



SmartCOMM™ Hosted IP Complete

Polycom VVX 500 Business Media Phone Reference Guide

Touch Screen

This screen which displays the New Calls, Messages, Directories, DND, & Settings widgets can be accessed by pressing the HOME KEY. Press the HOME KEY again to return to the lines view.

Lines

12 lines.

Navigation

Users swipe left and right to access more pages of features. Scroll up and down with index finger to navigate.

Soft Keys

Soft keys are set to appear across the bottom of the touch screen once an icon or line is selected. Soft keys appear as functions like Hold, Confnc, & Forward.

Touch Screen Interface

Gesture-based, multi-touch, intuitive & easy navigation.

Home Key

Press to return to the Home page or to switch between lines view & widgets view.

Headset Key

Activates hands free for making and receiving calls without lifting the handset.

Speaker Key

Activates hands free for making and receiving calls without lifting the handset.

Mute Key

Mutes the call (the light indicator flashes when the microphone is on mute).

Volume Keys

Adjusts volume.



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Basic Phone Features

MAKE A CALL

1. Dial the call.
2. Lift the handset or press the Speakerphone or Headset keys.

ANSWERING A CALL





For hands free operation, press the Speakerphone key.







REDIAL

Press the New Call Key, Select Recents to access recent calls made and received. Select a call to redial.

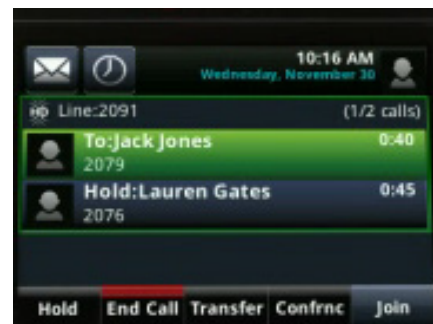
ENDING CALLS

Replace the handset or press the End Call soft key.

Symbol	Key Description
	SPEAKERPHONE KEY – Activates hands free for making and receiving calls without lifting the handset.
	HEADSET KEY – Activates hands free for making and receiving calls without lifting the handset.
	MUTE KEY – Mutes the call so that your caller cannot hear you.
	HOME KEY – Press to return to the Home page or to switch between lines view & widgets view.

Symbol	Key Description Keys Display On Touch Screen
	NEW CALL KEY – Press to place a new call. The red circle tells you the number of missed calls.
	MESSAGES KEY – Press to retrieve voicemails.
	DIRECTORIES KEY – Access Contact Directory to find a contact and select dial to place the call.
	SETTINGS KEY – Press Settings, select Features, and access all your phones features.
	APPLICATIONS KEY – Apps include web browser integration.
	DO NOT DISTURB KEY – Enable to send calls to voicemail or call forwarding. Calls received will be listed under missed calls.

Key Description



HOME KEY – Soft Keys appear across the bottom of the touch screen. Above is a display of 2 phone lines. The highlighted line has the Soft Key options of Hold, End Call, Transfer, Confrnc, and Join.

HOLD SOFT KEY – Places caller on hold; to retrieve call press Hold again.

TRANSFER SOFT KEY – During the call press Transfer, select Blind with your soft keys, enter number you wish to transfer to, & hit dial.

CONFERENCE SOFT KEY – Call first party & press Conference to place the new call idle. Next, call the second party. Press Conference to join all parties.