

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

3725-44539-003A | UC Software 5.8.0 or later | June 2018

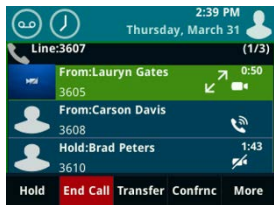
These Quick Tips apply to VVX 500, 501, 600, and 601 business media phones.



Home Screen

Displays messages, settings, and information.

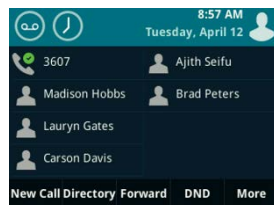
Available any time.



Calls Screen

Displays all active and held calls.

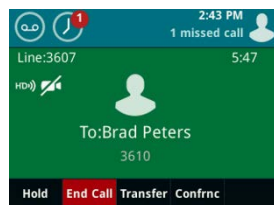
Available when you have an active and held calls in progress.



Lines Screen

Displays phone lines, favorites, and conditional soft keys.

Available any time.



Active Call Screen


Displays the active call in progress and any call control options.

Available when you have an active call in progress.

Switch among Phone Screens

You can view any screen on your phone from other screens.









To switch among screens:

- » Do one of the following:
 - Press  to view the Home, Lines, Calls, or Active Call screens.
 - When you have an active call in progress, swipe the screen from left to right to view the Lines screen.

Place Calls

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



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 , pick up the handset, and press  or .
 - Press the Line key, enter the phone number, and tap .
 - 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:
 - Pick up the handset.
 - Press  or tap **Answer**.
 - 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:

- » Tap **Resume > End Call**.

Hold and Resume Calls

You can have multiple calls on hold at one time.

To hold a call:

- » Tap **Hold**.

To resume a call:

- » Tap **Resume**.

Transfer Calls

You can transfer calls to any contact.

To transfer a call:

- 1 Press **Transfer** key.
- 2 Press **More > Blind** or **More > Consultative** and 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** after the call is established to complete the 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 Tap **Forward**.
- 2 If you have more than one line, select a line.
- 3 Choose either **Always, No Answer**, or **Busy**.
If you chose **No Answer**, enter the number of rings before the call is forwarded.
- 4 Enter a contact's number, and tap **Enable**.

To disable call forwarding:

- 1 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 add up to two contacts to a call to initiate a three-way conference call.

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 or held call into a conference call.

To join two calls into a conference call:

- » On the Calls screen, tap **Join**.

Hold a Conference Call

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

To hold all conference participants:

- Tap **Hold**.

To hold individual participants:

- Highlight a participant and select **Hold**.

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**.

Listen to Voicemail

When you have new voicemail messages, the number of new messages displays on the messages icon .

To listen to voicemail:


- 1 Tap  or **Messages**.
- 2 Tap **Message Center > Connect**.
- 3 Follow the prompts.

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.

Handle Video Calls

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

To stop sending video during a call:

- » Tap **Video > Stop Video**.

To start resending video:

- » Tap **Video > Start Video**.