Directories](#)
- [Using Speed Dial](#)
- [Showing the Contact Status with a Buddy List](#)

Your phone supports a local phone book, and lists of outgoing and incoming call history.

The **Contacts** screen provides three tabs to manage and access entries:

- **Phone Book:** Lists all the contacts in your phone. You can call or edit a contact in the phone book.
- **Fields:** Select which information fields appear in the contact information screens.
- **Groups:** Lists the contact groups configured on the phone.

## Managing Contacts

You can store a large number of contacts in the phone book, as well as add additional contacts, view and update a contact's information, and delete contacts.

With a contact highlighted, these soft keys display. The options available may vary depending on how your administrator has set up your phone:

- **Call**
- **Edit Dial**
- **New Entry**
- **Group Filter**
- **Import**
- **Remove All**

## Search for Contacts

You can search for contacts in the phone book.

### Procedure


1. Go to **Contacts > Phone Book**.
2. In the search field, enter your search criteria.  
Results display below the search field as you enter characters.

## Add a Contact

After you add a contact to your phone book, you can choose how much information you want to enter for it.

Braces are special characters reserved for use in digit maps. Don't use braces ({} ) in onscreen names.


### Procedure

1. Go to **Contacts > Phone Book**.
2. Press the **New Entry** soft key.
3. Highlight the field you want to edit.
4. Press **Enter** .
5. Repeat these steps until you enter all the relevant information.
6. Press the **Save** soft key.

## View Contact Information

For any contacts saved to the phone book, you can view their name, phone number, job title, label, or email address.



### Procedure

1. Go to **Contacts > Phone Book**.
2. From the **Phone Book**, select a contact and press **Enter** .

## Edit a Contact

After you add a contact to your phone book, you can update the contact's information.


### Procedure

1. Go to **Contacts > Phone Book**.
2. Highlight the contact and press **Enter** .
3. Highlight the field you want to edit, then press **Enter** .
4. Enter information into the field, press the **Enter** soft key.
5. Repeat these steps until you update all of the relevant information.
6. Press the **Save** soft key.

## Delete a Contact

You can delete any contact from the phone book.

### Procedure

1. Go to **Contacts > Phone Book**.
2. Highlight the contact and press **Enter** .
3. Press the **More** soft key, then select **Remove**.
4. Press the **OK** soft key to delete the contact.

## Delete All Contacts

You can delete all contacts from the phone book.

**Procedure**

1. Go to **Contacts > Phone Book**.
2. Move the cursor out of the search bar and onto any contact.
3. Press the **More** soft key and select **Remove All**.
4. Press the **OK** soft key to delete all contacts.

**Add Picture to a Contact**

You can associate a photo with a contact in your phone book.

**Procedure**

1. Go to **Contacts > Phone Book**.
2. Create a new contact or edit an existing one.
3. Go to the **Picture** field and press **Enter** (⏏).
4. Select a picture from the list and press the **Select** soft key.
5. Press the **Save** soft key.

**Customize the Phone Book Display**

You can choose which fields to include in your phone book entries.

This enables you to decide which information displays for each phone book entry.

Fields included in the contact entries are denoted with a green check icon.

**Procedure**

1. Go to **Contacts > Fields**.
2. Select the field you want to include in contact entries, and press **Enter** (⏏).

**Contact Groups**

The **Groups** tab contains the list of defined groups.

Groups help organize large contact lists into smaller, more manageable lists.

**Add a Group**

You can add custom groups to the Groups tab.

**Procedure**

1. Go to **Contacts > Group**.
2. Press the **New Group** soft key.
3. Enter the group's name.
4. Press the **Save** soft key.

**Delete a Group**

You can delete groups from the Groups tab.

**Procedure**

1. Go to **Contacts > Group**.
2. Select a group, and press the **Remove** soft key.

**Add Contact to a Group**

You can add contacts to one or more of the groups on the Groups tab.

The **Groups** field must be selected in the Fields tab.

**Procedure**

1. Go to **Contacts > Phone Book**.
2. Select a contact and press **Enter** (⏏).
3. Go to the **Groups** field.
4. Press **Enter** (⏏) to toggle through the list of groups.
5. Once you find the desired group, press the **More** soft key.
6. Press the **Save** soft key.

**Call History**

The **Call History screen** contains four call history listings.

Each list is in ascending order with the most recent call listed first. Each listing shows the caller's name, number, the time of the call, the call duration, and an icon indicating the type of the call (missed, received, or outgoing).

The four types of call history lists are:

- **All Calls:** All calls displayed in one combined list.
- **Received Calls:** Incoming calls answered on this phone.
- **Outgoing Calls:** Calls made from this phone.
- **Missed Calls:** Incoming calls that weren't answered.

**View Call History**

You can view information for all calls made to or from your phone.

**Procedure**

1. Press **Home** (⏠).
2. Go to **Call History** and press **Enter** (⏏).
3. In the **Call History** screen, highlight the desired history list.
4. Press **Enter** (⏏).

**Call an Entry from Call History List**

You can call people that are in your call history list even if they aren't a saved contact.

The number has to be available in the call history to connect a call.

**Procedure**

- » Highlight an entry and press the **Call** soft key.

### Edit and Dial a Number from Call History List

You can prepopulate the dial window with the number from the call history list and edit it before dialing. For example, you can add a star code to the beginning of the number.

#### Procedure

1. Highlight an entry and press the **Edit Dial** soft key, edit the number.
2. Press the **Call** soft key.

### Save a Number from Call History List

You can save entries in the call history list to your phone book.

#### Procedure

- » Highlight an entry and press the **Save** soft key.

### Remove Entry from Call History List

You can remove individual entries from the call history list.


#### Procedure

- » Highlight an entry and Press the **Remove** soft key.

### View Call Listing Detail

While you are in a call history list, you can view additional information about each call.

#### Procedure

- » Highlight an entry and press **Enter** .



The following soft keys display:

- **Notes:** Add a custom note to the call listing.
- **Star:** Marks the call with a star icon, making it easier to find in the list.

### Clear Call History

You can clear your entire call history list and associated call information.

