VVX 500 & 600 Phone Quick Reference Guide

The Polycom VVX 500 & 600 phones improve productivity through a touch-screen interface. The VVX 600 phone is also Bluetooth enabled.

Incoming Calls

Answer a call:

When you have an incoming call, a call window will appear on the phone screen.

There are three ways to answer a call:
- Pick up the handset.
- Select **Answer** on the Call window.
- Select the headset button.

Ignore a call:

- Select **Ignore** or **Silence** on the Incoming Calls window.
- Your phone will stop ringing and the Home or Calls view will display.

Forward a call:

- Select **Forward** on the Incoming Calls window.
- Enter the forwarding number, and press **Forward**.

Reject a call:

- Select **Reject** on the Incoming Calls window.

Transfer a call:

- From the Lines, Calls or Active Call view, tap **Transfer** and call the other person.
- When you hear the ringback sound or have spoken with the other party, tap **Transfer**.

Hold a call:

- From the Lines, Calls or Active Call view, tap **Hold**. If you are in the Calls view, make sure to highlight the call first.

Resume a held call:

- Navigate to the Calls view and highlight the held call.
- Tap **Resume**.

Activate Do Not Disturb (DND):

- Press the DND icon from the Home view. A red circle will appear on the icon.

Disable DND:

- Press the DND icon to disable. A white circle will appear on the icon.

Outgoing Calls

Place a call:

Do one of the following:
- Pick up the handset, or press the spearkerphone or headset button, and enter the phone number. Tap the green phone icon.
- From the Lines view: tap the phone line, enter the phone number, and tap the green phone icon.
- From the Home view: tap **New Call**, enter the phone number, and tap the green phone icon.

End a call:

- Replace the handset or press the headset or speakerphone button on the phone face.

Voicemail

Listen to voicemail messages:

- Tap **Messages** from the Home view, and tap **Message Center**.
- Tap **Connect** on the Messages screen, and follow the prompts.

Contact Directory

View Contact Directory:

- Tap **Directories** from the Home view, and tap **Contact Directory**.
- Add a contact by tapping the plus sign icon and entering the information.

Conference Calls

Set up a conference call:

Place a call. After the call connects, tap **More**, then tap **Confrnc**. Dial and connect with the second party, and tap **Confrnc** again.

From the Lines or Calls view, you can:
- Tap **Hold** to hold all participants.
- Tap **End Call** to remove yourself from the call, but keep the other participants connected.
- Tap **Manage** to manage each participant.
- Tap **Split** to end the conference and hold all participants.

Set Up a Headset

If you wish to use your headset for all calls, you can set up the Headset Memory Mode.

Enable Headset Memory Mode:

- Select **Settings** from the Home view.
- Press **Basic** > **Preferences** > **Headset** > **Headset memory**.
- Select **Enabled**.

Activate Headset Memory Mode:

- Press the Headset button on the phone face twice.