

Polycom VVX 500/600

USER GUIDE

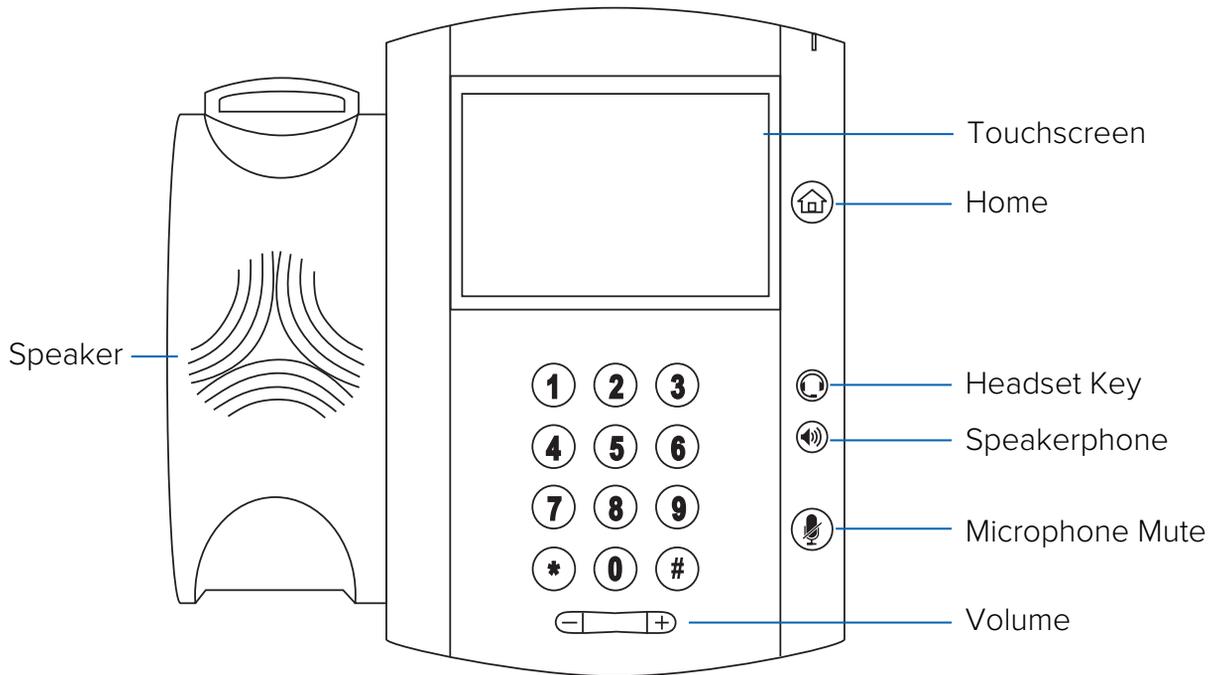


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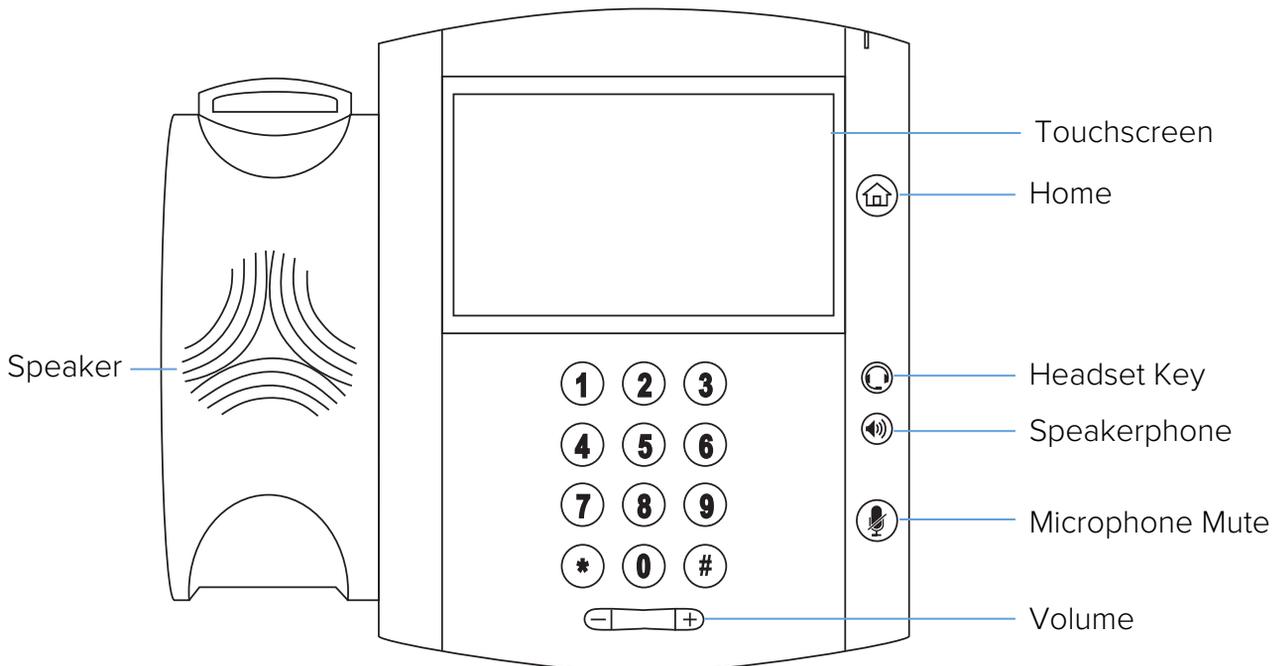
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Chapter I: Getting Started

