Bell

Polycom® VVX® 500/501 and Polycom® VVX® 600 Business Media Phones

Quick Reference Guide

VVX® 500/501

VVX® 600

Polycom® VVX® 500/501 and Polycom® VVX® 600

Quick Reference Guide

NAVIGATION

Line keys

If phone is idle, tap a line key to dial out.

Soft keys

Select the function listed.

Mobile	New Call	Paging	DND	GuestIn

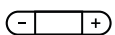Available functions change if phone is idle, ringing or in-call.

Home button

Go to Home View. If on Home View, go Lines View or Calls View (if you have one or more calls).

Menu navigation

Tap the touchscreen to highlight/select items. To scroll, touch and swipe the screen. Tap **Back** to go to the previous screen.

Volume

Change ringer volume (when idle).
Change call volume (during a call).

Entering data

Note: The following icons appear only when using certain options.

Bring up the onscreen keyboard

Backspace

To type with the dialpad, press a key repeatedly to cycle through characters. To type other characters, press **Encoding** or **Mode**.

Changing the ringtone

From Home View, select a line, tap **Settings** > **Basic** > **Ring Type,** and choose the desired ringtone.

To change a specific contact's ringtone, select the contact in the Contact Directory, tap ✎ , choose the ring type and press **Save**.
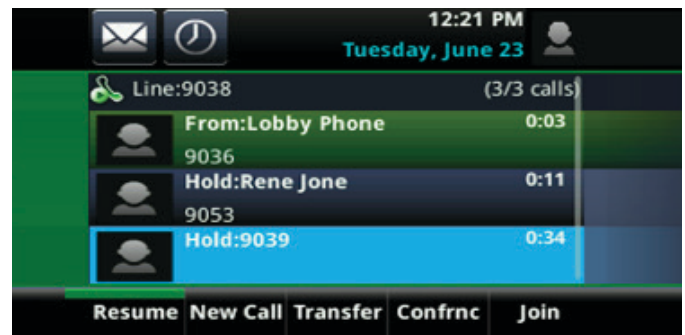
PHONE VIEWS

Home View

Access, enable and disable phone functions.

VVX 500   **VVX 600**

Page Indicator   **Page Indicator**

Touch and hold the page indicator or swipe the screen to display more or fewer icons.

Lines View

Displays phone lines, favorites and soft keys.

Note: Depending on your configuration, certain soft keys and features may not appear on your phone.

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Calls View

Indicates call status if you have more than one call.

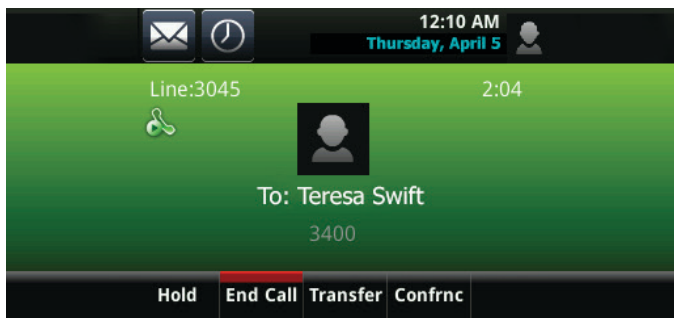**Active and highlighted**
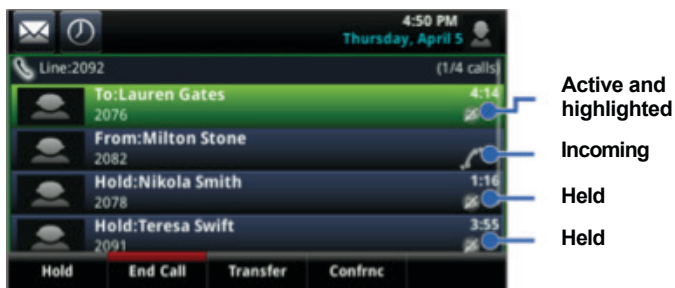
Incoming

Held

Held

- **Dark green:** Active call
- **Bright green:** Highlighted active call
- **Dark blue:** Incoming and held calls
- **Bright blue:** Highlighted incoming or held call

