



Polycom VVX 500
Business Media Phone

Quick User Guide



About the Touch

Tap to select and highlight screen items. To Scroll, touch the screen, and swipe your finger up, down, right, or left. To go back to a previous screen, tap **Back**.

Phone Views

Your phone has four main views: Home, Calls, Active Call, and Lines View (the default)



To change views:

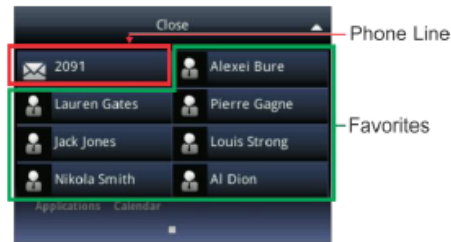
- For Home, Press 
- From Home, press  to display either Lines, Calls, or Active Call View.
- To switch between Lines View and either Calls or Active Call View, swipe the screen.

Home View

Home View display icons you can tap to access phone functions.

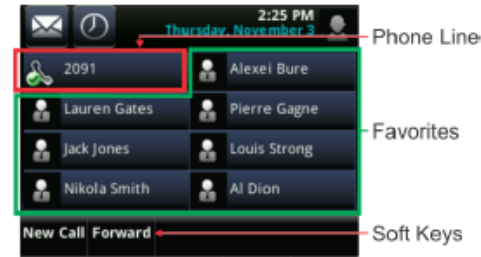


Touch and hold  to display fewer icons. Touch and hold  or swipe the screen to display your phone Lines and Favorites—contacts you can dial by tapping their name. To go back, tap **Close**.



Lines View

Lines View displays phone Lines, Favorites, and soft keys.

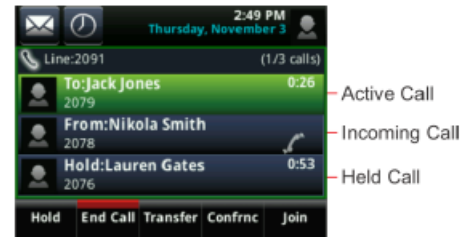


If your phone is idle, you can:

- Tap the phone Line to access the Dialer.
- Swipe to switch between Lines View and the Browser (if applicable).

Calls View

Calls View display a list of all you calls.



Call color indicates status:

- Dark green—Active call.
- Dark blue— Incoming and held calls.
- Bright green—active call is highlighted.
- Bright blue—Incoming or held call is highlighted.

Tap a call to highlight it. The soft keys apply to the highlighted call.

Active Call View

If a phone Line has only one call — and it's active — you can access Active Call View.



Entering Data

Use the onscreen keyboard or the dial pad keys to enter information. To backspace, tap .

To use onscreen keyboard, tap .


To type with the dial pad keys, press a key repeatedly to view the character options and stop to select.

To type other characters, tap **Encoding** or **Mode**. When using the dial pad keys, use the **1**,


About Calls

Only one call can be active at one time.

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 .

Tip: Returning to Your Calls

If you navigate away from your call(s), tap  to see Active Call or Calls View again.

Placing Calls

Pick up the handset, or press or Enter the phone number, and tap

From Lines View: Tap the phone Line, enter the phone number, and tap

From Home View: Tap **New Call**, enter the phone number, and tap



Timesaver: Placing Calls Quickly

Tap a recent call or Favorite, or tap a contact's phone number in the Contact Directory

Answering Calls

Press or tap **Answer**, pick up the handset, or press

To answer a new call while on an active call, tap **Answer**.

The current call will be held.

Ending Calls

To end an active call, replace the handset, press or press or tap **End Call**.

Holding Calls

From Lines, Calls, or Active Call View, tap **Hold**. If you're in Calls View, remember to highlight the call first.

To resume a held call, tap **Resume** from either Lines or Calls View.

Transferring Calls

From Lines, Calls, or Active Call View, tap Transfer, and call the other party. When you hear the ring back sound, or after

Forwarding Calls

To enable call forwarding, tap **Settings** from Home View, and tap **Features** > **Forward**. Tap the forwarding type to enable, type a forwarding number, and tap **Enable**.

To disable call forwarding, tap **Settings** from the Home View, and tap **Features** > **Forward**. Tap the forwarding type to disable, and tap **Disable**.

To enable per-call forwarding: As your phone rings, tap **Forward**, enter the forwarding number, and tap **Forward**.

Listening to Voicemail

Tap Messages from Home View, and tap Message Center. Tap Connect and follow prompts.



Timesaver: Viewing Recent Calls

Tap ** from Lines, Calls, or Active Call View.

Adjusting Volume

To change call volume, press during a call. To change the ringer volume, press when the phone is idle or ringing.

Viewing Recent Calls

To view your Recent Calls list, tap **New Call** from Home View, and tap **Recent**.

From the Recent Calls list, tap to sort and order calls, tap to display only certain calls, or tap call record to call the person.



Timesaver: Viewing Recent Calls

Tap from Lines, Calls, or Active Call View.



Tip: Saving Recent Callers to Your Directory

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

Favorites

Favorites are contacts you call most often. Favorites display in your Favorites list and Lines View. They also display when you tap the phone Line in Home View.

- **To view your Favorites list**—Tap **New Call** from Home View, and tap **Favorites**.
- **To make a contact a Favorite**—Navigate to your Contact Directory and tap the contact. Tap **Add to Favorites**, and tap **Yes** to confirm.
- **To dial a Favorite**—Tap the Favorite from Lines View or your Favorites list.
- **To reorder your Favorites List**—Update the contact's *Favorite Index* number in the Contact Directory.

Contact Directory

- **To view you Directory**—Tap **Directories** from Home View. If a Corporate Directory is on your phone, tap Contact Directory on the Directory Screen.
- **To add a contact**—Navigate to your Contact Directory and tap Type the contact's information, and tap **Save**. To make a contact a Favorite, enter a Favorite Index number.
- **To update contact information**—Navigate to your Contact Directory and tap the contact. Tap update the contact's information, and tap Save.
- **To delete a contact**—Navigate to your Contact Directory and tap the contact. Tap and tap **Yes** to confirm.
- **To search for a contact**—Navigate to your Contact Directory and tap **Search**. Enter search criteria, and tap **Search**.
- **To dial a contact from your Directory**—Navigate to your Contact Directory and tap the contact. From the contact's information screen, tap the contact's phone number.



Tip: What Does a Green Star Mean?

A green star indicates a Favorite.

Placing Conference Calls

Call the first party. From Lines, Calls, or Active Call View, tap **Confrnc**. Dial and connect with the other party, and tap **Confrnc**.

From Lines or Calls View, you can:

- Tap **Hold** to hold the conference.
- Tap **End Call** to end the conference.
- Tap **Manage** to manage each participant (if available).
- Tap **Split** to end the conference and hold all participants.



Timesaver: Placing Conference Calls

If you have an active and held call, tap **Join** to set up a conference.

Muting the Microphone

During a call, press so other parties can't hear you.

To disable Mute, press again.

Using Do Not Disturb

To disable ringing, tap **Settings** from Home View, and tap **Features** > **Do Not Disturb**. Tap **Enable** or **Disable**.

Updating Ringtones

To change the incoming call ringtone, tap **Settings** from Home view, and tap **Basic** > **Ring Type**. Tap the ringtone you want.

To set a ringtone for a contact, navigate to your Contact Directory and tap the contact. Tap update the contact's ring type, and tap **Save**.