#### Procedure

1. Press **Home** .
2. Go to the **Call History** screen and press **Enter** .
3. Press the **Clear List** soft key.

## Network Directories

A network directory refers to a directory service offered by a service provider or your company.

All the contacts in a network directory are stored on the server and are downloaded when the Network Directory App is running. Optionally, a network directory can be grouped into a number of sub-directories.

## Refresh Network Directories

You can force a download after launching the app to refresh your network directories.

### Procedure

- » Press the **Refresh All** soft key.

## Search Network Directories

You can search network directories to find individual contacts.

### Procedure

1. Press the **Search** soft key.
2. Enter your contact's name or number using the dialpad.

## Using Speed Dial

The phone has 99 configurable speed dial numbers.

You invoke these speed dial numbers by dialing the corresponding one- or two-digit number (for example, 1 through 99). Speed dial 99 numbers aren't related to the speed dial feature keys.

Available soft key options:


- **Call:** Calls the selected speed dial number.
- **Edit Dial:** Bring up the dial window with the number prepopulated, enabling you to modify it for dialing.
- **Edit:** Edits any information for the selected speed dial.
- **Clear:** Removes all the information for this speed dial.

## Set a Speed Dial Feature Key Number

If enabled by your administrator, you can define one or more feature keys as speed dial numbers.

You can identify a speed dial key by the speed dial icon  displayed beside a line key.

### Procedure

1. Press and hold down the feature key until the **Speed Dial** menu displays.
2. Go to the **Name** field.
3. Press the **Edit** soft key.
4. Enter the name you want for this speed dial key, and press the **Save** soft key.
5. Repeat steps 2 and 3, with the **Destination Number** field.
6. Press **Home**  to save the speed dial number.

## Set a Speed Dial Feature Key Number from Contacts

If enabled by your administrator, you can define one or more feature keys as speed dials.

You can identify a speed dial key by the speed dial icon  displayed beside a line key.

### Procedure

1. Press and hold the feature key until the **Speed Dial** menu displays.
2. Press the **Phone Book** soft key.
3. Highlight a contact and press **Enter** (⏏).
4. Press **Home** (🏠) to save the speed dial number.

## Add a Speed Dial Entry

You can add up to 99 speed dials.

### Procedure

1. Go to **Settings > Speed Dials 99**.
2. Highlight an empty speed dial entry.
3. Press the **Edit** soft key.
4. Enter the speed dial's name and a phone number.
5. Press the **Save** soft key.

## Edit a Speed Dial Entry

After you've entered a speed dial, you can edit the entry.

### Procedure

1. Go to **Settings > Speed Dials 99**.
2. Highlight the speed dial entry you want to edit.
3. Press the **Edit** soft key.
4. Edit the speed dial's name and/or phone number as needed.
5. Press the **Save** soft key.

## Delete a Speed Dial Entry

You can delete any speed dial from the Speed Dials 99 list.

### Procedure

1. Go to **Settings > Speed Dials 99**.
2. Highlight the speed dial entry you want to delete.
3. Press the **Clear** soft key.

## Showing the Contact Status with a Buddy List

A Buddy List is a contact list with presence information.






The phone supports Buddy Lists based on the XMPP standard and provides the option for a BroadSoft Buddy List. You and your buddies must use the same XMPP service to see each other. Consult your phone administrator to check whether the Buddy List feature is enabled at your location.

Each entry in the buddy list consists of the following information:

- Display Name (optional): The display name of the user.
- Phone Number (optional): The number of the user.
- Status (optional): A short message indicating your status. For example: On a break, back at 1PM.



- Presence, can display one of the following values.


Icon	Presence
	Offline/Invisible
	Online/Available
	DND
	Away
	Extended Away

## Set Your Buddy List Presence

You can set your presence to broadcast to people on your buddy list.

When the phone is in use, the phone automatically sets your status to On the phone with presence as Do Not Disturb. It restores the last user set presence and status when the phone returns to idle.

### Procedure


1. Press the **My Presence** soft key.
2. Select an option and press **Enter** .

## Set Your Buddy List Status

You can set a custom status to display to people on your buddy list.

When the phone is in use, the phone automatically sets your status to On the phone with presence as Do Not Disturb. It restores the last user set presence and status when the phone returns to idle.

### Procedure

1. Press the **My Status** soft key.
2. Select an option and press **Enter** .

## Buddy List Management

Basic Buddy List operations include:

- Add a contact
- Remove a contact
- Add a group
- Remove a group
- Add contact to a group
- Remove contact from a group
- Tag or untag a contact as a favorite
- Accept presence subscriptions (invitations) from other users

The phone doesn't support any of these operations from the phone UI. You can perform these operations by running a PC or web client and logging in with the same account credentials to manipulate the Buddy List. The phone can then pick up the changes to the Buddy List in that account automatically.

## **Buddy Groups**

You can divide a Buddy List into groups such as Friends or Co-workers.

A contact can belong to more than one group or no group at all. By default, all contacts in a Buddy List are in the All group. Most Buddy List implementations also allow you to tag a contact as Favorite (or Starred). The phone treats this as the Favorite group. Additionally, you can define custom groups.

## **Expanded Buddy List**

An Expanded Buddy List can include additional contacts that don't have presence information.

For those contacts, you don't see a presence icon in the respective entry in the Buddy List display. This feature lets you consolidate all your contacts into one list, with or without presence information.

# Broadcasting Messages

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## Topics:

- [Send a Group Page](#)
- [Leave a Group Page](#)
- [Enable Auto Answer Page](#)
- [Disable Auto Answer Page](#)
- [Join a Page Group](#)
- [Leave a Page Group](#)

Group Paging enables you to send pages—one-way audio announcements—to contacts subscribed to a page group.

Your administrator can enable your phones to operate in a broadcast mode called Group Paging mode. In this mode, you can broadcast one-way announcements to a specified group of phones, called a Paging Group.

To send and receive pages, you need to subscribe to certain paging groups.

## Send a Group Page

When you send a group page, all contacts subscribed to that group hear the broadcast.

