

Unison Poly 311/250/450

User Guide



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01

Poly 311 Diagram



02

Poly 250 Diagram



03

Poly 450 Diagram



04 Answering Calls

- › If you are not on a call you can; Pick up the handset, press  or  , or press the  softkey
- › If you are on a call, press the  softkey, the other call will automatically go on hold

05 Making Calls

- › If you are not on a call you can; Pick up the handset, press  or  or select 
- › To place the call press the  softkey

06 End Calls

- › When on an active call you can pick up the handset, press  or  or press the  softkey
- › **Any call that is on hold will first need to be resumed and then ended as per above.



07 Hold Call

- › When on an active call press the hold button on the phone or the **Hold** softkey
- › To resume the call press the hold button on the phone or the **Hold** softkey

08 Pull Call

- › When not on a call OR when a current call is on hold, press the **Pull** softkey or dial ***11**
- › The call will be pulled to the phone.

09 Transfer Call

- › When on an active call press the  or press the **Transfer** softkey
- › Enter the number to transfer to in the dialer screen (if you are entering a 4 digit extension you will need to press the **Send** softkey)
 - › Press the **Transfer** softkey immediately to blind transfer
 - › Press the **Transfer** softkey once the line is picked up to complete a warm transfer



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Retrieving Voicemail

- › You will know you have a voicemail as the voicemail indicator (upper right corner) will blink when the phone is not ringing. You will also get the number of voicemails in your VM box on the lower right corner of your screen.
- › VVX250: There is no dedicated voicemail button on this phone model. To access your voicemail box, please dial ***98**
- › VVX405: To access your VM press the  button OR dial ***98**
- › VVX311: To access your VM press the  button OR dial ***98**

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Conference Calls

- › When on an active call press the  button on the phone or the  softkey
- › Press the  softkey (you may need to press the  softkey if you do not see it)
- › Dial the number of the person you want to join the conference. Once the other caller has answered, press the  softkey
- › Repeat the process to add more people to the conference... up to five additional
- › If you have calls on hold or that come in and would like to join them into the conference use the **Navigation keys**  to highlight the call and press the  softkey



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Call Logs and Directories

View Received/Missed/Placed Calls

- › From the home screen, using the  navigation buttons do the following to access call lists
 - › Down Key - Missed Calls
 - › Left Key - Received Calls
 - › Right Key - Placed Calls
- › You can dial from the call log by selecting the entry using the navigation pad and pressing the **Dial** softkey
- › You can view information about the call (Date, Time, Call Duration, Name) by pressing the **Info** softkey
- › Add the number and name to your local contacts by pressing the **Save** softkey
- › You can sort the list by pressing the **Sort** softkey (Ascending/Descending, Name/Time)
- › You can change the type of call displayed (All Calls, Missed, Received and Outgoing) by pressing the **Type** softkey



Contact Directory

The Contact Directory are contacts that are stored in your phones memory and backed up to our servers. This directory IS NOT shared with your Unison Softphone

Please note that if we need to reinitialize your account due to technical issues your local contacts will be lost

Access the Contact Directory

From the home screen, using the  navigation buttons select **Directories**, than **Contact Directory**

In Contact Directory you can

- › Search for Contacts
- › View information about a contact by pressing the **Info** softkey
- › While viewing the contact you can delete or edit the contact by pressing the **Edit** or **Delete** softkeys
- › You can dial from the directory by selecting the entry using the navigation pad and pressing the **Dial** softkey
- › Add a new contact by pressing the **Add** softkey pressing **Save** when done. You can put the following into a contact
 - › First and Last Name
 - › Phone or Contact Number
 - › Email
 - › Job Title
 - › Speed Dial or Favorite Index
 - › Label if you don't want to use First and Last Name for speeddials
 - › Assign a unique ring
 - › Auto Reject the call
 - › Divert it to another number



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Enable/Disable DND

- › Press the **DND** softkey (you may need to press the **More** softkey to see it)
- › You will see your line keys change to 
- › Repeat the process to turn DND off

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Return to the Home Screen

- › From any screen you can press the  button to return to the main/home screen