Polycom VVX 500 Business Media Phone



Polycom VVX 600 Business Media Phone



Navigating the Touchscreen

Tap to select and highlight screen items. To scroll, touch the screen, and swipe your finger up, down, right, or left. To go back to a previous screen, tap **Back**.

Phone Views:

Your phone has four main Views: Home, Calls, Active Call, and Lines view (the default). You can access Home and Lines view at any time. If your phone has one or more calls, you can also access Calls or Active Call view.

To change Views:

- For Home view, press .
- From Home view, press  to alternate between Home and Lines view, or, if you have one or more calls, between Home and either Calls or Active Call view.
- To switch between Lines and either Calls or Active Call view, swipe the screen.

Home View:

Home view displays icons you can tap to access phone functions. Touch and hold the Page Indicator (see figures 1 and 2) to display more or fewer icons. You can also swipe the screen to display more icons.

Fig. 1: VVX 500



Page Indicator

Fig. 2: VVX 600



Page Indicator

From Home view, tap the phone Line to display your phone Lines and Favorites. To go back, tap **Close** (see figures 3 and 4).

Fig. 3: VVX 500



Fig 4: VVX 600



Lines View:

Lines view displays phone Lines, Favorites, and soft keys (see figures 5 and 6, below).

Fig. 5: VVX 500

Fig. 6: VVX 600



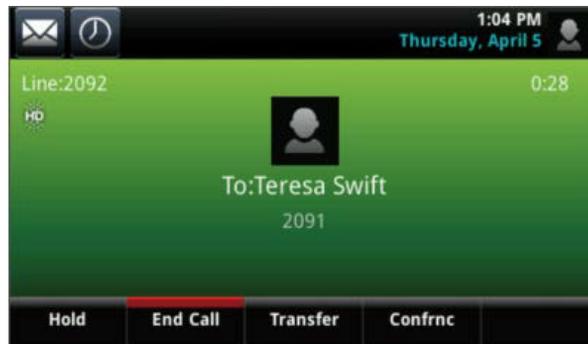
If your phone is idle, you can:

- Tap the phone Line to access the Dialer.
- Swipe to switch between Lines view and the Browser (if enabled on your phone).

Active Call View:

If your phone only has one call – and it's active (not on hold) – you can access Active Call view (see figure 7).

