



VVX 500

## Polycom® VVX® 500 and Polycom® VVX® 501 Business Media Phones

### Quick Reference Guide



For use with Polycom® UC Software 4.1.4 or later

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### 1) Corporate Directory

- a. Press the “**Corp Directory**” soft key.
- b. Select whether you wish to search by first or last name.
- c. Use the dial key pad or the computer keyboard icon in the middle of your screen to enter the first few letters of the name you wish to search.
- d. When finished, select “**Search Directory**.”
- e. If a match is found, it will return a list of names with the letters that you entered.
- f. Once a person is selected, press the “Dial” button on your screen to make the call.
- g. If you want to see all of the caller’s phone numbers select the “**Details**” button.

### 2) Call Log

- a. Press the  button in the upper left corner to view all your Missed, Placed, and Received calls.
- b. When you press  it will automatically populate all your Placed Calls. To view your Missed or Received Calls press the middle funnel button at the top left corner of your screen and then select the type of call you wish to view
- c. From this screen, select:
  - The name/number of the person and it will begin to dial out.
  - Select the (i) icon to save the number to your personal directory or dial the number.
  - If you save a number you will find it under the Directory Icon. When in the directory if you select the contact you have the ability to add them to your favorites (speed dial).

**Note:** Favorites will show up on your main screen underneath your extension. To delete them you must go back into the call log, select favorites, select the (i) icon next to their name, and then select the trashcan at the bottom left hand corner.

### 3) Mute

- a. Press the “**Mute**” to mute your phone (the button will remain red while on mute).

### 4) Transferring

**a. Consulted Transfer:** Allows users to consult with the third party before completing the transfer. To perform a consulted transfer:

- Press the transfer soft key on your phone.
- Dial the extension or 10 digit number of the party to whom you want to transfer the call and hit the send soft key. When the last digit of the phone number is dialed the phone will automatically dial the second caller (or you can push the green call button next the number to push it through faster).
- Once the caller is announced hit the transfer again and the transfer is completed.
- Or to pull the call back, hit the “**Cancel**” button and you will immediately be connected to the original caller.

**b. Blind Transfer:** Transfers a call without consultation:

- Press and hold the transfer soft key on your phone.
- A Transfer Type page will open. Select “**Blind**”.
- The dial box will now to say “**Blind Transfer to**”
- Dial the extension or 10 digit number to whom you want to transfer the call to. When the last digit of the phone number is dialed the phone will automatically dial the second caller and the call has been transferred.

**c. Voicemail Transfer:** Transfers a call straight into voicemail:

- Press the transfer key on your phone.
- Dial \*55 and the extension of the party’s voicemail the caller would like to go to followed by “#.”
- This will automatically send the caller into voicemail.

**Note:** To change the transfer settings to default to Blind transfer instead of Consulted select Settings > Basic > Preferences > Default Transfer Type > Select Blind Transfer.

### 5) Voicemail

- a. Press the Envelope in the upper left hand corner of screen to setup and retrieve voicemail.
- b. First enter the 6 digit default passcode provided by your group/IT administrator.
- c. Once the default passcode is entered, enter a new 6 digit pass code (it cannot be six of the same digit or ascending/descending order). This will be the permanent pass code when checking voicemail.
- d. Follow the prompt to set up greetings.

### 6) Forward

To enable call forwarding:

- a. Press the “**Forward**” soft key on your phone.
- b. Select a Forwarding Type: Forward, No Answer, or Busy.
- c. For all types, enter a number to forward all future calls to. For No Answer, enter the number of rings before forwarding.
- d. Press the Enable key to confirm Call Forwarding. A 90 degree arrow will appear on the top of your phone next to your extension.
- e. To disable call forwarding: Perform steps A and B, but select Disable.



### 7) Conferencing (3 Way Call)

Users have the ability to conference up to 2 other callers. To create up to a 3-way conference call:



- a. Connect to the first party.
- b. Press the “**Conference**” soft key (putting the first caller on hold) to create a new call.
- c. Place a call to the second party.
- d. When the second party answers, press the “**More**” soft key and then “**Conference**” key again to join all parties in the conference.
- e. Your caller ID will now say “From: Conf:Conf” to indicate you are on a conference call.

## 8) Headset Settings

For Frequent or full-time headset users, there is an option to default all calls to headset. To enable Headset Memory Mode:

- a. Press the  button and then select Settings, followed by Basic, Preferences, Headset, and Headset Memory.
- b. Select **"Enable"** and then back out and press the  button to get out of the screen.

To enable Audible Ringer to the Headset:

- a. Press the  button and then select Settings, followed by Basic, Preferences, Audible Ringer.
- b. Select headset and then backout and press the  button to get out of the screen.

## 9) Volume

- a. Press the left volume button on the phone to decrease the volume; press the right volume button to increase the volume.
- b. This will adjust your ringer, handset, or speaker volume depending on which state you are in.

## 10) Setting up Speed Dials

Using Star Codes for single digit speed dialing (8 or less speed dials):

- a. Press \*74
- b. Select a number between 2 and 9 to configure as a speed dial key.
- c. Enter the extension or 10-digits you want as the speed dial and then press the pound key "#."
- d. To dial, press the configured speed dial digit and then press the green phone button to dial out.
- e. Press \*75
- f. Select a number between 00 and 99 to configure as a speed dial key.
- g. Enter the extension or 10-digits you want as the speed dial and then press the pound key "#."
- h. To dial, press # and then the configured two digit speed dial digits and then the green phone button to dial out.

## 11) Hold

- a. When on a call, your screen will change and the first option to the left on the screen will be the **"Hold"** option.
- b. By selecting the **"Hold"** option, you will be putting the caller on hold and by default music will be played for the caller on hold.
- c. To take the caller off of hold, press the "Resume" button.

## 12) Park/Retrieve

### Parking a call:


- a. When on a call, press the "Park" button.
- b. You will see a display that will ask you what extension you would like to park the call on.
- c. Enter either your extension or the co-workers extension the call is for and press the **"Enter"** button.
- d. You will hear a recording that says your call has been parked.

\*After 60 seconds if the call is not retrieved, the call will ring the original phone and open up a line to answer.

### Retrieving a call:

- a. To retrieve a call, press the **"Park/Retrieve"** key.
- b. You will see a display that will ask you what extension the call was parked on.
- c. Enter the extension the call was parked on and press the **"Enter"** button.
- d. You will immediately be connected with the call that was parked.

## 13) Home

The  button allows you to select several options. Some of the options include but are not limited to:

- a. New Call:** shows you your recent calls and allows you to place calls.
- b. Messages:** will bring you to the Message Center, which brings you to your Voicemail.
- c. Directories:** Shows you all your saved numbers.
- d. Settings:** different options like:
  - Basic: Ring Type, Preferences, Login Credentials, etc.

- Advanced: Password needed to set up (Change User Password and Reboot Phone).
  - Features: Do Not Disturb, Last Call Return, Forwarding Options, etc.
- e. Applications:** Brings you to your Corporate Directory Search Page.

## About Evolve IP

The Cloud is no longer about buying individual services. It's now about building a strategy around multiple cloud services and integrating them together to make IT more efficient. Evolve IP delivers customized strategies and integrated services for both cloud computing and communications; solutions that are designed to work together, with your current infrastructure, and with the applications you already use in your business. Disaster Recovery, Contact Center, Unified Communications, Desktops and Infrastructure...Experience Cloud as a Strategy™.