

# POLYCOM VVX 500 USER GUIDE

## Screen Phone Views

Your phone has four main Views: Home, Calls, Active Call, and Lines view (the default). You can access Home and Lines view at any time. If your phone has one or more calls, you can also access Calls or Active Call view.

## About Calls

Only one call can be active at one time.

You can use the handset, speakerphone, or headset for calls. During a call, you can change modes by picking up the handset, or by pressing **Headset** or **Speakerphone**.

## Placing Calls

Pick up the handset, or press **speakerphone** or **Headset**. Enter the phone number, and tap on Phone Icon.

- **From Lines view:** Tap the **phone Line**, enter the phone number, and tap on the phone icon.
- **From Home view:** Tap **New Call**, enter the phone number, and tap the phone icon.

## Answering Calls

To answer with the speakerphone, press **speakerphone** or tap **Answer**. To answer with the handset, pick up the handset. To answer with a headset, press **Headset**.

To answer a new call while on an active call, tap **Answer**. The current call will be held.

## Ending Calls

- To end an active call, replace the handset, press **speakerphone**, or press **Headset**. Or, tap **End Call**.
- To end a held call, navigate to Calls view and highlight the held call. Tap **Resume**, and tap **End Call**.

## Holding Calls

From Lines, Calls, or Active Call view, tap **Hold**. If you're in Calls view, remember to highlight the call first.

To resume a held call, tap **Resume** from either Lines or Calls view.

## Transferring Calls

From Lines, Calls, or Active Call view, tap **Transfer**, and call the other party. When you hear the ringback sound, or after you talk with the other party, tap **Transfer**.

## Forwarding Calls

- To enable call forwarding, tap **Forward** from Home or Lines view. Tap the forwarding type to enable, type a forwarding number, and tap **Enable**.
- To disable call forwarding, tap **Forward** from Home or Lines view, tap the forwarding type to disable, and tap **Disable**.
- To enable per-call forwarding: As your phone rings, tap **Forward**, enter the forwarding number, and tap **Forward**.



## Feature Buttons

- |   |  |
|---|--|
| <b>1. USB port</b><br>(back of the phone)             | <b>6. Mute</b><br>Prevent sound from phone.      |
| <b>2. Touchscreen</b><br>Lines, Voicemail, Settings   | <b>7. Dialpad</b>                                |
| <b>3. Home / Lines Key</b><br>View the actions screen | <b>8. Speaker</b><br>Start a hands-free call.    |
| <b>4. Headset</b><br>Answer on your headset           | <b>9. Volume Keys</b><br>Control you call volume |
| <b>5. Speakerphone</b><br>Start a hands-free call     | <b>10. Microphone</b><br>For hands-free call.    |

## Placing Conference Calls

Call the first party, and after the call connects, tap **Confrcn**. Then, dial and connect with the second party and tap **Confrcn** again.

From Lines or Calls view, you can:

- Tap Hold to hold all participants.
- Tap End Call to remove yourself from the call, but keep the other participants connected.
- Tap Manage to manage each participant.
- Tap Split to end the conference and hold all participants.

## Viewing Recent Calls

To view your Recent Calls list, tap **Directories** from Home view, and tap **Recent Calls**.

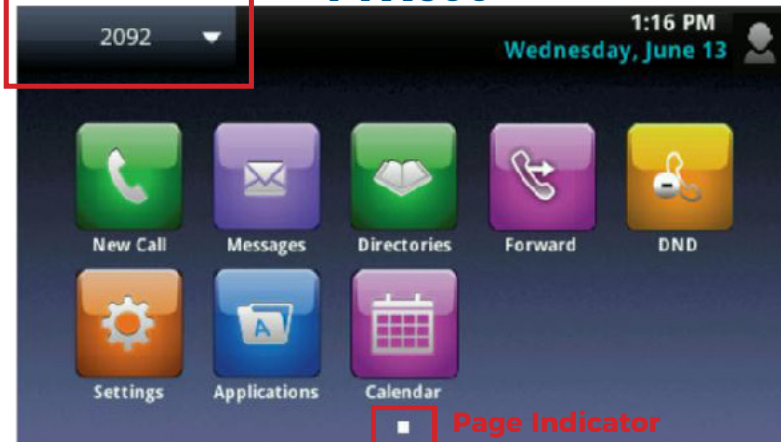
From the Recent Calls list, tap **Up and Down Symbol** to sort and order calls, tap **Filter** to display only certain calls, or tap a call record to call the person.

