Poly VVX150

A guide to using your phone with Cloud Voice

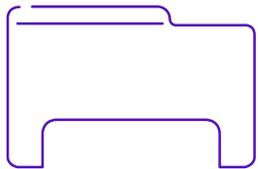# Contents

What's in the box?

We're here to help you get the best out of your new phone. Just follow the instructions below. Here's what you should find when you open the box.
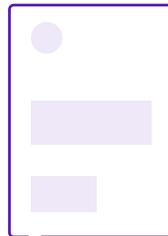
Got everything?

- Phone stand
- Handset cord
- Ethernet cable (2m CAT5E UTP cable)
- Quick start guide
- Mains power adapter (optional)
- Wall mount bracket (optional)
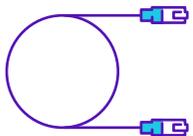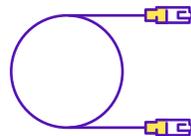- VVX150 IP phone and handset

Phone stand

Mains power adapter

Quick start guide

Handset cord

Ethernet cable

Poly VVX150 IP phone and handset

Let's get started

Set up your phone

Once you've unpacked your phone, turn it over so you can see the underside. Then slot the phone stand into one of the slots, depending on which angle you prefer your phone to sit.

Connect cables

AC power connection (optional accessory)

Use if Power over Ethernet (PoE) is unavailable.

Ethernet cable

Handset

Headset

DC5V   Internet
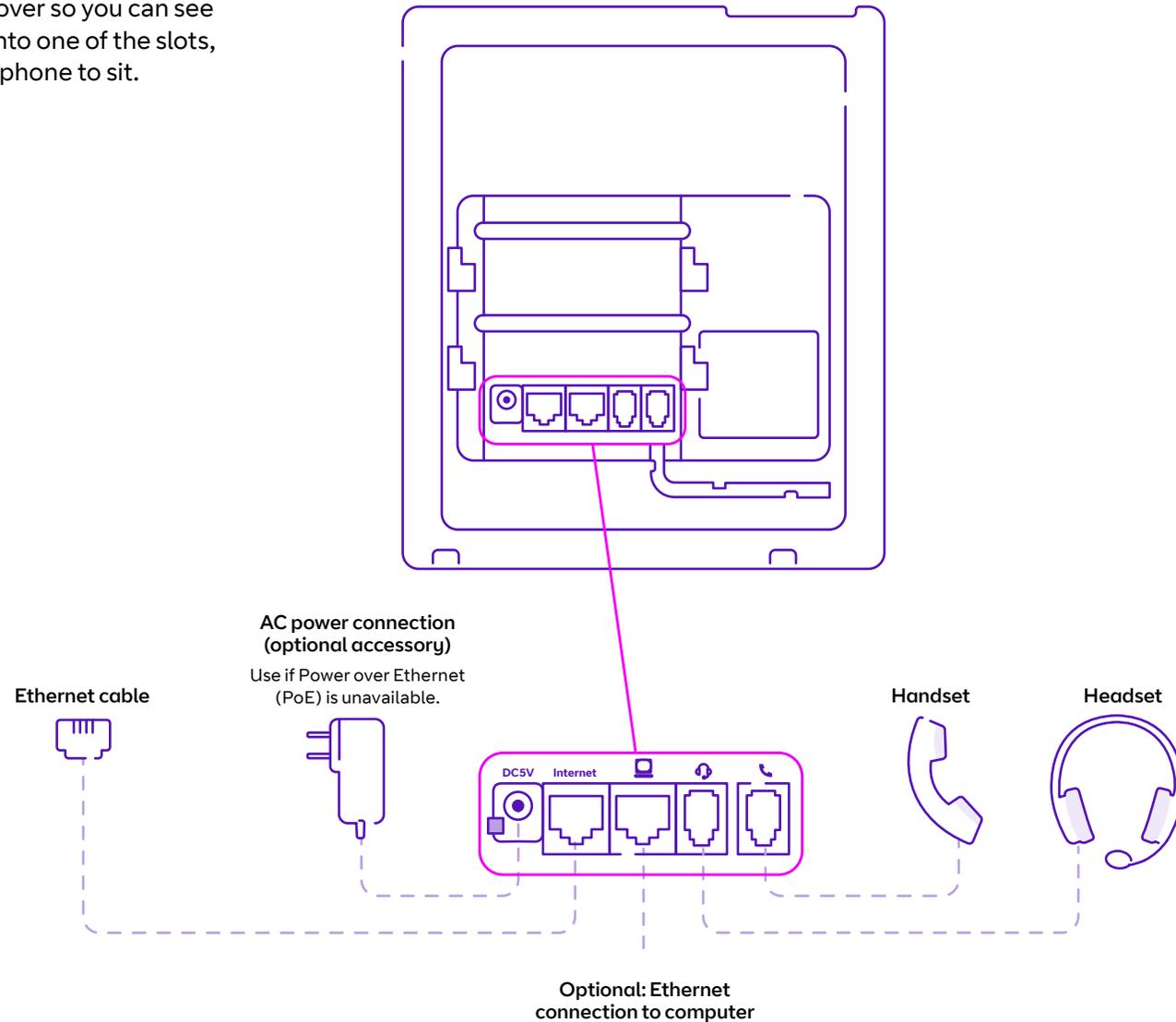
Note: Only use the power supply designed for your phone to avoid damaging the phone.

