

Polycom VVX500-501 / VVX600-601

User Guide



VVX500-501

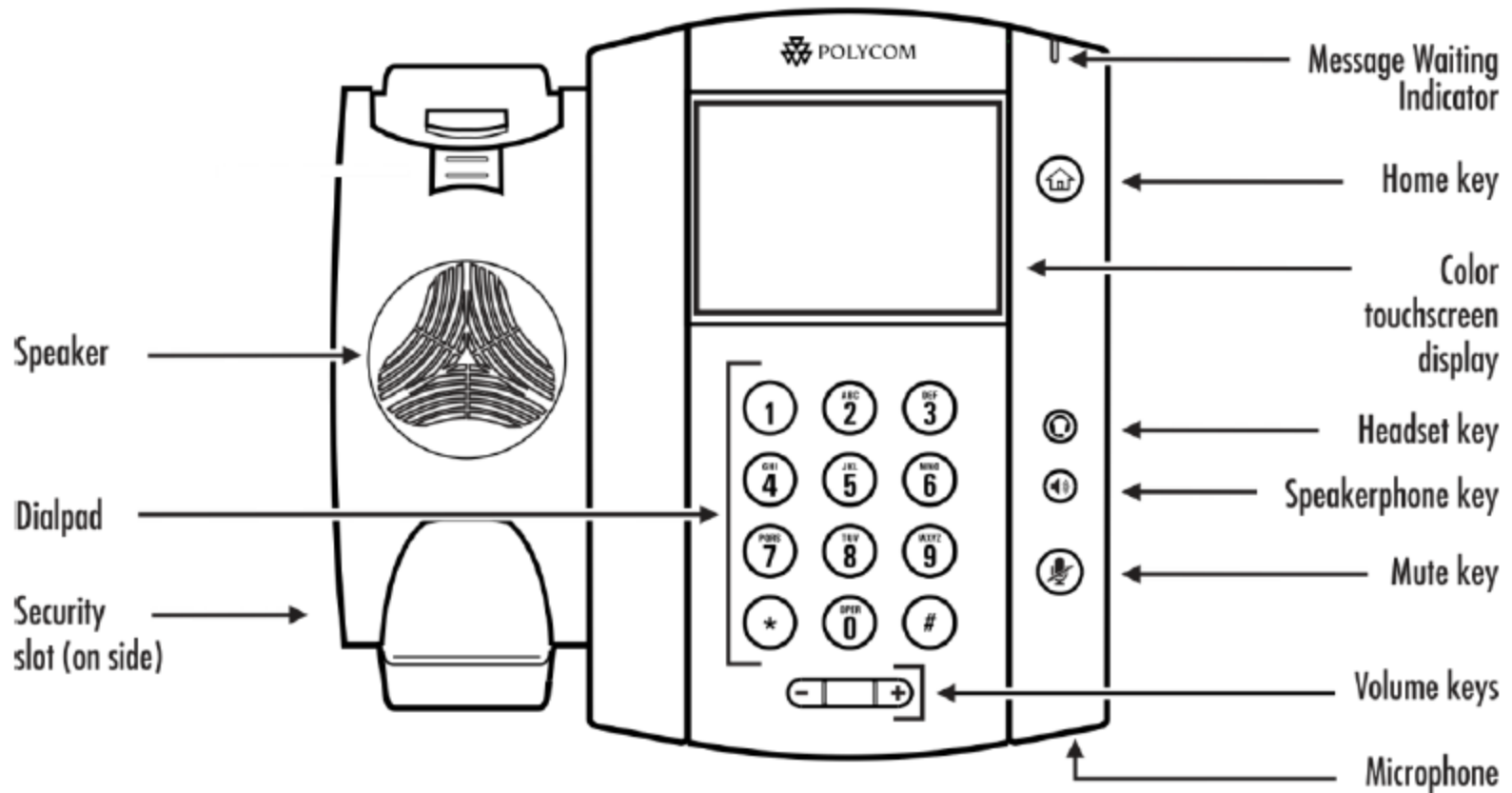


VVX600-601



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Polycom VVX500-501 / 600-601 : phone overview



Phone views

- Phone views
 - Your phone has 4 main views: Home, Calls, Active Call and Lines View (the default)
- For Home View press 
- From Home View, press  to display either Lines, Calls or Active Call View
- To switch between Lines View and either Calls or Active Call View, **swipe** the screen

Basic telephony features

- How to place a call ?

