



The VVX 500 phone has 12 line appearances, and the 600 phone has 16 line appearances.

Using Your Phone

To place a call:

- Lift the handset and dial the number OR
- Press the speaker button (if using speakerphone), and dial the number OR
- Press the headset button (if using a headset) and dial the number OR
- Press the **New Call** soft key and dial the number

To answer a call:

- Lift the handset OR
- Press the speaker button (if using speakerphone) OR
- Press the headset button (if using a headset) OR
- Press the **Answer** soft key

To send a call to voicemail without answering:

- When a call is ringing, press the **Reject** soft key

To end a call:

- Hang up the handset OR
- Press the **EndCall** soft key

Access Voicemail:

- To access voicemail, press the envelope icon on your phone display, and then press the **Connect** soft key and follow the prompts.

Transfer a Call

When transferring a call, you can use either the warm or blind transfer method. During a warm (or supervised) transfer, you announce the call to the recipient and share any pertinent information. During a blind (or unsupervised) transfer, you send the call to the recipient without announcing the call or caller. To perform a warm transfer, complete the following instructions:

- Step 1** While on a call, press the **Transfer** soft key. The caller will be placed on hold, and you will receive a new dial tone.
- Step 2** Dial the number or extension to which you are transferring the call.

- Step 3** Wait until the other party answers, announce the call, and then press the **Transfer** soft key again to connect the call.

To perform a **blind** transfer complete the following instructions:

- Step 1** While on a call, press the **Transfer** soft key. The caller will be placed on hold, and you will receive a new dial tone.
- Step 2** Press the **Blind** soft key.
- Step 3** Dial the number or extension to which you are transferring the call.
- Step 4** Press the **Dial** soft key.

NOTE: If you misdial the destination number/extension, you can press the red phone soft key to end your transfer. This will reconnect you with the caller, at which point you can start the transfer process over again.

NOTE: Due to the ten second dialing rule the incorrect number will automatically be dialed if you don't clear it out in time. If this happens during a warm transfer, press the red phone soft key and start the transfer process over.

Transfer a Call Directly to Voicemail

- Step 1** Press the **Transfer** soft key.
- Step 2** Dial ***55** and follow the recorded prompts.

NOTE: You may also enter ***55** + extension before pressing the **Dial** soft key to speed up processing of the direct to voicemail transfer function. In this situation, the system will only announce whether the call was successfully transferred.

Call Hold

Place a call on hold and answer it later.

- Step 1** Press the **Hold** soft key to put a call on hold.
- Step 2** Press the **Resume** soft key OR the desired line on the display screen to resume a call.

NOTE: If you have more than one call on hold for a specific line, you may swipe the screen to the left and select the desired line from the list of calls on hold before pressing the **Resume** soft key.

Call Park

Use Call Park to put a call on hold and then allow another user to pick up and continue the conversation on another phone using Call Park Retrieve.

To park a call:

- Step 1** Press the **Transfer** soft key.
- Step 2** Dial ***68**.

- Step 3** Enter the extension where you want to park the call or press **#** to park it at your own extension, and then hang up.

To retrieve a parked call:

- Step 1** Press the **New Call** soft key and dial ***88**.
- Step 2** Enter the extension where the call is parked or press **#** to retrieve it from your own extension.

NOTE: You can also enter ***88** + extension before pressing the **Dial** soft key to retrieve calls more quickly. In this situation, the system will not announce anything, and you will connect instantly to the call parked at the extension you entered.

N-Way Conferencing

Join three or more parties (max 15, including yourself) in an instant conference call.

To use N-way Conferencing:

- Step 1** While on an active call, press the **Conference** soft key
- Step 2** Dial the number of the next party you want to join the call.
- Step 3** When the party answers, press the **Conference** soft key to create a 3-way conference call. When successful, all parties can talk to each other.
- Step 4** Repeat steps 1 through 3 for each additional party you want to add to the call.
- Step 5** Hang up the handset or press the **End Call** soft key to end your conference and drop all participants.

Temporarily Forward Calls to Another Number

- Step 1** Dial ***72** from your phone.
- Step 2** Enter the phone number to forward to. When the system announces, "Your Call Forwarding Always service has been activated successfully," hang up.
- Step 3** To deactivate Call Forwarding, dial ***73** from your phone. When the system announces, "Your Call Forwarding Always service has been deactivated successfully," hang up.

Reboot Your Phone

Rebooting may be necessary if your phone loses its connection. Rebooting is also recommended as a first step when troubleshooting connectivity issues. To reboot a Polycom VVX 500/600 phone, disconnect power from the phone (for phones using Power over Ethernet without a dedicated power cord, you must disconnect the Ethernet cable), wait 30 seconds, and then reconnect power.