## VVX 500

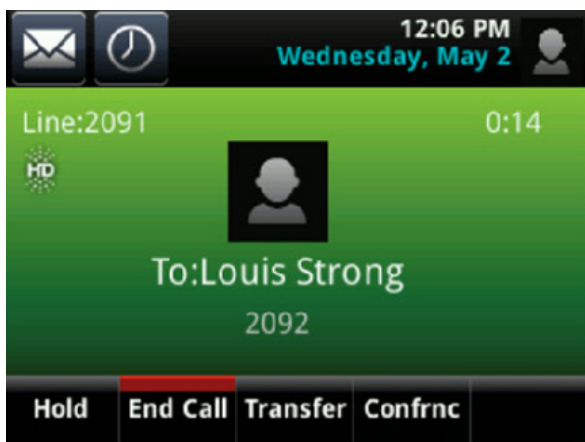


## Phone Extension

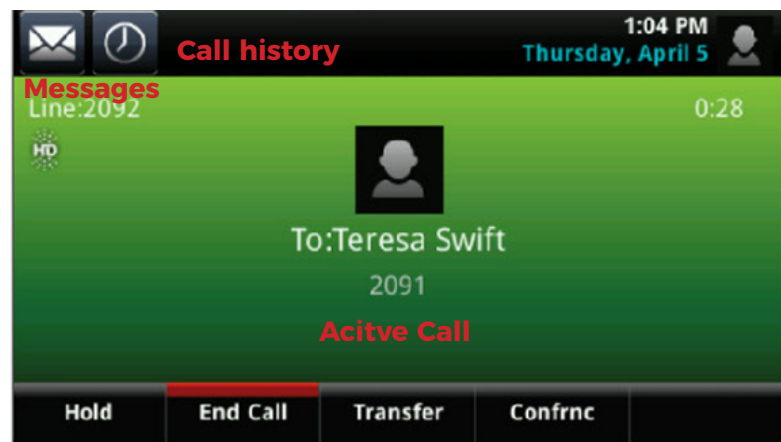
## VVX600



## VVX 500



## VVX600



## Contact Directory

- To view your Directory—Tap **Directories** from Home view, and tap **Contact Directory**.
- To add a contact—Navigate to your **Contact Directory** and tap **Plus Symbol**. Type the contact's information, and tap **Save**. To make a contact a Favorite, enter a
  - Favorite Index number.
- To update contact information—Navigate to your **Contact Directory** and tap the contact. Tap **Pen Symbol**, update the contact's information, and tap **Save**.
- To delete a contact—Navigate to your **Contact Directory** and tap the contact. Tap **Trash Symbol**, and tap **Yes** to confirm.
- To search for a contact—Navigate to your **Contact Directory** and tap **Search**. Enter search criteria, and tap **Search**.
- To dial a contact from your Directory—Navigate to your **Contact Directory** and tap the contact. From the contact's information screen, tap the contact's phone number.

## Listening to Voice Mail

Tap **Messages** from Home view, and tap **Message Center**. Tap **Connect** and follow the prompts.

## Muting the Microphone

During a call, press **Mute Button** so other parties can't hear you. To disable Mute, press **Mute Button** again.

## Using Do Not Disturbed

If you have a service that supports Do Not Disturb, you can enable or disable ringing. To enable or disable ringing, tap **DND** from Home or Lines view. When Do Not Disturb is enabled, the **DND icon**, displays in the status bar.

If you have a **VVX 600**, you can tap **DND icon** to disable DND.

## Adjusting Volume

To change call volume, press + or - **Volume** buttons during a call, to change the ringer volumem.

## Updating Ringtone

To change the incoming call ringtone, tap **Settings** from Home view, and tap **Basic > Ring Type**. Tap the ringtone you want.

To set a ringtone for a contact, navigate to your **Contact Directory** and tap on the the contact. Tap **pencil symbol**, update the contact's Ring Type, and tap **Save**.