- Using the **handset**:

1. Type the number on keypad
2. Press the “DIAL” green icon on OR screen
3. Pick-up the handset

1. Pick-up the handset
2. Type the number
3. Push the “DIAL” green icon on screen

- Using the **speaker**:

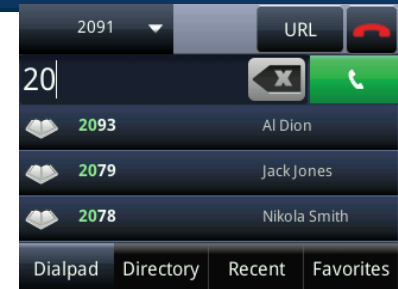
1. Type the number on keypad
2. Press the speaker button

OR

1. Press the speaker button
2. Type the number
3. Push the “DIAL” green icon on screen

Note :

- ➔ You must add a « 0 » before any external number
- ➔ Emergency numbers can be dialed without any preceeding « 0 » (100, 110,...)



Basic telephony features (2)

How to answer a call ?

- Using the **handset**:

1. Pick-up the handset

- Using the **speaker**:

1. Press the “speaker” button



OR

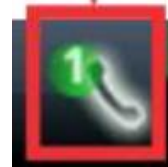
2. Press the “Answer” softkey*

- Using the **touch screen**

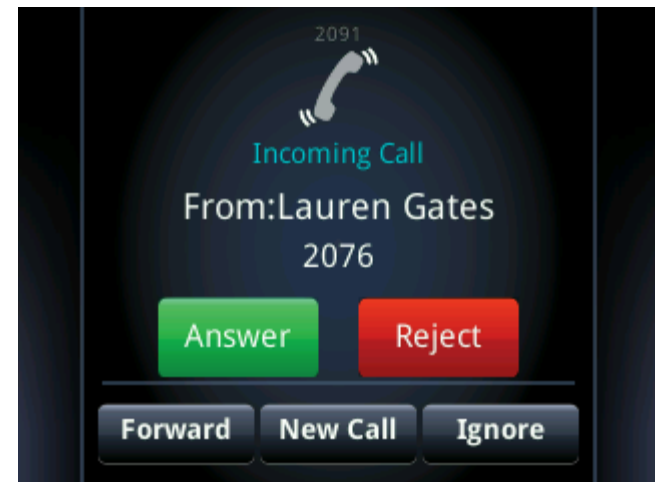
Tap “answer” in the incoming call window

Note :

- These steps apply when the called party is NOT in another call



Incoming call indicator



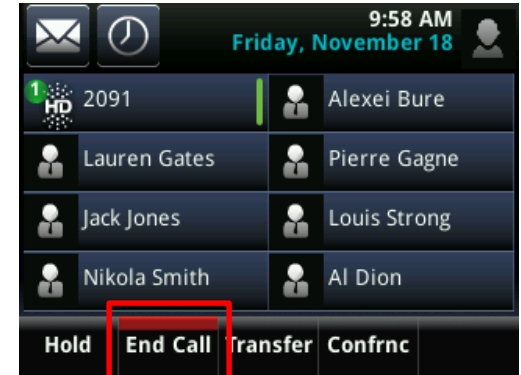
*A **softkey** is a phone “button” which has a different function depending on the phone’s state

Basic telephony features (3)


How to end a call ?

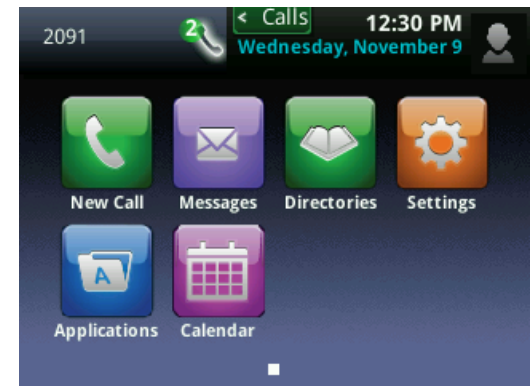
- Press the “End call” softkey
- Replace the handset
- Press “handsfree” button if in handsfree mode

OR
OR



How to redial a call ?

