

Polycom VVX500

Full user guide



Contents

Contents	2
Introduction	4
How to set up the Polycom VVX500	5
Phone Keys and Hardware	6
Using your phone	7
Home view	7
Lines view	8
Calls View	8
Understanding Phone Icons and Status Indicators	10
Answering Calls	11
Answering another Call	12
Answering Calls Automatically	12
Placing Calls	13
Calling from the Dialler	13
Placing Calls from Favourites, Lists and Directories	14
To call from the Recent Calls list:	14
To call from your Favourites list:	14
To call from your Directory:	14
Redialling Numbers	15
Ending Calls	16
Setting up and handling three way calls	17
Ending three way calls	17
Listening to Voicemail	18
Recent Calls	19
Working with Your Contact Directory	20
To view your Contact Directory:	20
To view contact information:	21
To search for a contact:	21
To dial a contact:	21
To add a contact:	21
To update a contact's information:	22
To delete a contact:	22

Working with a Corporate Directory	23
To view the Corporate Directory:	23
To search the Corporate Directory:	23
To dial a Corporate Directory contact:	23
Controlling What is Heard	24
Updating the Incoming Call Ring Tone	24
Updating a Contact's Ring Tone	24
Changing the Speaker Volume.....	24
Changing the Speaker Volume.....	25
Muting the Microphone.....	25

Introduction

Polycom VVX500 Guide

This user guide will help you to navigate and use your VVX500 phone. It will give you an overview of your phone, and walk you through tasks so you can successfully use your phone to perform basic and advanced phone functions.



How to set up the Polycom VVX500

The phone will arrive pre-configured and simply needs to be connected to the internet and powered up. Your Administrator or installer should know how to do this for you. There are some network/router level settings that must be applied, or the Horizon service will not work - for further details on these please refer to the Horizon user guide.

Gamma, Kings House, Kings Road West, Newbury, Berkshire RG14 5BY



0333 240 3000



0333 240 3001



marketing@gamma.co.uk



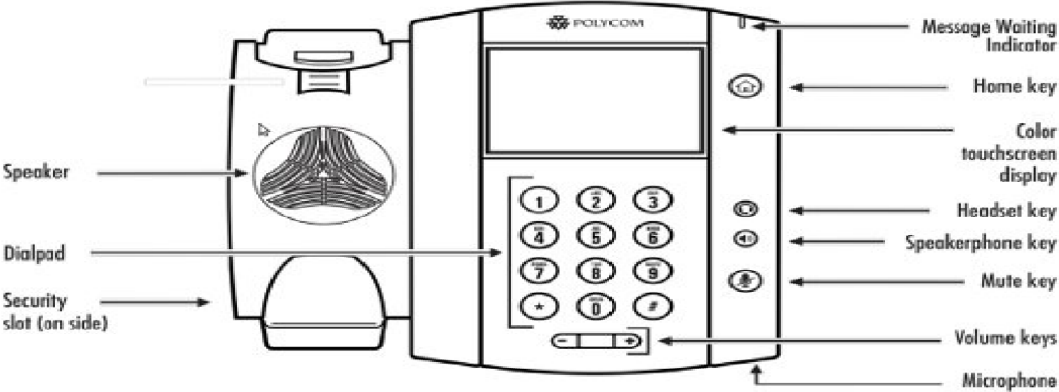
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Phone Keys and Hardware



Using your phone

Home view

Home view displays your phone line, messages settings and information. At the bottom of Home view is the Page Indicator which shows how many pages of icons Home view displays



Home view displays the following icons:

- New Call—Select New Call to display the Dialler so you can place a call.
- Messages—Select Messages to access your voicemail.
- Directories—Select Directories to access your Contact Directory, Favourites, and Recent Calls list. You can access your company directory from here.
- Forward—Select Forward to set up forwarding options for incoming calls.
- DND—Select DND to toggle DND (Do Not Disturb) on or off. When DND is enabled, your phone won't ring and incoming calls will go to voice mail.
- Settings—Select Settings to access phone features and settings to customize your phone.



Note: Accessing the Corporate Directory

If your phone has a Corporate Directory, tap **Directories** to access the Corporate Directory and Recent Calls.