### Procedure

1. Press the **Group Page** feature key.  
Once you've joined, the feature key LED is red and your phone plays audio from the paging group.
2. Do one of the following:
  - Press and hold the **Group Page** feature key to talk to the group.
  - If your administrator enabled one touch sending, press and release the feature key to talk. To stop talking, press the feature key again.

## Leave a Group Page

After you have joined a group page, you'll continue receiving and sending broadcasts until you leave the group page.

You must be in an active group page to leave a group page.



### Procedure

- » Press the **Group Page** feature key.  
The LED goes off.

## Enable Auto Answer Page

Enable to answer pages automatically.



### Procedure

1. Go to **Preferences > Auto Answer Page**.
2. Do one of the following:
  - Press **Enter** .
  - Press the **Enable** soft key.
3. Press **Home**  to exit **Preferences** and confirm your selection.

## Disable Auto Answer Page

If disabled, your phone won't automatically answer incoming pages.

### Procedure



1. Go to **Preferences > Auto Answer Page**.
2. Do one of the following:
  - Press **Enter** .
  - Press the **Disable** soft key.
3. Press **Home**  to exit **Preferences** and confirm your selection.

## Join a Page Group

You can add your phone to one of two page groups, or both, within your location.

By default the phone isn't added to either Page Group.

### Procedure



1. Go to **Preferences > Join Page Group 1**.
2. Do one of the following:
  - Press **Enter** .
  - Press the **Enable** soft key.
3. Press **Home**  to exit **Preferences** and confirm your selection.

## Leave a Page Group

You can leave a page group you previously joined.

### Procedure

1. Go to **Preferences > Join Page Group 1**.
2. Do one of the following:

- Press **Enter** .
  - Press the **Disable** soft key.
3. Press **Home**  to exit **Preferences** and confirm your selection.

# Connecting to a Wireless Network

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## Topics:

- [Add a Wireless Network](#)
- [Enable a Wireless Network](#)
- [Connect to a Wireless Network](#)
- [Disconnect from a Wireless Network](#)
- [Remove a Wireless Network](#)

You can connect an optional USB-enabled VVX business IP phone to a wireless network using the Polycom® Wi-Fi wireless network adapter. This allows you to access all phone services over the wireless network.

## Related Links

[Icons and Status Indicators](#) on page 22

## Add a Wireless Network

You can connect to a wireless network an optional USB-enabled VVX business IP phone using the Polycom® Wi-Fi wireless network adapter to access all phone services over the wireless network.

### Procedure

1. Go to **Settings > WiFi**.
2. Press the **Add** soft key.
3. Enter the wireless network name.
4. From Security, select the network security type and other relevant security parameters along with any wireless settings.
5. Press the **Connect** soft key.


The phone saves the settings and attempts to connect to the network.

If the phone is unable to connect the network, a dialog box displays the reason for the inability to connect. Press the **OK** soft key to close the dialog.

## Enable a Wireless Network

You can enable wireless connectivity for your USB-enabled phone using the Polycom® Wi-Fi wireless network adapter.


### Procedure

1. Insert the Polycom® Wi-Fi wireless network adapter into the USB port of your phone.
2. Press **Home** .
3. Go to **Settings > WiFi**.
4. Press the **Enable** soft key.

## Connect to a Wireless Network

You can select a wireless access point to connect your phone to a wireless network.

### Procedure

1. Press **Home** .
2. Go to **Settings > WiFi**.
3. Press the **Scan** soft key.
4. Select a network from the list.
5. Do one of the following:
  - For an unsecured network, press the **Connect** soft key.
  - For a secured network, go to Password and press the **Edit** soft key. Then enter the password, and press the **Save** soft key.
6. Press the **Connect** soft key.

The phone connects to the Wi-Fi network and displays the Wi-Fi connection status on the Home screen.

## Disconnect from a Wireless Network

You can disconnect from a wireless network connection on your phone.

### Procedure

1. Press **Home** .
2. Go to **Settings > WiFi**.
3. Select the connected wireless network from the list.
4. Press the **Disconnect** soft key.

## Remove a Wireless Network

You can remove a saved wireless network connection.

### Procedure

1. Go to **Settings > WiFi**.
2. Press the **Scan** soft key.
3. Locate the previously connected network at the top of the WiFi Networks list.
4. Press the **Forget** soft key.

# VVX Business IP Phone Settings

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## Topics:

- [Choose a Theme for Your Phone](#)
- [Set the Language](#)
- [Disable Call Waiting](#)
- [Time and Date Display](#)
- [Backlight Intensity and Timeout](#)
- [Use a USB Flash Drive to Add a Personal Photo or Ringtone](#)
- [Change the Background Picture](#)
- [Screen Savers](#)
- [Changing Audio Settings](#)
- [Dialing Autocomplete](#)
- [Enable Automatic Home Page](#)
- [Select a Different Font](#)
- [Pack Calls On Display](#)
- [Silencing the Phone Ringer](#)



You can make some basic customizations on the phone, which includes changing the time and date format, setting a language, and adjusting the screen brightness.

## Choose a Theme for Your Phone

Skins affect the look and feel of your user interface.

Some skins are better than others for showing background pictures. There are two predefined skins, **Tomáš (default)** and **Ulrik**. The standard skins don't allow open menus to cover the line key labels. Wide variations allow open function menus to cover part of the line key labels.

### Procedure

1. Press **Home** .
2. Go to **Preferences > Skin**.
3. Press **Enter**  repeatedly to cycle through the available skins.
4. After you select a skin, press the **Reboot** soft key and confirm.  
The phone reboots.





## Set the Language

You can set the language on the phone display.

The default language is English - US. There are several preloaded languages on the phone. If you want to use a custom language, contact your system administrator.

