

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

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

## Enter Data

You can use the onscreen keyboard to enter information.

### To use the onscreen keyboard:

» Tap .

### To backspace,

» Tap .



### To type other characters:

» Tap **Encoding** or **Mode**.







When using the dialpad keys, use the 1, \*, 0, and # keys.



## Place Calls

You can only have one active call in progress on your phone.

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 .

### 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 , and pick up the handset, or press  or .

- From the Lines screen, press the Line key, enter the phone number, and tap .
- From the Home screen, 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:
  - To answer with the speakerphone, press  or tap **Answer**.
  - To answer with the handset, pick up the handset.
  - To answer with a headset, 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:

- 1 Tap **Resume > End Call**.

## Hold and Resume Calls

You can have multiple calls on hold and resume a call at any time.

### To hold a call:

- » Tap **Hold**.

### To resume a call:

- » Tap **Resume**.

## Transfer Calls

You can transfer calls to any contact and choose the way to transfer the call.

### To transfer a call:

- 1 Press and hold **Transfer**.
- 2 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**.

## 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 On the Home Screen, 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**, you can enter the number of rings before the call is forwarded.
- 4 Enter a contact's number, and tap **Enable**.

#### To disable call forwarding:

- 1 On the Home Screen, 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 initiate a conference call with up to 24 contacts.

#### 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 and held call into a conference call.

#### To join two calls into a conference call:

- » On the Calls screen, tap **Join**.

## Manage Conference Calls

When you initiate a conference call, you can manage all or individual conference participants:

#### To manage all conference participants:

- » Do one of the following:
  - Tap **Hold** to hold all participants.
  - Tap **Mute** to mute all participants.

#### To manage individual participants:

- 1 Highlight a participant and Select **Manage**.
- 2 Do one of the following:
  - Tap **Far Mute** to mute the participant.

- Tap **Hold** to place the participant on hold.
- Tap **Remove** to remove the participant from the conference and create a separate call with the participant.
- Tap **Information** to view information for the participant.

## 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**.

You can enter a number between 1 and 99 in the **Favorite Index** field to make a contact a favorite.

## Listen to Voicemail

When you have new voicemail messages, the messages icon  displays on your line.


#### To listen to voicemail:

- 1 On the Home screen, tap  or **Messages**.
- 2 Tap **Message Center > Connect**.
- 3 Follow the prompts.

## Mute the Microphone

You can mute or unmute your microphone during calls.

#### To mute or unmute your microphone:

- » Press .


The key glows red when your microphone is muted.

## 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.


## Set Ringtones

You can set ringtones for incoming calls from all contacts and from individual contacts.

#### To set a ringtone for incoming calls:

- » Tap **Settings > Basic > Ring Type** and select a ringtone.

#### To set a ringtone for individual contacts:

- 1 Tap **Directories > Contact Directory**.
- 2 Choose a contact and tap .
- 3 Choose a ringtone and tap **Save**.

## Handle Video Calls

If your phone is enabled for video calls, you can receive video during calls. If you have a VVX Camera attached to your phone, you can send video during calls, and your phone sends video automatically.

#### To stop sending video during a call:

- » Tap **Video > Stop Video**.

#### To start resending video:

- » Tap **Video > Start Video**.