



**Polycom® VVX®  
500 Business Media Phone  
Quick User Guide**

For phones running Polycom® UC Software 4.0.1 or later

Configurations vary and the screen displays used in this guide may not reflect those on your phone. See your system administrator for more information. For detailed information on how to use your phone, see the User Guide for the Polycom VVX 500 Business Media Phone available from the VVX 500 Support Web page.

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**About The Touch Screen**

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 View**

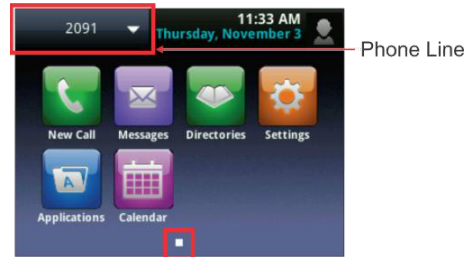
Your phone has four main Views: Home, Calls, Active Call, and Lines View (the default).



To change Views:

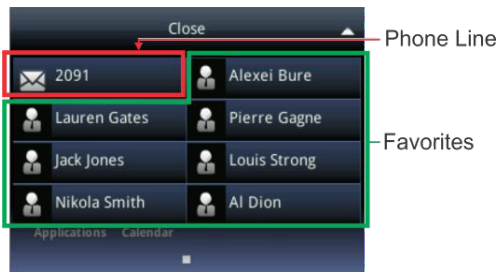
- For Home View, press .
- From Home View, press  to display either Lines, Calls, or Active Call View.
- To switch between Lines View and either Calls or Active Call View, swipe the screen.

**Home View**

Home view displays icons you can select to access phone functions.

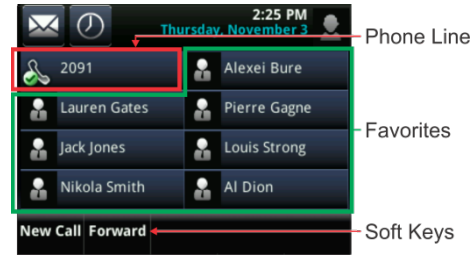


Touch and hold  to display fewer icons. Touch and hold  or swipe the screen to display more icons. From Home View, tap the phone Line to display your phone Lines and Favorites—contacts you can dial by tapping their name. To go back, tap Close.



**Line View**

Lines View displays phone Lines, Favorites, and soft keys.

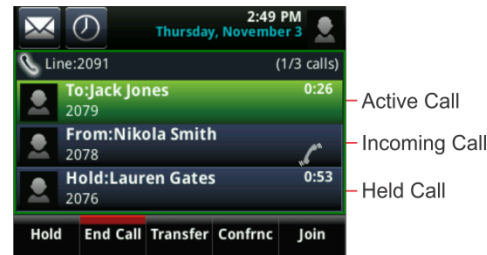


If your phone is idle, you can:

- Tap the phone Line to access the Dialer.
- Swipe to switch between Lines View and the Browser (if applicable).

**Calls View**

Calls View displays a list of all your calls.

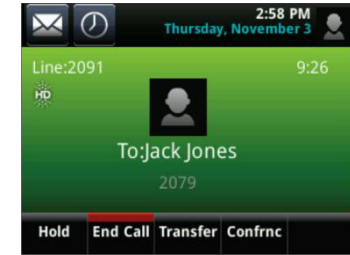


Call color indicates status:



- **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 apply to the highlighted call.

**Active Call View**

If a phone Line has only one call—and it’s active—you can access Active Call View.



**Entering Data**


Use the onscreen keyboard or the dialpad keys to enter information. To backspace, tap . To use the onscreen keyboard, tap . To type with the dialpad keys, press a key repeatedly to view the character options and stop to select. To type other characters, tap **Encoding** or **Mode**. When using the dialpad keys, use the 1, \*, 0, and # keys.

**About Calls**

Only one call can be active at one 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 or



**Tip: Returning to Your Calls**

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

### Placing a call

Pick up the handset, or press or . Enter the phone number, and tap .

From Lines View: Tap the phone Line, enter the phone number, and tap .

From Home View: Tap **New Call**, enter the phone number, and tap .