- English-US
- Deutsch (German)
- Français (French)
- Español (Spanish)
- English-UK
- Dansk (Danish)
- Suomalainen (Finnish)
- Nederlands (Dutch)
- Norsk (Norwegian)
- Svenska (Swedish)
- 繁體中文 (not available on VVX 150)
- 한국어 (not available on VVX 150)
- 日本語 (not available on VVX 150)
- 简体中文 (not available on VVX 150)
- Custom

### Procedure



1. Press **Home** .
2. Go to **Preferences > Language**.
3. Press **Enter**  repeatedly to cycle through the available languages.
4. After you select a language, press the **Reboot** soft key and confirm.  
The phone reboots.

## Disable Call Waiting

The Call Waiting function is enabled by default.

If you disable Call Waiting, any incoming calls received on your phone while you are in a call are automatically sent to voicemail.

### Procedure

1. Press **Home** .
2. Go to **Preferences > Call Waiting**.
3. Press the **Disable** soft key.
4. Press **Home**  to exit **Preferences** and confirm your selection.

## Time and Date Display




The time and date display in the center of your screen.

### Change the Time Format

You can change the appearance of the time display.

The phone currently supports both 12 and 24-hour formats.

#### Procedure




1. Press **Home** .
2. Go to **Preferences > Time Format**.
3. Press **Enter**  repeatedly to cycle through the available time formats.
4. After you select a time format, press **Home**  to exit **Preferences**.

### Change the Date Format

You can change the appearance of the date display.

Options include MM/DD/YYYY, DD/MM/YY, Month/Day/Year, and others.

#### Procedure

1. Press **Home** .
2. Go to **Preferences > Date Format**.
3. Press **Enter**  repeatedly to cycle through the available date formats.
4. After you select a date format, press **Home**  to exit **Preferences**.

## Backlight Intensity and Timeout

The backlight automatically turns on with any phone activity.

By setting Dim Screen, you can determine how long the phone should be idle before the backlight dims to its idle intensity. By default, the backlight dims after the phone is idle for 30 seconds.



#### Related Links

[Changing the Backlight Intensity on the Expansion Module](#) on page 71

### Enable Dim Screen

You can enable the dim screen so your screen automatically dims after the phone is idle.


#### Procedure

1. Press **Home** .
2. Go to **Preferences > Dim Screen**.
3. Press the **Enable** soft key.
4. Press **Home**  to exit **Preferences** and confirm your selection.

## Set Dim Screen Delay

You can set the amount of time the phone must be idle before the screen dims.

### Procedure



1. Press **Home** .
2. Go to **Preferences > Dim Screen Delay**.
3. Press the **Edit** soft key.
4. Using the dialpad, enter the number of seconds the phone is idle before the screen dims.
5. Press the soft key or center button to **Save**.

## Disable Dim Screen

You can disable dim screen.

If disabled, your screen remains at the set brightness even when idle.




### Procedure

1. Press **Home** .
2. Go to **Preferences > Dim Screen**.
3. Press the **Disable** soft key.
4. Press **Home**  to exit **Preferences** and confirm your selection.

## Adjust the Screen Brightness

You can change the brightness on your phone's screen.

### Procedure

1. Press **Home** .
2. Go to **Preferences > Screen Brightness**.
3. Press **Enter**  repeatedly to cycle through the available screen brightness settings.
4. Press **Home**  to exit **Preferences** and confirm your selection.

## Use a USB Flash Drive to Add a Personal Photo or Ringtone

Add personal photos or ringtones to internal storage using a USB flash drive on V VX 250, 350, and 450 business IP phones.

For V VX 450 business IP phones with connected V VX EM50 expansion modules, you can connect a USB drive to the side USB port on the expansion module.



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**Note:** The maximum resolution for images is 1024 X 768 and the maximum file size for ringtones is 1MB.

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### Procedure

1. Attach a USB flash drive to the USB port on your phone.
2. Go to **Settings > Storage**.

3. Press the  soft key to select the USB flash drive.
4. Press the **Explore** soft key.
5. Do one of the following:
  - Highlight the file, and press the **Select** soft key.
  - Press the **Select All** soft key.
6. Press the **Copy** soft key.  
The phone returns to the internal destination folder.
7. Go to the phone's background or ringtones folder.
8. Press the  key.
9. Press the **Paste** soft key.



## Change the Background Picture

You can change the background picture that appears on the phone display.

The picture you select appears behind all user interface icons. By default, the picture changes with different skins, but you can change the picture to one of several preloaded pictures or to any custom pictures you've added.

Before you can set a photo on your USB flash drive as the background picture, make sure that the photo is copied to the phone's internal storage.

### Procedure

1. Press **Home** .
2. Select **Preferences**.
3. Use the up and down directional keys to scroll down and select **Background Picture**.
4. Scroll down to the background picture you want, highlight the picture, and press the **Select** soft key.
5. Press **Home**  to exit **Preferences** and confirm your selection.

## Screen Savers

You can enable a screen saver that can either show default pictures or personal pictures stored on your phone through a USB flash drive.

When your phone is in screen saving mode, any key press or incoming call wakes up the phone. You can also configure a passcode to unlock the phone when the phone wakes up.

### Enable the Screen Saver

When you enable the screen saver, you can choose to have your phone either display default photos on the phone or a blank screen.

Your screen saver automatically starts each time your phone is idle for a certain amount of time.

You can stop the screen saver at any time by pressing any key or lifting the headset.

### Procedure



1. Press **Home** .

2. Go to **Preferences > Screen Saver**.
3. Press **Enable** soft key.
4. Press **Home**  to exit **Preferences** and confirm your selection.

## Set the Screen Saver Wait Time

You can set the amount of time the phone is idle before the screen saver starts.

### Procedure




1. Press **Home** .
2. Go to **Preferences > Screen Saver Delay**.
3. Press the **Edit** soft key.
4. Using the dialpad, enter the number of seconds the phone is idle before the screen saver activates.
5. Press the **Save** soft key.
6. Press **Home**  to confirm your selection.

## Enable Screen Saver Slide Show

You can set your screen saver to display a slide show.

You can choose to use all pictures stored on the phone, or pictures in the cloud.




### Procedure

1. Press **Home** .
2. Go to **Preferences > Screen Saver Type**.
3. Press **Enter**  repeatedly to cycle through the available screen saver types.
4. After you select **Slide Show**, press **Home**  to exit **Preferences** and confirm your selection.

