Polycom 250 IP Phone
Quick Reference Guide

Make a call
1. Do one of the following:
   - Start typing a phone number.
   - Select New Call.
   - Press a line key.
   - Pick up the handset, press "," or press ".".
2. Enter a number or select a recent contact.
3. Select Dial.

Call a Contact from a Directory
On VVX business IP phones, you can place a call to a contact directly from your directory or you can select contacts in your directory to call from the New Call screen.
1. Do one of the following:
   - Select Directories.
   - Navigate to New Call > Directory.
2. Choose a directory.
3. From your directory, select or search for a contact.
4. Select the contact's phone number.
5. If the call is not placed automatically, select Dial.

Answer a call
1. Do one of the following:
   - Pick up the handset.
   - Press 🔊 or select Answer.
   - Press 👤 .
2. After you answer the incoming call, the call becomes active.

Put a call on hold
During an active call, select Hold. If you're in the Calls screen, select the call first. A hold icon is displayed on the line of the held call, and a red LED light flashes on the line key for all phones except VVX 150 phones.

Resume a Call
You can view and resume all held calls on the phone.
1. Do one of the following:
   - Select Resume.
   - From the Calls screen, select the call and select Resume.

1. VM Message Waiting
2. Phone Display
3. Programmable Keys
4. Softkeys
5. Navigation
6. Call Log
7. Contacts
8. Recents
9. Message
10. Headset
11. Speaker
12. Volume
13. Mute
14. Hold
15. Conference
16. Transfer
17. Drop
18. Redial