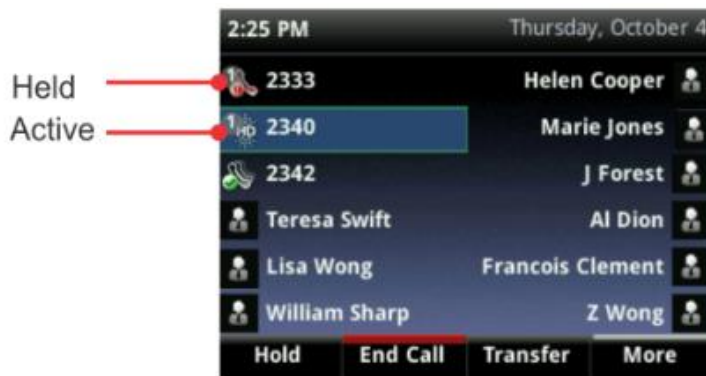
Lines view

Lines view (shown below) is your phone's default display. Lines view displays your phone line(s), your favourites, and soft keys in the soft key area.



If your phone is idle, you can press a line key to access the Dialler.

If your phone has calls, the phone line indicates the number of calls you have, and if they're active or held. If the phone line has an active call, the call colour is dark green, as shown below. If the phone line has one or more held calls, the call colour is dark blue, as shown below. The number of total calls is shown above the calls. To select a call, use the up and down arrow keys



Calls View

You can access Calls view (shown below) if your phone has multiple calls in progress, or you have one held call. Use the up and down arrow keys to see all your calls. If your phone has multiple lines then the calls display under the associated line. Call colour indicates status:


























- Dark green — Active call
- Bright blue — Incoming call
- Dark blue —Held call

Use the up and down arrow keys to highlight a call. The soft keys apply to the highlighted call.



Understanding Phone Icons and Status Indicators



The following icons and indicators indicate phone, call, or buddy/contact status, or to indicate that a feature is enabled.

Icon	Description	Icon	Description
	Registered line		Phone warning
	Unregistered line		Login credentials invalid
	Placing a call		Shared line
	Active call using Polycom HD Voice		Shared line with a held call
	Held call		Call forwarding is enabled
	Incoming call		You have messages
	Active conference		Presence status (Available)
	Placed call		Presence status (Busy or In a Call)
	Received call		Presence status (Away)
	Missed call		Presence status (Do Not Disturb)
	Favorite		Presence status (Offline)
	Do Not Disturb enabled		Presence status (No information)
			Presence status (No information)

Answering Calls

All incoming calls display in an Incoming Call window, as shown next.

To answer calls, do one of the following:

- To use the handset, pick up the handset
- To use speakerphone press  or press answer
- To use your headset press 



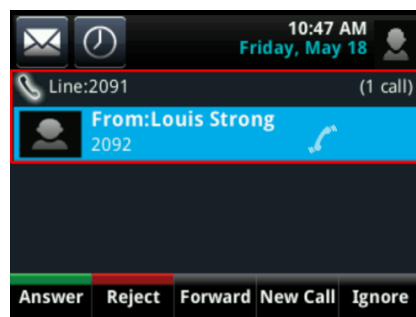
If you're already in handset, speakerphone, or headset mode, press Answer, and the phone will automatically use the mode you're in.

If you don't answer the call within 10 seconds, the Incoming Call window disappears, and either Home or Calls view displays, as shown next. The view that displays depends if your phone last displayed Home or Lines view.

Home view:



Calls view:



Answering another Call

If you have a call and another incoming call arrives on the same line, a call waiting tone beeps, and the Incoming Call window displays. To answer the call, press Answer. The call you were in is then placed on hold.

If you don't answer the call within 10 seconds, the Incoming Call window disappears, and either Home or Calls view displays, as shown above. The view that displays depends if your phone last displayed Home or Lines view.


Answering Calls Automatically

You may find it convenient if your phone is set to auto-answer calls, so you don't have to press a key to answer a call. If you enable this feature, your phone will automatically answer incoming calls using the speakerphone. Your system administrator sets how many times your phone will ring before the call is auto-answered.

