



## Polycom® VVX® 1500 Business Media Phone

### Quick User Guide

- About Your Phone
- Using Your Phone
- Basic Phone Features
- Customizing Your Phone

Applies to phones running Polycom® UC Software 3.3.0 or later.

For detailed information, see the *User Guide for the Polycom VVX 1500 Business Media Phone* at:

[www.polycom.com/voicedocumentation](http://www.polycom.com/voicedocumentation)

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## ABOUT YOUR PHONE

### About the Touch Screen


Your phone has a touch-sensitive screen. You can tap the menu items, soft keys (the keys along the bottom of the touch screen), and fields that display on the touch screen. You can also press the touch screen and drag your finger up or down to scroll through lists.

### About Calls and Line Keys

Your phone can handle one active call and multiple calls on hold. The active call displays in the center of the touch screen. Calls on hold display in a row along the bottom of the touch screen.

Your phone can have up to six lines. A line is assigned to a Line Key. Line Keys display in a column along the far-right of the touch screen. Any unassigned Line Key can be a Speed Dial Key.

A Line Key is either green (dial tone, incoming call, or active call) or blue (no active call). Calls that display on the touch screen are associated with the Line Key that is green.

Line Keys can also have a status indicator (a vertical bar on the far-right of the Line Key): .

The status indicator can be:

- Solid green—Dial-tone is available, dialing is in progress, or a call is active.
- Flashing green—Incoming call.
- Flashing red—All calls are on hold.

### About Video







Your phone displays video in two windows: a small picture-in-picture (PIP) window at the top-right of the touch screen, and a larger window centered in the middle of the touch screen. By default, the near site (i.e., you) displays in the PIP, and the far site displays in the larger window.

During an active call, you can tap the PIP to swap the windows the video displays in. When the near site displays in the larger window, “Local Camera” displays next to it.

You can also display video on the entire screen (full screen mode) by tapping the larger window. In full screen mode, you can swap the windows the video displays in by tapping the PIP. To resume normal viewing mode, tap the full screen video.







## Phone Icons

|   |   |
|---|---|
|    | Active call without Polycom® HD Voice™  |
|    | Active audio call with Polycom HD Voice |
|    | Active video call with Polycom HD Voice |
|    | Call (audio-only)                       |
|    | Call (video)                            |
|    | Call on hold                            |
|    | Conference call                         |
|  | Do Not Disturb                          |
|  | Handset                                 |
|  | Headset                                 |
|  | Line Key (private and registered)       |
|  | Line Key (shared and registered)        |
|  | Messages                                |
|  | Missed calls                            |

|   |                                   |
|---|-----------------------------------|
|  | Mute                              |
|  | Speakerphone                      |
|  | Speed Dial Key                    |
|  | USB flash drive attached and idle |
|  | Video stopped                     |
|  | Video stopped and audio muted     |

## USING YOUR PHONE








### Navigating the Touch Screen

- To enter the Main Menu, tap .
- To return to the idle screen, tap .
- To go back to the previous menu, tap the **Back** soft key.
- To select a soft key, tap the soft key.
- To view more soft keys, tap the **More** soft key.
- To scroll through items, press the touch screen where the list displays, and then drag your finger up or down.  
  
Or, tap or press  or .
- To highlight items, scroll to the item using  or .
- To select an item, tap the item.
- To select a field’s entry box, tap the field name, and then tap the field’s highlighted box.
- To scroll through values in a drop-down list, tap or press one of the scroll arrows in the drop-down list.
- To select a value for a field, tap the field’s highlighted grey box. From the drop-down list, tap a value.



## Entering and Updating Data

### To enter data:

- Tap the field you want to edit, and then tap  (beside the screen title).
- From the “keyboard” on the touch screen, tap the letter, number, or character you want. You can do the following:
  - To toggle between lowercase, uppercase, numerical, and titlecase modes, tap the **abc**, **ABC**, **123**, or **Abc** soft keys.
  - To enter special characters, tap  to display the special characters keyboard. To return to alphabetic mode, tap .
  - To enter text in a special language, tap the **Latin**, **Katakana**, **Unicode**, **Cyrillic** or **ASCII** soft keys to toggle between different languages.
  - To delete data you entered, press  or  to position the cursor to the right of the character you want to delete, and then tap .
- Tap .

