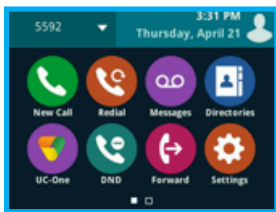


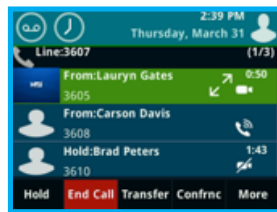
Polycom® VVX® 500 & 600 Series Business Media Phones

Quick User Guide

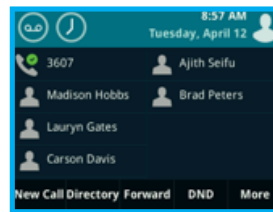
These Quick Tips apply to VVX 400 series business media phones.



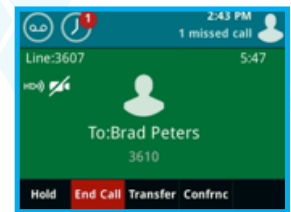
HOME SCREEN
Displays messages, settings, and information. Available any time.



CALL SCREEN
Displays all active and held calls. Available when you have an active or held calls in progress.



LINES SCREEN
Displays phone lines, favorites, and conditional soft keys. Available any time.



ACTIVE SCREEN
Displays the active call in progress and any call control options. Available when you have an active call in progress.



TIP Returning to Your Calls

If you navigate away from your call(s), tap **< Calls** to see Active Call or Calls view again




NOTE About Headsets

Your phone supports wired and wireless headsets, including electronic hookswitch (EHS) headsets. VVX 600 phones also support Bluetooth headsets. For more information, contact Assist for Business.

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, or Calls 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 , and pick up the handset, or 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.





TIMESAVER Placing Calls Quickly

Select a recent call or Favorite, or select a contact's phone number in 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 press Answer soft key.
- 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:

- Replace the handset in the cradle, press  or , or tap End Call.

To end a held call:

- Tap Resume > End Call.

HOLD & 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 and hold the 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. 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 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 tap 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 create a separate call with the participant.
 - Tap Information to view information for the participant.

VIEW RECENT CALLS

You can view and add contacts to the Contact Directory.

To view the Contact Directory:

- Tap  or Directories > Recent Calls..



TIP Saving Recent Callers to Your Directory

From your Recent Calls list, tap **i** next to the call, and tap **Save**. Enter additional information and tap **Save**.

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 select Save.

LISTEN TO VOICEMAIL

When you have new voicemail messages, the amount of new messages displays on the messages icon .

To listen to voicemail:

1. Tap  or Messages
2. Select 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.

Noise management, it's magic. Have you ever been on a call where you can hear everything that is happening in another participant's open-plan office? What about when a colleague dials from a coffee shop or train station? The fact is the workplace is changing; people aren't always sat in a quiet cubicle, so your phones need to be able to manage and eliminate this extraneous noise to reduce its impact on productivity. Polycom® Acoustic Fence™, uses the two microphones built into the VVX phone to create a virtual fence, which blocks any sound outside that fence, ensuring distraction-free calls and conferencing. Polycom® NoiseBlock™ technology keeps annoying sounds such as keyboard clicking and paper rustling from interrupting your meetings. It identifies the speaker in group collaboration and automatically mutes everyone else. Simple.

The information in this guide applies to both the VVX 500 and VVX 600 phones. Configurations vary and the screen displays used in this guide may not reflect those on your phone. Call 855-277-4732 or email AssistforBusiness@cspire.com for more information. For detailed training videos on this phone, please go to cspire.com/enterprisesupport.

855.277.4732 | enterprisesupport@cspire.com

C Spire® and C Spire Business Solutions™ are a trademarks owned by Cellular South, Inc. Cellular South, Inc. and its affiliates provide products and services under the C Spire Business Solutions™ brand.