If Auto Answer is enabled and a call arrives while you're already on a call, the incoming call will be automatically answered if you end or hold the current call.



Note: Auto-Answered Calls and Microphone Mute



Your phone mutes the microphone for all auto-answered calls, so that the party calling you can't hear you. To unmute the microphone so the other party can hear you, press . To enable or disable microphone mute for auto-answered calls, see step 2, below.

To enable your phone to automatically answer calls:

1. Select Settings from Home view, and select Basic > Preferences > Auto Answer.
2. From the Auto Answer screen, do the following:
 - a. To enable your phone to automatically select SIP calls then Auto Answer SIP Calls, and select Yes. The default setting is No.
 - b. To mute the microphone for all auto-answered calls so the incoming caller can't hear you, select Microphone Mute, and select Yes. The default setting is Yes.
3. Press Save



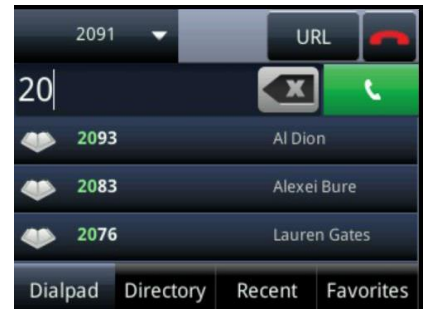
Placing Calls

You can place a call using the handset, speakerphone, or headset. You can dial the number first, and then choose the method — by picking up the handset, pressing , or pressing  — or choose the method first, and then dial the number. You can place calls in these ways:



- Manually, from the Dialler
- Automatically, by tapping a favourite in Home or Lines view
- Automatically, from your Favourites list, Recent Calls list, or Contact Directory

Calling from the Dialler

The Dialler displays a list of previously-placed calls. Tap one of the entries to automatically enter it. Or, start entering a number. As you enter numbers, the Dialler displays a list of similar numbers, as shown next. Tap a match to automatically enter it.



To display the Dialler, do one of the following:

- From the Home screen, select New Call.
- From Lines or Calls view, press New Call. (The New Call soft key won't display if you have an active call.)
- If your phone is idle, start entering a phone number.
- Pick up the handset, or press  or . This method only works if you don't have an active call.
- In Lines view, press a line key that doesn't have any calls.

When you access the Dialler, an active call is held. To call from the Dialler:

- Enter the number, and then pick up the handset, press a line key, press , tap  or press .


Or

- If you're already in handset, speakerphone, or headset mode, enter the number, and tap .

Placing Calls from Favourites, Lists and Directories

In addition to the Dialler, you can place calls from the Recent Calls list, Favourites list or your Directory. Alternatively you can quickly call a favourite from Home or Lines view.

To call from the Recent Calls list:

1. Access your Recent Calls list by doing one of the following:
 - a. From the Home screen, tap Directories, and tap Recent Calls.
 - b. From the Dialler, tap Recent.
 - c. From Lines, Calls, or Active Call view, tap 
2. From the Recent Calls list, tap the person you want to call. The call is automatically placed.

To call from your Favourites list:

1. From the Home screen tap New Call.
2. From the Dialler, tap Favourites.
3. From your Favourites list, tap the favourite you want to call. The call is automatically placed.

To call from your Directory:

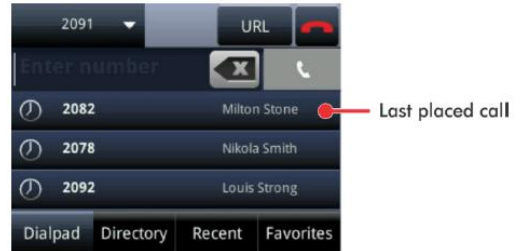
1. Access your directory by doing the following:
 - a. From the Home screen, tap Directories, and tap Contact Directory.or
 - b. From the Home screen, tap New Call, and tap Directory.
2. From your Directory, tap the contact you want to call.
3. From the contact's information screen, tap the contact's phone number. The call is automatically placed.

Redialling Numbers



To dial the last number you called, press the right arrow key for the Placed Calls list. The first number in the list is the last call you placed.

