



Welcome to TELUS Business Connect!

Using the Polycom VVX250

Your device comes pre-programmed with several features that we will cover in a quick start guide.

For in-depth instructions on using your device, please refer to the Polycom VVX250 user manual that can be found online.

Placing a Call

To place a call, select any of the lines on your phone's main screen, or simply key in the phone number you wish to dial, then press the **Dial** softkey under the screen. These phones **do not** need to dial 9 for an external line.

Dialing an Internal Extension

To dial an internal extension, simply key in the extension of the person you would like to call and press **Dial**. Please *do not* use the **Intercom** button, as the system is not set up to place direct-connect intercom calls. If you have a user's name on your main screen, you may instead press the line key beside their name to call them directly, without keying in the extension.

Placing a Call on Hold & Resuming a Held Call

While on a call, you can place the caller on hold by pressing the **Hold** button on the left side of the keypad ("pause" symbol with a phone handset). The held line will cause a red light to flash beside the corresponding line, and the caller will hear the system hold music. You can then hang up the handset and not need to worry about disconnecting the call.

To resume the call, press the softkey associated with the held call, then pick up your handset. If you press the line and don't pick up the handset, the call will resume, but it will automatically be placed on speakerphone.

Retrieving Voicemail Messages

The new Business Connect system provides two methods to retrieve voicemail messages: Manually on the device, and attached to an email as an audio file.

To check messages on your deskphone, dial ***86** on the keypad and press **Dial**. You will then be prompted to enter your voicemail password, then press **#** – the default is **100100#**.

Alternatively, if you have access to your email on a device with speakers (computer, cellphone, etc.), you will receive an email with a copy of the voicemail message attached as an audio file, which can then be played directly through your device.

If you wish to change your voicemail password, please log in to your voicemail, then press 2 for **Account Administration**, and press 3 to change your PIN.

To change your voicemail greeting, log in to the voicemail, press 2 for **Account Administration**, press 2 to **Record your greetings**, and press 2 to **Record your voicemail greeting**.

When recording a voicemail, please make sure to select voicemail greeting and **NOT greeting**, as a greeting is a message that plays **before** a call gets connected to your line. If you record under that heading, all callers will hear that greeting before your phone starts to ring, and they will think your line is immediately going to voicemail.

Do Not Disturb (DND) mode

If you are leaving the office and wish to have all calls go directly to your voicemail, you may press the **DND** softkey under the screen, which will effectively cause the system to "skip" your device when incoming calls are handled. While active, the top right of the screen will flash between the date and the Do Not Disturb icon.

Transferring Calls

Blind Transfer

The blind transfer is the method where you directly transfer an inbound caller to another extension or any external phone number *without* needing to speak to the recipient first.

While on a call, press and hold the **phone-to-phone** icon button to the left of the keypad for about 3 seconds. Once done, you will hear a dial tone and see the phrase "*Blind transfer to*" on the screen, and you can key in the extension of the intended recipient or a destination 10-digit phone number, then press the **Send** softkey. This will send the inbound call directly to the intended recipient, causing their phone to ring with the inbound caller's phone number – as if they were called directly.

Alternatively, if you wish you transfer the call to an internal extension and you have the user's name on your phone's main screen, you may simply push the line key beside their name while active on the call send it directly to the recipient.

Consultative Transfer

A consultative transfer is where you place the inbound caller on hold, dial an internal extension or external phone number, and connect with the end user **before** transferring the call. This is primarily done when you want to explain the nature of the call to the intended recipient before transferring the inbound call through. To complete this kind of transfer, please use the following key sequence:

While on a call, press the **phone-to-phone** icon button to the left of the keypad. Once done, you will hear a dial tone and you can key in the extension of the intended recipient or a destination 10-digit phone number, then press the **Send** softkey. This will keep the caller on hold while you attempt to contact the recipient. Once you have contacted them, you may speak to that person first, and when you are ready to complete the transfer, press the **phone-to-phone** button again to put the caller through to the user that you dialed, disconnecting you from the call.

Transfer to Voicemail

To transfer a call to voicemail, you will use the beginning of the Blind Transfer method outlined above, and dial ***0 + Ext. #** for the person you wish to transfer that call to, rather than just their extension number. Please note, this will only allow you to transfer calls to the voicemail of a phone in the office – not an external phone number (cellphone, etc).

Note: At any point during any type of transfer, up until the transfer is completed, you may press **Cancel** (2nd softkey) to cancel the transfer request and return to the original caller. Please **do not** hang up the phone, as that will not cancel the request, and will either complete the transfer or disconnect the original caller entirely.

Parking Calls

If your account administrator has enabled this feature, your device will be set up with shared hold lines, or **Park lines**, visible on your main screen. These Park lines are used to place calls on hold and be able to answer them on any device.

While active on a call, press the **Home button** on the top right of your device once to view the main screen of your phone. Then, select **any of the Park lines** not currently in use. This will transfer the call to that Park line and provide hold music to the caller, and the line will begin flashing to indicate that the caller is on hold.

To answer a Parked call, simply press the appropriate Park line, and the call will be transfer to whichever device accessed it. This allows you to put a caller on hold and let any other device in the office answer it, as necessary.

Paging

If your account administrator has enabled this feature, the new devices have the ability to page on one-way speakerphone audio within the office, in a dedicated group of users. If a user is on a phone call, the page request will come on the phone's screen and the user will hear a call waiting "beep beep" in their ear, but the page audio will not override the existing call.

While looking at your phone's main screen, press the button labeled **Page** and dial the group number that you wish to page, then press **#**. The page request will be sent to all the devices in the group, and when you hear a loud beep in your ear, your audio is live and will be heard by any phone not engaged in a call.

Conference Calls (3-way Calling)

While on the call, press the **More** softkey, then press **Confrnc** to place the original caller on hold, then key in the extension or 10-digit phone number you would like to conference and press **Send**. This will place a call to the user of your choice before connecting them to the conference call. At any time, you may press **Confrnc** again to merge the 3 calls.