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**MASERGY**  
Performance Beyond Expectations

Quick Guide for  
Polycom VVX 500  
Business Media Phone

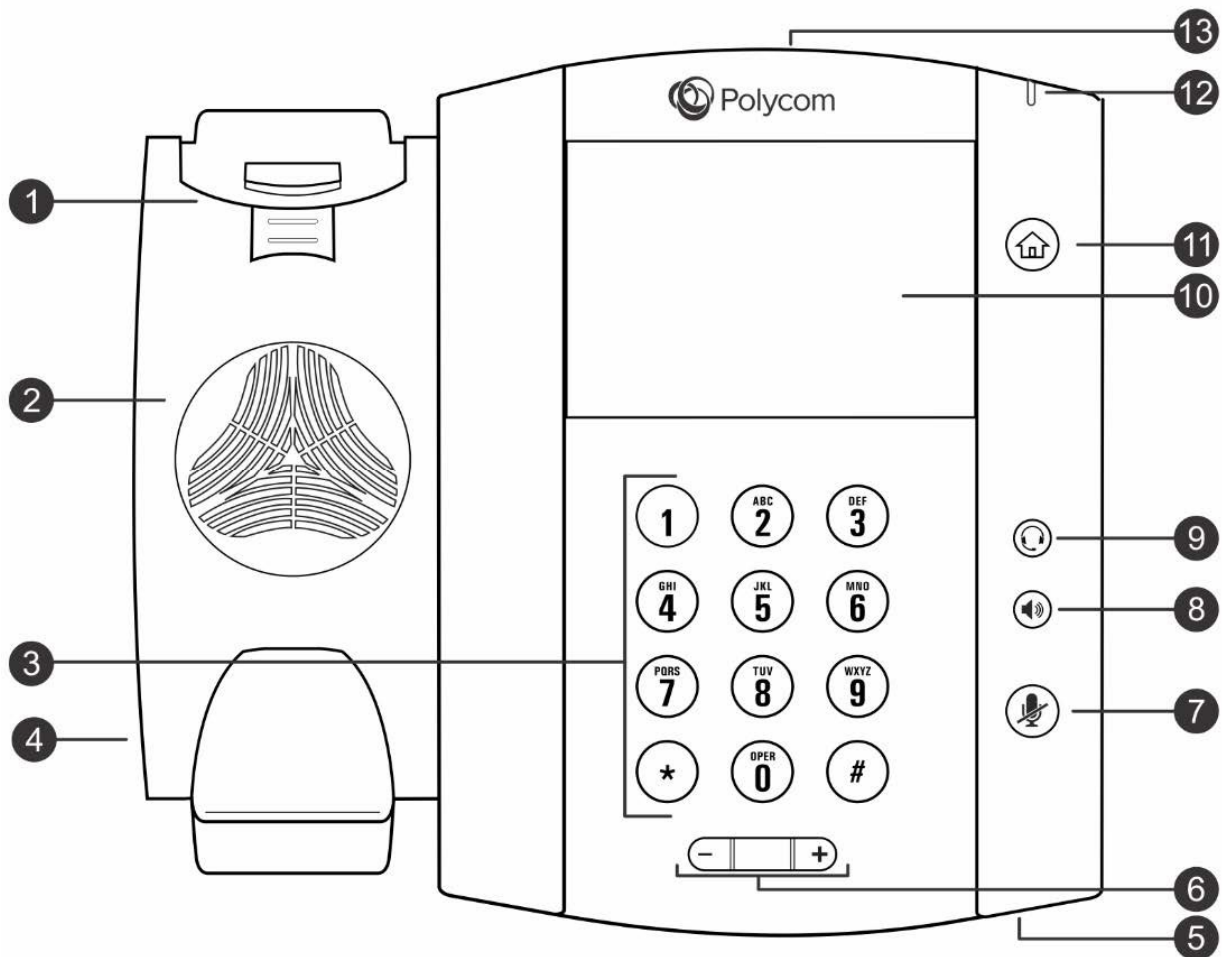
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## Polycom VVX 500 Button Diagram

1. Reversible tab (for wallmount installation)
2. Speaker
3. Dialpad
4. Security slot (on side)
5. Microphone
6. Volume keys
7. Mute key
8. Speakerphone key
9. Headset key
10. Touchscreen
11. Home key
12. Message Waiting Indicator
13. USB port



## Polycom VVX 500 Telephone Feature Overview

A performance business media phone with the world’s best high definition audio and business application integration, the Polycom® VVX® phone delivers best-in-class desktop productivity and unified communications (UC) for the knowledge worker and busy professional.

