



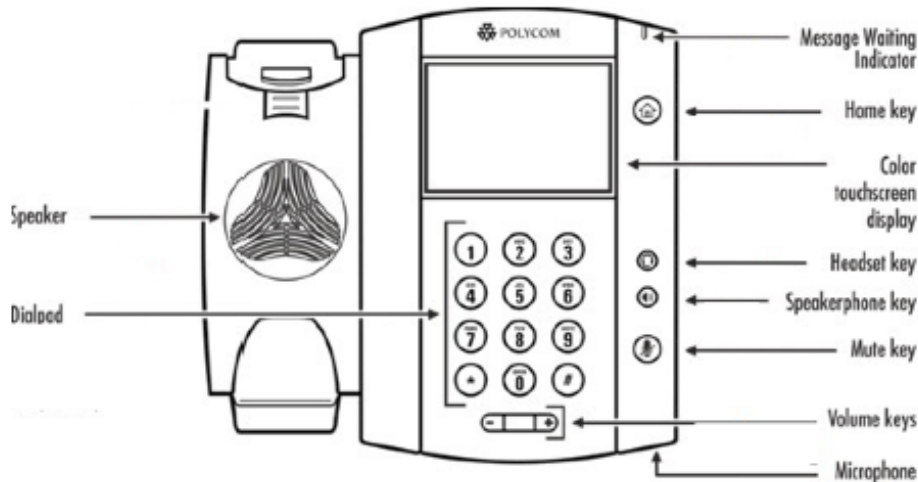
# Polycom VVX 500 & 600 Series

## Quick Reference Guide 5.5.1 firmware or higher

Green Platform



Available features may vary. Particular feature set is based on the original order and the system administrator's requests for each deployment. Please contact your system administrator or Telesystem directly to discuss any additions to the system.



### 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.

### Phone Display

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

Gives easy access icons for popular functions such as voicemail and directory.



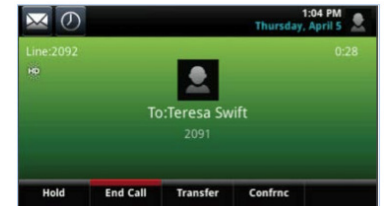
#### Lines view

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



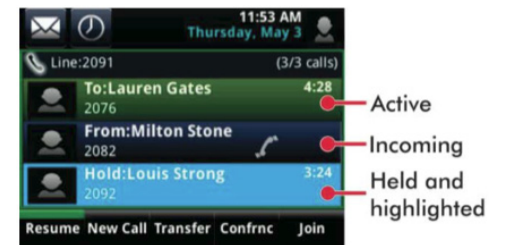
#### Active Call view

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



#### Calls view

appears when the phone is handling multiple active, held, or ringing calls. The color of the call's line indicates its status as shown to the left. Touch the screen or use the navigation keys to select (highlight) the desired call. When a call is selected, all the soft keys pertain to that call.



## Call Handling Basics

### Answer a call

Lift the handset or press the speaker or headset key.

### Place a call

Lift the handset (or press the speaker or headset key) then dial.

### End a call

Hang up the handset or press the End Call soft key.

### Mute

Press the mute key to mute your audio while on a call. Press again to disengage.

### Hold

Press the hold key to place an active call on hold. To resume a held call, select the call then press the Resume soft key or press the hold key again.

## Advanced Call Handling

### Blind Transfer (Unannounced)

*Blind transfers pass through the caller ID of the originating caller to the third party.*

- Press the **Transfer** soft key.
- Tap the **Blind** button on the display.
- **Input** the destination extension or phone number then tap the send key .

*Transfer directly to an internal voicemail box by dialing 7 plus the extension as the destination number*

### Announced Transfer

- Tap the **Transfer** soft key.
- Input the phone number or extension then tap the send key .
- Wait for the third party to answer. To complete the transfer, tap **Transfer**. To cancel the transfer, tap the Cancel soft key.

### Conference (Three Way) Call

- Press the **Confrc** soft key.
- Enter the destination number, then tap the send key.
- Press the **Confrc** soft key again to join the third party or press the **Cancel** soft key to go back to the first call

*While on a conference call, hanging up allows you to leave the conference while keeping the other parties intact. Alternately, press the Split key to place both calls on hold separately on your phone.*

## Advanced Features

### Voicemail



Tap the **Messages** icon from Home view, then tap **Message Center**. Tap **Connect** and follow the prompts to setup the mailbox, listen to messages, or change greetings.

Alternately, tap the envelope on the top of display of the Lines, Calls, or Active Call view.

### Directory



To access the phone directory or a recent calls list, tap **Directories** from Home view. Tap **Directory** to view the extensions of your business group. Tap **Recent** to view a list of the most recent missed, dialed, and received calls.

### Forward

Call forwarding of your personal line/extension may be done from the phone.

- To turn forwarding on: Dial \*72 followed by the extension or phone number to forward calls to. Pick up the phone to send the command.
- To turn forwarding off: Dial \*73 then pick up the phone to send the command.

### Call Park



Park is a 'shared' hold. A parked call can be seen and accessed by all desk phones at the site.

- To park a call, tap one of the available **Park** keys in the Lines view. This transfers the call to that parking orbit and makes the display of that park key change.
- To retrieve a parked call, press the appropriate **Park** button in the Lines view.

### Do Not Disturb

Tap the **DND** soft key or Home section icon to activate or deactivate the Do Not Disturb feature on your phone. While enabled, all direct calls to your extension or direct phone number will go directly to your voicemail box. You may make outbound calls normally. When Do Not Disturb is enabled, the DND icon displays on the line.

### Intercom

Intercom calls are auto-answered at the receiving phone. Tap the **Intercom** or **Icom** soft key or home view button followed by an extension to initiate an intercom-type call.

### Paging

If enabled, group paging broadcasts the message through some/all phones.

- Press the **Paging** soft key, use the navigation keys to select the appropriate page group, press the Page key, speak the desired message then hang up.

If enabled, overhead paging broadcasts the message through overhead speakers.

- Dial the assigned extension or press the configured **Page** button in the Lines view display. Speak the desired message then hang up.

### Hot Desking (Log Out button)

Hot Desking allows employees to log in and out of a phone, in order to take their credentials with them to whatever desk they will be working that day. In some cases, not all employees are in the office at the same time, so these employees may 'share' physical phones, but each has an extension of their own. Please note, you should only be logged into one phone.

#### To log out of a phone:

- Tap the Log Out soft key.
- The LCD screen will prompt you with a warning, "Are you sure you want to Log out?"
- Tap the Log Off soft key to confirm.
- The phone will reboot then show a logged out screen. No calls may be made until a user logs into the phone.

#### To log into a phone:

- Tap the Log In soft key
- Select the Number field then enter your full direct dial phone number
- Select the Password field then enter your full PIN
- Be sure the entry mode is correct while entering your password. The default entry mode is letters (marked with "abc") rather than numbers. To change the entry mode, tap the entry mode button then select a correct mode (usually numeric which is marked "123").
- Tap Submit
- Phone will restart as the new user if correct credentials have been entered

If you do not know your password or direct dial phone number, contact your system administrator or Telesystem.

### Network Contacts

Network contacts is an alternative directory that downloads up to 1000 business group extensions and personal contacts from the user's CommPortal.

Tap the Network Contacts soft key at the bottom of the screen to access this feature.