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Poly VVX 250

Polycom VVX 250 IP Desk Phone User Manual

Model: VVX 250 | Brand: Poly

PRODUCT OVERVIEW

The Polycom VVX 250 is a four-line, basic IP desk phone featuring a color display, designed for clear and efficient communication.

Key Features:

- Make more natural and life-like calls with Polycom HD Voice
- 2.8" color display: an engaging experience offering visual information at a glance
- Two Gigabit Ethernet ports offer cost savings and performance benefits
- USB port enables users to move data around more quickly
- Integrates with more than 60 industry leading call control platforms



Front view of the Polycom VVX 250 IP Desk Phone, showcasing its handset, keypad, and color display.

SETUP GUIDE

Follow these steps to set up your Polycom VVX 250 IP Desk Phone.

Package Contents:

- Polycom VVX 250 IP Desk Phone unit
- Handset and coiled cord
- Ethernet cable
- Desk stand
- (Note: Power adapter may be sold separately depending on model/region.)

Physical Connections:

1. **Connect the Handset:** Plug one end of the coiled cord into the handset and the other end into the handset port on the phone base.
2. **Connect to Network:** Connect an Ethernet cable from your network switch or router to the LAN port

(marked with a network icon) on the back of the phone.

3. **Connect Power:** If not using Power over Ethernet (PoE), connect the power adapter (if included) to the power port on the back of the phone and plug it into a power outlet.
4. **Connect to PC (Optional):** If you wish to connect a computer through the phone, connect an Ethernet cable from your computer to the PC port (marked with a computer icon) on the back of the phone.
5. **Connect Headset (Optional):** Plug your compatible headset into the headset port (marked with a headset icon) on the back of the phone.



Close-up view of the back of the Polycom VVX 250 IP Desk Phone, showing the Ethernet (LAN and PC), power, and headset ports.

Initial Boot-up:

Once connected, the phone will power on and begin its boot-up sequence. This may take a few minutes. The display will show the Polycom logo and then proceed to load its firmware and configuration.

If your network supports automatic provisioning, the phone will automatically configure itself. Otherwise, you may need to manually enter network settings or contact your VoIP service provider for assistance.

OPERATING INSTRUCTIONS

Making a Call:

1. Pick up the handset, press the Speakerphone button, or press a line key.
2. Dial the desired number using the keypad.
3. Press the Dial soft key or wait for the call to connect automatically.

Answering a Call:

When the phone rings, pick up the handset, press the Speakerphone button, or press the flashing line key.

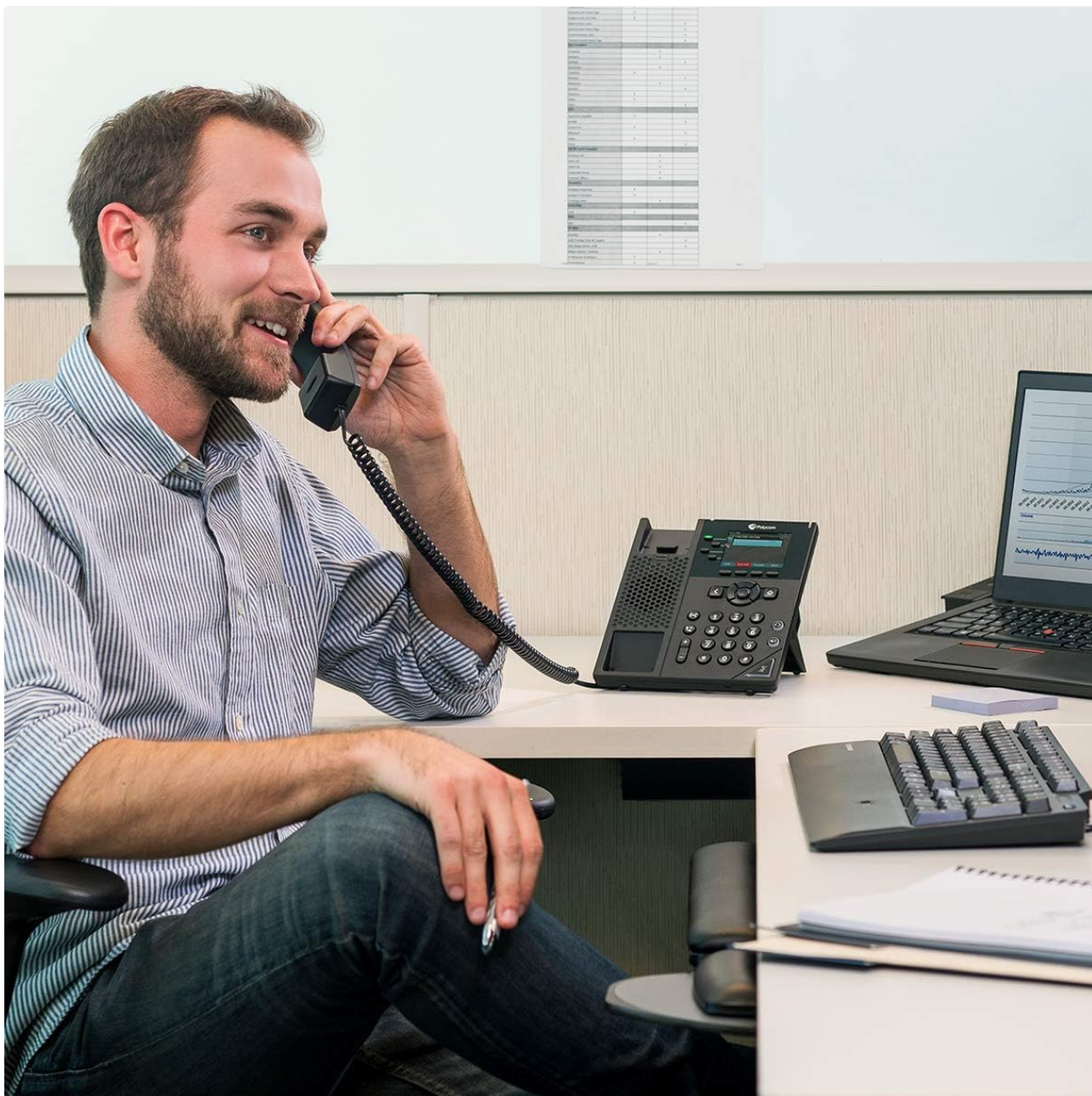
Using the Display and Menu:

The 2.8-inch color display provides access to various phone functions and settings.

- Use the **Navigation Cluster** (up, down, left, right arrows, and Select button) to browse through menus and options.
- Press the **Home** button to return to the main menu or idle screen.
- **Soft Keys:** The buttons directly below the display change their function based on the current screen or activity.

Common Functions:

- **Hold:** Press the Hold button during an active call to place it on hold. Press again to resume.
- **Transfer:** During an active call, press the Transfer button, dial the new number, and then press Transfer again to complete.
- **Mute:** Press the Mute button to mute your microphone during a call. Press again to unmute.
- **Speakerphone:** Press the Speakerphone button to toggle speakerphone mode on or off.
- **Headset:** Press the Headset button to switch audio to a connected headset.
- **Volume Control:** Use the + and - buttons below the keypad to adjust handset, headset, or speakerphone volume.



A person is shown using the Polycom VVX 250 IP Desk Phone at a desk, demonstrating its use in a typical office environment.

Accessing Menus:

From the idle screen, press the **Home** button to access the main menu. Options typically include:

- New Call
- Messages (Voicemail)
- Directories (Contact lists)
- DND (Do Not Disturb)
- Settings (Phone configuration)
- Applications (if configured)

An official video demonstrating the key features of the Polycom VVX 250, including HD audio, 2.8-inch color LCD screen, and 4 line keys.

MAINTENANCE

To ensure optimal performance and longevity of your Polycom VVX 250 IP Desk Phone, follow these maintenance guidelines:

- **Cleaning:** Use a soft, dry, lint-free cloth to clean the phone's surface and display. Avoid abrasive cleaners, solvents, or aerosol sprays.
- **Dust Removal:** Regularly dust the keypad and speaker grilles to prevent accumulation that could affect performance.
- **Cable Management:** Ensure all cables are securely connected and not under strain. Avoid sharp bends or kinks in the cords.
- **Environmental Conditions:** Operate the phone within recommended temperature and humidity ranges. Avoid direct sunlight, excessive heat, or moisture.
- **Software Updates:** Periodically check with your service provider for available firmware updates to ensure your phone has the latest features and security enhancements.

TROUBLESHOOTING

This section provides solutions to common issues you might encounter with your Polycom VVX 250 IP Desk Phone.

No Dial Tone/Cannot Make Calls:

- **Check Network Connection:** Ensure the Ethernet cable is securely plugged into both the phone's LAN port and the network jack/router.
- **Power Cycle:** Unplug the phone's power adapter (or Ethernet cable if using PoE), wait 10 seconds, then plug it back in.
- **Verify Network Status:** Check if other devices on your network are functioning correctly.
- **Contact Service Provider:** If the issue persists, your VoIP service may be down or require re-provisioning.

Poor Audio Quality:

- **Adjust Volume:** Use the volume buttons on the phone to increase or decrease the call volume.
- **Check Handset/Headset Connection:** Ensure the handset or headset cord is securely connected.
- **Network Congestion:** High network traffic can affect call quality. Try reducing network usage or contact your IT administrator.
- **HD Voice:** Ensure both parties are using HD Voice compatible devices and network for optimal clarity.