### To enable or disable fields, or choose a field option:

- >> Tap the field name, and then tap the field’s highlighted box. From the drop-down list, tap the option you want.

## BASIC PHONE FEATURES

### Placing Calls

(If a call is not automatically placed after you enter the phone number, tap the **Send** soft key.)


### Using the handset:

- >> Pick up the handset, and then enter the phone number by tapping the touch screen or using the phone keypad.

### Using the speakerphone:

- >> With the handset on-hook, tap the **New Call** soft key or a Line Key, and then enter the phone number by tapping the touch screen or using the phone keypad.

### Using the optional headset:

- >> With the headset connected, press , and then enter the phone number by tapping the touch screen or using the phone keypad.

*To place a call from a locked phone, tap the **New Call** soft key, select the number you want to call, and then tap the **Dial** soft key. You can only dial authorized numbers from a locked phone.*

## Answering Calls

### Using the handset:

- >> Pick up the handset.

### Using the speakerphone:

- >> With the handset on-hook, tap the **Answer** soft key or the Line Key with the flashing green status indicator.

### Using the optional headset:

- >> With the headset connected, press



*To answer a call from a locked phone, tap the **Answer** soft key, enter your user password, and then tap the **Enter** soft key. (For information about your user password, see [Locking/Unlocking Your Phone](#).)*

## Answering Calls When You’re on Another Call

If an incoming call arrives while you have an active call, you’ll hear a call-waiting beep, and the incoming call is displayed. To answer the new call, tap the **Answer** soft key. The phone places the original call on hold.

## Ending Calls

To end a call, tap the **End Call** soft key.

*Your phone may be set up so that you can end active calls by tapping the Line Key associated with the call.*

## Using Video

Make sure you open the privacy shutter (centered above the touch screen) using the privacy shutter adjuster (centered along the top edge, above the camera). You can also adjust the camera barrel (located behind the camera) up or down.

During a video call, tap the **Video** soft key to do the following:


- To start or stop transmitting video, tap the **Start Video** or **Stop Video** soft key.
- To display the video that appears in the large window on the entire screen, tap the **Full Screen** soft key. To return to normal viewing mode, tap the full screen video.
- To toggle the video to display large far-site video with PIP near-site video, or PIP far-site video with larger near-site video, tap the **Swap** soft key.
- To exit the video options, tap the **Back** soft key.

During an audio-only call, the video soft keys are not available.


## Disabling Video

You can disable your phone from automatically transmitting video at the start of all calls.


### To disable video at the start of all calls:

- Tap  > **Settings** > **Basic** > **Video** > **Video Call Settings**.
- Tap the **Auto Start Video Tx** field’s highlighted box. From the drop-down list, tap **Disabled**. Then, tap the **Save** soft key.

## Muting the Microphone

During a call, press . The key glows red.

You can hear all other parties while Mute is enabled, but the other parties cannot hear you.

To turn off Mute, press  again. The red LED turns off.

## Holding and Resuming Calls



### To place a call on hold:

- >> Tap the **Hold** soft key.

### To resume a call on hold:

- >> Tap the **Resume** soft key.

(If you have more than one call on hold, tap the call on hold to select it, and then tap the **Resume** soft key.

If you have more than three calls on hold on a Line Key, tap  or  to select the call on hold.)

*If you have multiple Line Keys, you can resume the first call on hold on another Line Key by tapping the associated Line Key.*



## Transferring Calls

### To transfer a call:

1. During a call, tap the **Transfer** soft key. The active call is placed on hold.
2. Place a call to the party to whom you want to transfer the call.
3. When you hear the ring-back sound or after you speak with the second party, tap the **Transfer** soft key.

## Forwarding Calls

*(Your company's settings may override this feature. If you have a shared line, call forwarding is not available.)*


### To enable call forwarding:

1. From the idle screen, tap the **Forward** soft key.
2. If your phone has multiple lines, tap the line for which to enable call forwarding.
3. Tap the forwarding type you want to enable. (Choose **Always** for all incoming calls; **No Answer** for all unanswered incoming calls; or **Busy** for calls that arrive when you're already in a call.)
4. Enter a number to forward calls to, and then tap the **Enable** soft key.

