

Polycom VVX 500 & 600 Business Media Quick Reference Guide

The information in this guide applies to both the Polycom® VVX 500 and Polycom® VVX 6000 Business Media Phones. Note that configurations vary and the screen displays used in this guide may not reflect those on your phone. See your system administrator for more information. For use with Polycom® UC Software 4.1.2 or later.

About the Touchscreen

Tap to select and highlight screen items. To scroll, touch the screen, and swipe your finger up, down, right, or left. To go back to a previous screen, tap **Back**.

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 view.

For **Home** view from any menu, press

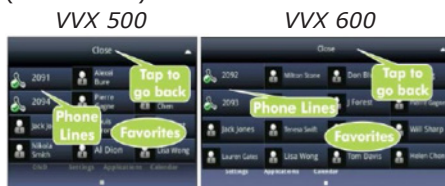
Press to alternate between Home and Lines view

Home View

Home view displays icons you can select to access phone functions. Touch and hold the Page Indicator (shown below) to display more or fewer icons. You can also swipe the screen to display more icons.



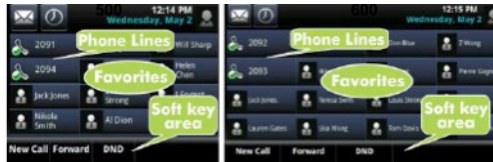
From Home view, tap the phone Line to display your phone Lines and Favorites (shown next). To go back, tap Close (shown next).



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Lines View

Lines view displays phone Lines, Favorites, and soft keys.

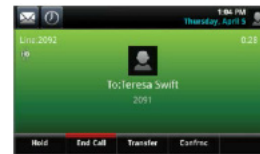


If your phone is idle, you can:

- Tap the phone Line to access the Dialer.
- Swipe to switch between Lines view and the Browser (if enabled on your phone).

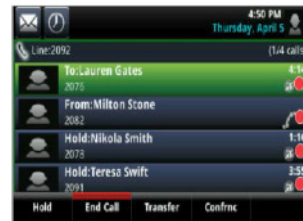
Active Call View

If your phone only has one call - and it's active - you can access Active Call view.



Calls View

If your phone has multiple calls, or one held call, you can access Calls view. Tap a call to highlight it.



Active and highlighted Incoming
Held
Held

Call Color Indicates Status:

- Dark green - Active call
- Dark blue - Incoming and held calls
- Bright green - Active call is highlighted
- Bright blue - Incoming or held call is highlighted

The soft keys control the highlighted call.

Entering Data

Use the onscreen keyboard or the dialpad keys to enter information. To **Backspace**, tap

To use the onscreen keyboard, tap

To type with the dialpad keys, press a dialpad key repeatedly to view the character options and stop to select. To type other characters, tap **Encoding** or **Mode**. When using the dialpad keys, use the 1, *, 0, and # keys.



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 or .

If you navigate away from your call(s), tap to see Active Call or Calls view again.

Placing Calls

Pick up the handset, or press or . Enter the phone number, and tap .

From **Lines** view: Tap the phone Line, enter the phone number, and tap .

From **Home** view: Tap **New Call**, enter the phone number, and tap .

TIMESAVER: Tap a recent call or Favorite, Placing Calls Quickly or tap a contact's phone number in the Contact Directory.

Answering Calls

To answer with the speakerphone, press or tap **Answer**. To answer with the handset, pick up the handset. To answer with a headset, press . To answer a new call while on an active call, press **Answer**. The current call will be held.

Ending Calls

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

Note: About Headsets

Your phone supports wired and wireless headsets, including electronic hookswitch (EHS headsets). VVX 600 phones also support Bluetooth headsets. For connection directions, refer to your headset documentation.

Polycom VVX 500 & 600 Business Media | Quick Reference Guide

Transferring Calls

From Calls view, press **Transfer**, and call the other party. When you hear the ringback tone, 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, enter 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**.

Placing Conference Calls

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

Timesaver: *If you have an active Placing and held call, tap **Join Conference Calls** to set-up a conference.*

Favorites

Favorites are contacts you call most often. Your Favorites list displays all your Favorites. A smaller number of Favorites displays in Lines view.

- **To view your Favorites list** - Tap **New Call** from Home view, and tap **Favorites**.
- **To make a contact a Favorite** - Navigate to your Contact Directory and tap the contact. Tap **Add** to Favorites, and tap **Yes** to confirm.
- **To dial a Favorite** - Tap the Favorite from Home or Lines view, or from your Favorites list.
- **To reorder your Favorites list** - Update the contact's **Favorite Index** number in the Contact Directory.

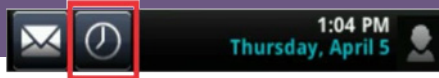
TIP: What Does a Green Star Mean? A star, ★, indicates a Favorite.

Viewing Recent Calls

To view your Recent Calls list, tap **Directories** from Home view, and tap **Recent Calls**. From the Recent Calls list, tap **⌵** to sort and order calls, tap **▼** to display only certain calls, or tap a call record to call the person.

Timesaver: Viewing Recent Calls

Tap **⌵** (shown below) from Lines, Calls, or Active Call view.



Tip: Saving Recent Callers to your Directory From your Recent Calls list, tap **i** next to the call, and tap **Save**. Enter additional information and tap **Save**.

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 press **+**. Enter the contact's information, and press **Save**. To make a contact a Favorite, enter a Favorite Index number.
- **To update contact information** - Navigate to your Contact Directory and select the contact. Tap **✎**, and press **Save**.
- **To delete a contact** - Navigate to your Contact Directory and tap the contact. Tap **🗑️**, 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.



For detailed information on how to use your phone, see the Polycom VVX 500 and 500 Business Media Phone User Guide, available by navigating to your phone's Support page from Polycom Voice Support.

Listening to Voice Mail

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

Muting the Microphone

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

Using Do Not Disturb

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 **🔇** to disable DND.

Adjusting Volume

To change call volume, press **[-][+]** during a call. To change the ringer volume, press **[-][+]** when the phone is idle or ringing.

Updating Ringtones

To change the incoming call ringtone, tap **Settings** from Home view, and tap **Basic > Ring Type**. Tap the ringtone you want. If more than one line is configured, **select the line then select the ringtone you want**.

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