



# Polycom VVX 500 & 600 Series Phones

Quick Reference Guide 4.1.2 firmware or higher



Blue Platform



500/501



600/601

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 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.

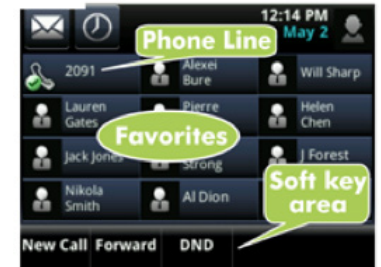
From Home view, tap the phone Line to display your phone Lines and Favorites (shown next). To go back, tap Close.



VVX 500

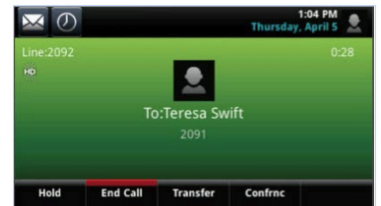
### Lines view

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:

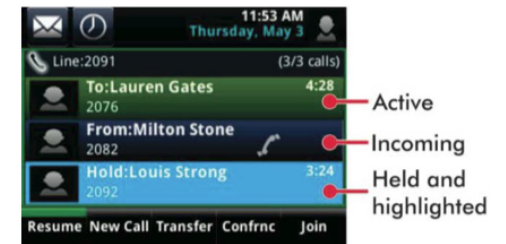
Dark Green - Active call

Dark blue - Incoming and held calls


Bright green - Active call is highlighted


Bright blue - Incoming or held call is highlighted

highlighted.



## 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 key repeatedly to view the character options and stop to select.

To type other characters, press 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 .



## 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 .

## 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 press . 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.

## Transferring Calls

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

## Forwarding Calls

*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.

## Placing Conference Calls

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

## 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—Tap the Favorite from 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  to sort and order calls, tap  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 . Enter the contact's information, and tap 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 , update the contact's information, 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 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.