



# New Polycom VVX Series (VVX 150, 250, 350, 450) FAQ

## Frequently Asked Questions – for Polycom Partners and Customers

### The Overall Solution

#### **Q: What is the new Polycom VVX Series?**

A: The new Polycom VVX Series are a family of *Open SIP* desktop phones offering the industry's best price to value, legendary audio and easiest deployment options in the market.

#### **Q: What are some of the key features of the New Polycom VVX Series?**

A: VVX 150 Business IP Business phone features:

- 2.5" 132 x 64 Monochrome backlit display
- 2 line keys
- 4 soft keys
- In-call keys: Call transfer, and Hold
- Wideband Audio
- 2x 10/100 Ethernet ports

A: The Polycom VVX 250 Business IP phone features:

- 2.8" color LCD screen (320x 240 pixel resolution)
- 4 line keys
- 4 soft keys
- In-call keys: Call transfer and Hold
- Illuminated audio keys
- HD audio
- 1 USB port
- 2x Gig-E ports

A: The Polycom VVX 350 Business IP phone features:

- 3.5" color LCD (320x 240 pixel resolution)
- 6 line keys
- 4 soft keys
- In-call keys: Call transfer, Hold & Voice Mail
- Illuminated audio keys
- 2 USB ports (rear and side)
- HD Audio
- 2x Gig-E Ports

A: The Polycom VVX 450 Business IP phone features:

- 4.3” color LCD (480x272 pixel resolution)
- 12 line keys
- 4 soft keys
- In-call keys: Call transfer, Hold & Voice Mail
- Illuminated audio keys
- 2 USB ports (rear and side)
- HD Audio
- 2x Gig-E

**Q: Why you should choose the tNew Polycom VVX Series – unique differentiators of Polycom?**

A:

- Modern ergonomic design with intelligent user interface to speed the learning curve and simplify training
- Loaded with sophisticated features that are traditionally found only on high-end desktop phones including:
  - Large color display at low end
  - HD voice and Acoustic fence
  - Gigabit ethernet
  - Multiple USB ports for expandability (e.g., call recording, cell phone charging, WiFi)

**Q: What software will the new Polycom VVX Series support?**

A: The New Polycom VVX Series will support UCS 5.8.x or later.

**Q: How do I find the firmware version of the New Polycom VVX Series?**

A: From the Home view, select Settings.

Press 4. Status.

Press 1. Platform.

Press 2. Application.

Press 1. Main. Your firmware version will be displayed.

**Q: Do the new VVX phones ship standard with a power supply?**

A: The New Polycom VVX Series ships PoE as a standard. If you would like to order a PSU it is considered an accessory and part number information can be found in the Polycom Price List.

**Q: What is Polycom HD Voice™?**

A: Polycom HD Voice delivers much clearer, more vibrant and life-like conversations than the traditional phone technology. It combines wideband codecs with our patented Acoustic Clarity Technology into a complete, integrated design to maximize the audio performance of the VVX phone. You can learn more at [www.polycom.com/hdvoice](http://www.polycom.com/hdvoice)

**Q: What is Polycom Acoustic Fence & How does Acoustic Fence work?**

A: Polycom Acoustic Fence is available on the New Polycom VVX Series phones. The technology makes sure that callers only hear you and other participants' voices—not background noises like people in the hallway or nearby coworkers. Acoustic Fence creates a boundary around your meeting's participants.

**Q: Do they support the VVX D60 DECT Wireless Handset?**

A: Yes. All models support the DECT D60 wireless handset except the VVX 150.

**Q: What optional accessories can I purchase with my New Polycom VVX Series?**

1 common wall plug-in PSU for all 4 models

- Fixed blade for North America
- Other regions will have selectable blade attachments
- Expansion modules: The VVX 450

Wall-mount brackets

- Separate accessories for each model.
- Will mount on telephone wall jack plates/junction boxes

**Q: Do these phone support a VVX Camera or the new EE Mini camera?**

A: The VVX 150, 250 , 350 and 450 do not support cameras. They are not business media phones, therefore they do not support the EagleEye Mini Camera.

**Q: What is the standard warranty and software upgrade terms?**

A: The New Polycom VVX Series has a one year hardware warranty this includes a one year of return-to-factory hardware support. Enhanced service packages are also available at the time of purchase. Partners are encouraged to renew or upgrade their service package at the end of the warranty period, if not before. To ensure timely notice of the availability of new software updates and upgrades, customers should register all products through [Polycom Connect for Partners](#).

**Q: Will it support WIFI?**

A: The VVX 350 and 450 will support the Obihai USB WiFi dongle in a soon to be available UC Software release. Bluetooth dongle support is planned for a future release of UC Software. Please remember that if connecting your VVX to your network via WIFI, you are probably not powering the phone with POE, so don't forget to order universal power supplies for these VVX phones. Power supply order codes vary by country. You can find them in the price list in the Price List in the section "VVX System Accessories".

**Q: Is the Polycom UC Software the same between the VVX xx0 and New Polycom VVX x50 Series ?**

A: Yes.

**Q: Which call control platforms do these devices work with?**

A: <http://www.polycom.com/voice-conferencing-solutions/find-a-polycom-voice-service-provider.html>