



QUICK USER GUIDE

POLYCOM VVX 500/600



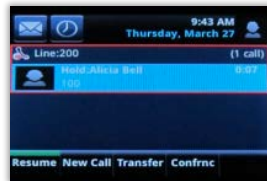
The VVX 500/600 is an easy-to-use, performance business media phone that's designed for today's busy managers and knowledge workers that works in a broad range of Unified Communication environments.

Using the Key Pad



Touchscreen Display Views

Below are some of the common views you'll use on your touchscreen display.



LINE VIEW: Default Display showing your lines and favorites.



HOME VIEW: Access directories, features, settings and applications.



INCOMING CALL VIEW: Accept, reject, or forward a call.

Placing Calls

1. To place a call, first dial the number.
2. Then pick up the handset or press the Speakerphone or Headset key.

Receiving Calls

1. To answer an incoming call, pick up the handset, press the Speakerphone or Headset key, or tap the **Answer** soft key.
2. To answer an incoming call when you're already on an active call, tap the **Answer** soft key on the screen.
 - Your first call will automatically be placed on hold.
 - To retrieve your first call: from the Lines view, tap the call to highlight it, and then tap the **Resume** soft key.

Placing Calls on Hold and Resuming Calls from Hold

1. To put an active call on hold, tap the **Hold** soft key.
2. To resume the call, tap the **Resume** soft key.
3. If you have more than one call on hold, select the call you wish to reconnect with and tap the **Resume** soft key.

Enabling and Disabling "Do Not Disturb"

The "Do Not Disturb" feature is used to send all incoming calls to voicemail.

1. To enable "Do Not Disturb", press the **Home** button. Then tap the **DND** soft key.
2. You will see the "Do Not Disturb" icon by your extension line appearance, indicating that the feature has been enabled.

****Please Note:** once "Do Not Disturb" is enabled, calls cannot be received until you disable the feature.

3. To disable "Do Not Disturb", repeat the previous steps.

Initiating 3-Way Conference Calls

1. To initiate a three-way conference call, while on an active call, tap the **Conference** soft key. The first call will be placed on hold.
2. Dial the second number.
3. When the second party answers, tap the **Conference** soft key again to join the calls together.

Changing Transfer Default Settings

1. To change the default transfer type, press the **Home** button.
2. Select **Settings**.
3. Choose **Basic** then select **Preferences**. Scroll down and select **Default Transfer Type**, then select "**Consultative**" or "**Blind**".

Performing a Blind Transfer

A "Blind" or unannounced transfer takes place when you transfer a call to someone else without announcing the call first.

1. To conduct a blind transfer, while on an active call, press the **Transfer** button or soft key, then select **Blind** soft key.
2. Enter the destination (extension) you wish to transfer the call to.
3. Press the **Dial** soft key. This completes the transfer.

Performing a Consulted Transfer

A "Consulted" or announced transfer is performed when you announce the call to the recipient prior to transferring the call.

1. To conduct a consulted transfer, while on an active call, press the **Transfer** button or soft key and enter the destination (extension) you wish to transfer the call to.
2. Then press the **Dial** soft key.
3. The caller is automatically placed on hold. Once the receiving party answers, announce the call.
4. To complete the transfer, press the **Transfer** button or soft key again.

****Note:** You can perform a blind transfer by holding down the **Transfer** soft key or button, then a popup menu will appear, select **Blind**, then enter the extension to transfer the call.


Performing a Transfer Directly to Voicemail

A direct transfer to voicemail is performed when you wish to transfer a call directly to another user's voicemail.




1. To conduct a direct transfer to voicemail, while on an active call, tap the **Transfer** soft key.
2. Next, enter ***55**, and follow the voice prompts; enter the user's extension followed by the pound # key. You will hear a confirmation message. This completes the transfer to voicemail.

Accessing Call History



You can use the touchscreen to review your call history.

1. From the Lines View, tap the  **Call History** icon. Your call history will be displayed.
2. To dial a number from your history, find the desired number in the list and tap it to automatically place the call.

Adding Contacts to Directory from the Call History List

1. To create a new contact from a call history item, from the Lines View tap the  **Call History** icon.
2. Tap the  info soft key next to the call history item you wish to save and then tap the **Save** soft key to add it to your Directory.
3. To edit the contact's information, tap the field you wish to edit. Then tap the keyboard icon.
4. Enter the information and tap the  checkmark key when complete. Tap the **Save** soft key to save your changes.

Accessing Directories and Adding New Contacts

1. From the Home view, tap **Directories**.
2. Tap the  plus sign to add a new contact. Tap the fields you wish to edit, then tap the  keyboard icon.

***Note: the Contact field is required and must contain the telephone number of the contact.*

3. When finished, tap **Save** to save the contact.


Enabling and Disabling Call Forwarding

1. To enable call forwarding, tap the **Forward** soft key or press the Home button and then select **Forward**. Next, select **Call Forwarding Always**, which will forward all incoming calls to the forward-to destination (i.e. - your cell phone).
2. Enter the phone number to which you wish to forward calls in the contact field, then tap **Enable**. You will see the forwarding indicator next to your extension line's appearance in the Lines view.
3. To disable call forwarding, repeat the steps above. Then tap **Disable**.

***Note: the forward soft key may be removed depending on your package. Dial *72 to turn on Call Forwarding Always, then follow the prompts. Dial *73 to disable Call Forwarding.*

Accessing Voicemail

A blinking red "voicemail message waiting" indicator light notifies you when you have a new voicemail message on your phone. The message count will be displayed near the  message soft key.

1. To check your voicemail messages, pick up the handset then tap the  messages soft key.
2. Enter your voicemail passcode followed by the # pound key. Follow the audio prompts to retrieve your voicemail messages.

***Note: If you forget your voicemail passcode, please contact your system administrator.*