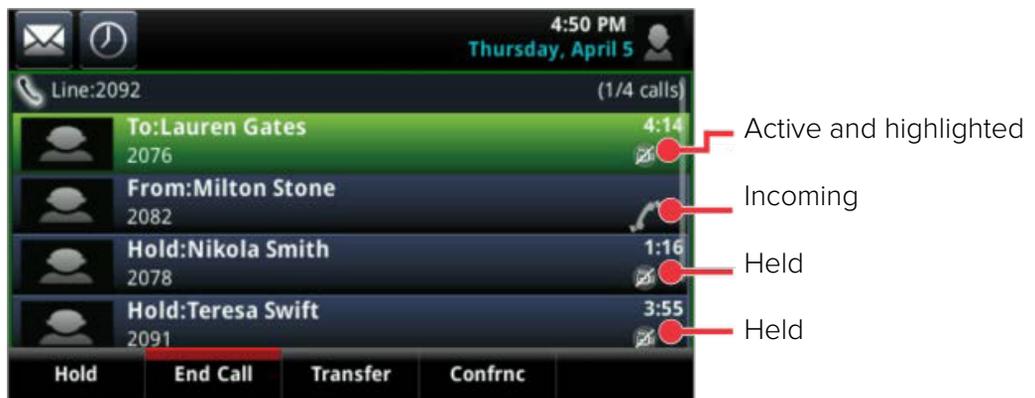
Fig. 7: Both VVX 500 & VVX 600



Calls View:

If your phone only has multiple calls, or one held call, you can access Calls view (see figure 8).

Fig. 8: VVX 500 & VVX 600



Chapter 2: Calling Basics

Placing a Call

The VVX 500 and 600 have up to 12 and 16 line registrations respectively; however, you may hold many more simultaneous calls, depending upon your configuration.

You can use the handset, speakerphone, or headset for calls. During a call, you can change modes by picking up the handset, or by pressing  or .

Placing Calls:

1. Lift handset, or press  or .
2. Dial desired number.
3. Tap .

From Lines View:

1. Tap the phone line
2. Dial desired number
3. Tap .

From Home View:

1. Tap **New Call**
2. Dial desired number
3. Tap .

Answering a Call

You may answer a call in any of the following ways:

Handset:

1. Lift handset.

Speakerphone:

1. Either press  button or tap **Answer**.

Headset:

1. Press  button.

*Note: To answer a new call while on an active call, tap **Answer**. The current call will be held.*

Ending a Call

Active Call:

1. Replace handset, or press  or .

Or,

1. Tap **End Call**.

Held Call:

1. Navigate to Calls view and highlight the held call.
2. Tap **Resume**, then tap **End Call**.

Muting the Microphone

During a call, press  button so other parties can't hear you.

To disable Mute, press  again.

Holding Calls

From Lines, Calls, or Active Call view, tap **Hold**. If you're in Calls view, remember to highlight the call first.

To resume a held call, tap **Resume** from either Lines or Calls view.

Placing Conference Calls

Create a Three-Way Conference Call:

1. Call first party.
2. Tap **Confrenc**. (The active call is placed on hold.)
3. Call second party.
4. When the second party answers, tap **Confrenc** again to join all parties.

During the Conference:

From Lines or Calls view, you can:

- Tap **Hold** to hold all participants.
- Tap **Split** to end the conference and hold all participants.
- Tap **Manage** to manage each participant.
- Tap **End Call** to remove yourself from the conference. The other parties will remain connected.

Transferring Calls

From Lines, Calls, or Active Call view, tap **Transfer**, and call the other party. When you hear the ringback sound, or after you talk with the other party, tap **Transfer**.

Forwarding Calls

Enable Call Forwarding:

1. Tap **Forward** from Home or Lines view.
2. Tap forwarding type:
 - Always – Forward all calls
 - No Answer – Forward only unanswered calls
 - Busy – Forward only when you are on a call
3. Enter forwarding number.
4. Tap **Enable**.

Disable Call Forwarding:

1. Tap **Forward** from Home or Lines view.
2. Tap forwarding type to disable.
3. Tap **Disable**.

Enable Per-Call Forwarding:

1. As your phone rings, tap **Forward**.
2. Enter forwarding number.
3. Tap **Forward**.

Chapter 3: Contacts & Lists

Contact Directory

To View your Directory:

1. Tap **Directories** from Home view, and tap **Contact Directory**.

To Add a Contact:

1. Navigate to your Contact Directory and tap .
2. Type the contact's information, and tap **Save**.
3. To make a contact a Favorite, enter a *Favorite Index* number.

To Update Contact Information:

1. Navigate to your Contact Directory and tap the contact.
2. Tap , update the contact's information, and tap **Save**.

To Delete a Contact:

1. Navigate to your Contact Directory and tap the contact.
2. Tap , and tap **Yes** to confirm.

To Search for a Contact:

1. Navigate to your Contact Directory and tap **Search**.
2. Enter search criteria, and tap **Search**.

To Dial a Contact from your Directory:

1. Navigate to your Contact Directory and tap the contact.
2. From the contact's information screen, tap the contact's phone number.