## Make the Screen Saver a Blank Screen

You can set your screen saver to display a blank screen.


### Procedure

1. Press **Home** .
2. Go to **Preferences > Screen Saver Type**.
3. Press **Enter**  repeatedly to cycle through the available screen saver types.
4. After you select **Blank Screen**, press **Home**  to exit **Preferences** and confirm your selection.

## Create a Screen Saver Passcode

You can require a passcode to reactivate your phone from the screen saver.

### Procedure



1. Press **Home** .
2. Go to **Preferences > Require Passcode on Wake Up**.
3. Press the **Enable** soft key.
4. Select **Wake Up Passcode**.

5. Press the **Edit** soft key.
6. Using the dialpad, enter the desired passcode.  
The default password is `admin`.
7. Press the **Save** soft key.

## Display the Time and Date on the Screen Saver

When the screen saver activates, you can overlay graphics containing the running time and date.



### Procedure

1. Press **Home** .
2. Go to **Preferences > Screen Saver Show Custom Contents**.
3. Press the **Enable** soft key.
4. Press **Home**  to exit **Preferences** and confirm your selection.

## Disable the Screen Saver

You can disable a screen saver, or prevent it from starting, even if your phone has been idle for the specified period of time.

### Procedure

1. Press **Home** .
2. Go to **Preferences > Screen Saver**.
3. Press the **Disable** soft key.
4. Press **Home**  to exit **Preferences** and confirm your selection.


## Changing Audio Settings

You control certain audio settings on your phone, including the ringtone for incoming calls from all contacts or a specific contact and the volume of the ringtone or call audio.

### Set a Ringtone for Incoming Calls

You can change the default ringtone that plays for all incoming calls.


#### Procedure

1. Press **Home** .
2. Go to **Preferences > Default Ringtone**.
3. Press the **Edit** soft key.
4. Use the up and down directional keys to browse the available ringtones loaded in the phone.  
Press the **Play** soft key to sample the highlighted ringtone.
5. Highlight a ringtone and press the **Select** soft key.

### Set a Ringtone for Individual Contacts

To help you quickly identify callers, you can select unique ringtones for contacts in your directory.


**Procedure**

1. Press **Home** .
2. Go to **Contacts > Phone Book**.
3. Select a contact, and navigate to the **Ringtone** field.
4. Press the **Edit** soft key.
5. Use the up and down directional keys to browse the available ringtones loaded in the phone.  
Press the **Play** soft key to sample the highlighted ringtone.
6. Highlight a ringtone and press the **Select** soft key.

**Change the Volume**

You can increase the volume of your ringtone and the audio during a call.

**Procedure**



- » Press one of the Volume keys  to increase or decrease the audio.

**Enable Acoustic Echo Cancellation**

Acoustic echo cancellation (AEC) reduces or eliminates the sound of your own voice coming back through your headset from the far side of the call.

It's disabled by default.



**Procedure**

1. Press **Home** .
2. Go to **Preferences > AEC RJ9 Headset**.
3. Press the **Enable** soft key.
4. Press **Home**  to exit **Preferences** and confirm your selection.

**Disable Acoustic Echo Cancellation**

If disabled, your headset won't reduce or eliminate the sound of your own voice coming back through your headset from the far side of the call.

**Procedure**


1. Press **Home** .
2. Go to **Preferences > AEC RJ9 Headset**.
3. Press the **Disable** soft key.
4. Press **Home**  to exit **Preferences** and confirm your selection.


**Enable Acoustic Fence**

Acoustic Fence suppresses background noise while you are on a call, which enhances audio quality for call participants. Note that if AEC is disabled for the RJ9 headset, enabling Polycom Acoustic Fence automatically enables AEC as well.

It's disabled by default.

**Procedure**



1. Press **Home** .

2. Do one of the following:
  - Go to **Preferences > Acoustic Fence for RJ9 Headset**.
  - Go to **Preferences > Acoustic Fence for handset**.
3. Press the **Enable** soft key.
4. Press **Home**  to exit **Preferences** and confirm your selection.

## Disable Acoustic Fence

If disabled, your headset won't automatically filter out noise from your environment.

### Procedure

1. Press **Home** .
2. Do one of the following:
  - Go to **Preferences > Polycom Acoustic Fence for RJ9 Headset**.
  - Go to **Preferences > Polycom Acoustic Fence for handset**.
3. Press the **Disable** soft key.
4. Press **Home**  to exit **Preferences** and confirm your selection.

## Dialing Autocomplete



Dialing autocomplete shows a list of recently dialed numbers that partially match the entered digits.

### Enable Dialing Autocomplete

With dialing autocomplete enabled, the phone shows a list of recently dialed numbers that partially match the entered digits.

You can choose one of these numbers to use. The enhanced dialer is enabled by default.

### Procedure



1. Press **Home** .
2. Go to **Preferences > Enhanced Dialer**.
3. Press the **Enable** soft key.
4. Press **Home**  to exit **Preferences** and confirm your selection.

### Disable Dialing Autocomplete

With dialing autocomplete disabled, the phone doesn't show a list of numbers that partially match the entered digits.

The enhanced dialer is enabled by default.

### Procedure

1. Press **Home** .
2. Go to **Preferences > Enhanced Dialer**.
3. Press the **Disable** soft key.
4. Press **Home**  to exit **Preferences** and confirm your selection.






## Enable Automatic Home Page

The phone automatically returns to the home page after a duration of inactivity.

The default setting is 1 minute. If you disable Auto Home Page, the phone won't return to the home page automatically.

### Procedure


1. Press **Home** .
2. Go to **Preferences > Auto Home Page**.
3. Press **Enter**  repeatedly to cycle through the available options.
4. Press **Home**  to exit **Preferences** and confirm your selection.

## Select a Different Font

You can set the onscreen font.

The font updates with different skins, but you can change the font as needed. The default font is opensans.

### Procedure

1. Press **Home** .
2. Go to **Preferences > Font**.
3. Press the **Edit** soft key.
4. Use the directional keys to select a font.
5. Highlight a font and press the **Select** soft key.

