



QUICK USER GUIDE

POLYCOM VVX 500 Series



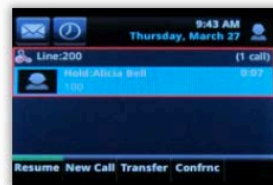
Allied Telecom Support
www.alliedtelecom.net/support
support@alliedtelecom.net
202.349.0440

Using the Key Pad

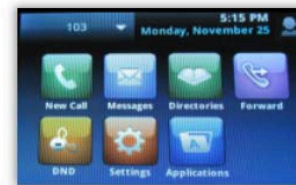


Display Screen Views

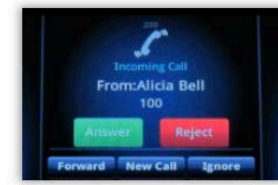
Below are some of the common views you'll use on your display screen.



LINES VIEW: Default display showing your lines and favorites.



HOME VIEW: Access call history, directories, features and settings.



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

Placing Calls

1. To place a call, dial the number, 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, press the **Answer** soft key on the screen.
3. Your first call will automatically be placed on hold.
4. 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" (Send All 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.

Accessing 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 to the desired number in the list and tap it to automatically place the call.

Performing a Consulted (Announced) Transfer

A "consulted" 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.


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. When finished, press **Save** to save the contact. ****Note:** the Contact field is required and must contain the telephone number of the contact.

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.