Viewing Recent Calls

1. To view your Recent Calls list, tap **Directories** from Home view, and tap **Recent Calls**.
2. From the Recent Calls list:
 - Tap  to sort and order call.
 - Tap  to display only certain call.
 - Tap a call record to call the person.
 - Tap  next to the call to save to your directory. Enter additional information and tap **Save**.

Favorites

Favorites are contacts you want quick access to. Your Favorites list displays all your Favorites. A smaller number of Favorites displays in Lines view, and when you tap the phone Line from Home view. A green star next to a contact indicates a Favorite.

To View your Favorites List:

1. Tap **New Call** from Home view, and tap **Favorites**.

To Make a Contact a Favorite:

1. Navigate to your Contact Directory and tap the contact.
2. Tap **Add to Favorites**, and tap **Yes** to confirm.

To Dial a Favorite:

1. Tap the Favorite from Home or Lines view, or from your Favorites list.

To Reorder your Favorites List:

1. Update the contact's *Favorite Index* number in the Contact Directory.

Chapter 4: Voicemail

How to Set Up Your Voicemail

1. Press **Messages** button or soft key from Home view > **Message Center** > **Connect**.
2. Enter initial pass code [638+extension], followed by #.
3. Enter new pass code (must be 6 digits), followed by #.
4. Re-enter new pass code, followed by #.
5. Record your first and last name at the prompt, followed by #.
6. Press 2 to record Busy Greeting.
7. Press 3 to record No Answer Greeting.
8. Press # to exit voicemail.

Listening to Voicemail

An envelope icon adjacent to a Line key indicates the presence of a voicemail.

1. Press **Messages** button or soft key from Home view > **Message Center** > **Connect** (or select alternate access method, see below).
2. Press **1** for voicemail box menu.
3. Press **1** to play message.

Note: For full voicemail menu options, see next page.

Alternate Voicemail Access Options

The Voice Portal menu can be reached by using any of the below options and following the voice prompts:

From Your IP Phone:

- Option a) Dial ***86**.
- Option b) Dial your extension.
- Option c) Dial your full number.
- Option d) Dial the Voice Portal Number: (XXX-XXX-XXXX).

From a Different Phone:

- Option a) Dial your phone number. When you hear the voicemail message, press * twice, enter your mailbox ID (your full number), followed by your pass code.
- Option b) Dial the Voice Portal Number: (XXX-XXX-XXXX), press *, then enter your full number when it asks for your mailbox ID, followed by your pass code.

Voicemail Menus

Voice Portal Main Menu

- 1 - Voicemail box
- 3 - Record your name
- 4 - Call forwarding options
- 8 - Change pass code
- 9 - Exit
- # - Repeat main menu

Voicemail Box

- 1 - Play messages
- 2 - Busy greeting menu
- 3 - No answer greeting menu
- 5 - Compose message menu
- 7 - Delete all messages
- * - Return to previous menu
- # - Repeat main menu

Record Your Name

- 1 - Record new name
- 2 - Listen to current name
- 3 - Delete name
- * - Return to previous menu
- # - Repeat main menu

Call Fwd Options

- 1 - Activate call forward
- 2 - Deactivate call forward
- 3 - Change destination number
- 4 - Listen to call forward status
- * - Return to previous menu
- # - Repeat main menu

Change Pass Code

- # - Enter new pass code followed by # key
- * - Return to voice portal menu

Play Messages

- # - Save message
- 7 - Delete message
- 2 - Play or repeat message, skip envelope
- 4 - Play previous message
- 5 - Play message envelope
- 6 - Play next message
- 8 - Initiate call to sender
- 9 - Hear additional options
- * - Return to previous menu
- # - Repeat menu

While playing message:

- 1 - Skip backward 3 seconds
- 2 - Pause playback
- 3 - Skip forward 3 seconds
- 4 - Skip to beginning of message
- 6 - Skip to end of message

Busy Greeting Menu

- 1 - Record new busy greeting
- 2 - Listen to current busy greeting
- 3 - Revert to default busy greeting
- * - Return to previous menu
- # - Repeat menu

No Answer Greeting Menu

- 1 - Record new no answer greeting
- 2 - Listen to current no answer greeting
- 3 - Revert to default no answer greeting
- * - Return to previous menu
- # - Repeat menu

MetTel

 www.MetTel.net