To redial a number:

1. From the Dialler (shown right), tap the first number in the list.
2. Place the call.



Ending Calls

To quickly end an active call, replace the handset, or press  or . Or, from Active Call, Lines, or Calls view, tap End Call. If you're in Calls view, be sure to highlight the call first.

Gamma, Kings House, Kings Road West, Newbury, Berkshire RG14 5BY

 0333 240 3000  0333 240 3001  marketing@gamma.co.uk  www.gamma.co.uk

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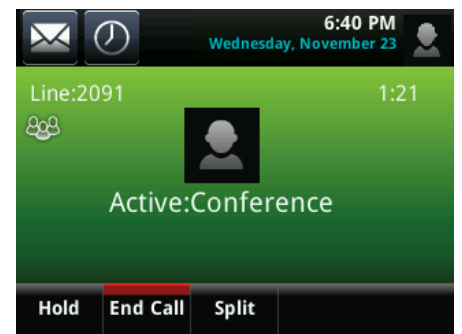
Setting up and handling three way calls

You can set up a three way call with two other parties.

Just as with other calls, you can hold and resume these calls. In addition, you'll have the option to split a three way call, end the call and place the people you were talking with on hold.

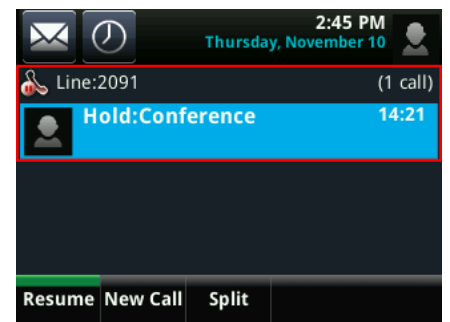
To set up a three way call:

1. Call the first person
2. From Lines or Calls view, press More and then Confnc. The active call is then placed on hold.
3. Using the Dialler, call the second person
4. When the second person answers, press More and then Confnc to join everyone in a conference. The Active: Conference screen displays, as shown next



To place a three way call on hold:

- From Lines or Calls view, press Hold. If you're in Calls view, be sure to highlight the conference first. The other two people in the call are held. The following example shows a held three way call in Calls view.



To resume a call that is on hold:

- From Lines or Calls view, press Resume

Ending three way calls

To end a three way call, and your connection to the other people, press End Call. By default, when you press End Call, the other two people remain connected.

To end a conference call:


- From Lines or Calls view, press End Call.

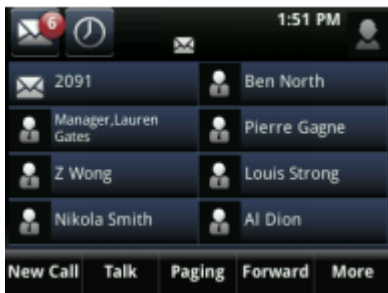
Listening to Voicemail

Your phone may indicate new voicemail messages by the following:

- A message count on the Home screen, as show below. The counter indicates the number of new messages you have




- A Messages icon, , on the status bar. If you have more than one new message then the icon has a counter indicating the number of new messages you have. A Messages icon also scrolls under the time display and also displays next to the phone line (Lines view only), as shown below.




- A flashing Message Waiting indicator
- An audible alert (if your phone is on-hook)



Note: Temporarily Removing Message Indicators

To temporarily remove the above message indicators, tap , and tap **Message Center** (or tap **Messages** from Home view, and tap **Message Center**) and tap **Clear**. After a period of time (about two hours), the message indicators will display again.

To listen to voicemail messages:

- On the status bar tap  and tap Message Centre. Or from the Home screen tap Messages and then tap Message Centre
- If multiple lines are configured on your phone, the Line Select screen displays. Tap the line that has the message.
- From the Messages screen, tap Connect and follow the prompts

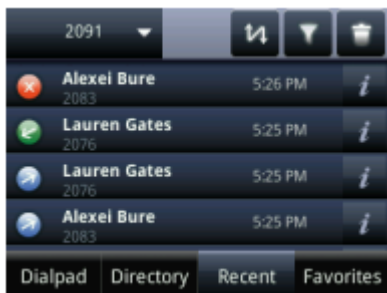
Recent Calls

Your phone maintains a list of missed, receive and placed calls. Each list can hold up to 100 entries.




