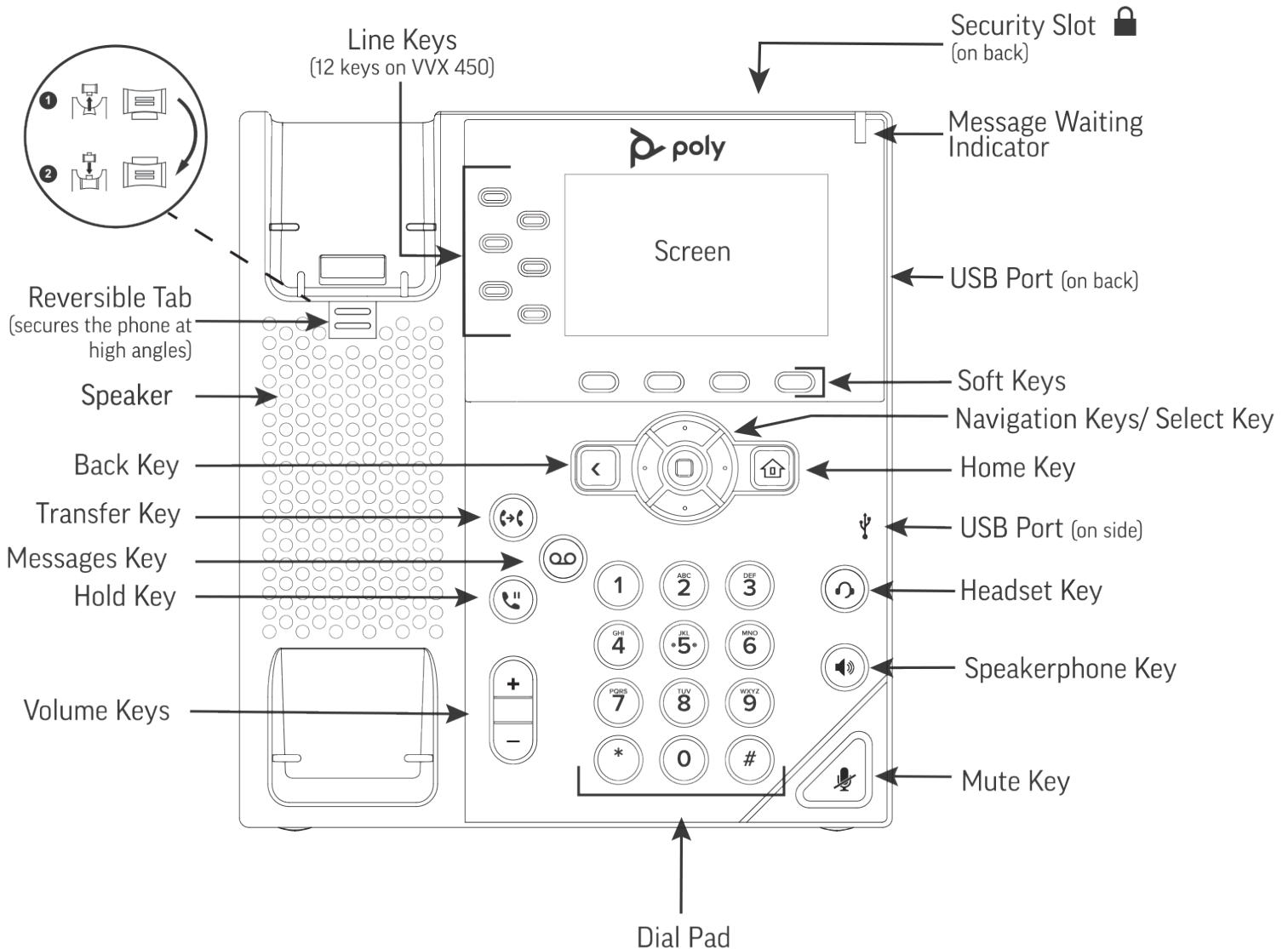# POLYCOM® VVX® 450
Quick Function Guide

Polycom™

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

VVX 450 HARDWARE FEATURES

Line Keys
(12 keys on VVX 450)