Display Not Working:

- **Check Power:** Ensure the phone is receiving power.
- **Power Cycle:** Perform a power cycle as described above.
- **Brightness Settings:** Navigate to Settings > Basic > Display > Backlight Intensity to adjust brightness.

Phone Not Registering:

- **Network Connectivity:** Confirm the phone has an active network connection.
- **Configuration:** Verify that the phone's configuration settings (SIP server, user credentials) are correct. This usually requires IT or service provider assistance.

- **Firmware:** Outdated firmware can sometimes cause registration issues.

SPECIFICATIONS

Feature	Detail
Product Dimensions	9.5 x 10 x 2.2 inches
Item Weight	1.9 pounds
Item Model Number	VVX 250
Display	2.8" Color LCD
Lines Supported	4
Ethernet Ports	2 x Gigabit Ethernet
USB Port	1 x USB 2.0
HD Voice	Yes
Power Source	Corded Electric (PoE capable)
Material	Plastic
Color	Black
Manufacturer	Poly
Date First Available	July 26, 2018

WHAT'S IN THE BOX

The standard package for the Polycom VVX 250 IP Desk Phone typically includes:

- Polycom VVX 250 IP Desk Phone Unit
- Handset
- Handset Cord
- Network Cable (Ethernet)
- Desk Stand
- Quick Start Guide

Note: Power adapter may be sold separately depending on the specific product variant or region.

WARRANTY AND SUPPORT

Warranty Information:

Poly products typically come with a limited hardware warranty. Please refer to the warranty card included with your product or visit the official Poly website for detailed warranty terms and conditions specific to the VVX 250

model. Retain your proof of purchase for warranty claims.

Technical Support:

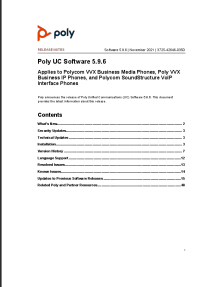
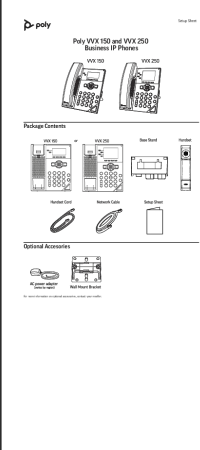

For technical assistance, troubleshooting, or further inquiries, please contact Poly customer support.


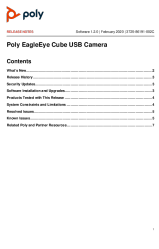
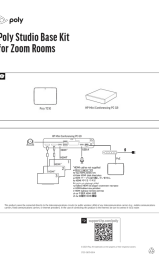
- **Online Support:** Visit the Poly support website for FAQs, knowledge base articles, and software downloads.
- **Phone Support:** Contact your regional Poly support hotline.
- **Service Provider:** If your phone was provided by a VoIP service provider, they may be your primary point of contact for support and configuration.

Always provide your product model (V VX 250) and serial number when contacting support for faster service.

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Related Documents - V VX 250

	<p>Poly UC Software 5.9.6 Release Notes and Updates</p> <p>Detailed release notes for Poly UC Software version 5.9.6, covering new features, parameter updates, installation guidance, and resolved/known issues for Polycom V VX business media phones and SoundStructure VoIP interface phones.</p>
	<p>Poly V VX 150 and V VX 250 Business IP Phones Setup Sheet</p> <p>Setup guide and regulatory information for Poly V VX 150 and V VX 250 Business IP Phones, covering package contents, features, connections, and safety compliance.</p>
	<p>Polycom V VX Business Media Phone Icons and Status Indicators Guide</p> <p>A comprehensive guide detailing the icons and status indicators for Polycom V VX business media phones, including models V VX 101, 201, 300, 400, 500, 600, and 1500, to help users understand phone status during calls and idle states.</p>

	<p>Poly Trio UC Software 7.2.0 Release Notes</p> <p>Official release notes for Poly Trio Unified Communications (UC) Software version 7.2.0. This document details new features, supported products, installation procedures, resolved issues, and interoperability for Poly Trio 8300, 8500, and 8800 systems, including updates on web proxy authentication, STIR/SHAKEN, and Microsoft Teams integration.</p>
	<p>Poly EagleEye Cube USB Camera Release Notes v1.2.0</p> <p>Release notes for the Poly EagleEye Cube USB Camera software version 1.2.0, detailing new features, bug fixes, compatibility information, and known issues.</p>
	<p>Poly Studio Base Kit for Zoom Rooms</p> <p>Quick start guide for the Poly Studio Base Kit, a solution for Zoom Rooms, detailing component connections and setup.</p>