

Polycom VVX 450 Star Code Guide

Step-by-step button instructions for each feature code

Phone Layout & Button Map



Simplified diagram; exact key shapes and positions may differ slightly by model revision.

The Buttons You'll Use

Button	Where it is / what it does
Handset	Lift it to get dial tone.
Speakerphone key	Bottom-right of the keypad (speaker icon). Gets dial tone hands-free.
New Call softkey	On-screen button under the display. Opens a dial screen.
Send softkey	Dials the digits you entered right away.
Transfer softkey	Appears during a call. Holds the caller and opens a dial screen.
Blind softkey	Appears after pressing Transfer. Sends the call without waiting.
Hold / Resume	Hold key (below the screen) or softkey. Puts the caller on hold / brings them back.
End Call softkey	Hangs up (same as putting the handset down).
More softkey	Shows extra softkeys when they don't all fit on screen.

Two ways to use a star code: (1) **From an idle phone:** get dial tone, dial the code, press Send. (2) **During a call:** recording codes are typed straight on the keypad; transfer codes are dialed after pressing Transfer. In the examples, replace the sample numbers with the real number or extension.

Voicemail

Code	What it does	How to use it on the VVX 450
*61	To Voicemail – Unauthenticated	1. Lift the handset, press the Speakerphone key, or press the New Call softkey. 2. Dial *61. 3. Press the Send softkey (or wait a few seconds for it to dial). 4. Follow the voicemail prompts.
*62	To Voicemail – Password Only	1. Lift the handset, press the Speakerphone key, or press the New Call softkey. 2. Dial *62. 3. Press the Send softkey (or wait a few seconds for it to dial). 4. When asked, enter your voicemail password and press #. Follow the prompts.
* from outside	Pickup voicemail – phone in and dial your extension (if applicable) (you will be asked for your VM password)	1. From any outside phone, call your own phone number. 2. When the greeting starts, press *. 3. If asked, enter your extension number. 4. Enter your voicemail password and press #, then follow the prompts.

Call Forwarding

Forwarding can only go to a phone/device or an outside number. To forward to a user such as an Auto-Attendant, use the portal.

Code	What it does	How to use it on the VVX 450
*72<10 or 11 digit number>	Set Forward Destination (This feature will only forward to Device or External Number, forwarding to a user such as an Auto-Attendant must be done in the portal)	1. Lift the handset, press the Speakerphone key, or press the New Call softkey. 2. Dial *72 followed by the number, e.g. *725551234567. 3. Press the Send softkey (or wait a few seconds for it to dial). 4. Listen for the confirmation, then press End Call or hang up.
*73	DeActivate Forward	1. Lift the handset, press the Speakerphone key, or press the New Call softkey. 2. Dial *73. 3. Press the Send softkey (or wait a few seconds for it to dial). 4. Listen for the confirmation, then press End Call or hang up.
*90	Activate Forward Busy (This feature will only forward to Device or External Number, forwarding to a user such as an Auto-Attendant must be done in the portal)	1. Lift the handset, press the Speakerphone key, or press the New Call softkey. 2. Dial *90 (followed by the forward number if your system asks for one, e.g. *905551234567). 3. Press the Send softkey (or wait a few seconds for it to dial). 4. Listen for the confirmation, then press End Call or hang up.
*91	DeActivate Forward Busy	1. Lift the handset, press the Speakerphone key, or press the New Call softkey. 2. Dial *91. 3. Press the Send softkey (or wait a few seconds for it to dial). 4. Listen for the confirmation, then press End Call or hang up.
*92	Activate Forward No Answer (This feature will only forward to Device or External Number, forwarding to a user such as an Auto-Attendant must be done in the portal)	1. Lift the handset, press the Speakerphone key, or press the New Call softkey. 2. Dial *92 (followed by the forward number if your system asks for one, e.g. *925551234567). 3. Press the Send softkey (or wait a few seconds for it to dial). 4. Listen for the confirmation, then press End Call or hang up.
*93	DeActivate Forward No Answer	1. Lift the handset, press the Speakerphone key, or press the New Call softkey. 2. Dial *93. 3. Press the Send softkey (or wait a few seconds for it to dial). 4. Listen for the confirmation, then press End Call or hang up.

Night Mode & Do Not Disturb

Night Mode must be set up by your administrator before *74 will work. Tip: the VVX 450 also has its own **DND** softkey/button on the Home screen; the star codes control DND on the phone system itself.

