

Quick User Guide

Polycom VVX 500 & VVX 600



Phone Views

Your phone has four main Views: Home, Calls, Active Call, and Lines view (the default). You can access Home and Lines view at any time. If your phone has one or more calls, you can also access Calls or Active Call view.

To change Views:



Press the Home icon for Home view, to leave Home view, and to alternate

between Home and Lines view.

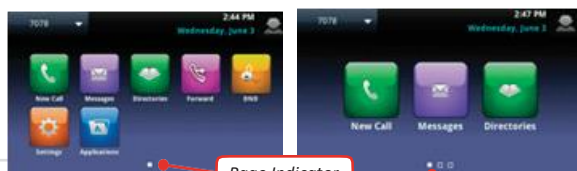
You also use it if you have one or more calls to go between Home and either Calls view or Home and Active Call view.

To switch between Lines and either Calls or Active Call view, *swipe the screen*.

Home View

Home View displays icons you can press to access phone functions. *Touch and hold* the Page Indicator to display larger icons. You can *swipe left/right* to display more icons.

Home View Icons



New Call
tap New Call to display the dialler screen to make a new call

Messages
tap Messages to access your voicemail service

Directories
tap Directories to view your directories such as Contact Directory, Recent Calls

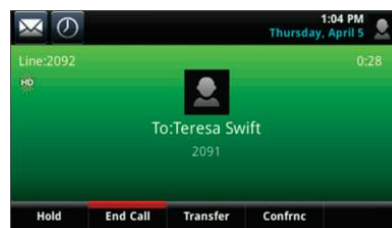
Forward
tap Forward to enable/disable your call forward settings such as Always, No Answer, Busy

DND
tap DND to enable/disable the Do Not Disturb feature

Settings
tap Settings to access features to customise your phone such as ring type and screen brightness

Active Call View

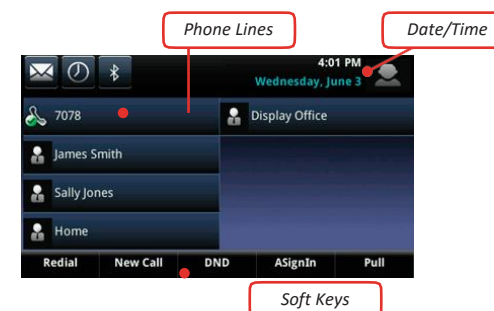
The Active call view displays the active call you are on and the other parties number and name.



Line View

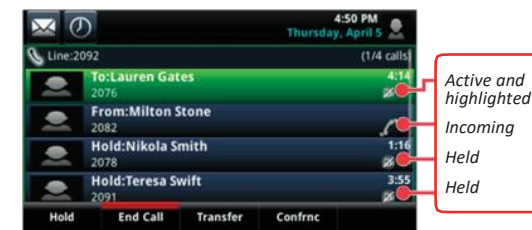
Line view is the default phone display when your phone is sitting idle.

Line view displays your phone lines, date/time, and soft keys



Calls View

If your phone has multiple calls, or one call is on hold your call view screen will look like the following:



Call colour indicators are:

Dark Green – Active Call

Dark Blue – Active call is highlighted

Bright Green – Active call is highlighted

Bright Blue – Incoming and held calls

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Soft Keys

Your phone has up to five soft key tabs across the bottom of the screen.

Tapping the soft key will access that feature



Adjusting Ringer, Handset & Headset Volume

To change the call volume, press during a call.

Whilst the phone is idle, pressing will adjust the ringer volume.

Camera

The VVX600 phone supports a Polycom VVX Camera to allow you to send and receive video calls.

The VVX Camera connects to the slot on the top of the phone as per the image below.



Placing a Call

Using the handset Lift the handset and enter the required number you wish to dial by using the phone keypad.

Using a headset Press the headset button and enter the required number you wish to dial by using the phone keypad.

Using the speakerphone Press the speakerphone button and enter the required number you wish to dial by using the phone keypad.

Answering a Call

To answer an incoming call you can either:

Lift the handset	Press the speakerphone button	Press the headset button	Tap on the screen

Ending a Call

To end either:

Replace the handset	Press the speakerphone button	Press the headset button
		Tap on the screen

Placing a Call on Hold

Tap **Hold** soft key to place a call on hold

Tap **Resume** soft key to resume the call

Tap **New Call** soft key to make another call while the original call is on hold

Muting the Microphone

During a call press the mute button so all other parties can't hear you.

To disable mute, press the mute button again

Transferring Active Calls

Blind Transfer

A blind transfer allows you to transfer a call to another party without announcing the call prior to the transfer completing.

During an active call tap the soft key.

Tap the soft key

Enter the destination number/extension you are transferring the call to.

Your call will be automatically transferred.

Consult Transfer

A consult transfer allows you to announce the call to the party you are transferring to.

During an active call tap the soft key.

Enter the destination number/extension you are transferring the call to.

When the other party answers the call, announce the call.

Tap the soft key once again and your call will be transferred.



