Polycom® VVX® 500 Business Media Phone

Quick User Guide

For use with Polycom® UC Software 4.1.2

The information in this guide applies to the Polycom® VVX® 500 Business Media Phone. Configurations vary and the screen displays used in this guide may not reflect those on your phone.

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**.

Phone Views

Your phone has four main Views: Home, Calls, Active Call, and Lines view (the default). You can access Home and Lines view at any time. If your phone has one or more calls, you can also access Calls or Active Call view.

To change Views:

- For Home view, press .
- From Home view, press to alternate between Home and Lines view, or, if you have one or more calls, between Home and either Calls or Active Call view.
- To switch between Lines and either Calls or Active Call view, swipe the screen.

Home View

Home view displays icons you can tap to access phone functions. Touch and hold the Page Indicator (shown next) to display more or fewer icons. You can also swipe the screen to display more icons.
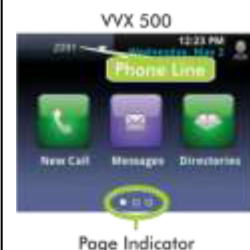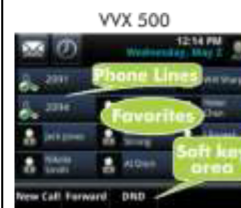

From Home view, tap the phone Line to display your phone Lines and Favorites (shown next). To go back, tap **Close** (shown next).

Lines View

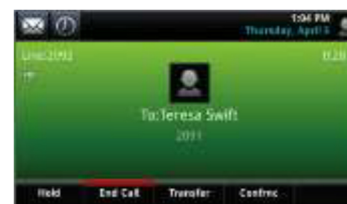Lines view displays phone Lines, Favorites, and soft keys.

If your phone is idle, you can:

- Tap the phone Line to access the Dialer.
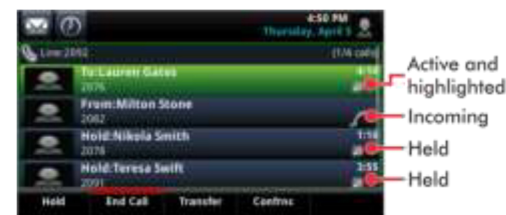- Swipe to switch between Lines view and the Browser (if enabled on your phone).

Active Call View

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

Calls View

If your phone has multiple calls, or one held call, you can access Calls view.

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 control the highlighted call.

Entering Data

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

To use the onscreen keyboard, tap .

To type with the dialpad keys, press a dialpad key repeatedly to view the character options and stop to select. To type other characters, tap **Encoding** or **Mode**. When using the dialpad keys, use the **1**, *****, **0**, and **#** keys.

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 `< Calls` to see Active Call or Calls view again.

Note: About Headsets

Your phone supports wired and wireless headsets, including electronic hookswitch (EHS) headsets. For connection directions, refer to your headset documentation. For more information, see *Using Headsets with Polycom Phones*, available from http://support.polycom.com/UCEngAdvisories.

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

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, 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**.

To end a held call, navigate to Calls view and highlight the held call. Tap **Resume**, and 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 ringback sound, or after you talk with the other party, tap **Transfer**.

Forwarding Calls

To enable call forwarding, tap **Forward** from Home or Lines view. Tap the forwarding type to enable, type a forwarding number, and tap **Enable**.

To disable call forwarding, tap **Forward** from Home or Lines view, 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**.

Placing Conference Calls

Call the first party, and after the call connects, tap **Confrnc.** Then, dial and connect with the second party and tap **Confrnc** again.

From Lines or Calls view, you can:

- Tap **Hold** to hold all participants.
- Tap **End Call** to remove yourself from the call, but keep the other participants connected.
- Tap **Manage** to manage each participant.
- 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.

Favorites

Favorites are contacts you want quick access to. Your Favorites list displays all your Favorites. A smaller number of Favorites displays in Lines view, and when you tap the phone Line from 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 Home or Lines view, or from your Favorites list.
- **To reorder your Favorites list**—Update the contact's *Favorite Index* number in the Contact Directory.

 Tip: What Does a Green Star Mean?
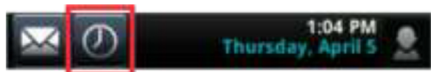A green star indicates a Favorite.

Viewing Recent Calls

To view your Recent Calls list, tap **Directories** from Home view, and tap **Recent Calls**.

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

 Timesaver: Viewing Recent Calls
Tap (shown next) 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**.

Contact Directory

- **To view your Directory**—Tap **Directories** from Home view, and tap **Contact Directory**.
- **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.

Listening to Voice Mail

Tap **Messages** from Home view, and tap **Message Center**. Tap **Connect** and follow the prompts.

 Timesaver: Accessing Your Message Center
Tap (shown next) from Lines, Calls, or Active Call view.

Muting the Microphone

During a call, press so other parties can't hear you.
To disable Mute, press again.

Using Do Not Disturb

If you have a service that supports Do Not Disturb, you can enable or disable ringing. To enable or disable ringing, tap **DND** from Home or Lines view. When Do Not Disturb is enabled, the DND icon, , displays in the status bar.

Adjusting Volume

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

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**.