- Press “Home” button 
- Press “New call” icon on screen
- Select first number on top of the list

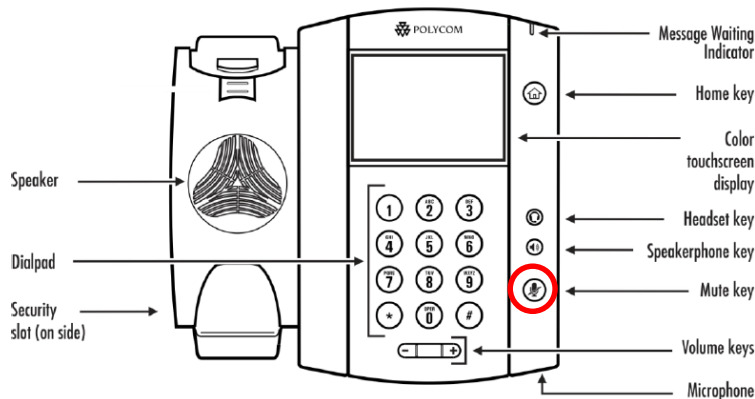


*A **softkey** is a phone “button” which has a different function depending on the phone’s state

Basic telephony features (4)

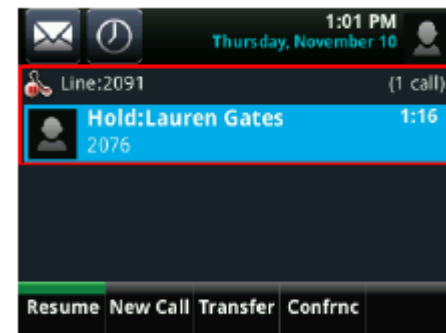
How to mute a call ?

- Press the “**Mute**” key.
The microphone is muted
(with the handset and in
hand free state)



How to set a call on hold ?

- From an active call, tap “**Hold**” softkey on screen.
If you are in calls view and the active call isn’t highlighted, tap it to select it
- To take back, tap “**Resume**” on screen
- To end call, tap “**End call**” on screen



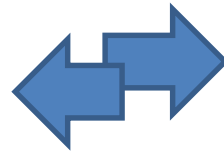
Basic telephony features (5)

How to transfer a call ?

2 options

Blind transfer (1)

You transfer the call without speaking to the third person and you “forget” the call



Attended transfer (2)

You first speak to the third person before transferring the call.

Basic telephony features (6)

How to do a blind transfer ?

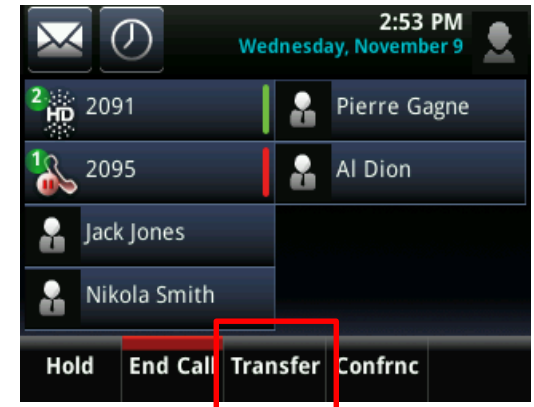
From active call view, tap “Transfer”

The active call is set on hold

Select “Blind” softkey on top of the screen.
If you don’t see it, tap “More”, select
“blind”

Enter **extension** to transfer to

Call is directly transferred to the 3rd party



What the 3rd party sees :



- when you have not hung up yet : 3rd party sees your extension
- when you have hung up : 3rd party sees initial caller ID

Basic telephony features (7)

How to do an attended transfer ?

From active call view, press “**Transfer**”
The active call is set on hold

Enter **extension** to transfer to

Tap DIAL green icon on screen to call 3rd party

When 3rd party picks up and accepts transfer,
tap “**Transfer**” on screen to confirm

What the 3rd party sees :

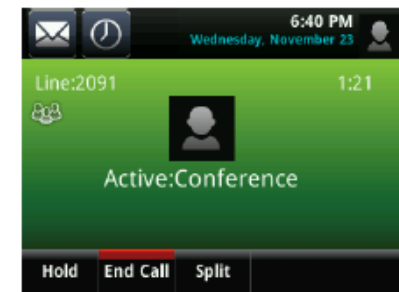
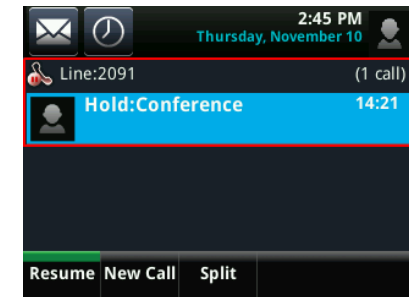


- when you have not hung up yet : 3rd party sees your extension
- when you have hung up : 3rd party sees your extension

Basic telephony features (8)


How to make conference calls with 3 people ?

