

# POLYCOM® VVX® 500 & 501

## QUICK USER GUIDE





### GET TO KNOW YOUR PHONE

- + **Soft Keys:** These appear as they are needed. For example, if you are in a conference call, the soft keys display functions related to the conference function.
- + **Line Keys:** Located to the left and right of the phone screen, the line keys indicate the status of your lines and associated activity.



### ABOUT THE TOUCHSCREEN

- + 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**.



### PLACING CALLS

- + Enter the phone number **FIRST**, then press **Dial**, pick up the handset, or press  or .

### ANSWERING CALLS

- + To answer with the speakerphone, press  or tap **Answer**. To answer with the handset, pick up the handset. To answer with a headset, press . To answer a new call while on an active call, press **Answer**. The current call will automatically be placed on hold

### VOICEMAIL

- + An envelope, , adjacent to a Line key, indicates that you have voicemail. You will also see the voicemail indicator light blinking in the upper right hand corner.
- + Tap the designated VM button  and follow the prompts.

# QUICK USER GUIDE

## CALL HOLD AND RESUME

- + During a call, tap the **Hold** soft key. Press the **Resume** soft key to resume the call.

## CALL TRANSFER

- + During a call, tap the **Transfer** soft key to place the active call on hold.

### To transfer a call unannounced:

- + Tap **Blind** in the upper right-hand corner and then dial the number or extension to automatically transfer the call.



### To announce the transfer:

- + Place a call to the party to which you want to transfer the call. After speaking with the second party, tap **Transfer** again to complete the transfer.



## PLACING CONFERENCE CALLS

- + Call the first party, and after the call connects, select **Confrnc**. You will now have an active three-way conference call.
- + Then dial and connect with the second party and press **Confrnc** again.
  - + Press **Hold** to hold all participants.
  - + Press **End Call** to remove yourself from the call but keep the other participants connected.
  - + Press **Split** to end the conference and hold all participants.

## MUTING THE MICROPHONE

- + During a call, press  so other parties can't hear you.
- + To disable Mute, press  again.
- + This applies to calls using the handset, headset, and speakerphone. .

## ADJUSTING VOLUME

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

You can also view short how-to videos about all of these topics at [arvig.net/hostedpbx](http://arvig.net/hostedpbx)