Optional: Ethernet connection to computer

Check you're set up on Cloud Voice

Your phone comes with everything you need to get set up on Cloud Voice.

Once your phone's connected to the network, it'll update its firmware. This might take some time, so please be patient. Once it's finished, it'll show this symbol: ☎

If something has gone wrong, you'll see this symbol: ☎

If this happens, just give us a call on **0800 389 0537** and we'll be able to help.

Once everything is updated and ready to go, your Cloud Voice number will show on the screen.

Connect your headset

Your phone works with wired headsets, which usually connect through the RJ-9 port shown below. It also works with electronic hookswitch headsets, which tend to connect with the RJ-9 and serial ports. To add a headset just follow the instructions that come with it.

Your Cloud voice number appears here

RJ-9 port

Note: Your phone supports wired headsets, including electronic hookswitch headsets (EHS).

EHS port

Getting to know your phone

Phone features and keys

1	Line keys	Lets you pick a phone line, view calls on a line, or quickly call a favourite 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	Audio output for ringer and speakerphone.
4	Back key	Returns you 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	Lets you 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.
10	Speakerphone key	Lets you place and receive calls using the speakerphone.
11	Headset key	Lets you place and receive calls through a headset.
12	Home key	Displays the home screen from other screens, and 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	Allows you to select context-sensitive keys that display along the bottom of the screen.
