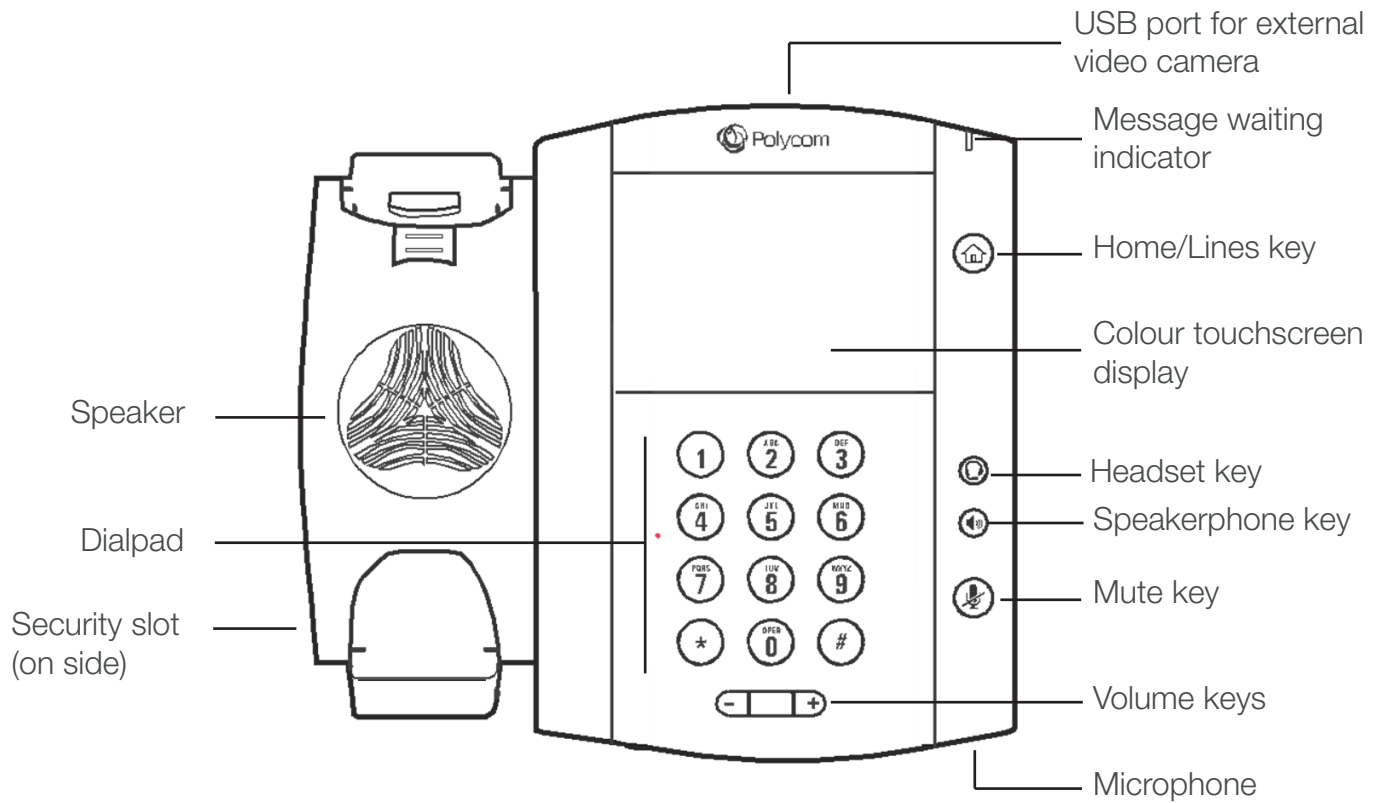


































Polycom VVX 500-600 User Guide




Polycom VVX 500-600 Features

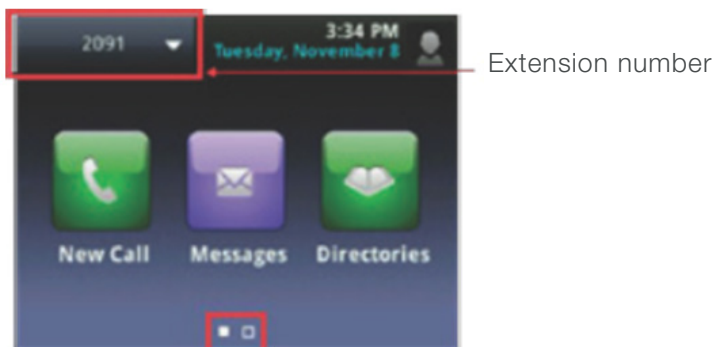


Understanding the Icons

-  Registered line
-  Unregistered line
-  Phone warning
-  Placing a call
-  Active call using Polycom HD Voice
-  Held call
-  Incoming call (in Home view)
-  Incoming call (in Lines view and the Incoming Call window)
-  Active conference
-  USB flash drive attached
-  Recording in progress or paused
-  Placed call (in Recent Calls view)
-  Received call (in Recent Calls view)
-  Missed call (in Recent Calls view)
-  Do Not Disturb enabled
-  Login credentials locked
-  Press to view more or fewer icons in Home view.
-  Status indicators in Lines view. A flashing red bar indicates held calls. A green bar indicates an active call.
-  Tap to see more information
-  Tap to edit
-  Shared line
-  Shared line with a held call
-  Call forwarding (Always) enabled
-  Tap to access Recent Calls
-  Tap to access your Message Center
-  Presence status (Available)
-  Presence status (Busy)
-  Presence status (Away)
-  Presence status (Do Not Disturb)
-  Presence status (Offline)
-  Presence status (No information)
-  Backspace

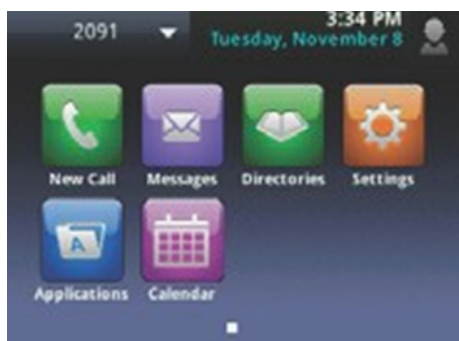
Using the Touchscreen

- ▶ The keys shown on the touchscreen are referred to as Soft Keys. Different soft key options will appear depending on what features you are accessing.
- ▶ Press to select and highlight screen items. To scroll, touch the screen and swipe your finger up, down, right, or left. To go back to previous screen, press Back.
- ▶ Pressing the Home  button at any time will take you to the Home View menu. To select an option, simply press the relevant icon on the touchscreen. This screen will also display your phone extension number, together with the time and date.



Page indicator

- ▶ If you press and hold the page indicator (highlighted above), Home View expands to display additional icons.



Additional icons include:





Settings - Tap Settings to access features and settings to customize your phone