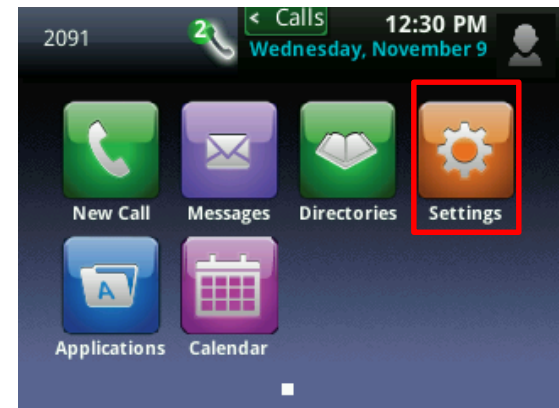
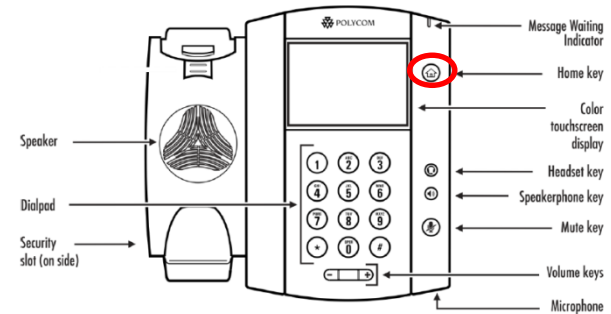
- **Initiate** a 3-party conference call directly via your phone.
 1. Call the first person
 2. During the call, press the “**Confrnc**” softkey (the current call is on hold)
 3. Using the dialer, call the second person
 4. When 3rd person answers, press “**Confrnc**” to join all parties in the conference
- To **hold** the conference call, press “**Hold**” during conference, the other parties hear waiting music
- To **end** the conference (= to quit the conference), click on the “**EndCall**” softkey. The other participants remain connected.



Phone preferences

How to change the ringtone ?

- Click on “**Home key**” 
- Tap “Settings” from the menu
- Tap” **basic**” from the menu
- Select “4.Ring Type”
- With the touch screen, **navigate** through the different ring types and play/select the ringtones
- Select ring type to play



Phone preferences (2)

How to change the language ?

If you want to change the language of your phone please contact your administrator so that he can modify the language of your phone resource on the SMP.

Phone preferences (3)

How to adjust the volume ?

- Click on the “**volume keys**”
- **Ring tone** : click on « + » or « - » when ringing
- **Voice** : click on « + » or « - » when speaking



Phone preferences (4)

How to adjust the backlight ?

3 **types** of Intensity :

- Backlight *on* : brightness of the screen when there is phone activity
- Backlight *idle* : brightness of the screen when there is no phone activity
- Backlight *maximum* : brightness scale that applies to Backlight On & Backlight Idle intensities

Change **intensity**

- Home key > Settings > Basic > Backlight Intensity.
- From the Backlight Intensity screen, tap Backlight On Intensity.
- From the *Backlight On Intensity* screen, select type to define (default = High)
- From the *Backlight Idle Intensity* screen, select type to define (default = Low)
- From the *Backlight Intensity screen*, tap Maximum Intensity scale.

Phone preferences (5)

Change timeout

- = number of seconds the phone is inactive before the backlight dims to its Backlight Idle intensity. Timeout period begins after last key press or last phone event, such as an incoming call.)
- Home key > Settings > Basic > Backlight Timeout
 - Select number of seconds (default = 40seconds)

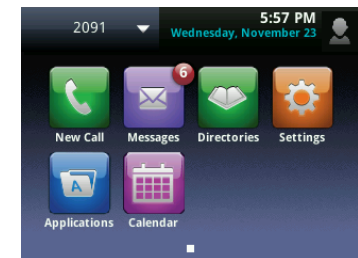
Voicemails & Call history

How to listen to your VoiceMails?