#### Timesaver: Placing Calls Quickly

Tap a recent call or Favorite, or tap a contact's phone number in the Contact Directory.

### Answering Calls

Press or tap **Answer**, pick up the handset, or press . To answer a new call while on an active call, tap **Answer**. The current call will be held.

### Ending Calls

To end an active call, replace the handset, press , or press . Or, tap End Call.

To end a held call, navigate to Calls View and highlight the held call. Tap Resume, and tap **End Call**.

### 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.

### Transferring Calls

From Lines, Calls, or Active Call View, tap **Transfer**, and call the other party. When you hear the ringback sound, or after you talk with the other party, tap **Transfer**.

### Forwarding Calls

To enable call forwarding, tap **Settings** from Home View, and tap **Features > Forward**. Tap the forwarding type to enable, type a forwarding number, and tap **Enable**.

To disable call forwarding, tap **Settings** from Home View, and tap **Features > Forward**. Tap the forwarding type to disable, and tap **Disable**.

To enable per-call forwarding: As your phone rings, tap **Forward**, enter the forwarding number, and tap **Forward**.

### Placing Conference Calls

Call the first party. From Lines, Calls, or Active Call View, tap **Confrnc**. Dial and connect with the other party, and tap **Confrnc**.

From Lines or Calls View, you can:

- Tap **Hold** to hold the conference.
- Tap **End Call** to end the conference.
- Tap **Manage** to manage each participant (if available).
- Tap **Split** to end the conference and hold all participants.



#### Timesaver: Placing Conference Calls

If you have an active and held call, tap Join to set up a conference.

### Placing Conference Calls

Favorites are contacts you call most often. Favorites display in your Favorites list and Lines View. They also display when you tap the phone Line in Home View.

- **To view your Favorites list** Tap **New Call** from Home View, and tap **Favorites**.
- **To make a contact a Favorite** Navigate to your Contact Directory and tap the contact. Tap **Add to Favorites**, and tap **Yes** to confirm.
- **To dial a Favorite** Tap the Favorite from Lines View or your Favorites list.
- **To reorder your Favorites list** Update the contact's *Favorite Index* number in the Contact Directory.

### Viewing Recent Calls

To view your Recent Calls list, tap **New Call** from Home View, and tap **Recent**.

From the Recent Calls list, tap to sort and order calls, tap to display only certain calls, or tap a call record to call the person.



#### Timesaver: Viewing Recent Calls

Tap from Lines, Calls, or Active Call View.



#### Tip: Saving Recent Callers to Your Directory

From your Recent Calls list, tap next to the call, and tap **Save**. Enter additional information and tap **Save**.

### Contact Directory

- **To view your Directory** Tap **Directories** from Home View. If a Corporate Directory is on your phone, tap **Contact Directory** on the Directory screen.
- **To add a contact** Navigate to your Contact Directory and tap . Type the contact's information, and tap **Save**. To make a contact a Favorite, enter a *Favorite Index* number.
- **To update contact information** Navigate to your Contact Directory and tap the contact. Tap , update the contact's information, and tap **Save**.
- **To delete a contact** Navigate to your Contact Directory and tap the contact. Tap , and tap **Yes** to confirm.
- **To search for a contact** Navigate to your Contact Directory and tap **Search**. Enter search criteria, and tap **Search**.
- **To dial a contact from your Directory** Navigate to your Contact Directory and tap the contact. From the contact's information



#### Tip: What Does a Green Star Mean?

A green star, , indicates a Favorite.

### Listening to Voice Mail

Tap **Messages** from Home View, and tap **Message Center**. Tap **Connect** and follow the prompts.



#### Timesaver: Accessing Your Message

Tap from Lines, Calls, or Active Call View.

### Muting the Microphone

During a call, press so other parties can't hear you. To disable Mute, press again.

### Using Do Not Disturb

To disable ringing, tap **Settings** from Home View, and tap **Features > Do Not Disturb**. Tap **Enable** or **Disable**.

### 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, tap **Settings** from Home View, and tap **Basic > Ring Type**. Tap the ringtone you want.

To set a ringtone for a contact, navigate to your Contact Directory and tap the contact. Tap , update the contact's ring type, and tap **Save**.



## Customer Care

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