Applications - Tap Applications to access a menu of custom applications. See your administrator for information.

Basic Phone Features

Place a call

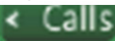
Use any of the following approaches to place a call:

- ▶ Dial the number and lift the handset.
- ▶ Dial the number then press the Speaker button 
- ▶ Dial the number then press the Dial soft key 
- ▶ If you are using a headset, dial the number then press the Headset button 
- ▶ If you have selected a number from a directory, press the Dial soft key 

Answer a call

- ▶ Lift the handset.
- ▶ If you are using a headset, press the Headset button.
- ▶ To use the speakerphone, press the Speaker button.
- ▶ Press the Answer soft key.

Call waiting

- ▶ If you're on a call and a new incoming call arrives, a call waiting tone beeps, and the Incoming Call window displays.
- ▶ To answer the call, press Answer. This will place your active call on Hold.
- ▶ To send the incoming call to Voicemail/Reception (depending on your setup), press Reject.
- ▶ If you don't answer the call within 10 secs, the Incoming Call window disappears. Press  to see active call/s again.

Basic Phone Features

View your current calls

You can access Calls View if your phone has multiple calls in progress, or you have one held call. Scroll to see all your calls.

Call colour indicates status

- ▶ Dark green Active call.
- ▶ Dark blue Incoming and held calls.

Press a call to highlight it. Soft keys will apply to the highlighted call.

End a call

- ▶ Hang up the handset.
- ▶ If you are using a headset, press the Headset button or the End Call soft key.
- ▶ If you are using the speakerphone, press the Speaker button or the End Call soft key.

Basic Phone Features

Place call on hold



To place a call on hold, press the Hold soft key. The hold icon will display on the line key label. Press Hold again or the Resume soft key to retrieve the call.

Mute a call

Press the Mute button.  To disengage mute, press it again.


Note: The Mute symbol will show on the display screen when it is engaged.

Redial a number

To view the most recently dialed numbers press the Call History button  then press Dial soft key  to initiate the call.

