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Polycom VVX 201

Polycom VVX 201 2-Line PoE Business Media Phone User Manual

Model: VVX 201 (2200-40450-025)

PRODUCT OVERVIEW

The Polycom VVX 201 is an entry-level two-line IP phone designed for business environments. It features HD sound quality and two 10/100 Ethernet ports, making it a simple yet reliable communication solution.

This phone is ideal for retail settings, call centers, or common areas such as lobbies, hallways, and break rooms, where simple and reliable connectivity is essential. It delivers enterprise-grade sound quality for clear communication.

This particular product is a Certified Refurbished unit, meaning it has been tested and certified to function and appear like new. The refurbishing process includes comprehensive functionality testing, basic cleaning, thorough inspection, and professional repackaging. All relevant accessories are included, and the product comes with a minimum 90-day warranty. It may arrive in a generic box.



Figure 1: Front view of the Polycom VVX 201 Business Media Phone.



Figure 2: Angled view of the Polycom VVX 201, highlighting its desk stand.

SETUP INSTRUCTIONS

Follow these steps to set up your Polycom VVX 201 phone:

1. **Positioning the Phone:** The phone features a multi-positional desk stand, allowing it to stand upright or at a more reclined angle for optimal viewing. It also includes mounting holes on the back for wall-mounting.
2. **Connecting the Handset:** Connect the coiled cord from the handset to the designated port on the phone base. The handset is designed for a comfortable and secure grip.
3. **Power Connection:**
 - **External Power Supply (Not Included):** If using an external power supply, connect it to the power port located on the back of the phone.
 - **Power over Ethernet (PoE):** The phone supports PoE, allowing it to receive power directly through the Ethernet cable from a compatible PoE switch or injector. This eliminates the need for a separate power adapter.
4. **Network Connection:** Connect an Ethernet cable from your network switch or router to the designated network port on the back of the phone. The phone has two Ethernet ports: one for the incoming network connection and another for looping out to a desktop computer, allowing both devices to share a single network drop.
5. **Headset Connection:** If using a headset, plug it into the headset port on the back of the phone.
6. **Cloud-Based Service Integration:** For cloud-based VoIP services, access the phone's menu and enter the required configuration details provided by your service provider. This process is typically straightforward and allows the phone to register with your VoIP service.

OPERATING INSTRUCTIONS

The Polycom VVX 201 is designed for intuitive operation. Key features include:

- **LCD Readout:** The phone features a clear LCD screen that displays call information, menu options, and other relevant data.

- **Keypad:** Use the standard numeric keypad for dialing numbers.
- **Function Keys:** Dedicated buttons are available for common functions such as speakerphone, mute, volume control, and message access. Refer to the on-screen prompts for specific actions.
- **Making Calls:** Lift the handset or press the speakerphone button, then dial the desired number.
- **Receiving Calls:** Lift the handset or press the speakerphone button when the phone rings.
- **Volume Control:** Adjust the call volume using the dedicated volume buttons.

MAINTENANCE

To ensure the longevity and optimal performance of your Polycom VVX 201 phone, follow these general maintenance guidelines:

- **Cleaning:** Regularly wipe the phone's surface, keypad, and LCD screen with a soft, dry, lint-free cloth. For stubborn marks, a slightly damp cloth with mild, non-abrasive cleaner can be used, ensuring no liquid enters openings.
- **Avoid Harsh Chemicals:** Do not use abrasive cleaners, solvents, or aerosol sprays directly on the phone, as these can damage the finish or internal components.
- **Cable Management:** Ensure all cables are neatly organized and not under strain to prevent damage to the ports or cables themselves.
- **Environmental Conditions:** Keep the phone in a dry environment, away from direct sunlight, excessive heat, or extreme cold.

