Message Waiting Indicator
Home key
Color touchscreen display
Headset key
Speakerphone key
Mute key
Volume keys
Microphone

Speaker
Dialpad
Security slot (on side)

Phone Keys and Hardware of the VVX 500/600 IP phone

Features	Description
Speaker	Provides ringer and hands-free (speakerphone) audio output.
Dialpad	Enables you to enter numbers, letters, and special characters. You can also use the dialpad keys to select menu items that have index numbers.
Security slot	The connector on the left side of your phone that enables you to attach a laptop cable lock to your phone so you can secure it to a desktop. For more information on locking your phone to the desktop, see Security Slots on Polycom Phones (Technical Bulletin 64654).
Message Waiting Indicator	Flashes red to indicate new messages.
Home key	Press from any screen to display Home view. From Home view, press to display other phone views.
Color touchscreen display	The screen is touch-sensitive. Tap to select and highlight screen items. To scroll, touch the screen, and swipe your finger up, down, right, or left.
Headset key	Enables you to place and receive calls through a headset. The key glows green when an analog headset is activated, and blue when a USB headset is activated.
Speakerphone key	Enables you to place and receive calls using the speakerphone. The key glows green when activated.
Mute key	Mutes local audio during calls and conferences. The key glows red when activated.
Volume keys	Adjust the volume of the handset, headset, speaker, and phone's ringer.
Microphone	Transmits sound to other phones.

Polycom VVX 500/600 Phone Icons and Status Indicators

The following icons and indicators may display on the screen to indicate phone, call, or buddy/contact status, or to indicate that a feature is enabled. You can tap certain icons to access information or features.

Icon	Description
	Registered line
	Unregistered line
	Phone warning
	Placing a call
	Active call using Polycom HD Voice
	Held call
	Incoming call (in Home view)
	Incoming call (in Lines view and the Incoming Call window)
	Active conference
	USB flash drive attached
	Recording in progress or paused
	Placed call (in Recent Calls view)
	Received call (in Recent Calls view)
	Missed call (in Recent Calls view)
	Do Not Disturb enabled
	Login credentials locked

Icon	Description
	Press to view more or fewer icons in Home view.
	Status indicators in Lines view. A flashing red bar indicates held calls. A green bar indicates an active call.
	Tap to see more information
	Tap to edit
	Shared line
	Shared line with a held call
	Call forwarding (Always) enabled
	Tap to access Recent Calls
	Tap to access your Message Center
	Presence status (Available)
	Presence status (Busy)
	Presence status (Away)
	Presence status (Do Not Disturb)
	Presence status (Offline)
	Presence status (No information)
	Backspace

Polycom VVX 500/600 *Functions*

Using the Touchscreen

Pressing the **HOME** button will take you to the home view menu. Scroll by swiping your finger on screen, Press **BACK** to go back

Phone Line
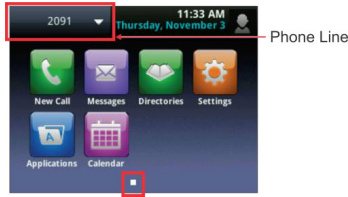
The page indicator at bottom of home view displays more icons.

Basic Phone Features

Color indicates status
Dark Green- active call
Dark Blue - incoming and held calls

To Place a Call

Start dialing and it pulls up to select- directory, recent and favorites

To dial, press the Dial/handset icon

Or - Lift handset (or press **SPEAKER** or **HEADSET** button) and dial, hit **SEND**

Or - Dial the number then press the **DIAL** soft key

Or - Highlight number in directory or history- press **DIAL** soft key

Call Hold and Resume

Press the soft key **HOLD** during call, press **RESUME** to retrieve call

Call Forwarding

1. Press **FORWARD** soft key on Home screen
2. Select line then: 1. Always, 2. No Answer, or 3. Busy
3. Enter number where you wish to forward calls
4. Press **ENABLE** soft key to save
5. To disable press **FORWARD** again and then **DISABLE** to cancel

Call History

From home Press **NEW CALL**, then **RECENT**
Top right of home screen gives options: Sort, Select Type, or Clear

Intercom/Voice Announce

To intercom a specified extension, press *7 and EXT #.

Page All

To intercom all phones or phones within a Zone, press *30. This feature must be pre-configured.

Call Transfer

Blind Transfer

- During call, press **TRANSFER** soft key then press BLIND soft key
- Dial number you want to transfer to and hang up

Announced Transfer

- During call, press **TRANSFER** soft key. Dial number desired
- Party answers, press **TRANSFER** to send call.
- Press **RESUME** to get original caller back.

Transfer to Voice Mail

- During call, press **TRANSFER** soft key. Dial number desired
- Party answers, press **TRANSFER** to send call.
- Press **RESUME** to get original caller back.

Retrieve Messages

From an Internal Extension

Dial EXT 7999. Press **SEND** soft key. You will be prompted to enter your EXT and password.

From an External Number - No DID

Dial customer MAIN number. Once the main menu answers, dial EXT 7999. You will be prompted to enter your EXT and password.

From an External Number - With DID

Dial your DID and follow the prompts. Dual ring or Magic # feature must be enabled.

Call Grab & Call Steal

Call Grab

To retrieve a call on another ringing EXT, dial *8 and EXT #. Press the **SEND** soft key.

Call Steal

To retrieve a call currently in progress on another EXT, dial *9 and EXT #. Press the **SEND** soft key.

Call Conference- 3 Way Calling

3 way Calling

- During call with party 1, press the **CONF** soft key then dial the destination number which will put the 1st party on hold.
- Dial the destination number of the 2nd party. When party answers, press the **CONF** soft key to bring all parties onto call.
- If a caller is not available- press **CANCEL** then **RESUME** soft key to resume call.

Conference Bridge - Available for up to 10 parties

- Dial extension 7851. An auto attendant will ask for a password—choose any 4 digits. As long as this originating call is still active, others may join it.
- Join the conference call by being transferred to extension 7851. The person joining will be prompted for the password you set up while creating the bridge.

Call Recording

Premeditated

To record a call at the time it is placed, press *732 followed by the six digit phone number you are calling. Our phone mail system will respond with a prompt indicating a call will be recorded and connected. This feature must be custom configured.

Active Call Recording

To record a call that is active, press #73. Our phone mail system will beep once to indicate the call is now being recorded. The Recorded call will be sent via email to the person associated with that extension is an email is on file. This feature must be custom configured.

Call Park & Retrieve Parked Call

Call Park

To park a call, dial #72. You will be provided an EXT # referring to where the call is parked. (EXT 7801 – 7808)

Retrieve a Parked Call

To pick up a parked call from any phone, dial the assigned parking lot EXT # and press **SEND** soft key.