You can preview some available fonts. When you select a font, the list of available fonts changes to the selected font. You cannot preview some fonts.

6. Press the **Reboot** soft key.

## Pack Calls On Display



When you enable Pack Calls On Display, the call information windows for multiple calls display in their entirety, making full use of the screen.

Pack Calls on Display is enabled by default.

### Enable Pack Calls On Display

Pack Calls On display displays multiple call windows, making full use of the screen.



#### Procedure

1. Press **Home** .
2. Go to **Preferences > Pack Calls on Display**.
3. Press the **Enable** soft key.
4. Press **Home**  to exit **Preferences** and confirm your selection.

## Disable Pack Calls On Display

If disabled, only the current call displays on the screen.

### Procedure

1. Press **Home** .
2. Go to **Preferences > Pack Calls on Display**.
3. Press the **Disable** soft key.
4. Press **Home**  to exit **Preferences** and confirm your selection.

## Silencing the Phone Ringer

The Do Not Ring (DNR) function silences the ringer for incoming calls.



The incoming window still opens and the LED blinks. This is a system-wide DNR.

### Silence the Phone Ringer

If enabled, an incoming call doesn't produce an audible ring from the phone.

Per-service DNR is also configurable under Voice Services. Do Not Ring is disabled by default.

### Procedure

1. Press **Home** .
2. Go to **Preferences > Do Not Ring**.
3. Press the **Enable** soft key.
4. Press **Home**  to exit **Preferences** and confirm your selection.

# Phone Accessories

---

## Topics:

- [Using a Headset with Your Phone](#)
- [Change the Preferred Audio Device](#)
- [Change the Preferred Headset Device](#)
- [Electronic Hookswitch](#)

VVX business IP phones, OBi Edition support accessories that you can use to extend your phone's capabilities.

Your phone may not support all of the accessories described in this section. Check with your system administrator to find out which of these accessories are available on your phone.

## Using a Headset with Your Phone

You can connect a headset to your VVX phone and use the headset to place and answer calls, handle all calls using a headset, and use electronic hookswitch (EHS).

You can connect an analog headset to all VVX phones or a USB headset to VVX 250, 350, and 450 phones.

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**Note:** For information on your headset's features, as well as how to sync your headset with your phone, see your headset's documentation.

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## Connecting a Headset

Your phone does the following when connected to analog and USB headsets:

- When an analog headset is connected and in use, the headset key glows green. Note that the headset key doesn't glow on VVX 150 phones.
- When both an analog and USB headset are connected, the USB headset is used automatically for all calls.

After you connect a headset to your phone, you can set up your phone to use the headset automatically when answering and placing calls.



## Change the Preferred Audio Device

You can specify the device (speakerphone or an attached headset) to use when you make or receive a call without lifting the handset or pressing the speaker/headset button.

The default setting is speakerphone.

### Procedure

1. Press **Home** .
2. Go to **Preferences > Preferred Audio Device**.




3. Press **Enter**  to toggle the preferred audio device.
4. Press **Home**  to exit **Preferences** and confirm your selection.

## Change the Preferred Headset Device

You can change which headset (RJ9 or USB) to use when you press the headset button.

The phone automatically detects the presence of a headset.

### Procedure

1. Press **Home** .
2. Go to **Preferences > Preferred Headset Device**.
3. Press **Enter**  to toggle the preferred audio device.
4. Press **Home**  to exit **Preferences** and confirm your selection.

## Electronic Hookswitch



When you use a headset that supports electronic hookswitch (EHS), you can place, answer, and end calls by using the controls on your headset.

### Enable Electronic Hookswitch

Enable electronic hookswitch (EHS) support for Plantronics, Jabra, or generic DHSG wireless headsets.

It's disabled by default.

### Procedure



1. Press **Home** .
2. Go to **Preferences > Electronic Hook Switch**.
3. Press the **Enable** soft key.
4. Press **Home**  to exit **Preferences** and confirm your selection.

### Disable Electronic Hookswitch

Disable electronic hook switch (EHS) support for Plantronics Jabra, or generic DHSG wireless headsets.

It's disabled by default.

### Procedure

1. Press **Home** .
2. Go to **Preferences > Electronic Hook Switch**.
3. Press the **Disable** soft key.
4. Press **Home**  to exit **Preferences** and confirm your selection.

# Polycom VVX EM50 Expansion Modules

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## Topics:

- [VVX EM50 Expansion Module Hardware Features](#)
- [Connect a VVX EM50 Expansion Module](#)
- [Connect an Additional VVX EM50 Expansion Module](#)
- [Set a Speed Dial on Expansion Modules](#)
- [Changing the Backlight Intensity on the Expansion Module](#)
- [Navigate Expansion Module Paging](#)

The Polycom VVX EM50 expansion module is a console supported on VVX 450 business IP phones and enables you to add additional lines to your phone.

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**Note:** VVX 150, 250, and 350 business IP phones don't support expansion modules. The VVX EM50 expansion module is only supported on VVX 450 business IP phones, running OBi software 6.4.0.

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## Related Links

- [Answer a Call from an Expansion Module](#) on page 29
- [Resume a Call on an Expansion Module](#) on page 29
- [Place a Call from an Expansion Module](#) on page 28

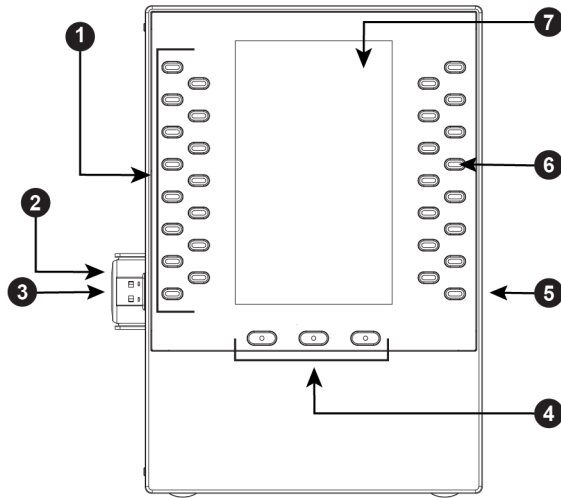
## VVX EM50 Expansion Module Hardware Features

The following features are available on the VVX EM50 expansion module:

- 480 x 800 pixel, color LCD display
- 30 line keys and three display pages, which support a total of 90 lines that you can set up with registrations, favorites, or presence contacts.
- Support for up to two expansion modules connected to a VVX 450 business IP phone to support an additional 180 line keys per phone.

