

# Cheat Sheet | Polycom VVX 500

## Using the Touchscreen

- Tap to select and highlight screen items. To scroll, touch the screen and swipe your finger up, down, right or left. Tap Back to return to previous screen.

## Phone Views

- Your phone has four main views: Home, Calls, Active Call and Lines view (the default).

## Place a Call

1. Lift handset or press Speaker or Headset button.
2. Enter the phone number and tap green call button.

## Answer a Call

- Lift handset or press Speaker or Headset button.

## Answer a Call while on Another Line

- Tap Answer. The current call will be held.

## Place a Call on Hold\*

- From Lines, Calls or Active view, tap Hold. (Call must be highlighted first.)

## Resume from Hold

- Tap Resume from either Lines or Calls view.

## Create a Conference\*\*

1. Call first party. After call connects tap Confrenc.
2. Dial and connect with second party. (Dial extension only or complete number.)
3. Tap Confrenc again.

## Split Conference Call

- Tap Split to split conference into two separate calls on hold.

## Transfer a Call

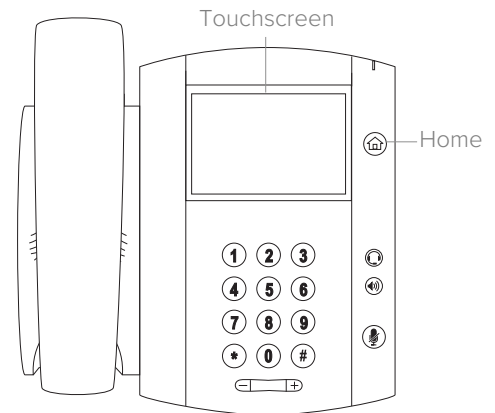
1. From Lines, Calls or Active view, tap Transfer.
2. Call the other party.
3. Tap Transfer when ringback is heard or party answers.
4. Hang up.

## Forward Calls

1. From Home or Lines view, tap Forward.
2. Tap the forwarding type to enable.
3. Type forwarding number.
4. Tap Enable.

## Disable Call Forwarding

1. From Home or Lines view, tap Forward.
2. Tap forwarding type to disable.
3. Tap Disable.



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## Glossary of Menu Features

**Conference** Set up a local conference

**Directories** Access local directories and call lists

**Do Not Disturb** Cancel ringing and direct incoming calls to your voicemail

**Favorites** Contacts you call most often - a small number of Favorites display in Lines view

**Menu** Access local (your phone) and global (your organization) features

**Messages** Retrieve text and voice messages

**Redial** Dial most recently dialed party

**Services** Access special services

**Transfer** Transfer current call to third party