The Recent Calls list displays calls in one of the following ways:

- Missed Calls only
- Placed Calls only
- Received Calls only
- All Calls (missed, placed and received)

You can choose the type of list to display and sort the order of calls in various ways. By default the list displays all calls, as shown below:



Icons displayed next to a call are:

- Places calls display 
- Received calls display 
- Missed calls display 

To view Recent calls:



- From Home view, tap New Call, and tap Recent. You may also be able to access Recent Calls by tapping Directories from Home view, and tapping Recent Calls.




Timesaver: Quickly Accessing Recent Calls

To quickly access your Recent Calls, tap  in Lines, Calls, or Active Call view.

To customise the list:

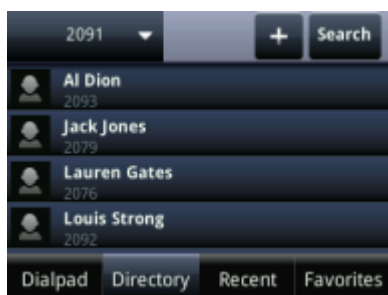
- From your Recent Calls list, tap  to sort and order calls and then tap  to display certain calls for specific lines

To clear certain calls from the list:

- From your Recent Calls list, tap  to clear all the calls in the list, or just a specific time. You can also choose to clear only those calls that currently display on the screen.

Working with Your Contact Directory

You can store a large number of contacts in your phone's local Contact Directory (shown below). Contact your administrator for the exact number.



From your local Contact Directory, you can:

- View contact information.
- Search for contacts.
- Dial contacts.

If you can update your Contact Directory, you can also do the following:

- Add contacts.
- Update contact information.
- Delete contacts.



Note: Accessing a Corporate Directory

A Corporate Directory may be available on your phone. If you have access to a Corporate Directory, you can dial people in the Corporate Directory, as well as save them to your Contact Directory. For more information, see [Working with a Corporate Directory](#).

To view your Contact Directory:

- From Home view, tap Directories. If a Corporate Directory is on your phone, tap Contact Directory on the Directory screen.

or

- Tap New Call from Home view, and tap Directory.

From your Contact Directory, scroll to view contacts or enter search criteria to find a contact.




To view contact information:

- From your Contact Directory, tap the contact. The contact's information screen, including the contact's name and phone number, displays (as shown next). Additional information—such as a job title, label, or email address—may also display.



To search for a contact:


- From your Contact Directory, tap Search.
- From the Search screen, enter search criteria and tap Search. If you're using the onscreen keyboard, tap  before you tap Search.

A list of search results is displayed. Tap Return to display your Contact Directory again.

To dial a contact:

- From your Contact Directory, tap the contact you want to call.
- From the contact's information screen, tap the contact's phone number.

To add a contact:

- From your Contact Directory, tap .
- From the Add Contact screen, enter contact information



Note: Directory Fields are Administrator-Set.


Your phone may not display all contact fields. For more information, see your administrator. The only required field is the Contact field—the contact's phone number.

- For First Name, enter the contact's first name.
- Tap Last Name, and enter the contact's last name.


- Tap Contact, and enter the contact's phone number.
The phone number must be unique, and must not already exist in the directory. If you save an entry with a non-unique phone number, the entry won't be saved.
- Tap Job Title, and enter the contact's job title, such as Manager.
- Tap Email, and enter the contact's email address.
- Tap Favourite Index, and enter a favourite index number.
The number can be any unused value, up to a maximum value of 9999. A contact that has a favourite index number will automatically display in your Favourites list. For more information about favourites, see [Managing Favourites](#).
- Tap Label, and enter a label for the contact such as, Marketing.
If you specify a label, the label will be the first item that displays for the contact on the Directory screen, and in your Favourites list if the contact is a favourite.
- Tap Ring Type, and select the ringtone you want to use for the contact.
- Tap Divert Contact, and enter the phone number of the third party you want this contact's calls sent to.
- Tap Auto Reject, and enable or disable the setting. The default setting is Disabled.
If enabled, each time the contact calls, the call will be directed to your mail system.
- Tap Auto Divert, and enable or disable the setting. The default setting is Disabled.
If enabled, each time the contact calls, the call will be directed to the third party you specified in the Divert Contact field.
- Tap Save




