



Polycom VVX 500 12-Line Desktop  
Phone with HD Voice

Polycom VVX 600 16-Line Desktop  
Phone with HD Voice

*VVX500 pictured*

# Quick Start Guide












## 1. Getting to know your VVX500/600











*VVX600 pictured*

## 2. Understanding the icons










### Lines

-  Registered line
-  Shared line
-  Unregistered line
-  Phone warning
-  Login credentials locked
-  Call forwarding always enabled
-  DND enabled
-  USB flash drive attached
-  Recording in progress or paused







### Calls

-  Placing a call
-  Incoming call (home view)
-  Incoming call (lines view)
-  Active call using Polycom HD
-  Active conference
-  Held call
-  Shared line with a held call
-  Status indicators in line view  
Flashing red indicates held call  
Green indicates active call

### Menu


-  Press to view more or fewer icons (home view)
-  Tap to see more information
-  Tap to edit
-  Tap to access recent calls
-  Tap to access message centre
-  Backspace
-  Placed calls (recent calls view)
-  Received calls (recent calls view)
-  Missed calls (recent calls view)

### Presence

-  Presence status: Available
-  Presence status: Busy
-  Presence status: Away
-  Presence status: DND
-  Presence status: Offline
-  Presence status: Unknown

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## 3. Using the touchscreen

- The keys shown on the touchscreen are referred to as **soft keys**. Different soft key options will appear depending on what features you are accessing.
- Press to select and highlight screen items. To scroll, touch the screen and **swipe** your finger **up**, **down**, **left** or **right**. To go back to the previous screen, press **back**.
- Pressing the **home**  button at any time will take you to the home view menu. To select an option, simply press the relevant icon on the touchscreen. This screen will also display your phone extension number along with the date and time.






- If you press and hold the page indicator highlighted above, home view expands to display additional icons



## 4. Basic phone features



### Place a call

Use any of the following approaches to place a call


- Dial the number and lift the handset
- Dial the number then press the **speaker** button 
- Dial the number then press the **dial** soft key 
- If you are using a headset, dial the number then press the **headset** button 
- If you have selected a number from a directory, press the **dial** soft key

### Answer a call

Use any of the following approaches to answer a call

- Lift the handset
- If you are using a headset, press the **headset** button 
- To use the speakerphone, press the **speaker** button 
- Press the answer soft key

### Call waiting

- If you are on a call and a new incoming call arrives, a call waiting tone beeps and the incoming call window displays
- To answer the call, press **answer**. This will place your active call on hold
- To send the incoming call to voicemail, press **reject**
- If you don't answer the call within 10 seconds, the incoming call window disappears. Press  to see active call(s) again.

### View your current details

You can access calls view if your phone has multiple calls in progress, or you have one held call. Scroll to see all your calls.



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## Call colour indicates status

- **Dark Green** – Active Call
- **Dark Blue** – Incoming and held calls

Press a call to highlight it. Soft keys will apply to the highlighted call


## End a call

- Hang up the handset
- If you are using a headset, press the **headset**  button or the **end call** soft key
- If you are using the **speakerphone**  press the speaker button or the **end call** soft key



## Place a call on hold

To place a call on hold, press the **hold** soft key. The hold icon will display on the line key label. Press **hold** again or the **resume** soft key to retrieve the call.

## Mute a call



Press the **mute button** . To disengage mute, press the mute button again.

## Redial a number

To view the most recently dialled numbers press the **call history** button  then press the **dial** soft key  to initiate the call.

*Note: you can scroll up and down through the list of recently dialled numbers*

## View missed calls

If your phone displays shows **new missed call**  press the soft key to see the list of missed calls marked with the missed calls icon  next to the number.

## Transferring a call

### You can transfer calls using either method:

- **Blind transfer**  
Transfer a call to another party without waiting for the other party to answer
- **Consultative transfer**  
Transfer a call to another party after speaking to the other person first

### To perform a blind transfer:


1. During a call, press the **transfer** soft key. This puts the call on hold
2. Press the **blind** soft key located on top of the screen.
3. Dial the number to which you want to transfer the call.

### To perform a consultative transfer:


1. During a call, press the **transfer** soft key. This puts the call on hold
2. Dial the number to which you want to transfer the call.
3. When the other party answers, press **transfer** to handover the call
4. If the transfer fails or you need to get the caller back, press the **resume** soft key to return to the original call.

## 5. Using the contact directory



### Dial from the directory menu

- Press the **home**  button to open the main menu
- Press **directories**
- Press on the contact you want to dial
- Press the contact number you want to dial


### Adding a favourite contact

- Press **home**  button to open the main menu
- Press **directories**
- Press the **+** soft key and enter the details of your contact
- Swipe your finger up the screen to scroll to **favourite index**
- Add the number you want your contact to appear under, on your home view

### Adding a contact from call history


- In your call history  navigate to the relevant contact and press 
- Press **save** and enter the details as per steps in *adding a favourite contact*

### Update contact information


- Navigate to your contact directory and press the contact you want to update
- Press  to update the contact's information, then press **save**

## 6. Voicemail

### Setting up voicemail:

- Access the voice portal by pressing  on the top right corner of your home screen
- Enter the default password: 0000#
- Change the password to your personal four digit password and then confirm
- Record your name

### Customise your greetings:

- Access the voice portal by pressing  on the top right corner of your home screen
- Enter your 4 digit password
- Press **1** to access your voicemail box
- Then press **2** to change your busy greeting
- Or press **3** to change your no answer greeting
- Follow the prompts to listen, re-record, delete or save recorded greetings

### Remote access to your voicemail:

- Dial your direct telephone number
- Interrupt the greeting by pressing the \* key
- Enter your 4 digit password
- Press **1** to **access** your voicemail box
- Then press **1** to **listen** to your messages
- To **save** the message, press #
- To **delete** the message, press 7
- To **repeat** the message, press 2

## 7. Call forwarding options

### Forward calls to another number:

- Press the **forward** soft key on the bottom of your home screen.
- Press **1** (always)
- Enter the number you want to **forward all calls** to
- Press the **enable** soft key.

**Note:** to disable, press the **forward** soft key again and **disable** the **always** option.

### Forward unanswered calls to another number

- Press the **forward** soft key on the bottom of your home screen
- Press **2** (no answer)
- Enter the number you want to **forward unanswered calls** to
- Press the **enable** soft key.

**Note:** to disable, press the **forward** soft key again and **disable** the **no answer** option.

### Forward calls, when busy, to another number

- Press the **forward** soft key on the bottom of your home screen
- Press **3** (busy)
- Enter the number you want to **forward busy calls** to
- Press the **enable** soft key.

**Note:** to disable, press the **forward** soft key again and **disable** the **busy** option.

**Note:** If you have previously entered a destination phone number for a call forward type, you do not need to re-enter it each time the call forward option is enabled.

## 8. Conference Calls

### Place a conference call:

- During a call, press the **confrnc** soft key to open a new line and put the first party on hold.
- Dial the number of the party who you want to conference in.
- When the call connects, press **confrnc** to join the two calls in a conference.


**Note:** the system defined conference call is limited between you and two other parties, making a 3-way conference call.

## 9. Ringer type or volume

### Adjust the Ringer volume

Press the + or – volume buttons  while the handset is in its cradle

### Adjust the handset, speaker or headset volume

During an active call, press the + or – volume buttons 

# Quick Start Guide

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- This guide is intended for users of Polycom VVX400 and Vvx500 series handsets.
- Not all features listed in this guide may be available at time of installation and may be licence dependant
- If you have any questions, we are here to help.  
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