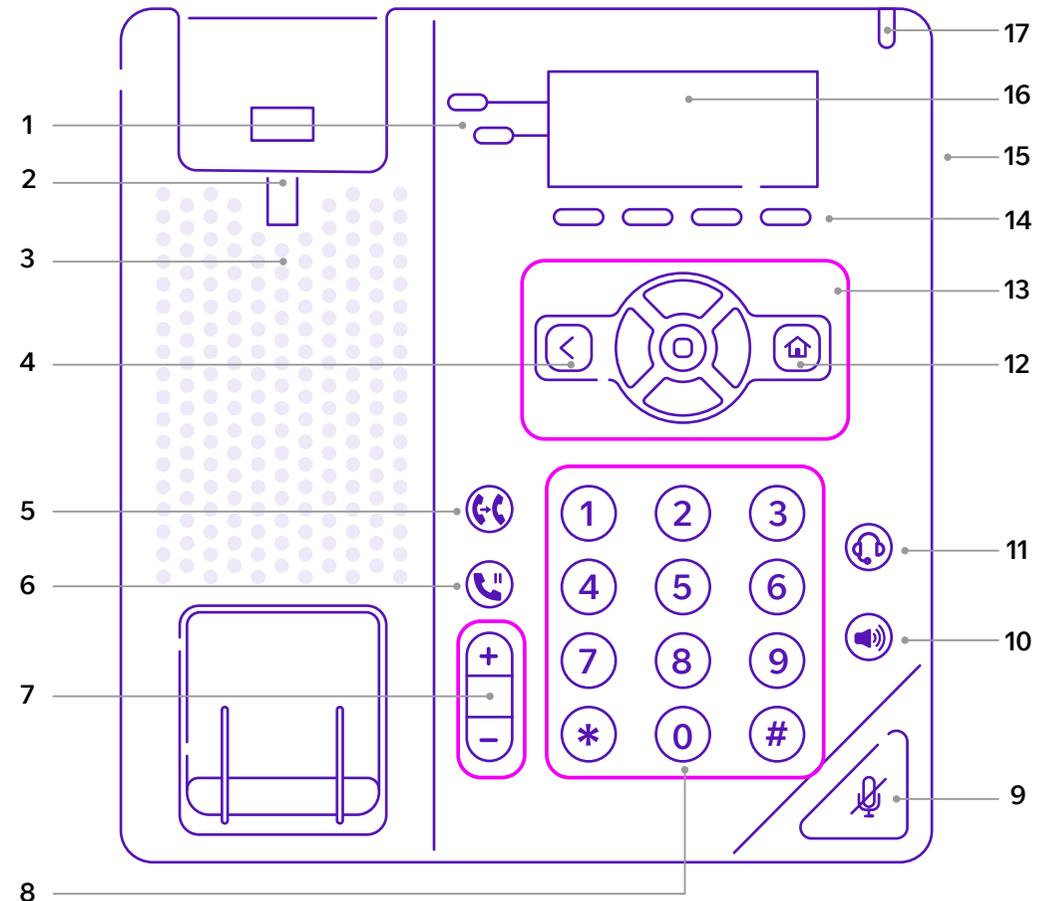
15	Security slot (on back)	Lets you attach a universal security cable lock to your phone, so you can secure it to a desktop.
16	Screen	Shows a 6.35cm (2.5ins) monochrome display that lets you view options and information.
17	Message waiting indicator	Flashes red when you have new messages.

Phone display

Your Poly VVX150 has icons, status indicators and user screens to help you navigate around it and understand its status.

Accessing screens on your VVX150 phone

You can access the following screens on the phone:

- **Home screen** – displays your messages, settings, and information.
- **Calls screen** – displays all active and held calls on your line.
- **Lines screen** – displays your phone lines, favourites, and conditional soft keys.
- **Active Call screen** – displays the active call that's in progress.

Home screen

The phone lines and icons you can select to access phone features, settings, and information display on the **Home screen**. To get to the **Home screen**, press 🏠.
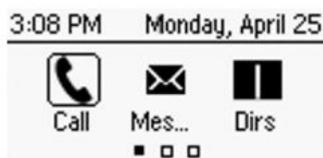
Calls screen

You can access the **Calls screen** when you have a held call, or an active and held call together in progress on your phone.

The **Calls screen** is automatically displayed when you have an active call and one or more held calls on your phone. The total number of calls is displayed on your line. If you have multiple lines on your phone, the calls display under the associated line, like this:
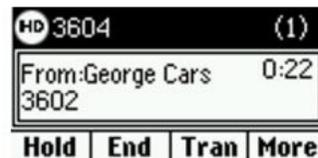
Lines screen

Your phone defaults to the **Lines screen** when not in use.

