

Using Your Polycom VVX 500 Phone

Become familiar with your Polycom VVX 500 series phone features and user interface.

Layout

The following figure shows the important phone features.



Touch Screen

Use your phone's touch screen to make selections and scroll through options.



Phone Views

Your phone has three main views: Lines (the default), Home, and Calls. Use the Home button to toggle between all available views.

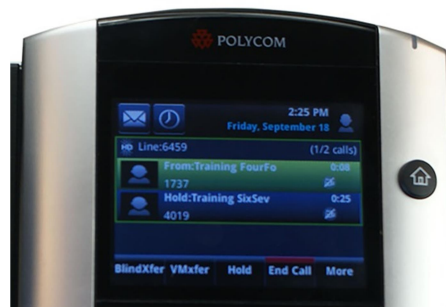
Lines – This view is your phone's default display showing your phone's extension(s), and soft keys.



Home – Access this view by pressing the Home button and use your phone's Navigation Disk to scroll through and select icons for various functions that may be available to you



Calls – This view displays any time you have at least one active call. Use the up and down arrow keys on the Navigation Disk to see and select calls. If your phone has multiple lines, calls display under the associated line.



Common Features & Functions

Placing Calls

You can perform all the functions of your VVX 500 series phone with the handset still in the cradle (On Hook) or with the handset out of the cradle (Off Hook).

Using the Dial Pad

On Hook

- Dial the number on the dial pad.
- Complete your call by taking one of the following steps:
 - Tap the Dial icon (Green Handset)
 - Press the Speakerphone button
 - Lift the handset

Off Hook

- Lift the handset to hear dial tone
- Dial the number on the dial pad.
- Tap the Dial icon (Green Handset), or..
- Wait – and the number will be dialed after a few seconds

Note: If you lift the handset before dialing, the system will attempt to dial the digits already entered after a slight pause. Leaving the handset in the cradle until you are finished dialing will provide you all the time you need to enter the number in full. You do not have to preface numbers with a '1' or a '9.'

Using the Dialer

The Dialer initially displays a list of previously-placed calls. As you enter digits on the dial pad, the Dialer shows you recently called numbers which match the one you are currently dialing. You can use the touch screen to highlight the number you want to call. Once the number is highlighted, press the Dial icon (Green Handset).

Using Recent Call Lists

When your phone is showing the Lines View, the Recent Calls icon is on the top left of the screen. It resembles a clock. Tap it to show a list of recent numbers. Then tap the number to place the call.



Additional ways to use the recent list include pressing the Home button and tapping the Directories icon – or lifting the handset (or otherwise getting dial tone) and tapping 'Recent'.

Answering Calls

You can answer an incoming call in any of the following ways:

- Pick up the handset
- Tap the Answer soft key
- Press the Speakerphone button

Note: Except for answering with the handset – all methods above engage the speakerphone. If you have a headset connected to your phone you will also have that option – not covered in this document.

Answering/Managing Multiple Incoming Calls

With call waiting on, up to 4 simultaneous calls can be active on one extension. 1) You will see the next incoming call displayed on the screen – and you will hear a call waiting tone.

2) Tap Answer. All other calls will be placed on hold.



- 3) If you do not tap Answer, the screen changes to the Calls view after a few seconds.
- 4) In Calls view, the incoming call information displays inside a dark blue bar with a ringing phone icon to the right.



- 5) Tap the incoming call, and the bar will turn light blue. 6) Tap Answer.



- The soft key functions will apply to whichever call is 'highlighted' on your screen
- To place an active call on hold, use the touch screen to highlight it and press the Hold soft key. To pick a held call, highlight it, and press the Resume soft key.

If you have a second extension ringing on your phone it will work similarly. However, the line keys will light based on the active and held incoming calls.

Transferring Calls

There are three methods of transferring calls: Consultative, Blind, and Direct-to-Voicemail.

Consultative – To transfer a call to some with 'consultation' – that is, you speak to the person you are transferring the call to first...

- 1) With a call in progress, Tap Transfer. The caller will automatically be placed on hold.



- 2) Dial the recipient – then 3) Tap the Dial icon (Green Handset)



- When the recipient answers, announce the caller then 4) tap Transfer



- The caller and the party you are transferring to will be immediately connected, so it is recommended that you get into the habit of telling the party you are transferring the call then hit the button

Blind – To perform a ‘blind’ transfer – that is, sending the call to another party directly without any consultation...

- Hold the Transfer soft key down for a few seconds and you will be offered a chance to select the ‘Blind’ transfer method.
- Once ‘Blind’ is selected, dial the number to which you want to transfer the caller and tap the Dial icon. The held caller will immediately ring to the party you are transferring to.

Note: Blind transfer sends the calling party’s caller id.

Directly to Voicemail – To transfer a caller directly to a voicemail box of a co-worker...

- Follow the steps for a consultative (not Blind) transfer – but dial *55 after tapping Transfer the first time. You will be prompted to enter the ‘mailbox id’ – that is the extension – of whose voicemail you want to send the caller. Follow the extension by the # sign and the caller will be transferred directly to that extension’s voice mailbox.

Note: If you press the # key without entering an extension, the caller will drop into the voice mailbox of the extension you answered the call on. The system will not allow a transfer to an extension that does not have voicemail turned on. However, if you try to transfer to voicemail of an invalid extension (one that doesn’t exist in your group because you have misdialed, perhaps) the caller will be connected to your voice portal and not be able to get anywhere and hang up.

Cancel a Transfer – at any time during the process of transferring you may tap the Cancel soft key and you will resume your call and be directly connected to the caller again.

Voicemail

Access your voice portal by tapping the Messages icon and follow prompts.



Voicemail Notes:

- If you have multiple extensions displayed on your phone, hit '1' to select the 'Message Center...' – and then select the extension you are checking voicemail for.
- If you want to check the voicemail of an extension that is not on your phone – press * first – then enter the extension you want to check (followed by #)
- You can dial into your voice portal while away from the office using your group's outside voice portal number. Contact your administrator for your group's number.
- There are various options with voicemail – like sending messages to email or 'zeroing' out to another number. Contact your administrator or Reynwood for more information.