Security Slot 🔒
(on back)

Message Waiting Indicator

Screen

USB Port (on back)

Reversible Tab
(secures the phone at high angles)

Speaker

Back Key

Transfer Key

Messages Key

Hold Key

Volume Keys

Soft Keys

Navigation Keys/ Select Key

Home Key

USB Port (on side)

Headset Key

Speakerphone Key

Mute Key

Dial Pad

epb Fiber Optics

VOICEMAIL

Voicemail Setup

- To set up Voicemail, **Dial *98 or** press the icon with the **envelope** on it.
- Contact EPB for your **temporary PIN number.**
- Follow the prompts to **change** your **PIN** and set up your greetings.

Checking Voicemail

- **Dial *98 or** press the icon with the **envelope** on it.
- To check remotely from outside of the office, **Dial 423-648-6245** then **Enter** your **10-digit phone extension** and follow the prompts.
- After three failed attempts to access your mailbox you will be locked out. Your phone administrator or EPB can reset the PIN to unlock your account.
- We can also set up Voicemail to Email where you will be sent an audio file of the message.

TRANSFERRING A CALL

Consultative Transfer

- Press the **Transfer** key.
- Press the **Consult** key which places caller on **Hold**.
- When you hear dial tone, **Dial** your **extension** and press **send**.
- When extension picks up, tell them who is calling.
- When extension is ready to accept the call, **Press** the **Transfer** key a second time.

Blind Transfer

- Press the **Transfer** key.
- When you hear **Dial** tone, **Dial** your **extension** and press **send**.

CHECKING MISSED, PLACED, AND RECEIVED CALLS

- To check **Missed calls,** press the **down arrow** key on the directional pad.
- To check **Placed calls**, press the **right arrow** on the directional pad.
- To check **Received calls**, press the **left arrow** on the directional pad.

FORWARDING YOUR PHONE

Forwarding Setup
- **Dial *72** followed by the 10-digit forwarding number and you will hear a fast beep.

Removing Forwarding
- To Remove call forwarding, **Dial *73** and you will hear a fast beep.

ANSWERING ANOTHER CALL WHILE ON AN ACTIVE CALL

If a call is in progress and another call is coming in, you will see the screen indicate the new caller and hear a call waiting beep.

- Press the **Answer key** to speak to the new caller. The first caller will be placed on Hold.
- The screen will now show the two callers, the one you are speaking to will be highlighted.
- To go back to the first caller, **highlight the number** using the arrow key and press **Resume**. The other caller would now be placed on Hold.

SET UP A 3-WAY CONFERENCE CALL

- When a call is in progress, press the **More** soft key and then press the **Conference** button
- **Dial** the **extension** or 10-digit number you wish to conference.
- Speak to the person and see if they are available to join first. Then press the **More** soft key and then the Conference key again to start a 3-way call.

USING CALL PARK

Call Park allows you to place a call, on hold that can be retrieved from any other phone that shares those same Park keys.

- While on an active call, press a **Park** key that is not in use (if Park is not visible press the home key). The call will be parked and the Park key will blink indicating it is in use.
- **Dial** the **extension** of the recipient and tell them they have a call on **Park**.

INTERCOM

- Press the **Intercom/ICOM** soft key.
- **Dial the extension** of the party you'd like to Intercom. (Note: there will be a warning tone/ announcement when active, and both parties will be able to talk back and forth without lifting the handset.)

WEB PORTAL

Enables you to manage your phone system via a secure, online portal.

- Go to **Phone.epbfi.com.**
- Enter your **direct dial number** and your **voicemail PIN.**
- **From here you can** update phone buttons, manage the forwarding function, check voicemail messages, set up voicemail-to-email, see your last 10 calls, block numbers, set up speed dials, add short codes and make calls using the Make-A-Call button.