BT

Polycom
VVX 450

A guide to using your phone with Cloud Voice
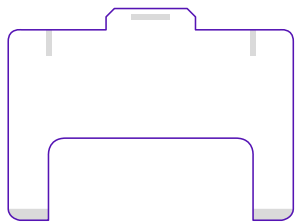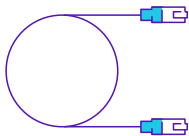
Contents

What's in the box

We're here to help you get the best out of your new phone.
So let's get set up. Just follow the instructions below
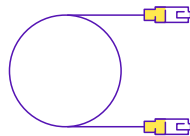
Got everything?

- Phone stand
- Handset cord
- Ethernet cable
- Set-up sheet
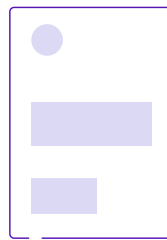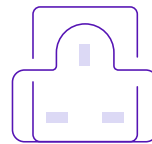- Mains power adapter
- VXX 450 IP phone and handset

Phone stand   Handset cord   Ethernet cable   Set-up sheet   Mains power adapter   VXX 450 unit and handset
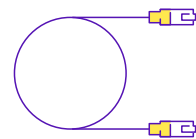
Let's get started

Set up your phone

Once you've unpacked it, turn it upside down so you can see the ports. Then slot the phone stand into one of the slots, depending on the angle you want.
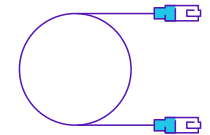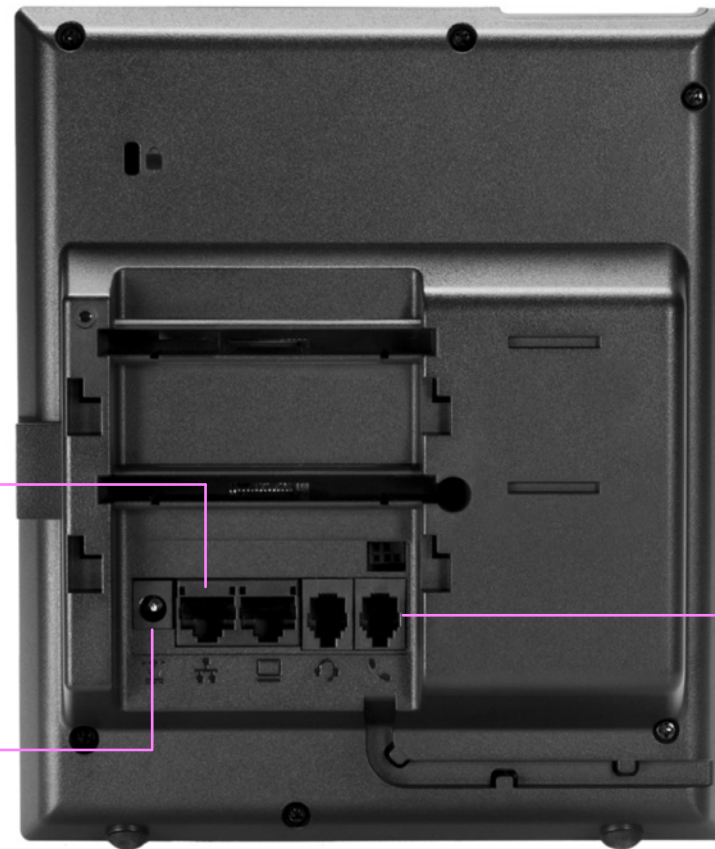
Get connected

Here's how to connect your cables. With the VVX 450, you'll have a USB port too.

Ethernet cable

Mains power adaptor (optional)

Handset cord

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 is connected to the network, it will update its firmware. This might take some time, so please be patient.

- Once it's finished, it'll show this symbol:

Your Cloud Voice number appears here

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.

RJ-9 port

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

EHS port

Getting to know your phone

Phone features and keys

Reference number	Feature
1	Line keys
2	Reversible tab (under headset)
3	Speaker
4	Back key
5	Transfer key
6	Message key
7	Hold key
8	Volume key
9	Dial pad
10	Mute key
11	Seakerphone key
12	Headset key
13	USB port
14	Home key
15	Navigation keys / Select key
16	Soft keys
17	Security slot (on back)
18	Screen
19	Message waiting indicator

Phone display – views

Your phone has three main views: home, calls and lines. Lines is your default display. You can switch to the home or lines views whenever you want, too.

- To get to the **home** view, press the **home** key.
- To change to the **lines** view, press the **home** key again.
- To get back to **home**, press the **home** key one more time.
- When you're making or receiving a call, you'll also see the **calls** view. You can switch between the three screens whenever you want using the **home** key.

Home view

You can get to the different phone functions from the **home** view. Just use the navigation key to scroll through the options, then press the **select** key when you find the one you want.

1. Press 🏠

```
              Main Menu
4  UC-One
5  DND
6  Forward
7  Settings
8  Applications
```
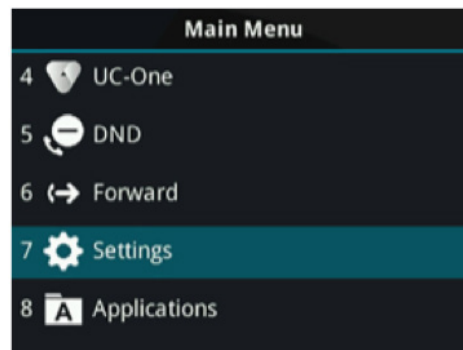
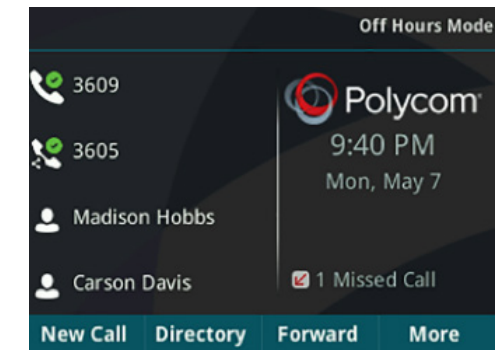|	
New call	Make a new call and see your call history
Messages	See urgent, new and old messages
Directories	Your contact directory, recent calls and favourites
Settings	Basic and advanced phone settings
Applications	Web apps like Google

