

Polycom® VVX® 500 and VVX® 600 Series Business Media Phones

Quick User Guide



For use with Polycom® UC Software 4.1.2 or later

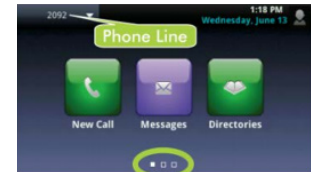
Polycom® VVX® 500



Phone Views

Home View

Press button to view displays icons you can select to access phone functions. Swipe to see additional icons.



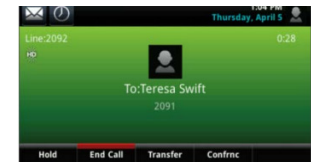
Line View

Lines view displays phone Lines, Favorites, and soft keys. If your phone is idle, you can press the Line key to access the Dialer.

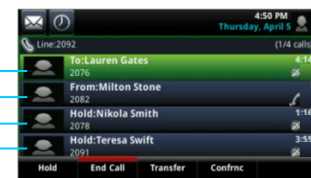


Call View

If your phone only has one call—and it's active—you can access Active Call view.



View if your phone has multiple calls.



- Active
- Incoming
- Held
- Held

Check Voicemail

Tap  from Lines, Calls, or Active Call view

1. Tap Messages from Home view
2. Tap Message Center
3. Tap Connect and follow the prompts

Blind Transfer

With the incoming call answered

1. Tap the Transfer softkey
2. Tap the Blind Softkey
3. Dial the intended extension number, or dial the 10 digit phone number

Dialing any number less than 10 digits requires you to select the send softkey

View Call History



From the Home View

1. Swipe the screen to Directories
2. Tap Recent Calls to view your Recent Calls list

From the Lines View

- Tap the  to view Recent Calls

From the Recent Calls list

- Tap  to sort and order calls
- Tap  to display only certain calls

Place Call on Hold

While on a call

1. Tap the Hold Soft key
2. To Resume the call, select the Resume soft Key

Place Conference Call

1. While on a call with the first party
2. Tap Confrcn Softkey
3. Dial and connect with the second party
4. Tap Confrcn Softkey again

Warm Transfer

With the incoming call answered

1. Tap the Transfer softkey
2. Dial the intended extension number, or dial the 10 digit phone number

When the intended party answers. Announce the incoming call

3. Tap the Transfer Softkey to transfer the call

Dialing any number less than 10 digits requires you to select the send softkey

Forward Call

Enable Call Forward:

1. Tap Forward the Home or Lines view
2. Tap the forwarding type to enable
3. Enter a forwarding number, and press Enable

Disable call forward:

1. Tap Forward the Home or Lines view
2. Select the forwarding type to disable
3. Tap Disable

Enable per-call forwarding:

As your phone rings


1. Tap Forward
2. Enter the forwarding number
3. Tap Forward

Adjusting Volume

Call Volume

- Press  during a call.

Ringer volume

- Press  when the phone is idle or ringing.