

Polycom VVX500-VVX600 Quick Reference Guide



Basic Handset Functions

Make a Call – 1. Lift the Handset, or press or . Dial the number and tap . (From Lines view: Tap phone line, enter the phone number and tap . From home view: Tap New Call, enter the phone number and tap .

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

Redial

Press the Redial key to call a recently dialed number.

Ending Calls – To end an active call, replace the handset, or you can press or . Or, tap **End Call**. To end a held call, navigate to Calls view and highlight the held call. Tap **Resume**, and tap **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've talked with the other party, tap **Transfer**.

Blind Transfers / Transferring Direct To Voice Mail

From Lines, Calls or Active Call view, tap Transfer, tap Blind, then enter the extension number. To complete tap .

To Transfer directly to Voice Mail: tap transfer, then tap Blind, then # and the extension number. To complete tap .

Forwarding Calls – To set up Call Forwarding - whether it's enabling or disabling standard call forwarding, or setting up a schedule for forwarding calls, use either the **Easy Call Manager** or **Incoming Call Manager** online service configured via ITS Fiber CommPortal.

Forwarding Calls from Phone – Tap the **Forward** soft key, select **Always (Disabled)**, enter the call forward to number and select **Enable**.

To Unforward Calls – Follow the same steps as above, then select **Disable**.

Viewing Recent Calls – To view your Recent Calls list, tap the clock icon from home view. From the Recent Calls list, tap to sort and order calls, tap to display certain calls, or tap a call record to call the person.

Park a Call

To park a call, tap **Park** on touchscreen.

Retrieve a Parked Call

Pick up the handset and tap **Park** on touchscreen.

Listening to Voice Mail

Tap the envelope icon from home view then tap Message Center. This takes you directly to your Voice mailbox.

Muting the Microphone

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

Using Do Not Disturb

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.

Adjusting Volume

To change call volume, press during a call. To change the ringer volume, press when the phone is idle or ringing.



Basic Handset Functions

About the Touchscreen

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

Phone Views

Your phone has four main Views: **Home**, **Calls**, **Active Call** and **Lines View** (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 Active Call View. To change these Views:

- Press  for Home view
- From Home View, press  to alternate between Home and Lines view, or, if you have one or more calls, between Home and either Calls or Active Call view.
- To switch between Lines and either Calls or Active Call view, swipe the screen.

Home View

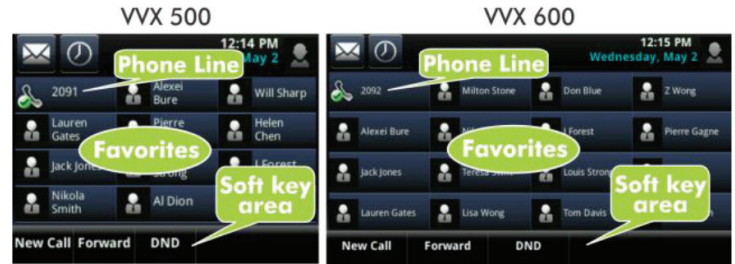
Home view displays icons you can tap to access phone functions. Touch and hold the Page Indicator (shown below) to display more or fewer icons. You can also swipe the screen to display more icons.



From Home view, tap the phone line (shown above) to display your phone Lines. To go back, tap Close.

Lines View

Lines view displays phone lines and soft keys.

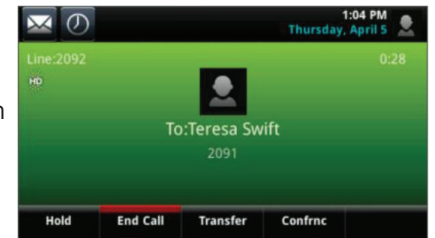


If your phone is idle, you can:

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

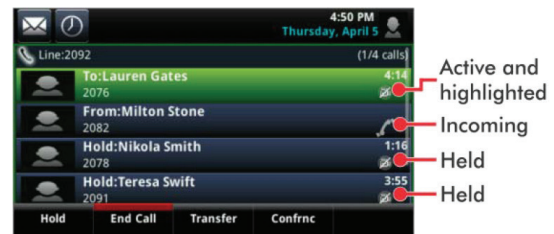
Active Call View

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. The soft keys control the highlighted call.








Using Voice Mail Functions

Voice Mail

- To access Voice Mail system: Select the **Messages** button. (**envelope icon**)
- Enter your unique **PIN followed by the # key. Press appropriate key, below then follow audio prompts in the main menu.**
- To listen to your voice messages: Press **1**
- To send a message: Press **2**
- To change your mailbox greetings: Press **3**
- To change your settings: Press **4**
- To access deleted messages: Press **6**
- To transfer a voice message to another extension: Press **5, then the extension number.**
- To exit Voice Mail system: Press *****
- **After listening to a Voice Mail Message:**
 - To **save/archive** a message: Press **2**
 - To **delete** a message: Press **3**

Keys

Key Description

| | |
|--|---|
|  | Home key – Access to home screen |
|  | Headset key – Toggle between handset and headset options |
|  | Speakerphone key – Toggle between handset and speakerphone |
|  | Mute key – Mutes the microphone |
|  | Volume key – Controls the volume levels of the phone |

If you have any additional questions not addressed on this guide, call us at 772.597.3423, or visit: www.itsfiber.com