### Features

- Improve knowledge-worker productivity and gain access to business information at a glance.
- Reduce training time through superior calling features in a sleek design and simple-to-use phone.
- Reduce costs through simple deployment and easy administration, upgrades and maintenance.
- Provides expandability and investment protection with USB ports for optional accessories and hardware upgrades.
- Offers easy integration with PDC Polycom Desktop Connector.
- Expandable to Video capability with the optional Polycom VVX Camera.

### Reading the Display

Looking at your phone your extension appears at the top right of the display. Also on the display is an icon of a phone with a checkmark. This phone icon will change depending on the status of the phone.

Status	Display Indications
Idle and ready	Phone icon with a check mark, extension box is blue
Incoming call	Extension box is green
Making an outgoing call, not yet connected	Arrow pointing right, extension box is green
Call Active (HD)	1 HD
Call Active (not HD)	1 Play/Triangle
Call on hold	Extension box is green with red blinking on the right side, 1 pause
New Voicemail	Envelope voice mail, left icon with envelope and number of new messages
Missed call alert	Left icon with arrow down, phone and x with number of missed calls
Call forwarding enabled	Arrow like a V, near the extension, box is blue
Three way call	Three person icon, extension is green
Mute enabled	Red mic with X above extension icon
Do Not Disturb enabled	Near extension, DND box is blue
Unregistered Phone	Phone with an X, extension box is blue



## How to Use your Polycom VVX 500

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### General Help

This is a touch screen and takes a little getting used to. If you find yourself on an odd screen, press the Red handset to hang up. Press the Home button once or twice to restore your screen.

### Answering the Phone

#### To Answer a call:

- Pick up the handset.
- If you have a headset, press the headset button.
- If you prefer speakerphone, press the screen in the middle to answer the call or press the speaker button.

#### To Answer a second call:

- While on a call, a second call is seen on the screen and you hear one call waiting beep. Press the center of the screen to answer.

or

- If the call has minimized, Press on the screen (bottom left) to highlight that incoming call
- Then press the softkey labeled answer
- This will put the first call on hold automatically.

#### To go back to the first call

- Press on the screen (bottom left) to highlight that call,
- Then press the softkey labeled RESUME

#### To put a call on Speaker Phone:

- Press SP Phone

#### To mute a call, press the mute button

- The display will show a microphone with an X through it and the indicator light will turn red.

#### To put a Call on Hold

- Press the soft key on your screen that is labeled HOLD that you see when you are on a call.



### To Pick up from hold, do not pick up the handset

- Press RESUME
- Use Speakerphone or pick up the handset

### Video Calls

If you call a video enabled phone or video bridge you will automatically begin sending video. The top right icon will be a video image or a video camera with a slash line indicating no video (VVX camera shutter is closed)

- Be sure your privacy shutter is open or closed based on your preference.
- Use Speakerphone, headset, or pick up the handset for the voice call.

If you call a voice only phone then no video will be sent. The top left icon will simply show your image and in the upper right center screen image will be displayed a camera with a slash line indicating no camera.

### Conference Call (Three-Way Calling)

#### To Make a 3-Way Call

- Dial the first Number or receive first call
- Press the soft key labeled Conference
- The 1st call is automatically put on hold. You get a dial tone
- Dial the second number
- Press the soft key labeled SEND
- Once the second caller has answered, Press the soft key labeled Conference

Everyone is together on a Three Way audio Call. Your display will show both calls.

- You have the option to press Far Mute each line
- If you are on a video call, you can choose one call at a time to send and receive video
- Simply press the call to the right
- Press the soft key labeled Select Video

#### To separate a 3-Way Call

- Press a call on the screen
- Press the soft key labeled Remove

### Voicemail

Ask your system administrator to be sure the voicemail is enabled, to get the voice mail portal # and default password.

For more information, see [masergy.com](http://masergy.com) Support page for more information. The first time you call your voicemail, you need to set up a new passcode and record your spoken name.

Simply follow the prompts.



### From your Masergy phone

- Press MSG (Top Right)
- Enter your passcode and press #.

### From any phone

- Dial your extension or DID# and wait for the voice mail to pick up.
- Enter your passcode and press #.

or

- Dial the voice mail portal telephone number.
- Enter your extension.
- Enter your passcode plus #.

### From someone else's Masergy phone

- Dial the voice portal telephone number, press \*.
- Dial your extension, then your passcode and then #.

**Note:** To clear the message waiting indicator

- Press \*99.
- Press Dial.



### Transfer a Call

With the new Polycom firmware 5.5 for the VVX Series telephones, call transferring can now be set up with either Blind or Consultative transfer capabilities. The default setting is a Consultative transfer type.