The following figure illustrates the features, components, and keys available on the VVX EM50 expansion module. The table lists each numbered feature shown below.

Figure 5: VVX EM50 Hardware Features



### VVX EM50 Hardware Description

Reference Number	Feature	Feature Description
1	Line keys	Selects available line key contacts, functions, and assignments.
2	Bracket	Secures the expansion module to the phone.
3	USB plug	Connects the expansion module to the phone.
4	Page keys and LED indicators	<p>Navigates between pages on the expansion module.</p> <ul style="list-style-type: none"> <li>Fast-Flashing Green—Indicates an incoming call on a page not currently displayed. Press the page key that has a fast-flashing green LED indicator to view the contact with an incoming call.</li> <li>Slow-Flashing Green—Indicates a monitored busy lamp field contact on a page not currently displayed is receiving an incoming call.</li> <li>Solid Red—Indicates the current page displayed.</li> </ul>
5	USB port (on side)	Enables you to connect USB devices to the expansion module, such as an additional expansion module or a USB flash drive.

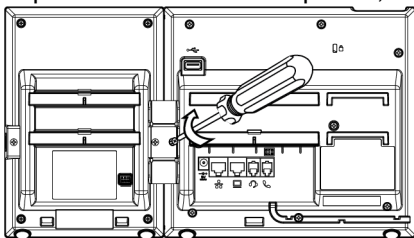
Reference Number	Feature	Feature Description
6	Line key LED indicators	<p>Indicates a line or busy lamp field contact's status. The following lists the LED Indicator behaviors shown on the expansion modules:</p> <ul style="list-style-type: none"> <li>• Solid Green—Indicates an active call in progress.</li> <li>• Fast-Flashing Green—Indicates an incoming call.</li> <li>• Flashing Green—Indicates the remote party placed the call on hold.</li> <li>• Solid Red—Indicates the phone of a monitored busy lamp field contact is placing a call or is in a call.</li> <li>• Flashing Red—Indicates a held call.</li> <li>• Flashing Green and Red—Indicates the phone of a monitored busy lamp field contact is on an active call or is receiving an incoming call.</li> </ul>
7	Color Display	Displays line numbers, monitored contacts, contacts' presence, and favorites.

## Connect a VVX EM50 Expansion Module

Expansion modules are powered and signaled by the connected VVX phone and require minimal setup. After you connect an expansion module to a phone, the module is automatically configured to work with the phone.

### Procedure

1. Power off the VVX 450 business IP phone.
2. Insert the USB plug on the VVX EM50 expansion module into the side USB port on the VVX 450.
3. Lay the connected phone and expansion module face-down on the table.
4. Insert the supplied screw into the bracket screw hole and, using a screwdriver, secure the expansion module to the phone, as shown.



The LED lights on the module's line keys flash red and green as the module starts up.

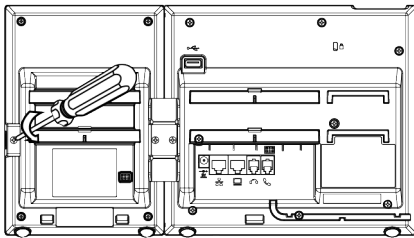
## Connect an Additional VVX EM50 Expansion Module

You can connect up to two VVX EM50 expansion modules to a VVX 450 business IP phone.

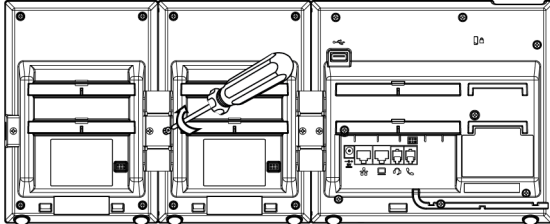
**Note:** When you connect expansion modules to a VVX 450 phone, you can connect additional USB devices to the rear port of the phone and the side port on the second connected expansion module. The side USB port on the expansion module can support low-powered devices, such as headsets, USB flash drives, or a smartphone to charge the phone.

### Procedure

1. Power off the VVX 450 business IP phone.
2. Lay the VVX 450 phone with the connected expansion module face-down on the table.
3. Remove the screw from the left side of the connected expansion module, as shown.



4. Insert the USB plug on the second VVX EM50 expansion module into the side USB port on the first connected expansion module.
5. Using the screw you removed from the first expansion module, use a screwdriver and the screw to secure the second expansion module to the first, as shown.




The LED lights on the module's line keys flash red and green as the module starts up.

## Set a Speed Dial on Expansion Modules

You can assign contacts to feature keys on connected expansion modules and automatically call contacts using the feature keys on the expansion modules.

### Procedure

1. Press and hold down the feature key until the **Speed Dial** menu displays.
2. Go to the **Name** field.
3. Press the **Edit** soft key.
4. Enter the name you want for this speed dial key, and press the **Save** soft key.
5. Repeat steps 2 and 3, with the **Destination Number** field.
6. Press **Home**  to save the speed dial number.



## Changing the Backlight Intensity on the Expansion Module

When you change the backlight intensity settings on your VVX phone, the backlight on your connected expansion module automatically changes to match the new settings.

### Related Links

[Backlight Intensity and Timeout](#) on page 56

## Navigate Expansion Module Paging

The Polycom expansion modules with color displays support three pages of line information on the LCD screen for each module connected to a supported VVX phone. Each page of the expansion module contains line registrations, monitored contacts, contacts' presence, or favorites assigned to line keys.

### Procedure

- » Press a Page key beneath the screen on the expansion module.