Timesaver: Saving Recent Callers and Corporate Directory Contacts to Your Directory

You can automatically save a recent caller to your Directory. From your Recent Calls list, tap  next to the call record. From the call information screen, tap **Save**. The Add Contact screen displays, with the name, if specified, and contact fields populated. Enter additional information, if desired, and tap **Save**. If a Corporate Directory is available on your phone, you can add contacts from the Corporate Directory to your Contact Directory. For information on how to update your Contact Directory in this way, see [Working with a Corporate Directory](#).

To update a contact's information:

- From your Contact Directory, tap the contact you want to update.
- From the contact's information screen tap 
- From the Edit Contact screen, update the contact's information
- Tap Save

To delete a contact:

- From your Contact Directory, tap the contact you want to delete.
- From the contact's information screen, tap . A confirmation message displays, confirming that you want to delete the contact. Tap Yes or No.



Working with a Corporate Directory

You may have access to portions of a Corporate Directory. The Corporate Directory is non-editable; your administrator determines which contacts you can see.

From the Corporate Directory you can do the following:

- Search for contacts.
- Dial contacts.
- Add contacts to your local Contact Directory.

To view the Corporate Directory:

- From your Home screen tap Directories
- From the Directories screen, tap Corporate Directory. By default, a blank search screen displays. To view entries, search for a person



User Tip: Saving Corporate Directory Search Results

You can save your last search results, so that the next time you view Corporate Directory, the results of your last search will display. To save Corporate Directory search results, tap **Settings** from Home view, and tap **Basic > Preferences > Corporate Directory > View Persistency**. From the View Persistency screen, tap **Enabled**. The next time you view Corporate Directory, your last search results will display.

To search the Corporate Directory:

From the Corporate Directory, perform a quick search or an advance search:

- To perform a quick search, enter the first few characters of the contact's first or last name (depending on how the directory is organised) and tap Submit
- Or
- To perform an advanced search, tap AdvFind. From the Advanced Find screen enter your search criteria and tap Submit

The screen displays a list of contacts, starting with the most successful matches. To view information for the contact, tap View. To erase all your search criteria and enter new criteria before you submit your search, tap Clear.

To dial a Corporate Directory contact:

- From the Corporate Directory, search for the contact you want to dial
- From the search results, tap the contact and tap Dial



Controlling What is Heard

You can change what you hear by doing the following:

- Updating the incoming call ringtone
- Updating a contact's ringtone
- Changing the speakers volume
- Changing the ringer volume
- Muting the microphone
- Change where you hear sound effects

Updating the Incoming Call Ring Tone

You can choose a distinctive ring tone for your phone to identify it when it rings. Or, you can choose distinctive ring tones for different lines.



To select an incoming call ringtone for your phone or a line:

- Tap Settings from Home view, and tap Basic > Ring Type.
- If multiple lines are configured on your phone, tap the line you want to apply a new ringtone to.
- From the Ring Type screen, tap the ringtone you want. To hear the ringtone before you change it, tap Play. The default ringtone is Low Trill.


Updating a Contact's Ring Tone

You can set distinctive ring tones for contacts in your Contact Directory so you can identify callers when your phone rings.


To select a ringtone for a contact:

- From your directory, tap the contact to assign a distinctive ring tone to.
- From the contact's information screen, tap .
- From the Edit Contact screen, tap Ring Type, tap the ringtone you want, and then tap .
- From the Edit Contact screen, tap Save.

Changing the Speaker Volume


To change the volume of what you hear during a call, press one of the Volume keys, , to lower or raise the speaker volume.

Changing the Speaker Volume

To change the volume of the incoming call ringtone, press one of the Volume Keys, , while your phone is idle or ringing.

Muting the Microphone

Mute the microphone so other parties can't hear you. Microphone Mute applies to all modes (handset, headset, and speakerphone). You can still hear all other parties while Mute is enabled.

To mute the microphone during a call (including conference call), press .

The mute key glows red this means the other parties can't hear you. To disable Mute, press  again.

