

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

3725-44539-002A | UC Software 5.7.0 or later | December 2017

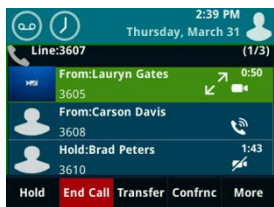
These Quick Tips apply to VVX 500, 501, 600, and 601 business media phones.



## Home Screen

Displays messages, settings, and information.

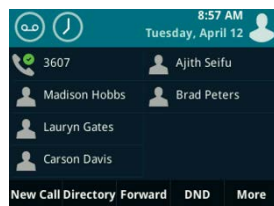
Available any time.



## Calls Screen

Displays all active and held calls.

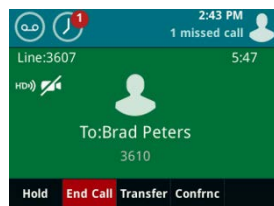
Available when you have an active and held calls in progress.



## 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**.