Note: You can scroll up and down through the list of recently dialed numbers, then press Dial to initiate the call.

View missed calls

If your phone display says New Missed Call  press the soft key to see the list of missed calls marked with  next to the contact.

Basic Phone Features

Transferring a call

You can transfer calls in two ways:

- ▶ Blind Transfer - Transfer a call to another party without waiting for the other party to answer.
- ▶ Consultative Transfer - Transfer a call to another party after speaking to the other person.

To perform a blind transfer:


- ▶ During a call, press the Transfer soft key. This puts the call on hold.
- ▶ Press the Blind soft key located on top of the screen.
- ▶ Dial the number you want to transfer the call.

To perform a consultative transfer:


- ▶ During a call, press the Transfer soft key. This puts the call on hold.
- ▶ Dial the number to which you want to transfer the call.
- ▶ When the party answers press Transfer to send the original call.
- ▶ If the transfer fails or you need to get the caller back, press the Resume soft key to return to the original call.

Using the Contact Directory



Dial from a directory menu

- ▶ Press Home button  to open the main menu.
- ▶ Press Directories.
- ▶ Press on the contact you wish to dial.
- ▶ Then press on the contact number you wish to dial.


Adding a Favourite Contact

- ▶ Press Home button  to open the main menu.
- ▶ Press Directories.
- ▶ Press the + soft key and enter the details of your contact.
- ▶ Swipe your finger up the screen to scroll to Favourite Index.
- ▶ Add the number you want your contact to appear under, on your Home view.

Adding a contact from Call History


- ▶ In your Call History  navigate to relevant contact and press .
- ▶ Press Save and enter details as per steps in Adding a Favourite Contact.

Update contact information


- ▶ Navigate to your Contact Directory and press the contact.
- ▶ Press  to update the contact's information, then press Save.

Voicemail

Setting up Voicemail

- ▶ Access the voice portal by pressing  on the top right corner of your home screen.
- ▶ Enter the default password: 0000# or 1234#.
- ▶ Change the password to your personal four digit password and then confirm.
- ▶ Record your name.

Customize Greetings

- ▶ Access the voice portal by pressing .
- ▶ Enter your four digit password.
- ▶ Access your mailbox by pressing 1.
- ▶ Then press 2 to change your Busy greeting.
- ▶ Or press 3 to change your No Answer greeting.

Remote Access to your Voicemail

- ▶ Dial your direct number (pre-fix plus extension number).
- ▶ When you hear your mailbox greeting being played press *.
- ▶ Enter your four digit password.
- ▶ Press 1 to access your Voicemail Box.
- ▶ Then press 1 to listen to your messages.
- ▶ Press # to save the message, 7 to delete or 2 to repeat.

Call Forward options

Forward all calls to another number

- ▶ Press the Forward soft key on the bottom of your Home screen.
- ▶ Press 1 (Always).
- ▶ Enter the number you wish to forward all calls to.
- ▶ Press the Enable soft key.

Note: To disable press the Forward soft key again and disable the Always option.

You can also use feature codes by dialling *72 to enable this function and *73 to disable.

Forward unanswered calls to another number

- ▶ Press the Forward soft key on the bottom of your Home screen.
- ▶ Press 2 (No Answer).
- ▶ Enter the number you wish to forward unanswered calls to.
- ▶ Press the Enable soft key.

Note: To disable press the Forward soft key again and disable the No Answer option.

You can also use feature codes by dialling *92 to enable this function and *93 to disable.

Call Forward options

Forward calls, when busy, to another number

- ▶ Press the Forward soft key on the bottom of your Home screen.
- ▶ Press 3 (Busy).
- ▶ Enter the number you wish to forward all calls to.
- ▶ Press the Enable soft key.

Note: To disable press the Forward soft key again and disable the Busy option. You can also use feature codes by dialling *90 to enable and *91 to disable.

Note: If you have previously entered a destination phone number for that call forward type, you do not need to re-enter it each time the call forward option is enabled.

Conference Call

Place a conference call

- ▶ During a call press the Confrnc soft key to open a new line and put the first party on hold.
- ▶ Enter the number of the next party.
- ▶ When the call connects, press Confrnc to join the new party to the call.

Note: The system standard Conference call is limited between you and two other parties making it a 3-way conference call.

Ringer Type or Volume

Adjust the Ringer Volume

Press the + or – Volume buttons  while the handset is in its cradle.

Adjust the Ringer Volume

Press the + or – Volume buttons  while the handset is in its cradle.