When you have multiple calls on your phone, the **Lines screen** displays the number of calls next to the line number. You can view your phone lines and soft keys on the **Lines screen**, as shown below.
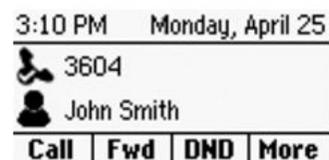
To access the **Lines screen** at other times, press 🏠, or during a call, press the **Lines** soft key.

Active Call screen

You'll see this screen when you make a call. When an active call is in progress, it displays the name and number of the contact you're talking with, and the duration of the call. In this screen, you can hold, end, and transfer a call, or set up a conference call.

To access the screen, make a call, or press 🏠 during an active call.
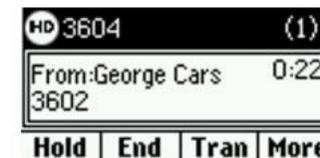
Icons and status indicators

📞	Registered line		📶	Wireless network
📞	Unregistered line		⚠️	Phone warning
📞	Outgoing call		🔒	Login credentials invalid
HD	Active call using Polycom HD voice		📞	Shared line
📞	Held call		⋔	USB flash drive attached. Not supported on VVX150
📞	Incoming call		📞→	Call forwarding enabled
👥	Active conference		🟢	Presence status (Available)
📞	Do Not Disturb enabled		🔴	Presence status (Busy or In a Call)
★	Favourite		🟡	Presence status (Away)
↗	Placed call		⊖	Presence status (Do Not Disturb)
↙	Received call		⚪	Presence status (Offline)
✕	Missed call		✉️	New message

Using your phone

Time and date

Cloud Voice automatically sets time and date, but you can easily change the format in phone by going into **Settings** and changing your preferences.

Making calls

When you're ready to make a call, pick up the handset, press the **Speakerphone** key (🔊), or if you're using a headset, the **Headset** key (🎧). Dial a number, then press the **Send** soft key.

If you're on the **Home screen**, press **New Call**, dial a number and then press the **Send** soft key.

Answering calls

To answer a call, press the **Answer** soft key, or press the **Speakerphone** key (🔊). If you're using a headset, press the **Headset** key (🎧).

If you're already on a call when you receive another one, press the **Answer** soft key to pick up the new call and place the original one on hold. Both calls will be displayed on your phone screen. You can go back to the first call by selecting it on your screen and pressing the **Resume** soft key.

Transferring calls

To transfer a call to another person, first press the **Transfer** soft key. Dial the number you want to transfer the call to, and press the **Send** soft key.

If you want to transfer the call without speaking to the person receiving it, press the **Transfer** soft key again. If you want to announce the call to the person receiving it, wait for them to answer and speak to them before pressing **Transfer**.

Ending calls

You can end an active call in one of four different ways – by hanging up, pressing the **Speakerphone** key (🔊), pressing the **Headset** key (🎧) if you're using a headset, or by pressing the **End Call** soft key.

To end a held call, navigate to the **Calls screen** and highlight the held call. Press **Resume**, and then press the **End Call** soft key.

Conference calls

To set up a conference call, dial the number of the first person you want to join the call. When they've answered, press the **More** soft key, then press **Confrnc**.

Dial and connect with the second person. Press the **More** soft key and press **Confrnc** again. Continue until all participants have joined the call.

Favourites

Favourites are the contacts that you call most often. You'll find their numbers in your **Favourites** list and on the **Lines screen** view. To see the list, press the **Home** key (🏠), then select **Directories**, and press **Favourites**.

To add a contact to your favourites list, go to your **Contact directory** and use the **Select** key to select the relevant contact. Press the **More** soft key, then **Add**, then press **Yes** to confirm.

To call a contact on your list, go to **Favourites** and select the contact, then press the **Dial** soft key. Alternatively go to the **Lines screen** and select the contact; they'll be dialled automatically.

Contact directory

Your contact directory is managed by Cloud Voice. Take a look at the user feature guide to find out more.

You can also manage your contacts from your phone. To do this, select **Directories** from the **Home screen**, highlight **Contact directory**, and press **Select**.

