

polycom vvx 500 & 600

QUICK START



HOME SCREEN

Displays messages, settings & information.

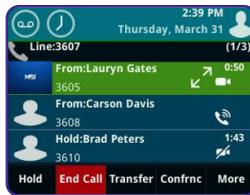
[Available any time]



CALLS SCREEN

Displays all active & held calls.

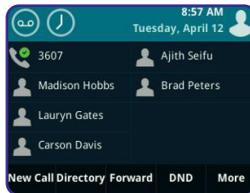
[Available when you have an active or held call in progress]



LINES SCREEN

Displays phone lines, favorites & conditional soft keys.

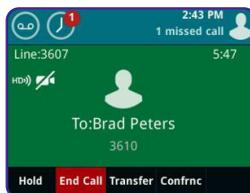
[Available any time]



ACTIVE CALL SCREEN

Displays the active call in progress & any call control options.

[Available when you have an active call in progress]



ANSWER CALLS

You can answer calls using the handset, speaker phone or a headset.

To answer a call, do one of the following:

- Pick up the handset
- For speakerphone, press or tap **ANSWER**
- Press to answer with a headset

PLACE CALLS

You can only have one active call in progress on your phone.

To place a call, do one of the following:

- Pick up the handset, press or enter the phone number and tap
- Enter the phone number, tap and pick up the handset, or press or
- Press the **LINE KEY**, enter the phone number and tap
- Tap **NEW CALL**, enter the phone number and tap
- Select a **FAVORITE** from the home screen
- Select a contact from the **RECENT CALLS**
- Select a contact from the **CONTACT DIRECTORY**

SWITCH AMONG PHONE SCREENS

You can view any screen on your phone from other screens.

To switch among screens, do one of the following:

- Press to view the Home, Lines, Calls or Active Calls screens
- When you have an active call in progress, swipe the screen from left to right to view the Lines screen

END CALLS

You can only end active calls. To end a held call, you must resume the call first.

To end an active call

Place the handset in the cradle, press or or tap **END CALL**

To end a held call

Tap **RESUME**, then tap **END CALL**

HOLD & RESUME CALLS

You can have multiple calls on hold at one time.

To hold a call

Tap **HOLD**

To resume a call

Tap **RESUME**

TRANSFER CALLS

You can transfer calls to any contact.

To transfer a call

1. Press & hold **TRANSFER**
2. Choose **BLIND** or **CONSULTATIVE**
{ If you chose Blind, the call is transferred immediately. }
3. If you selected **CONSULTATIVE**, dial a number or choose a contact then tap **TRANSFER**



VIEW RECENT CALLS

You can view placed, received & missed calls.

Select  or

DIRECTORIES then **RECENT CALLS**

FORWARD CALLS

You can forward an incoming call to a contact or forward all incoming calls to a contact.

To forward an incoming call

1. On the Incoming Call screen, tap **FORWARD**
2. Enter the phone number & tap **FORWARD**

To forward all incoming calls

1. From the home screen, tap **FORWARD** and select a line, if you have more than one line
2. Choose either
 - **ALWAYS**
 - **NO ANSWER**
 - **BUSY**

{ If you chose No Answer, enter the number of rings before the call is forwarded. }
3. Enter the phone number to forward the calls to & tap **ENABLE**

To disable call forwarding

1. Tap **FORWARD** or press the **FWD** soft key & select a line, if you have more than one line
2. Choose the forwarding type & tap **DISABLE**

INITIATE A CONFERENCE CALL

You can initiate a conference call with a total of 3 people including yourself.

To initiate a conference call

1. Call a contact
2. Tap **CONFERENCE** & call your next contact
3. When the contact answers, tap **CONFERENCE** You can also join an active and held call into a conference call.

To join two calls into a conference call

On the Calls screen, tap **JOIN**

VIEW THE CONTACT DIRECTORY

You can view contacts in the Directory.

To view the Contact Directory

Tap **DIRECTORIES** > **CONTACT DIRECTORY**

LISTEN TO VOICEMAIL

When you have new voicemail messages, the amount of new messages displays on the messages icon .

1. Tap  or press **MESSAGES**
2. Follow the prompts

ENABLE DO NOT DISTURB

You can enable Do Not Disturb when you do not want to receive calls.

On the Home screen, select **DND**. The DND icon  displays on the line key and in the status bar.