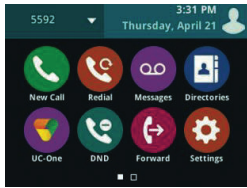


# Quick Tips for Polycom® VVX® 500 and 600 Series Business Media Phones

UC Software 5.5.0 or later

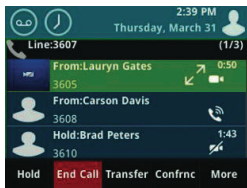
These Quick Tips apply to VVX 500, 501, 600, and 601 business media phones.



## Home Screen

Displays messages, settings, and information.

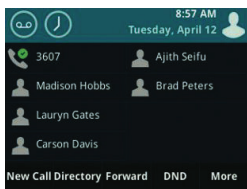
Available any time.



## Calls Screen

Displays all active and held calls.

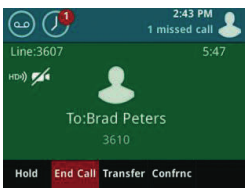
Available when you have an active or held calls in progress.



## Lines Screen

Displays phone lines, favorites, and conditional soft keys.

Available any time.



## Active Call Screen

Displays the active call in progress and any call control options.

Available when you have an active call in progress.

## 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**.

## Answer Calls

You can answer calls using the handset, speakerphone, or a headset.

### To answer a call:

- Do one of the following:
  - Pick up the handset.

- Press or tap **Answer**.
- 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:
  - Tap **Resume** > **End Call**.

## Hold and 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 **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**, press the **Transfer** soft key after speaking with your contact.

## 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**, 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. 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. Select **Conference** and call your next contact.
3. When your contact answers, select **Conference**.  
You can also join an active and held call into a conference call.

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

- On the **Calls** screen, select **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 create a separate call with the participant.
  - Select **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**.

## Listen to Voicemail

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


### To listen to voicemail:

3. Tap  or **Messages**.
4. Tap **Message Center > Connect**.
5. 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 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**.