### To disable call forwarding:

1. From the idle screen, tap the **Forward** soft key.
2. If your phone has multiple lines, select the line for which to disable call forwarding.
3. Tap the forwarding type to disable, and then tap the **Disable** soft key.

## Redialing Numbers


To dial the last placed call, press  .

## Speed Dialing Contacts


To quickly dial a contact, use the contact's speed dial index number, or press the contact's Speed Dial Key (if available).

### To use a Speed Dial Key:

>> Tap the contact's Speed Dial Key on the far-right of the touch screen.

(Speed Dial Keys display  and the contact's name.)

### To use a speed dial index number:

1. Press  on the phone console.
2. From the Speed Dial Information screen, tap the contact. The call is automatically placed.


*To add or edit a speed dial index number for a contact, update the contact's Speed Dial Index field in the Contact Directory (see **Updating Contact Directory**). If a Line Key is available, the contact you add will display as a Speed Dial Key.*


## Using Do Not Disturb

*(Your company's settings may override this feature.)*

You can prevent your phone from ringing.

### To enable or disable Do Not Disturb:

1. Press  .
2. If your phone has multiple lines, tap the line for which to enable or disable Do Not Disturb, and then tap the **Enable** or **Disable** soft key.

When you enable Do Not Disturb,  glows red.

## Setting Up Conference Calls

You can set up a conference call with two other people.

During a conference call, you can send and receive video with only one conference participant. If you want, you can switch the participant with whom you exchange video (see **Managing Conference Calls**).

### To set up a conference:

1. Call the first party.
2. After the first party answers, tap the **Conference** soft key. The active call is placed on hold.
3. Place a call to the second party.
4. When the second party answers, tap the **Conference** soft key. All parties are joined in the conference.

You can do the following:

- To place the conference on hold, tap the **Hold** soft key. To resume the call, tap the **Resume** soft key.
- To end the conference, but keep the other participants connected, tap the **End Call** soft key.
- To end the conference and place all participants on hold, tap the **Split** soft key.
- To start and stop the transmission of near-site video, tap the **Video** soft key, and then tap the **Stop Video** soft key. (You will still receive video.) To start the transmission of near-site video again, tap the **Start Video** soft key.

*If you have an active call and a call on hold, you can create a conference by tapping the **Join** soft key.*

## Managing Conference Calls

*(This feature may not be enabled on your phone.)*

You can manage each conference participant.

### To manage conference participants:

>> During a conference call, tap the **Manage** soft key. Then, if the participant you want to manage isn't selected, tap the participant. (A white border displays around the selected participant.)

You can do the following:




- To mute the selected participant, tap

the **Far Mute** soft key. The muted participant can hear all participants, but no one can hear the muted participant.

- To make the selected participant the "active" participant (the participant with whom you'll exchange video), tap the **Select Video** soft key.
- To place the selected participant on hold, tap the **Hold** soft key. The held participant cannot hear any participant and no one can hear the held participant. To return the participant to the call, tap the **Resume** soft key.
- To remove the selected participant from the call, tap the **Remove** soft key.
- To view information about the selected participant, tap the **Information** soft key.
- To exit the conference management feature, tap the **Back** soft key.


## Using Call Lists

### To use a call list:

1. Tap  > **Features** > **Call Lists** > **Missed Calls**, **Received Calls**, or **Placed Calls**.
2. Press  or  to select a call. You can do the following:
  - To place a call, tap the **Dial** soft key.
  - To remove the call from the list, tap the **Clear** soft key.
  - To store the contact in your Contact Directory, tap the **More** soft key, and then tap the **Save** soft key.
  - To view detailed information about the call, tap the **More** soft key, and then tap the **Information** soft key.

## Listening to Voice/Video Mail

*(Voice/video mail is a call platform dependant feature. Options may vary.)*

Tap , and then follow the prompts to listen to your message.



## Locking/Unlocking Your Phone

*(This feature may not be enabled on your phone.)*

Lock your phone to allow only authorized calling and answering. To unlock your phone or answer a call from a locked phone, you need to enter your user password. By default, your user password is 123.