- You can add a contact by pressing the **Add** soft key, typing in the details, and pressing **Save**.

- If you want to update a contact's details, select the contact, press the **Edit** soft key, make the necessary changes and press **Save**.

- To delete a contact from the directory select the contact, press the **More** soft key, then press **Delete**, then **Yes** to confirm.

- To search for a contact in the directory, press the **Search** soft key, type in the details of the contact you're looking for, then press **Search** again.

- To call a contact from the directory, highlight the contact using the **Select** key, then press **Dial**.

Changing your ringtone

If you'd like to change your ringtone, select **Settings** from the **Home screen**, then select **Basic > ring type**. Choose the ringtone you want, then press **Back**.

To set a specific ringtone for a contact, find them in your **Contact directory** and press the **Edit** soft key. Select **Ring Type**, choose the tone you want from the list, and press **Select** to update the ringtone.

Listening to your voicemails

Go to **Messages** from the **Home screen** and select **Message centre**. You'll see the number of voicemail messages you have in your mailbox. To listen to your messages, press **Connect** and follow the instructions.

Updating your phone settings

If you need to update settings on your phone – for instance your backlight settings, ring tones, etc. – go to the **Home screen** and press **Settings**. Then select **Basic > Update configuration**.

You'll see a message asking "Are you sure?" To go ahead with the update, select **Yes**. Your phone may need to restart, depending on which settings you've changed.

General information

Important – 999 or 112 emergency calls

- Your Cloud Voice number is registered to a specific address, so when you make a 999 or 112 call from your phone number, that's the address the emergency services will see.

- If you use Cloud Voice at a different address, the registered address won't automatically change. So if your work location changes, please let your administrator know so they can update your registered address.

- You might not be able to make 999 or 112 calls if there's a power or network failure, or you're using the service from an app or mobile phone.

Safety information

Do not open the handset or the base. This could expose you to high voltages or other risks. If your phone needs to be repaired, call us on 0800 389 0537 and we'll be able to help.

Cleaning

Clean the handset and base with a damp (not wet) cloth, or an antistatic wipe. Never use household polish as this will damage the product. Never use a dry cloth as this may cause a static shock.

Environmental

- Do not expose to direct sunlight.

- Make sure your phone is on a dry, flat surface, not on a carpet or anything which has fibres. Make sure it can always get a free flow of air over its surfaces.

- Do not submerge any part of your product in water and do not use it in damp or humid conditions, such as bathrooms.

- Do not expose your product to fire, explosive or other hazardous conditions.

- There's a slight chance your phone could be damaged by an electrical storm. Should this happen, contact your BT service desk.

Product disposal instructions

- The symbol shown here and on your phone means your product is classed as electrical or electronic equipment. You shouldn't throw it away with other office waste once at the end of its working life.

- The Waste of Electrical and Electronic Equipment (WEEE) Directive (2002/96/EC) has been put in place to recycle products using best available recovery and recycling techniques to minimize the impact on the environment, treat any hazardous substances and avoid the increasing landfill.

- Business users should contact their suppliers and check the terms and conditions of the purchase contract and ensure that this product is not mixed with other commercial waste for disposal.

Guarantee

Your IP Phone is guaranteed for a period of 12 months from the date of purchase. Your guarantee covers the repair or replacement of your phone or any of its parts (other than batteries) if they're faulty or below standard, or they break because of bad workmanship or materials. If your product is more than 28 days old, it might be replaced with a refurbished or repaired product.

The conditions of this guarantee are:
- The guarantee shall only apply to defects that occur within the 12-month guarantee period.

- You provide proof of purchase.

- You'll need to return your phone to us according to our instructions.

- We don't cover any faults or problems that are caused by accidents, misuse, fair wear and tear, neglect, or if you've tried to repair the equipment yourself.

This guarantee does not affect your statutory rights.

BT