Code	What it does	How to use it on the VVX 450
*74	Activate Night Mode (Requires Setup)	1. Lift the handset, press the Speakerphone key, or press the New Call softkey. 2. Dial *74. 3. Press the Send softkey (or wait a few seconds for it to dial). 4. Listen for the confirmation, then press End Call or hang up.
*75	DeActivate Night Mode	1. Lift the handset, press the Speakerphone key, or press the New Call softkey. 2. Dial *75. 3. Press the Send softkey (or wait a few seconds for it to dial). 4. Listen for the confirmation, then press End Call or hang up.
*78	Activate Do Not Disturb	1. Lift the handset, press the Speakerphone key, or press the New Call softkey. 2. Dial *78. 3. Press the Send softkey (or wait a few seconds for it to dial). 4. Listen for the confirmation, then press End Call or hang up.
*79	DeActivate Do Not Disturb	1. Lift the handset, press the Speakerphone key, or press the New Call softkey. 2. Dial *79. 3. Press the Send softkey (or wait a few seconds for it to dial). 4. Listen for the confirmation, then press End Call or hang up.

Call Recording (during a call)

These codes are pressed on the dial pad **while you are already talking**. Do not press Hold or Transfer first. If your phone shows a **DTMF** or keypad screen, just type the code there.

Code	What it does	How to use it on the VVX 450
*80	Start Call Recording	1. While on an active call, use the dial pad to press *80. 2. No need to press Send or Transfer; the caller stays connected. 3. Recording starts.
*81	Stop Call Recording	1. While on an active call, use the dial pad to press *81. 2. No need to press Send or Transfer; the caller stays connected. 3. Recording stops.
*82	Pause Call Recording for 1 minute or until *83 (Unpause Call Recording), whichever comes first	1. While on an active call, use the dial pad to press *82. 2. No need to press Send or Transfer; the caller stays connected. 3. Recording pauses (for example, while a card number is read out).
*83	Resume Call Recording from a paused state as a result of *82	1. While on an active call, use the dial pad to press *83. 2. No need to press Send or Transfer; the caller stays connected. 3. Recording resumes.

Call Queues (Agents)

Code	What it does	How to use it on the VVX 450
*88	Make Agent Available for all Queues the Agent is a member of (Online)	1. Lift the handset, press the Speakerphone key, or press the New Call softkey. 2. Dial *88. 3. Press the Send softkey (or wait a few seconds for it to dial). 4. Listen for the confirmation, then press End Call or hang up.
*89	Make Agent Unavailable for all Queues the Agent is a member of (Offline)	1. Lift the handset, press the Speakerphone key, or press the New Call softkey. 2. Dial *89. 3. Press the Send softkey (or wait a few seconds for it to dial). 4. Listen for the confirmation, then press End Call or hang up.

Transfer (during a call)

Use these while a caller is on the line. The **Transfer** softkey appears at the bottom of the screen during an active call (press **More** if you don't see it).

Code	What it does	How to use it on the VVX 450
*97{ext}	Transfer to a 4-digit Extension	1. While on the call, press the Transfer softkey. The caller is placed on hold. 2. Press the Blind softkey (to transfer without announcing). 3. Dial *97 + the 4-digit extension, e.g. *971234. 4. Press the Send softkey (or wait a few seconds for it to dial). 5. The call transfers and drops off your phone. (If you did not press Blind, press Transfer again once it connects to finish.)
*98{ext}	Transfer to a 3-digit Extension	1. While on the call, press the Transfer softkey. The caller is placed on hold. 2. Press the Blind softkey (to transfer without announcing). 3. Dial *98 + the 3-digit extension, e.g. *98123. 4. Press the Send softkey (or wait a few seconds for it to dial). 5. The call transfers and drops off your phone. (If you did not press Blind, press Transfer again once it connects to finish.)
*99	Transfer to Self	1. While on the call, press the Transfer softkey. The caller is placed on hold. 2. Press the Blind softkey (to transfer without announcing). 3. Dial *99. 4. Press the Send softkey (or wait a few seconds for it to dial). 5. The call transfers and drops off your phone. (If you did not press Blind, press Transfer again once it connects to finish.)

Conference Calls (3-way)

The VVX 450 hosts a 3-way conference on the phone itself. Softkey names can vary slightly by firmware.