Each user can change their default Transfer setting:

1. From Home screen select Settings
2. Select 1 Basic
3. Select 1 Preferences
4. Scroll down to Default Transfer Type and select it. (varies on each VVX Series set)
5. You will see two choices
  - a. 1 Consultative (Initially set as default)
  - b. 2 Blind

Note: Please choose what you would like your default setting to be.

When you need to transfer a call, if you hold the soft key labeled Transfer down for a few seconds, a window will be displayed, allowing you to choose between Consultative and Blind for each call. If you simply touch Transfer soft key then your default setting would be automatically used.

### Blind versus Consultative Transfer

**Blind transfer** – will simply forward the Calling ID of the transferred party to the extension entered.

**Consultative transfer** – or warm transfer allows the transferred call to be introduced to the extension and the person doing the transfer Caller ID is displayed. If the call goes to voice mail, then you have the option to cancel the transfer by hitting the soft key labeled transfer. Or hitting Transfer soft key again will transfer the call to the desired extension.

### Call Park

Call Park is a “non-exclusive Hold” It puts a call on hold that can be picked up anywhere at the company. A call can be parked by anyone at any extension and then the call picked up from any extension. Once a call has been parked your phone is free for other calls.

You should have IM or overhead paging to utilize Call Park most efficiently. Only one call can be parked at an extension. If the parked call has not been picked up after 50 seconds, the call will ring back to the phone where the call was answered and parked from. This 50 second timer is customizable.

### Call Park

- While on the call you want to park
- Press the soft key labeled More
- Press the soft key labeled PARK
- Dial the extension
- Press the soft key labeled Enter
- Page the person on overhead paging to let them know there is call parked at their extension

### Park Pickup

- Press the soft key labeled ParkPck.
- Enter the extension (where the call was parked to).
- Press the soft key labeled Enter.





## Phone Top Features

- Press the soft key labeled ParkPck
- Enter your extension (where the call was parked to)
- Press the soft key labeled Enter

### Adjusting the Volume on the phone

**Note:** These buttons are located at the bottom of the phone.

- While the phone is idle the volume keys adjust the ringer.
- While on the handset, headset or speakerphone the volume keys adjust the volume.

### Changing the Ring Type

To change the ring type

- Press the home hard key, shaped like a house.
- Press Settings.
- Press 1 for Basic or press Basic on the screen.
- Press 5 for Ring Type.
- Use the screen scroll to each Ring Type.
- Tap the ring type.
- Press the soft key labeled Play, the one you listen to last is one you'll use.



### Additional Softkeys

There is an additional set of softkeys. There are several ways to access these options. We'll show you short cuts to each, but as soon as you see one, the others are right there.

The soft keys change to Dialpad, Directory, Recent, Favorites

### Dialpad

When you start dialing a phone number, you get to this menu. From here to can dial a number, the phone has a memory of calls you've been dialing. To reset what you are working on, press the Red handset to hang up.

### Recent

- To review Missed Calls and other recent calls, press the clock at the top left.
- Click the up/down arrow to view/change sorting options. (Click the X to return)
- Click The funnel to view/change all calls, missed, received or placed calls.(Click the X to return)
- Click the trash to clear lists. (Click the X to return)



## Directory

This is a view of the numbers saved into the phone using the Polycom phone services with your personal phone list, group custom directory, and/or group common phone list.

You can easily arrive here by tapping home, then Directories. For quick results, tap search to find a specific name or number.

## Favorites

You can save numbers in the directory and they will appear on you home screen.

- To add favorites. Find the entry or create the entry under Directory. Under Favorite Index enter a number. Starting with 1 to see them on the display of the phone. Tap Save.

To remove them again, find them in the directory, edit (pencil) scroll to favorite index and delete the number. Tap Save.

## Missed Calls Clearing Alert

To clear the number and scrolling of the time, you must review your missed calls. The easiest way is to tap the clock with number of missed calls. Notice the Recent tab has a number. When that number disappears your missed calls alert will also be gone.

- Missed calls have an x in a red circle
- Received calls have a downward/left arrow in a green circle
- Placed calls have an upward/right arrow in a blue circle

In the event you are not viewing missed or all calls

- Click the funnel to select all or missed
- Click the X to return
- The alerts are now cleared for certain

## Phone Reboot

Periodically, the phone may require a user reboot. Reasons for this include accepting a new configuration or new software upgrade.

There are two ways to reboot the phone:

- Unplug the power supply, wait two seconds and then plug in the power supply.

or

- Press Home.
- Press Settings.