TROUBLESHOOTING

If you encounter issues with your Polycom VVX 201 phone, consider the following general troubleshooting steps:

- **No Power/Display:**
 - Verify that the power adapter is securely plugged into both the phone and a working power outlet.
 - If using PoE, ensure your network switch or injector is providing power and the Ethernet cable is properly connected.
- **No Dial Tone/Cannot Make Calls:**
 - Check the network cable connection to ensure it is secure.
 - Confirm that your cloud-based VoIP service is active and the phone is registered correctly. You may need to re-enter configuration details via the phone's menu.
 - Restart the phone by unplugging and re-plugging the power/Ethernet cable.
- **Poor Sound Quality:**
 - Check the handset or headset connection.
 - Ensure your internet connection is stable and has sufficient bandwidth for VoIP calls.
- **Buttons Unresponsive:**
 - Restart the phone.
 - Ensure the phone is not in a locked mode (if applicable).

For persistent issues, consult your VoIP service provider or the manufacturer's support resources.

SPECIFICATIONS


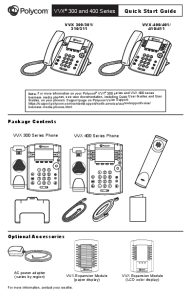
Feature	Detail
Product Dimensions	9 x 4 x 10 inches
Item Weight	2.35 pounds
ASIN	B07GVRTYMP
Brand	Polycom
Color	Black
Telephone Type	Corded
Material	Plastic, Resin
Power Source	Corded Electric, Power over Ethernet (PoE)
Dialer Type	Single Keypad
Answering System Type	Digital
Compatible Devices	Hosted or premise-based environments, devices with AC power and wired connectivity
Conference Call Capability	2 way

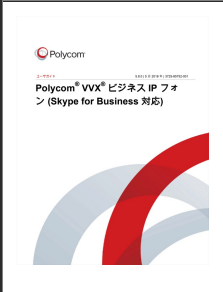
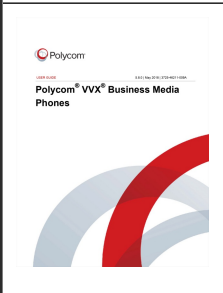
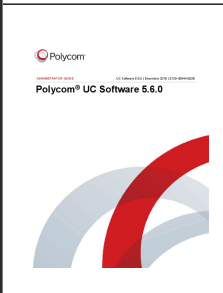
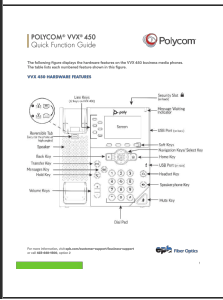
WARRANTY AND SUPPORT

This Certified Refurbished Polycom VVX 201 phone comes with **aminimum 90-day warranty** from the date of purchase. This warranty covers functionality and ensures the product performs like new.

For any support inquiries, technical assistance, or warranty claims, please contact the seller from whom you purchased this renewed product. You may also refer to the official Polycom support website for general product documentation and resources.

Related Documents - VVX 201

	<p>Polycom VVX Business Media Phone Quick Reference Guide</p> <p>A quick reference guide for Polycom VVX 101, 201, 300, 301, 310, 311, 400, 401, 410, and 411 business media phones, detailing common call handling, transfer, conference, and voicemail functions.</p>
	<p>Polycom VVX 300 & 400 Series Business Media Phones Quick Start Guide</p> <p>A quick start guide for Polycom VVX 300 and 400 series business media phones, covering package contents, features, connections, and safety information.</p>

	<p>Polycom VVX IP (Skype for Business)</p> <p>Polycom VVX IP (Skype for Business)</p>
	<p>Polycom VVX Business Media Phones User Guide</p> <p>Comprehensive user guide for Polycom VVX Business Media Phones, covering setup, operation, features, and troubleshooting.</p>
	<p>Polycom UC Software 5.6.0 Administrator Guide</p> <p>This administrator guide provides comprehensive instructions for installing, provisioning, configuring, and managing Polycom phones and UC Software version 5.6.0. It covers network settings, audio and video features, security, and troubleshooting for various Polycom VVX business media phones and related hardware.</p>
	<p>POLYCOM VVX 450 Quick Function Guide: Setup, Features, and Operation</p> <p>Learn how to use your POLYCOM VVX 450 business media phone. This guide covers hardware features, voicemail setup and management, call transferring, call forwarding, conference calls, intercom, and the web portal. Provided by EPB.</p>