*If you update your password and forget it, contact your system administrator.*

### To change your password:

1. Tap > **Settings** > **Advanced**.
2. Enter your user password, and then tap the **Enter** soft key.
3. From the Advanced screen, select **Change User Password**.
4. Enter your password information, and then tap the **Enter** soft key.

### To lock your phone:

1. Tap > **Settings** > **Basic** > **Lock Phone**.
2. Select how you want incoming calls handled when your phone is locked, and then tap the **Lock** soft key.

### To unlock your phone:

1. From the idle screen, tap the **Unlock** soft key.
2. Enter your user password, and then tap the **Enter** soft key.

## CUSTOMIZING YOUR PHONE

### Updating Contact Directory

#### To add or edit a contact:

1. Tap > **Features** > **Contact Directory**.
2. Tap the **Add** or **Edit** soft key.
3. Tap a field, add or edit the information, and then tap the **Save** soft key.

### To search for a contact:

1. Tap > **Features** > **Contact Directory**.
2. Tap the **More** soft key, and then tap the **Search** soft key.
3. Enter the first few characters of the contact's first or last name, and then tap the **Search** soft key.

### Adjusting Volume

#### To change the handset, speakerphone, or headset volume:

>> During a call, press or .

#### To change the ringer volume:

>> When the phone is idle, press or .

### Updating Ring Tones

*(Your company's settings may not allow this feature.)*

#### To change the incoming ring tone:

1. Tap > **Settings** > **Basic** > **Ring Type**.
2. If your phone has multiple lines, tap the line for which to update the ring tone.
3. Tap the ring type you want, and then tap the **Select** soft key.

#### To set a ring tone for a contact:

1. Tap > **Features** > **Contact Directory**.
2. Search for the contact (see [Updating Contact Directory](#)).
3. Tap the **Edit** soft key.
4. Scroll to and select **Ring Type**, select a ring type for the contact, and then tap the **Save** soft key.

## Setting Up a Screen Saver

*(This feature may not be enabled on your phone.)*

After the phone is idle for a certain amount of time, your phone can display a screen saver of your own pictures.

To stop a screen saver and return to the idle screen, tap the touch screen.

### To set up a screen saver:

1. Place your pictures on a USB flash drive, either in the root directory or in a folder.  
(For information on supported file types and sizes for pictures, see the *User Guide for the Polycom VVX 1500 Business Media Phone* at [www.polycom.com/voicedocumentation](http://www.polycom.com/voicedocumentation).)
2. Attach the USB flash drive to the USB port on the right side of your phone. (It's behind a door you flip down.)
3. Tap > **Settings** > **Basic** > **Preferences** > **Picture Frame**.
4. From the Picture Frame screen:
  - In the **Folder** field, enter the name of the folder in which you placed your pictures on the USB flash drive.  
(If your pictures are in the root directory, leave the field blank.)
  - In the **Time Per Image** field, enter the number of seconds you want each picture to display.
  - Tap the **Save** soft key.
5. Scroll to and select **Screen Saver**.
6. From the Screen Saver screen:
  - For the **Screen Saver** field, select **Enabled**.
  - In the **Wait Time** field, enter the number of minutes the phone should wait after no activity before displaying the screen saver.
  - Tap the **Save** soft key.

### To disable a screen saver:

1. Tap > **Settings** > **Basic** > **Preferences** > **Screen Saver**.
2. From the Screen Saver screen, select **Disabled** for the Screen Saver field, and then tap the **Save** soft key.

## Updating the Background Picture

*(This feature may not be enabled on your phone.)*

You can change the background picture on your phone. You can choose a picture already on your phone, or a picture on your USB flash drive.

### To update the background picture:

1. Tap > **Settings** > **Basic** > **Preferences** > **Backgrounds**.
2. From the Backgrounds screen, tap the background picture you want, and then tap the **Select** soft key.

### To set your own picture as the background picture:

1. Ensure that the picture is on the USB flash drive, the device is attached to your phone, and you have specified the folder the picture is in. For more information, see [Setting Up a Screen Saver](#).
2. Tap > **Picture Frame**.
3. Tap or one or more times to display the picture you want as the background picture, and then tap .

The new background picture displays. The picture will display on the Backgrounds screen as "Local File."