Tap a call to highlight it and use the soft keys to control the highlighted call.
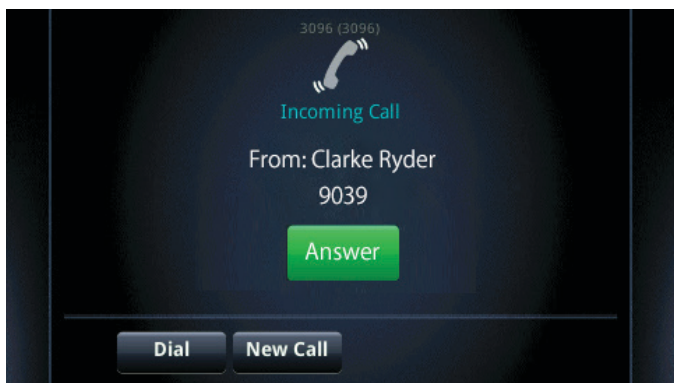
Active Call View

Replaces Calls View if your phone only has one call (and it is active.)

Incoming Call Window

Displays name and number of caller.

FUNCTIONS — IDLE

New call

New call using speakerphone

New call using headset

New call (from Home View)

Enter the phone number and tap   .

Call forward

Enable/disable (from Home View)

Do not disturb

Enable/disable (from Home View)

Directories

Display contacts/recent calls (from Home View)

Messages

Call voicemail (from Home View)

Call voicemail (from Lines View or Calls View)

Tap **Message Center** and press **Connect**.

Settings

Open the settings menu

Soft keys

- **Mobile:** Transfer call from mobile to phone set (*11)
- **New Call:** Gives dial tone for first available line
- **Paging:** View and select Paging Groups
- **DND:** Toggle the do not disturb feature
- **GuestIn:** Enable hotelling guest

FUNCTIONS — RINGING

Answer

Answer with speakerphone

Answer with headset

Soft keys

- **Answer:** Answer a new call on speakerphone
- **Silence:** Ignore call (ringing continues on other devices)
- **New call:** Ignore call and place new call

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FUNCTIONS — IN-CALL

Hold

Highlight the call and tap the **Hold** soft key. Tap the **Resume** soft key to resume the call.

Mute

🎙 Mute/unmute your microphone

End call

🔊 End an active speakerphone call

🎧 End an active headset call

Transfer call

1. Tap the **Transfer** soft key and call the other party.
2. Tap **Transfer** again upon answer or ringback tone.

3-way calling

Connect to the first party, tap the **Confrnc** soft key. Dial and connect to second party, tap **Confrnc** again.

To start a conference with an active call and a held call, tap the Join soft key.

From Lines View or Calls View:

Hold: Hold all participants

- **End Call:** Remove yourself from conference (but keep other participants connected)
- **Manage:** Manage each participant
- **Split:** End conference and hold all participants

Soft keys

- **Hold**: Place call on hold
- **End call:** End the active call
- **Transfer**: Start a call transfer
- **Confrnc:** Start a three-way call

FAVORITES

From Home View, tap **New Call** > **Favorites** to view your list of favorite contacts. To dial, tap the favorite contact.

CONTACT DIRECTORY

View and dial a contact

From Home View, tap **Directories**. To dial, tap the contact and then the contact's phone number.

Adding or modifying a contact

- **Add contact:** Tap ➕ , enter the contact's information, press **Save**.
- **Update info:** Select contact, tap ✎ , update the contact, press **Save**.
- **Delete contact:** Select contact, tap 🗑 and then **Yes**.

VIEWING RECENT CALLS

Tap **Directories** > **Recent Calls** (from Home View) or 🕐 (from Lines View or Calls View).

✎ Add caller to your Contact Directory

↕ Sort and order calls

▼ Filter certain calls

Select a call record to call that person.

HOTELLING GUEST

1. Press **Guest In**, then enter your phone number, phone extension and voice portal passcode.
2. Press **Guest Out** to end hotelling.

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