

**Viewing Call Logs (con't)**

- Tap  next to the call to access the call details screen, tap  to sort and order calls, tap  to display only missed, received or placed calls, and tap  to clear your calls.
- You will be able to add any of these contacts in your call list to your directory through the call details option.

**Directory**

The phone is equipped with a programmable directory. You can access the directory by pressing the Home key or the Directory soft key while viewing the default home screen. From the Directory, a user can add, remove and edit any contact.

To add a contact to the Directory, add them through one of the call lists or browse to the directory and press the + icon:

- First Name
- Last Name
- Contact (internal extension or 10-digit external number)
- Ring tone
- Speed Dial (The phone calls this a Favorite. This is assigned by default.)
- Watch Buddy (Enabling Watch Buddy for an internal extension will allow you to view from your display whether this person is on the phone or not.)

**Note:** Any unused line keys will be assigned to a user from your directory based on the Speed Dial (Favorite) number. If there are 10 available lines, the first 10 people added to the directory will be displayed there and you can easily tap to dial or transfer calls. If those contacts are internal extensions, Watch Buddy is enabled and you will be able to see whether they are on the phone.

**Phone Controls****Muting the Microphone**

During a call, press  so other parties can't hear you. To disable Mute, press  again. The button will light up red when Mute is enabled.

**Using Do Not Disturb**

To enable or disable ringing, press the DND soft key from the main default screen (make sure you are not on a phone call). When Do Not Disturb is enabled, the DND icon, , displays in the status bar and beside the appropriate Line key.

**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 the **Home** key and select **Settings**. Press **Basic Settings > Ring Type** and select the ringtone you want.

To set a ringtone for a contact, navigate to your Contact Directory and select the contact. Press **Edit**, update the contact's Ring Type, and press **Save**.

**Paging**

While on the default home screen, press the **Paging** soft key. This will show the different paging groups that are available to you.

- To initiate a page, select the group that you would like to call and press the **Paging** soft key. All phones within that group will beep and you can proceed with broadcasting your page. To initiate a page all, simply press and hold the **Page** soft key.

**Note:** By default, the only group is PAGE ALL. If required, additional groups can be programmed for the company.



## POLYCOM VVX 500 & 600 BUSINESS MEDIA PHONE

PHONE | VOICE MAIL

### About the Phone

The phone has a minimum of two line keys associated with your extension. They are the top two line keys located to the left of the phone display. These lines allow you to dial out and receive calls. All unused line keys can be programmed as speed dials. To setup speed dials, please refer to the **Directory** section in this user guide. There is also a Home Key. The Home Key allows access to Messages, Directory and Settings.

### Softkeys

The phone has four soft keys located below the phone display. The functions of the soft keys change depending on what you are doing with the phone -- dialing, on a call, etc.

### 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 a Call

- Enter the phone number (extension or 10-digit number), pickup the handset and tap the Green Dial icon. OR, press  or  after entering in the number - to initiate the call immediately.

**Note:** There is no need to dial a 1 or 9 before the number.

**Note:** If you type the number incorrectly, press the << soft key to backspace and delete. As you dial the number, the phone will search through your Call List for a match. If the number matches, simply scroll to the number using the navigation wheel, highlight it and press the **Dial** soft key.

**Note:** If you hear dial tone before calling out, the call will time out if the number isn't entered quickly. It is recommended that you dial first, then pick up the handset (as outlined above) to prevent this.

### Answering Calls

- Press , the **Answer** soft key, pick up the handset, OR press . You can also press the associated line key (it will be flashing).

### Answering Calls (con't)

Press **Reject** to send the call directly to voicemail. Press **Ignore** to silence the ring on your end. **New Call** will silence the ring and allow you to dial out.

### Answering a Second Call

If you are on an active call and a 2nd call comes in, you will hear a beep and the Caller ID will display the incoming phone number.

- To answer, tap the **Answer** soft key. The first call will be automatically placed on hold and the line key light will flash red. You do not need to press Hold before answering the incoming call.

You can toggle between the two active lines by tapping the person you wish to speak with.

### Ending a Call

- To end an active call, replace the handset, press , or press . OR, press the **End Call** soft key.

### Place a Call on Hold

- While on an active call, press the **Hold** soft key.
- To resume a held call, press the **Resume** soft key or tap the held call on the display.

### Announced Call Transfer

**Note:** Announced transfers will allow you to speak with the person before completing the transfer. It will also display your Caller ID information to the person you are transferring the call to.

- While on an active call, press the **Transfer** soft key. The call will be placed on hold automatically. Enter the phone number to where you want to transfer the call to (extension or 10-digit number). After you talk with the other party, hang up or press **Transfer** to complete the transfer.

**Note:** To stop an In-Progress Transfer (or if the other party cannot take the call or the call goes to voice mail), press the **Cancel** soft key. This will reconnect you to the first party.

### Blind Transfer

**Note:** A blind transfer will transfer the call immediately and will display the Caller ID of the original caller.

### Blind Transfer (con't)

- While on a call, press the **Transfer** soft key, followed by the **Blind** soft key. Enter the phone number to where you want to transfer the call to (extension or 10-digit number). Press **Send** to complete the transfer.

### Leave a Direct Voicemail for an Internal User

- Dial \* + the extension to where you wish to leave a message. This allows you to leave a message without ringing their phone.

### Transfer Directly to an Internal Voicemail Box

- While on a call, tap **Transfer + Blind**, the \* key + the ext. to where you wish to transfer the call to.

### Call Park

Call park places the call on hold in the Fusion Cloud. They remain there until the call is picked up. The parked call can be retrieved from any Fusion phone by dialing the park extension.

- While on a call, press the **Transfer** soft key followed by the call park extension (usually x700 - this can be modified). The system will then inform the user which PARK EXTENSION the call will be parked under. This number will range between 701-709 (these numbers can be modified).
  - When you hear the park extension (example, x701), hang up or press **Transfer** again to complete the park.
  - The intended recipient can pick up the parked call from any phone on our system by dialing the extension the call was parked on (i.e., x701).
- Note:** Additional parking lot ranges can be added to the system. Please speak with your System Admin.

### Placing Conference Calls

- During a call, press the **Conf** soft key (this places the party on hold). Dial the second party. When they answer, press **Conf** again.

Additional features:

- You can split the conference into two calls on hold by pressing the **Split** soft key.
- To join two parties that are on separate lines, press the **Join** soft key.
- To end the conference, hang up or press **End Call**.

### Dynamic Conference Call:

A company-wide internal conference room can be programmed as an extension. If anyone dials this extension from a Fusion phone, they will be brought into the conference room. Please speak with your System Admin to learn more about this feature and assigned extension.

### Call Pickup

Call pickup gives users the ability to pick up an incoming call that is ringing on another extension or a call that is waiting on hold on another extension. To activate, dial (1\*) + the extension.

### Voice Announce

Voice announce allows you to automatically activate the speakerphone of another user and begin speaking with them immediately. To activate, dial (2\*) + the extension.

**Note:** If the other party is on the phone, their phone will ring and they will have the option of answering.

### Call Forwarding

- Calling \*71 will enable call forwarding. The system will ask for the number (10-digit or ext.) to where you wish to forward your calls to.
- Calling \*72 disables call forwarding.
- Calling \*70 forwards calls to the LAST number you forwarded your calls to.

### Viewing Call Logs

The phone maintains a list of the latest 100 missed, placed and received calls. If you have any missed calls, there will be a number displayed on the Clock icon () on the phone. To access, tap the Clock icon. Icons display next to the call, depending on which type of call it is:

- Placed calls icon .
- Received calls icon .
- Missed calls icon .