Transfer Calls

You can transfer calls to any contact.

To transfer a call:

1. Press and hold the Transfer soft key or press ⓚ .

2. Choose **Blind** or **Consultative** (default).

3. Dial a number or choose a contact. If you chose **Blind**, the call is transferred immediately.

4. If you chose Consultative, press the **Transfer** soft key or press ⓚ after speaking with your contact.

Initiate a Conference Call

You can initiate a conference call with up to 24 contacts.

To initiate a conference call:

1. Call a contact.

2. Select Conference and call your next contact.

3. When your contact answers, select Conference.

You can also join an active and held call into a conference call.

To join two calls into a conference call:

• On the Calls screen, select Join.

View Recent Calls

You can view placed, received, and missed calls.

To view recent calls:
Select Directories

• Recent Calls.

Enable Do Not Disturb

You can enable Do Not Disturb when you do not want to receive calls.

To enable or disable Do Not Disturb:

• On the Main Menu screen, select DND.

View the Directory

From the Directory, you can display and search extensions in your business group, and view recent calls

To view the Directory press the Directory key

Contacts

The Contacts service displays personal contacts you have entered. You can add contacts from your phone, or in Commportal to be displayed here. Contacts can be searched using a 'Filter' function, and dialed by selecting on the screen.

To access your Contacts, press the Contacts key

Messages

Listen to Voicemail
When you have new voicemail messages, the messages icon ᴏᴏ displays on your line.

To listen to voicemail:

1. On the Main Menu screen, select Messages or press ᴏᴏ .

2. Select Message Center > Connect.

3. Follow the prompts

⬡ **Norvado**

Polycom Quick Start Guide
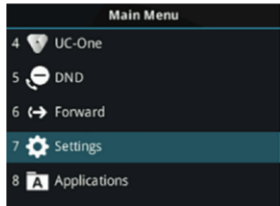
VVX 250, VVX 350 and VVX 450

Switch among Phone Screens

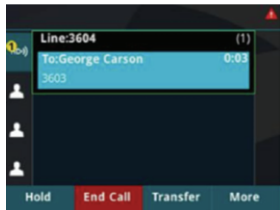You can view any screen on your phone from other screens.

To switch between screens:

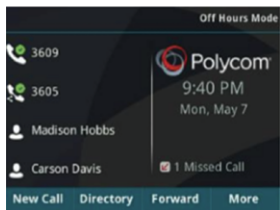Press ⌂ to view the Main Menu or Lines screen.

Main Menu

Displays menu options for settings and device information. Available anytime.

Calls Screen

Displays all Active and Held calls. Available when you have an Active or Held calls in progress.

Lines Screen

Displays phone lines, favorites, and conditional soft keys. Available anytime.

Place Calls

You can only have one active call in progress on your phone.

To place a call
Do one of the following:

• Pick up the handset, or press ◉ or ◎, enter the phone number, and press **Send**.

• Enter the phone number, press Dial, and pick up the handset, or press ◉ or ◎.

• Press the **Line** key, enter the phone number, and select **Send**.

• Select **New Call**, enter the phone number, and press **Send**.

Answer Calls

You can answer calls using the handset, speakerphone, or a headset.

To answer a call
Do one of the following:

• To answer with the speakerphone, press ◉ or press "**Answer**" soft key.

• To answer with the handset, pick up the handset.

• To answer with a headset, press ◎.

End Calls

You can only end active calls. To end a held call, you must resume the call first.

To end an active call:

• Replace the handset in the cradle, press ◉ or ◎, or press the End Call soft key.

To end a held call:

1. Highlight the held call and press Resume.

2. Press End Call.

Hold and Resume Calls

You can have multiple calls on hold and resume a call at any time.

To hold a call:

• Highlight the call and press the **Hold** soft key or press 📞 .

To resume a call:

• Highlight the call and press the **Resume** soft key or press 📞.

Call Park

Call park allows you to place calls on hold, then retrieve from another phone within your office:

To park a call:

1. Press a **Park** key

2. Call is Parked, and **Park** key flashes green

To retrieve a parked call:

1. At dial tone, press the flashing **Park** key