Action	What it does	How to use it on the VVX 450
Add a person	Start a conference from a call you are already on	1. While on the call, press the Conference softkey (press More if you don't see it). The first caller is placed on hold. 2. Dial the next person's number or extension. 3. Press the Send softkey (or wait a few seconds for it to dial). 4. When they answer (you can talk to them privately first), press Conference again. Everyone is now joined.
Join two calls	Merge a held call and an active call into one conference	1. Have one call active and the other on hold. 2. Press the Join softkey (or Conference, then choose the held call). 3. Both calls are joined into one conference.
Manage	Mute or drop one person, or split the conference	1. During the conference, press Manage to pick a person and Far Mute or Remove them. 2. Press Split to separate everyone back into individual held calls. 3. Press Hold to put all parties on hold; press Resume to return.
End	End the conference	1. Press End Call or hang up. This ends the conference for everyone on your phone's conference.

Call Park

Code	What it does	How to use it on the VVX 450
*55{Parking Lot}	Retrieve a call from a Call Park Queue	1. Lift the handset, press the Speakerphone key, or press the New Call softkey. 2. Dial *55 + the parking lot number, e.g. *55701. 3. Press the Send softkey (or wait a few seconds for it to dial). 4. You are connected to the parked caller.

Privacy, Call Return & Off-Net

Code	What it does	How to use it on the VVX 450
*67<10 or 11 digit number>	To Connection w/ Privacy DID 11 Digit	1. Lift the handset, press the Speakerphone key, or press the New Call softkey. 2. Dial *67 + the phone number, e.g. *675551234567. 3. Press the Send softkey (or wait a few seconds for it to dial). 4. The call is placed with your caller ID hidden.
*67{ext}	To User w/ Privacy	1. Lift the handset, press the Speakerphone key, or press the New Call softkey. 2. Dial *67 + the extension, e.g. *671234. 3. Press the Send softkey (or wait a few seconds for it to dial). 4. The extension is called with your caller ID hidden.
*69	Call Return	1. Lift the handset, press the Speakerphone key, or press the New Call softkey. 2. Dial *69. 3. Press the Send softkey (or wait a few seconds for it to dial). 4. Your phone calls back the last person who called you.
*66<10 or 11 digit number>	Route Call Off-Net. This feature will route a call out through a carrier, instead of staying on Network.	1. Lift the handset, press the Speakerphone key, or press the New Call softkey. 2. Dial *66 + the phone number, e.g. *665551234567. 3. Press the Send softkey (or wait a few seconds for it to dial). 4. The call goes out through the carrier.

Quick Reference Card

Code	Description
*55{Parking Lot}	Retrieve a call from a Call Park Queue
*61	To Voicemail – Unauthenticated
*62	To Voicemail – Password Only
*66<10 or 11 digit number>	Route Call Off-Net. This feature will route a call out through a carrier, instead of staying on Network.
*67<10 or 11 digit number>	To Connection w/ Privacy DID 11 Digit
*67{ext}	To User w/ Privacy
*69	Call Return
*72<10 or 11 digit number>	Set Forward Destination (This feature will only forward to Device or External Number, forwarding to a user such as an Auto-Attendant must be done in the portal)
*73	DeActivate Forward
*74	Activate Night Mode (Requires Setup)
*75	DeActivate Night Mode
*78	Activate Do Not Disturb
*79	DeActivate Do Not Disturb
*80	Start Call Recording
*81	Stop Call Recording
*82	Pause Call Recording for 1 minute or until *83 (Unpause Call Recording), whichever comes first
*83	Resume Call Recording from a paused state as a result of *82
*88	Make Agent Available for all Queues the Agent is a member of (Online)
*89	Make Agent Unavailable for all Queues the Agent is a member of (Offline)
*90	Activate Forward Busy (This feature will only forward to Device or External Number, forwarding to a user such as an Auto-Attendant must be done in the portal)
*91	DeActivate Forward Busy
*92	Activate Forward No Answer (This feature will only forward to Device or External Number, forwarding to a user such as an Auto-Attendant must be done in the portal)
*93	DeActivate Forward No Answer
*97{ext}	Transfer to a 4-digit Extension
*98{ext}	Transfer to a 3-digit Extension
*99	Transfer to Self
* from outside	Pickup voicemail – phone in and dial your extension (if applicable) (you will be asked for your VM password)