# Accessibility Features

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## Topics:

- [Features for Hearing-Impaired Users](#)
- [Features for Mobility-Impaired Users](#)
- [Features for Vision-Impaired and Blind Users](#)

Polycom products include a number of features to accommodate hearing-, vision-, mobility-, or cognitively-impaired users.

## Features for Hearing-Impaired Users

Polycom phones include many features that enable users with hearing impairments to use various features of the phone.

The following table lists the accessibility features for hearing-impaired phones:

### Accessibility Features for Hearing-Impaired Users

Accessibility Feature	Description
Visual message indicators	An indicator light flashes or onscreen icons display to indicate that you have new messages.
Adjustable ringtone and volume	You can change the ringtone based on call type or assign a specific ringtone to a contact. You can also change the volume of the ringer.
Adjustable call volume	While in a call, you can raise or lower the volume of the device.
Visual notifications	Status and icon indicators let you know when you have incoming, outgoing, active, or held calls. Indicators also alert you of the device's status and when features are enabled.
Electronic hookswitch	If you use a headset that supports electronic hookswitch (EHS), you can use the controls on your headset to answer and end calls. Additionally, you may be able to mute calls and control volume from your headset.

## Features for Mobility-Impaired Users

Polycom phones include features that enable users with mobility impairments to perform various functions on the phone.

The following table lists the accessibility features for mobility-impaired users.

**Accessibility Features for Mobility-Impaired Users**

Accessibility Feature	Description
Auto-answering	You can enable the system to auto-answer calls.
Large keys	The large keys on the phone console enable you to access phone features and functions.
Built-in speakerphone	A built-in speakerphone enables you to hear audio on the device without having to use a handset or headset.
Adjustable phone stand	You can adjust the phone stand to various angles so your phone sits at a comfortable angle on your desktop.

## Features for Vision-Impaired and Blind Users

phones include various features that enable users with visual impairments to use many of the features on the phone.

The following table lists the accessibility features for visually-impaired and blind users.

**Accessibility Features for Vision-Impaired and Blind Users**

Accessibility Feature	Description
Adjustable backlight settings	You can change the brightness of the screen by adjusting backlight intensity settings.
Auto-answering	You can enable the system to auto-answer calls.
Plastic overlay	A plastic overlay is available for placement on the touchscreen for the volume keys to assist with adjusting the volume.
Tactile "5" key with raised bumps	The "5" key has two bumps that enable you discern the position of other keys on the keypad.
Large keys	The large keys on the phone console enable you to access phone features and functions.

Accessibility Feature	Description
Physical line keys	V VX phones, excluding V VX 500 and 600 series phones, have physical line keys that you can press to answer and end calls.
Physical feature keys	Many features on the phones are accessible by pressing feature keys on the phone console.
Tactile-discernible number, feature, and navigation keys	Keys on the phone console are discernible by their size and shape.
Illuminated feature keys	Many feature keys illuminate when activated to alert you when a feature is enabled.
Microphone mute	An audible alert plays when you mute or unmute the microphones using any of the Mute keys on the device or far-end system. The system plays an alert periodically if the device is muted for a set period of time.

# Maintaining VVX Business IP Phones, OBi Edition

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## Topics:

- [Clear Downloaded Temporary Data](#)
- [Reboot the Phone](#)
- [Product Information](#)
- [Reset the Phone to Factory Defaults](#)
- [Updating the Phone Firmware](#)

When the phone isn't operating properly, you can investigate or troubleshoot issues along with other tasks your administrator may ask you to perform.

## Clear Downloaded Temporary Data

Clear data cache selection removes all temporary downloaded data on your phone.

### Procedure

1. Go to **Settings** > **Clear Data Cache**.
2. With **Clear Data Cache** highlighted, press **Enter** (⏏).
3. Press the **OK** soft key to run the process.

## Reboot the Phone

You can reboot your phone to attempt to clear issues.

### Procedure

1. Go to **Settings**.
2. Press the **Reboot** soft key.
3. Press **OK** to confirm.

## Product Information

The **Product Information screen** displays relevant data about your phone.

This includes information like model number, phone number, and software version.

**Entries under Product Information**

Product Information	Example Values
IP Address	192.168.15.196
Model	VVX 450
OBi number	723 475 355
MAC Address	9CADEFB00012
WiFi MAC Address	00E04C3C2AFC
Serial Number	88M08NAZZZZj
Software Version	6.0.0 (Build: 4526.1311)
Hardware Version	1.0
Customization Status	Generic
Up Time	2 Days 0:19:30

## Reset the Phone to Factory Defaults

If permitted by your phone administrator, you can reset all phone settings to factory default values.

### Procedure

1. On your phone, select **Home**.
2. Go to **Settings**.
3. Press the **Factory Reset** soft key.

## Updating the Phone Firmware

Occasionally the phone's firmware requires an update to receive new features, enhancements, and bug fixes.

The firmware update process is designed to be simple. There are multiple options to update your phone's firmware.

### Related Links

[Icons and Status Indicators](#) on page 22

## Update Firmware from the Interactive Voice Response Menu

Call into the Interactive Voice Response menu to update your phone's firmware.

### Procedure

1. Dial **\*\*\***.
2. Press **6**.
3. If a firmware update is available, press **1** to continue.
4. Hang up.

The download and update process begins.

## Update Firmware Directly in the Phone

You can update your phone's firmware using the phone user interface (UI).

### Procedure

1. Go to **Settings**.
2. Press the **FW Update** soft key.
3. If new firmware is available, the **Update Now** soft key displays.
4. Press the **Update Now** soft key to start the update.

Don't power off the phone until the update completes and the phone reboots.

## Update Firmware Using the Native Web Portal

You can update your phone's firmware using the native web portal.

Ask your administrator to enable the Background Update feature so that you can update the phone with a local file.

### Procedure

1. Download the firmware file from OBiTALK.com and store it on your computer.
2. Open the phone's native web portal in a web browser on the same computer.
3. Select the **Firmware Update** link.
4. Do one of the following:
  - On the firmware update page, enter the path to the firmware file.
  - Click **Browse** to locate the firmware file on the computer.