- Everyone has its own voicemail service *
- Works like the voicemail on your mobile phone
- **Red light** flashing ? New voicemail is in !
- Little **envelope** on screen? New voicemail is in !
- If configured, voice mail also sent via **email**
- From the home screen, press “**V.Mail**” softkey (1st softkey)

OR press the envelope on top left corner, select
“**1.Message center**” > voicemail category

OR from home menu, select “**Message**” > “**1. Message center**” > voicemail category



* Feature availability dependent of configuration




Voicemails et Call history (2)

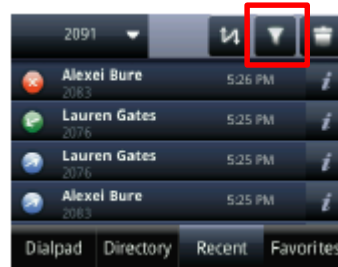
How to consult your call history ?

- From Home screen, press



- Filter based on call type

- Missed calls 
- Received calls 
- Placed calls 



- OR from Home screen,
press the « New call » icon and « Recent »

How to clear your call history ?

- From Recent calls list, press
- Select category to clear



Contact Management - Telephone local directory

Contact management (add, delete or update a contact) is managed via Escaux Connect.

The **local telephone directory** on your phone is **not** linked to Escaux Connect. As a consequence, all modifications to your contacts made via your phone directory (add, delete or update a contact via your phone directory) will be erased when your phone is rebooted.

We therefore advise you **not to use** the local telephone directory and to use Escaux Connect to store your local contacts.

The **speed dials** are managed via Escaux Connect but they are available via your phone: for more information see further.

The **corporate directory** is available on your phone in read-only: see further.

Speed dials

The speed dials are managed via Escaux Connect.

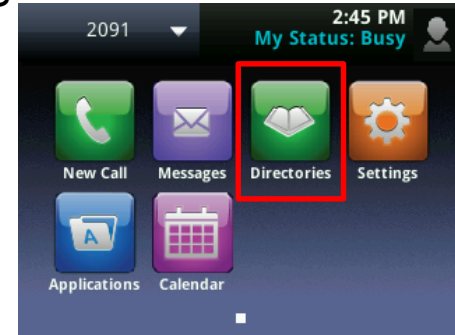
The list of speed dials is visible on the Speed dial view of the phone:

- From **Home View**, press **Home** to display Speed dials view
- On the Speed dials view you will see the list of speed dial numbers.

Corporate Directory

The corporate directory is linked to the PBX Corporate Directory and is available in read-only on your phone.

To access it, press **Home**, select **Directories** then **Corporate Directory**



You can search the Corporate Directory by typing your search query using the dialpad. You can press Encoding to change the encoding type and switch to capital letters or digits. Press **Submit** when finished.

The search is carried out on the PBX Corporate Directory and based on last name and first name.

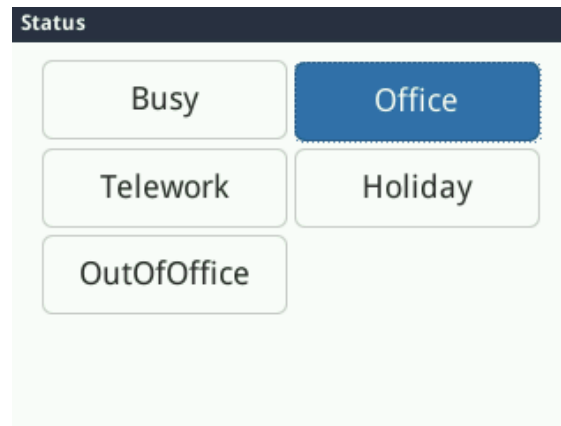
You can also use the Advanced Find (AdvFind) option to search on the last name, first name and phone numbers separately.

Press **Dial** to call the extension.

Press **More** and **View** to see the contact details and dial a specific number.

Status Change

- You can see and change your current intentional status using the Status softkey
- You'll be presented with a screen like this



- The current status is highlighted
- Touch another status to change it

Supervision

- If your phone was configured to supervise other extensions :
- You can see
 - When the contacts are on the line
 - A red indicator is visible on the contact and the buddy icon has a no-entry sign
 - When their phone is ringing
 - A green indicator is blinking on the contact and the buddy icon is replaced by a handset

Note: line supervision is managed via Escaux Connect. For more info, please check the Help section of Escaux Connect.



Reboot

How to reboot your phone?

- Plug out - plug in the PoE cable

OR

- Press **Home** > **Settings** > **Basic** > **9. Restart Phone**

➡ This operation takes about 2 minutes

Why should I reboot my phone ?

- If the IT administrator has made changes to the configuration
- If there is any problem, a reboot is the first action to take