Quick Tips for Polycom® VVX® 500 and 600 Series Business Media Phones

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These Quick Tips apply to VVX 500, 501, 600, and 601 business media phones.

Enter Data

You can use the onscreen keyboard to enter information.

To use the onscreen keyboard:

» Tap ⌨.

To backspace,

» Tap ✖.

To type other characters:

» Tap **Encoding** or **Mode**.

When using the dialpad keys, use the 1, *, 0, and # keys.

Place Calls

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

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 🎧.

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 🎧.

➢ From the Lines screen, press the Line key, enter the phone number, and tap 📞.

➢ From the Home screen, 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**.

Answer Calls

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

To answer a call:

» Do one of the following:

➢ To answer with the speakerphone, press 🔊 or tap **Answer**.

➢ To answer with the handset, pick up the handset.

➢ To answer with a headset, press 🎧.

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:

1 Tap **Resume > End Call**.

Hold and Resume Calls

You can have multiple calls on hold and resume a call at any time.

To hold a call:

» Tap **Hold**.

To resume a call:

» Tap **Resume**.

Transfer Calls

You can transfer calls to any contact and choose the way to transfer the call.

To transfer a call:

1 Press and hold **Transfer**.

2 Choose **Blind** or **Consultative**.

3 Dial a number or choose a contact. If you chose **Blind**, the call is transferred immediately.

4 If you chose **Consultative**, tap **Transfer**.

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 your contact's number and tap **Forward**.

To forward all incoming calls:

1 On the Home Screen, tap **Forward**.

2 If you have more than one line, select a line.

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3 Choose either **Always**, **No Answer**, or **Busy**.

If you chose **No Answer**, you can enter the number of rings before the call is forwarded.

4 Enter a contact's number, and tap **Enable**.

To disable call forwarding:

1 On the Home Screen, tap **Forward**.

2 If you have more than one line, select a line.

3 Choose your forwarding type and tap **Disable**.

Initiate a Conference Call

You can initiate a conference call with up to 24 contacts.

To initiate a conference call:

1 Call a contact.

2 Tap **Conference** and call your next contact.

3 When your 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**.

Manage Conference Calls

When you initiate a conference call, you can manage all or individual conference participants:

To manage all conference participants:

» Do one of the following:

➢ Tap **Hold** to hold all participants.

➢ Tap **Mute** to mute all participants.

To manage individual participants:

1 Highlight a participant and Select **Manage**.

2 Do one of the following:

➢ Tap **Far Mute** to mute the participant.

➢ Tap **Hold** to place the participant on hold.

➢ Tap **Remove** to remove the participant from the conference and create a separate call with the participant.

➢ Tap **Information** to view information for the participant.

View Recent Calls

You can view placed, received, and missed calls.

To view recent calls:

» Tap 🕐 or **Directories > Recent Calls**.

View the Contact Directory

You can view and add contacts to the Contact Directory.

To view the Contact Directory:

» Tap **Directories > Contact Directory**.

To add a contact to the Contact Directory:

1 In the Contact Directory, tap ➕.

2 Enter the contact's information and tap **Save**.

You can enter a number between 1 and 99 in the **Favorite Index** field to make a contact a favorite.

Listen to Voicemail

When you have new voicemail messages, the messages icon ✉ displays on your line.

To listen to voicemail:

1 On the Home screen, tap ✉ or **Messages**.

2 Tap **Message Center > Connect**.

3 Follow the prompts.

Mute the Microphone

You can mute or unmute your microphone during calls.

To mute or unmute your microphone:

» Press 🎤.

The key glows red when your microphone is muted.

Enable Do Not Disturb

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

To enable or disable Do Not Disturb:

» On the Home Screen, tap **DND**.

The DND icon 🚫 displays on the line key and in the status bar.

Set Ringtones

You can set ringtones for incoming calls from all contacts and from individual contacts.

To set a ringtone for incoming calls:

» Tap **Settings > Basic > Ring Type** and select a ringtone.

To set a ringtone for individual contacts:

1 Tap **Directories > Contact Directory**.

2 Choose a contact and tap ✏.

3 Choose a ringtone and tap **Save**.

Handle Video Calls

If your phone is enabled for video calls, you can receive video during calls. If you have a VVX Camera attached to your phone, you can send video during calls, and your phone sends video automatically.

To stop sending video during a call:

» Tap **Video > Stop Video**.

To start resending video:

» Tap **Video > Start Video**.

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