Quick Reference Guide for Polycom® VVX® 500/600 Phone Users
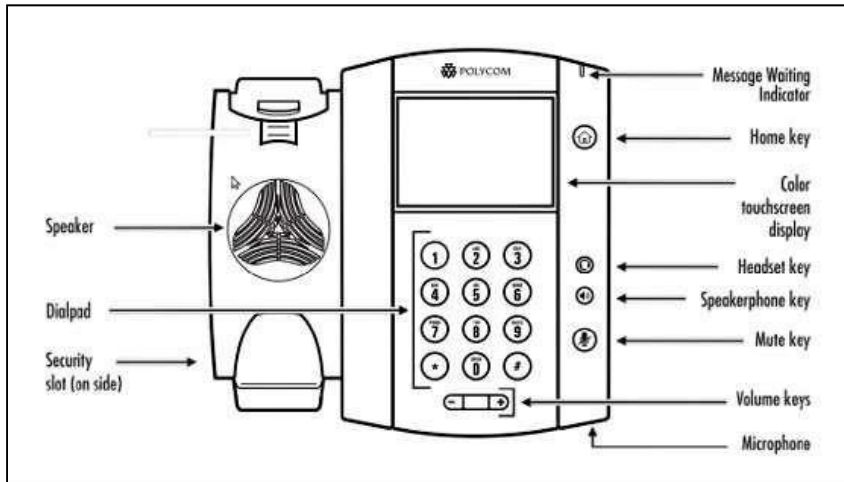
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Your Phone

Your Phone Screen

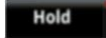Your phone screen is a touchscreen and displays the following information:

- Date and time
- Message envelope and recent calls indicators
- List of Lines and Favorite Contacts (Speed Dials)
- Tabs along bottom of screen
    - o Vmail – Direct access to your voice mailbox
    - o Callers – Log of outbound, inbound, and missed calls

Placing a Call

NOTE: You no longer need to dial "9" to get an outside line

- **Dial the 10-digit number or 5-digit extension** you want to call
- Pick up the **handset**, or press the **Dial button**, **speakerphone key, or headset key**
- There are multiple options to end an active call:
    - o Option 1: Place the **handset** back on the **Hookswitch**,
    - o Option 2: Press the **End Call soft key**
    - o Option 3: Press the **speakerphone or headset key**

Putting a Call on Hold

- To put an active call on hold, press the **Hold soft key**
- To remove an active call from Hold, press the **Resume soft key**

NOTE: Active calls will have actions noted on the bottom of the phone screen with corresponding soft keys for **Hold, End Call, Transfer, and Confrnc**
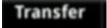
Transferring a Call

Consultative Transfer

- On an active call, press the **Transfer soft key**
- **Dial the 10-digit number or 5-digit extension** and press
- When the **recipient answers the call**, let them know you have a call to transfer to them, then press **Transfer** to complete the call transfer

NOTE: ***If no one answers****, press the* ***Transfer soft key*** *to transfer the caller to voice mail or press the* ***Cancel soft key*** *to return to the caller to determine next steps.*

Blind Transfer

- On an active call, press the **Transfer soft key**
- **Dial the 10-digit number or 5-digit extension** and press
- Press **Transfer** to complete the call transfer and hang up your phone

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Transfer to Voice Mail

- On an active call, press **Transfer**
- **Dial 71701, followed by the 5-digit extension, press #, then Send**

Forwarding Calls

Call forwarding can be enabled for all incoming calls, or for specific scenarios such as Busy or No Answer.

- Press the **Home button** , the phone screen will change from Lines View to **Home View**.
- Press the **Forward icon** and select **Always, No Answer, or Busy**
- **Dial the** number where you want your calls forwarded
- Press the **Enable key**

To **remove call forwarding**, repeat **the steps above**, then press the **Disable key** to terminate call forwarding.

*NOTE: For **No Answer Call Forwarding**, you also need to **note the number of rings** before the call is forwarded when not answered.*

Initiating a Three-Way Conference Call

- On an active call, press the **Confrnc key**
- **Dial the 10-digit phone number or 5-digit extension** for the person you want to add to your call and press
- When the 2nd party answers, press **Confrnc**

*NOTE: **If the 2nd party is not available**, press the **Cancel soft key** to return to your call.*

Adding Contacts to Favorites

To add speed dials to the **Lines View** on your phone screen, you will need to **first add the contact to favorites.**

- Press , the phone screen will change from the Lines View to the **Home View**.
- Press the **Directories icon** , then press the **+ symbol** (upper right corner of your screen)
- Enter the **contact's information** and press the **Save key** to save the contact to Favorites
- Press twice to return to the **Lines View** on your phone screen, which **will now show your speed dials**

Busy Lamp Feature

For users who manage more than one line, your phone will have a Busy Lamp Feature (BLF) programmed on your phone with the name of the extension. The BLF allows users to answer and transfer calls for another user in their organization. Another feature of BLF is that it can also act as a one-touch speed dial.

NOTE: Incoming BLF calls do not ring on your phone, however your phone screen will change to show an incoming call for that extension.

Answering Incoming Calls

- Press the **green Pickup button** to answer the incoming BLF

Managing Incoming Calls

- Place the active call on hold, press
- Transfer the call to the intended party