

Bell Aliant Unified Communications

Polycom VVX500/501 and VVX600 Quick Start Guide (R5.4.5, V2.0)



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**.

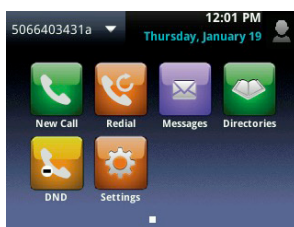
Phone views

Your phone has three main views: Home, Calls and Lines (default). The Home and Lines view can be accessed at any time. The Calls view can also be accessed when you're in one or more calls.

To access the Home view or alternate between the Home and Lines view, press **1st**.

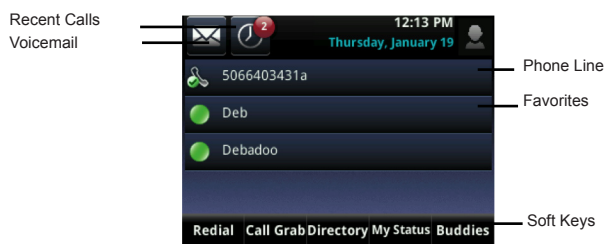
Home view

The Home view displays icons you can select to access phone functions. Touch and hold the page indicator to display more or fewer icons. You can also swipe the screen to display more icons.



Lines view

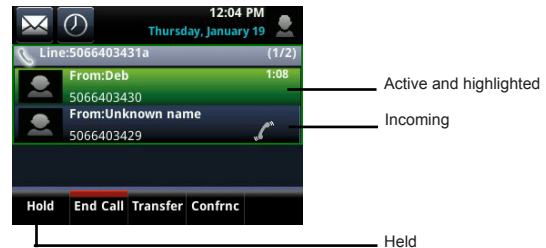
The Lines view displays phone lines, favourites and soft keys.



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

Calls view

If your phone has one or more calls, you can access the 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 dial pad keys to enter information. To backspace, tap **X**.

To use the onscreen keyboard, tap **Keyboard**.

To type with the dial pad keys, press a dial pad key repeatedly to view the character options and stop to select. To enter a space, press **Space**.

To type other characters, tap **Encoding** or **Mode**. When using the dial pad keys, use the **1**, *****, **0** and **#** keys.

About calls

Only one call can be active at a 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 **Handset** or **Speakerphone**.



TIP: Returning to your calls

If you navigate away from your call(s), tap **Back** to see Active Call or Calls view again.

Placing calls

Pick up the handset or press **Handset** or **Speakerphone**. Enter phone number and tap **Dial**.

From the Lines view: tap the phone line, enter the phone number and tap **Dial**.

From the Home view: tap the new call, enter the phone number and tap **Dial**.



TIMESAVER: Placing calls quickly

Tap a recent call or Favourite, or tap a contacts phone number in the contact directory.

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.

Answering calls

To answer with the speakerphone,

Press  or tap **Answer** to answer with the speakerphone.

Press  to answer with a headset.

To answer with a handset, pick up the handset.

Press **Answer** to also answer a new call while on an active call. The current call will be held.

Call Grabber

To seamlessly switch an active call from the Mobile or PC Phone client to your Polycom phone, tap **Call Grab** or dial *60.

Ending calls

To end an active call, press , or press , press **End Call** or hang up the phone.

To end a held call, navigate to the Calls view and highlight the held call. Press **Resume** and press **End call**.

Transferring calls

While on an active call, tap **Transfer** and dial the transferring number and then press **the call button**.

For a Consultative transfer after tapping transfer call, tap **More** and then tap **Consult**. Dial the other number, tap send. After consulting with the other party, tap **Transfer** to release call.

NOTE: Blind transfer is set as the default option. To change default go to Home view and select Settings (Basic > Preferences > Default Transfer Type).

Placing conference calls

While on an active call tap **Confrnc**.

Dial number of the second person and tap **Send**.

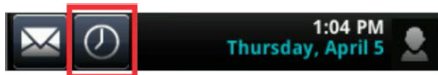
Once call is connected and ready to join, tap **Confrnc** again. The conference is now active.

During an active conference you can:

- Put on Hold
- End Call removes you from conference
- Confrnc allows you to join another caller
- Line accesses Lines View

Listening to Voicemail

An envelope icon  adjacent to a Line key indicates that you have a Voicemail. Select **Messages** from the Home view or press  and select **Message Center**. Press **Connect** and follow prompts.



Muting the microphone

Press  to be put on mute so other parties can't hear you.

Press  to disable mute. This applies to calls using the handset, headset and speakerphone.

Using Do Not Disturb

To enable or disable ringing, press **DND**. When the **Do Not Disturb** feature 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, select **Settings** from the Home view and press **Basic > Ring Type**. Select the ringtone you want.

To set a ringtone for a contact, go to your contact directory and select the contact. Press **Edit**, update the contact's ring type and press **Save**.

Accessing directory

Recent calls – view recent call activity

- Press  to display only certain call types (All, Missed, Received, Placed).
- Press  to sort and order calls by Time/ Name and Ascending/ Descending.

Buddy status

- Enable **Watch Buddy** to display contacts presence status

Add a contact

Go to Directory, press 1 or tap Contact Directory and Press .

Input contact information including name, contact number, etc.

To assign a contact as a favourite, input an index number. Enable **Watch Buddy** to see presence of a contact

- Watch Buddy shows the status of a line
- Select **Save**.

Available		Do Not Disturb	
Busy		Offline	
Away		No information	



NOTE: Input 10 digit contact number to see the status of UC lines within your organization. Input 4 digit contact number to call internal users across sites to avoid long distance charges, presence status will not be available

My status

Status of phone lines will update automatically according to when you are on or off the phone. You can also update your status to Busy, Away and Be right back.

Access **My Status** from the **Lines** view, press **More** and then **My Status**.