

Polycom VVX501 VoIP Phone Quick User Guide

BASIC FEATURES



PLACING A CALL

Do one of the following:

- Phone number + tap  (Dial) + lift handset or press  key.
- Tap a line + phone number + lift handset or press  key or tap  (Dial).
- Tap **New Call** + phone number + lift handset or press  key.
- Lift handset + phone number.

During a call, you can alternate between handset, headset, or hands-free modes by pressing the  or  keys, or picking up the handset.

ANSWERING A CALL

Press:

- pickup the handset
- , to answer with **speakerphone**
- tap the **Line**, or
- tap **Answer**.

*Incoming calls may be ignored by tapping **reject** during ringing.*

ENDING A CALL

- Hang up or tap **End Call**.
- Press  if using speakerphone
- Press  if a using headset.

MICROPHONE MUTE

During a call, press . Mute applies to all modes: handset, headset, and hands-free. You can hear all other parties while Mute is enabled.

To turn off Mute, press  again.

HOLD AND RESUME A CALL

During a call, tap **Hold** to place the call on hold. Tap **Resume** to retrieve the call.

*Note: If multiple calls are on hold, tap the line key and then tap **Resume** to retrieve the call*

LOCAL CONFERENCE CALLS

1. Call the first party using any method in **Place a Call**.
2. Tap **Conference** to place the first call on hold.
3. Call the next party using any method in **Place a Call**.
4. When second party answers, tap **Conference** to join both calls in a conference.
5. Repeat steps 3 and 4 to add more parties to the conference.

JOIN A CONFERENCE CALL

Tap **Join** to create a conference call any time between an active call and a held call on the same line.

SPLIT A CONFERENCE CALL

During conference call, tap **Split** to place the calls on hold.

Ending the call on the conference originator's phone will allow the other parties to continue the conference.

CALL TRANSFER AFTER CONSULT

Before you transfer a call, you can consult the party to whom you are transferring the call

1. During a call, tap **Transfer** to put the call on hold.
2. Dial the number to which you want to transfer the call.
3. After consulting with the party to whom you are transferring the call, tap **Transfer** to complete the transfer.

- Or tap **Cancel** to cancel the transfer before the call connects.

CALL TRANSFER NO CONSULT

You can transfer a call without consulting the party to whom you are transferring the call

1. During a call, tap **Transfer** to put the call on hold.
2. Tap **Blind**.
3. Dial the number to which you want to transfer the call.

TRANSFER CALL TO VOICE MAIL

You can leave a message for another CIC user or transfer your current call directly to another CIC user's voice mail. Do one of the following:

- Press * after dialing a CIC user's extension number to leave a voice mail message.
- To transfer a call to another CIC user's voice mail, tap **Transfer** to put the call on hold. Tap **Blind**, dial the extension number, and press *.

DO NOT DISTURB

1. To enable Do Not Disturb, press the  key and tap  (DND).
2. To disable Do Not Disturb, press the  key and tap  (DND).

CALL FORWARDING

To enable call forwarding:

1. Dial **99**.
 2. Enter your **Extension** and **password** followed by the **#** key.
 3. Press **5** to manage your personal options
 4. Your current status will be announced. Press **1** to change your current status
 5. Press **2** for **'at a forwarded number'**
 6. Press **1** to enter your remote telephone number
 7. If a forwarded number has already been set it will be announced, press **1** to accept or **2** to update this number
 8. Please enter the telephone number followed by **#**
- The number will be repeated to you, press **1** to accept, or press **2** to re-enter.
9. The prompt will announce **"Your status has been successfully updated to Available, Forward."**

To disable call forwarding:

1. Dial **99**
2. Press **5** to Manage your personal options
3. Your current status will be announced
Press **1** to change your current status
4. Press **1** for **'Available'**
5. The prompt will announce **"Your status has been successfully updated to Available"**

*Return to the main menu at any time by pressing *******

REDIAL

- Tap **New Call**
- The last 3 calls will appear in the list, tap the desired number and press the dial key 

ACCESS VOICEMAIL

Received messages appear as either a message counter in the Home view, a Message icon on the status bar, a flashing Message Waiting Indicator LED on the phone or an audible alert (if your phone is on-hook).

1. Tap  on the status bar and tap **Message Center**.
2. If using multiple lines, tap the line with the message.
 - The display indicates the number of messages and their importance.
3. Tap **Connect** to retrieve the message and follow the prompts to listen to the message.
 - Or tap **Clear** to turn off the message indicator without listening to the message.

SPEED DIALING

To assign a speed dial index, see **CONTACT DIRECTORY** below.

To dial a contact assigned to a line key, tap the corresponding line key.

To dial a contact associated with a speed dial index:

1. Using the dial pad, enter the speed dial index followed by the #
2. Press  or pick up the handset.

CUSTOMIZING YOUR PHONE

CONTACT DIRECTORY

To add a contact in your local phone directory:

1. Press 
2. Select **Directories** and tap **+**
3. Enter first name from the dial pad.
4. Press the **Ok** or **Cancel** soft keys to accept or cancel changes
5. Press  to display the next field in the contact's entry.
6. Repeat steps 2 through 5 to enter last name and a unique contact phone number (not already in the directory)
7. Change the Speed Dial Index if desired. It will automatically be assigned the next available index value
8. Modify the remainder of the fields (Ring Type, Divert Contact, Auto Reject, and Auto Divert) if desired.
9. Tap **Save**
11. Press  to return to the idle display.

To search for a contact:

1. Press 
2. Select **Directories** and tap **Search**.
3. Tap the keyboard icon, and enter search information and tap **Search**

To edit a contact:

1. Press 
2. Select **Directories** and **Search** for contact (see above)
3. Tap Contact and tap 
4. Tap **Save**

VOLUME ADJUST MENT

Press the volume keys to adjust handset, headset, and hands-free speaker volume during a call. Pressing these keys in idle state adjusts the ringer volume.

To conform to regulatory requirements, handset and headset volume will return to a preset level after each call, but the configuration can be changed by your system administrator. Hands-free volume settings will be maintained cross calls.

RING TYPE

You can select different rings to match your preferences and distinguish between calls on lines.

To change the incoming ring:

1. Press 
2. Select **Settings**, followed by **Basic**, and then **Ring type**.
3. Highlight the desired ring type. Tap **Play** to hear the selected ring type.
4. Press  return to the idle display.

If you select Silent ring, press the Line key or Answer soft key to answer incoming calls.

HEADSET MEMORY MODE

For permanent or full-time headset users, there is an option to default all calls to the headset.

To enable Headset Memory Mode:

1. Press  and tap **Settings** followed by **Basic, Preferences**, and then **Headset Memory**.
2. Tap **Enabled**.

To disable Headset Memory Mode:

Repeat steps 1 and 2 and tap **Disabled**.