Phone Views

Your phone display has four main Views: Home, Calls, Active Call, and Lines. Home and Lines views are available at all times, while Calls and Active Call views are only available if there are one or more active calls on the phone.

In most cases, the simplest way to alternate between all available views is to press the Home Key. Doing so will not interrupt an active call.

Home view

Home view displays icons you can tap to access phone functions. Touch and hold the Page Indicator (shown next) 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.

Lines view

Lines view displays the phone’s Lines, Favorites (speed dials and monitored extensions), and soft keys. This is the default view.

Active Call view

Active Call view displays when the phone has one active call. It shows all details of the current call.

Calls view

If your phone has multiple calls, or one held call, you can access Calls view. 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.

About the Touchscreen

The VVX500 and 600 are touchscreen phones. Tap or Press an item on the screen to select or highlight it. To scroll through items quickly, touch the screen, and swipe your finger up, down, right, or left.
Enter Data
Use the onscreen keyboard or the dialpad keys to enter information. To backspace, tap \text{x}.
To use the onscreen keyboard, tap \text{kb}.
To type with the dialpad keys, press a key repeatedly to view the character options and stop to select. To type other characters, press \text{Encoding} or \text{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 \text{1} or \text{2}.

Placing Calls
Pick up the handset, or press \text{1} or \text{2}. Enter the phone number, and tap \text{Call}.
From Lines view: Tap the phone Line, enter the phone number, and tap \text{Call}.
From Home view: Tap \text{New Call} Enter the phone number, and tap \text{Call}.

Answering Calls
To answer with the speakerphone, press \text{1} or \text{2} or \text{Answer}.
To answer with the headset, press \text{Answer}.
To answer a new call while on an active call, press \text{Answer}.
The current call will be held.

Ending Calls
To end an active call, replace the handset, press \text{End Call}, or press \text{End Call}.
To end a held call, navigate to Calls view and highlight the held call. Press \text{Resume}, and press \text{End Call}.

Holding Calls
From lines, Calls, or Active Call view, tap \text{Hold}.
If you’re in Calls view, remember to highlight the call first. To resume a held call, tap \text{Resume} from either Lines or Calls view.

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

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

Placing Conference Calls
Call the first party, and after the call connects, tap \text{Conf} again. Then, dial and connect with the second party and tap \text{Conf} again. From Lines or Calls view, you can:
- Tap \text{Hold} to hold all participants.
- Tap \text{End Call} to remove yourself from the call, but keep the other participants connected.
- Tap \text{Manage} to manage each participant.
- Tap \text{Split} to end the conference and hold all participants.

Favorites
Favorites are contacts you call most often. Your Favorites list displays all your Favorites. A smaller number of Favorites displays in Lines view and when you tap the phone line from Home 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 select the contact. Tap Add to Favorites, tap Yes to confirm.
To dial a Favorite—Navigate to your Favorite Home or Lines view, or from your Favorites list.
To reorder your Favorites—Update the contact’s Favorite Index number in the Contact Directory.

Viewing Recent Calls
To view your Recent Calls list, tap Directories from Home view, and tap Recent Calls.
From the Recent Calls list, tap \text{Sort} to sort and order calls, tap \text{Filter} to display only certain calls, or tap a call record to call the person.

Contact Directory
- To view your Directory—Tap Directories from Home view. Tap Contact Directory.
- To add a contact—Navigate to your Contact Directory and tap \text{Add}. Enter the contact’s information, and tap \text{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 \text{Save}, update the contact’s information, and press \text{Save}.
- To delete a contact—Navigate to your Contact Directory and tap the contact. Tap \text{Save}, and tap Yes to confirm.
- To search for a contact—Navigate to your Contact Directory and press Search. Enter search criteria and press 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.