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Forwarding Incoming Calls


Always


To forward all incoming calls tap the  from the home view screen then tap  or press the number 1 on the phone keypad


Enter the number/extension you wish to forward all your calls to then tap the  soft key

An arrow  is displayed on the phone screen against your line to show your calls are forwarded.



To disable the call forward, tap the  from the home view screen then tap the  or press the number 1 on the phone keypad


Tap the  soft key

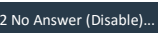

Tap the  soft key

To disable the call forward on no answer, tap the  from the home view screen.


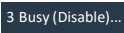
No Answer


To forward incoming calls only when there is no answer tap the  from the home view screen then tap  or press the number 2 on the phone keypad


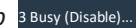
Enter the number/extension you wish to forward your calls to then tap the  and enter number of rings you wish your phone to ring until it is forwarded


Tap  or press the number 2 on the phone keypad then tap the  soft key

Busy

To forward incoming calls when your line is busy tap the  from the home view screen then tap  or press the number 3 on the phone keypad

Enter the number/extension you wish to forward your calls to then tap the  soft key


To disable the call forward, tap the  from the home view screen then tap  or press

the number 3 on the phone keypad then tap the  soft key.


Using Do Not Disturb

When using Do Not Disturb (DND) you disable your phone from ringing for any incoming calls. All incoming calls will be sent directly to your voicemail.


To enable DND you can either:

 Tap DND from the home view

 Tap DND soft key

When DND is enabled the following icon is displayed on your screen 

To disable DND you can either:


 Tap DND from the home view

 Tap the DND soft key

When DND is disabled the following icon is displayed on your screen



Call History

Your phone is able to show a list of missed, received, and placed calls. Each list contains up to 100 entries.

 To access your call history, tap the call history button.

Placing Conference Calls

Three Way Call

To start a conference call, place a call to the first party and after the call connects tap  Dial the second party you wish to have in the conference call and tap  again to connect all parties.

Enabling Headset Memory

If you use a headset as your primary method to make and receive calls you may wish to enable the memory headset option so all calls use your headset.

From the Home View screen, tap 

Tap Basic

Tap Preferences

Tap Headset

Tap Headset Memory

Tap Enabled

Tap the  button to return to the home screen.

The phone's headset button will flash to advise this setting is enabled.

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Login to The Voice Portal



To access the Voice Portal:

Tap the mail icon from the Line View, and tap Connect

Alternatively, you can tap from the Home View.

You will be prompted to enter your passcode followed by #.

Voice Portal Menu

Once you have logged into your Voice Portal the following menu options are available to you:

- 1) Access your Voice Mailbox
- 2) Change your CommPilot Express profile*
- 3) Go to the Greetings Menu
- 4) Change your Call Forwarding options
- 5) To record a New Announcement
- 6) Make a Call
- 7) Change your Passcode
- 8) Exit this menu
- #) Repeat this menu

(* only available is service assigned)

Accessing Your Voicemail

To access your voicemail you first need to log into the Voice Portal.

Once within the Voice Portal, press 1 for 'Access your Voice Mailbox'

The system will advise you if you have any new messages in your mailbox.

You will then be presented with the following voicemail options:

- 1) Listen to your messages
- 2) Change your mailbox Busygreeting
- 3) Change your mailbox No Answer greeting
- 4) Change your mailbox extended awaygreeting
- 5) Compose and send a new message
- 7) Delete all messages
- 8) Modify the message deposit settings for your mailbox
- 8) Go to the Voice Portal
- #) Repeat this menu

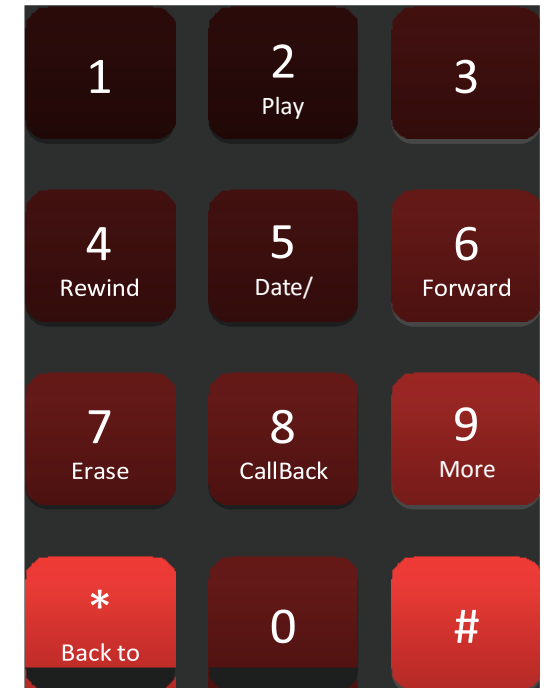
Voicemail Notification



The voicemail icon on phone will notify you when you have any new voicemail messages

Message Control

During your voicemail playback the keypad on your phone can control the playback message via the following:



Additional Support...

If you require additional support with your Polycom VVX 500 or VVX 600 handset, please contact our support desk via any of the following options:

Call 1300 668 481 Or Email support@aptel.com.au