Calls view

When you make or receive a **call**, you'll see the call view. It shows you the phone number, the call length and how many calls you've got in progress.

```
Line:3604                 (1)
To:George Carson        0:03
3603
Hold   End Call   Transfer   More
```
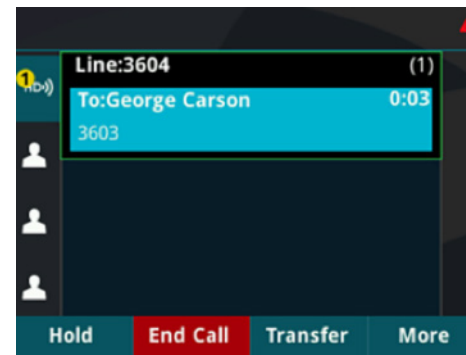
Hold	Put a call on hold (there's default hold music)
End call	Finish the current call using the soft key
Transfer	Pass the call on to someone else's extension
More	Choose from other soft key options, including conference calls and lines
	Confrnc – add your call to a conference
	Lines – go back to the main **lines** view

Lines view

The **lines** view is your phone's default display. It shows your phone lines and the different options for your soft keys.

```
                        Off Hours Mode
3609
3605                 Polycom
Madison Hobbs        9:40 PM
                     Mon, May 7
Carson Davis         1 Missed Call
New Call  Directory  Forward  More
```

Icons and status indicators

Icon	Description	Icon	Description
	Registered line		Phone warning
	Unregistered line		Login credentials invalid
	Outgoing call		Shared line
	Wireless network		USB flash drive attached Not supported on VVX 150
	Held call		Call forwarding enabled
	Incoming call		Presence status (available)
	Active conference		Presence status (busy or in a call)
	Do not disturb enabled		Presence status (away)
	Favorite		Presence status (do not disturb)
	Placed call		Presence status (offline)
	Received call		Presence status (offline)
	Missed call		New message

Using your phone

Time and date

Your phone's time and date is set by Cloud Voice, but you can change the format by going to **settings** and updating your preferences.

Making calls

When you're ready to dial, pick up the handset, press **speakerphone** (or **headset** if you're using one) and enter the phone number. Then press the send soft key.

If you're in the **home** view, tap **new call**, enter the phone number and press the **send** soft key.

Answering calls

To pick up a call, press the **answer** soft key and pick up the handset, or press **speakerphone**. 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 and the call you're on will be put on hold. Both calls will show on your display. You can go back to the first call by selecting it on the display and pressing the **resume** soft key.

Transferring calls

To transfer a call, first press the **transfer** soft key. Then dial the number the call is being transferred to and press the **send** soft key. To forward the call straight away, press **transfer**. If you want to announce the call beforehand, wait until the person picks up so you can talk to them and then press **transfer** to connect it.

Ending calls

You can end a call in four different ways. Either put your phone down, press **speakerphone**, press the **headset** key if you're using one, or press the **end call** soft key.

To end a held call, navigate to **calls** view and highlight the held call. Press **resume**, then press **end call**.

Conference calls

If you want to set up a conference call, dial the first person then press the **more** soft key and select **confrnc**.

Dial and connect with the second person and press **confrnc** again.

Favourites

Your favourites are the people you call most often. Their numbers will show in your **favourites** list and in the **lines** view.

To see your favourites list, press **home**, then select **directories** and press **favourites**.

To add someone to your favourites, go to your **contact directory** and use the **select** key to select them. Press **more**, then **add** and press **yes** to confirm.

To dial a favourite, call directly from the **lines** view or from the **favourites** list.

To change the order of your **favourites**, update the person's **favourites** index number in the **contact directory** to move them up or down the list.

Contact directory

Your contact directory is managed by Cloud Voice. Have 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 home view, highlight **contact directory** and press **select**.

- You can add a contact by pressing the add soft key. Type in the details and press **save**.

- To add them to your **favourites** list, enter a **favourite** index number.

- If you need to update any of their details, select the contact, press the **edit** soft key, make the changes and then press **save**.

- To delete a contact from the directory, select them, press the **more** soft key and then press **delete**. Press **yes** to confirm.

- To search the contact directory, press the **search** soft key, enter your search term and then press **search**.

- To call one of your contacts, highlight their details using the **select** key and press **dial**.

Changing your ringtone

If you'd like to change your ringtone, select **settings** from the home view, go to **basic > ring type**. Choose the ringtone you want and then press **back**.

To set a ringtone for a contact, choose them from your contact directory, press the **edit** soft key, update the ring tone and press **save**.

Update your phone settings

Sometimes your phone settings might need to be updated. To do this:

- Tap **settings** from home view, and choose **basic** > **update configuration**.
- You'll see a message saying 'Are you sure?'
- To go ahead, choose **Yes**.

Your phone might need to restart, depending on the settings you've changed.

Listening to your voicemail

Go to messages from the home view and select **message centre**. You'll be able to see the number of messages in your mailbox. To listen to your messages, tap **connect** and follow the instructions.

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. Opening your handset or the base of your phone could be dangerous. 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 anti-static 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 is a slight chance your phone could be damaged by an electrical storm.

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

- Proof of purchase is provided.

- 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.

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