User Guide
VVX 500 Business Media Phone
VVX 500 Phone Hardware
# Phone Keys and Hardware

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Speaker</td>
<td>Provides ringer and hands-free (speakerphone) audio output.</td>
</tr>
<tr>
<td>Dialpad</td>
<td>Enables you to enter numbers, letters, and special characters. You can also use the dialpad keys to select menu items that have index numbers.</td>
</tr>
<tr>
<td>Security Slot</td>
<td>The connector on the left side of your phone that enables you to attach a laptop cable lock to your phone so you can secure it to a desktop.</td>
</tr>
<tr>
<td>Message Waiting Indicator</td>
<td>Flashes red to indicate new messages.</td>
</tr>
<tr>
<td>Home Key</td>
<td>Press from any screen to display Home view. From Home view, press to display other phone views.</td>
</tr>
<tr>
<td>Color touchscreen display</td>
<td>The screen is touch-sensitive. Tap to select and highlight screen items. To scroll, touch the screen, and swipe your finger up, down, right, or left.</td>
</tr>
<tr>
<td>Headset key</td>
<td>Enables you to place and receive calls using the speakerphone. The key glows green when activated.</td>
</tr>
<tr>
<td>Speakerphone key</td>
<td>Enables you to place and receive calls using the speakerphone. The key glows green when activated.</td>
</tr>
<tr>
<td>Mute key</td>
<td>Mutes local audio during calls and conferences. The key glows red when activated.</td>
</tr>
<tr>
<td>Volume keys</td>
<td>Adjust the volume of the handset, headset, speaker, and phone’s ringer.</td>
</tr>
<tr>
<td>Microphone</td>
<td>Transmits sound to other phones.</td>
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</table>
Navigate Your Phone Interface

Phone Views

Your phone has four main views: Home, Calls, Active Call, and Lines view (the default). To change views:

- For Home view, press 🏡.
- From Home view, press 🏡 to display Lines view.
- Depending on the status of your phone the different views will appear.
You can display Home view by pressing 🏡. Home View displays icons you can tap to access phone functions. Touch and hold 🗑 to display fewer icons, you can swipe the screen to display more icons in this view. Touch and hold 🔍 to go back to display more icons. Home view shows the following options:

- **New Call**—Tap New Call to display the Dialer. From the Dialer, you can enter a number or URL and place a call. From the Dialer, you can quickly access the Directory, Recent Calls, and Favorites.
- **Messages**—Tap Messages to access your voicemail messages.
- **Directories**—Tap Directories to view all the contacts in your local Contact Directory. From your directory, you can add and search for contacts, as well as quickly access the Dialer, Recent Calls, and Favorites.
- **Forward**—Tap Forward to call forward your extension number.
• **DND**—Tap **DND** to put your phone in a do not disturb status.
• **Settings**—Tap **Settings** to access features and settings to customize your phone.
• **Applications**—Tap **Applications** to access a menu of custom applications. See your administrator for information about any specific applications listed in this menu.

From Home view, tap the phone line to display your phone lines and favorites (shown next). From this screen, tap a phone line to open the Dialer, or tap a favorite to dial the favorite. To go back to the Home view icons, tap **Close**.
Lines View and Active Call View

Lines view is your phone’s default display. Lines view displays all your phone lines, your favorites, and soft keys. If your phone is idle, you can:

• Tap a phone line to access the Dialer.
• Tap a favorite to call that contact.

If you have only one call in progress—and it’s active (has audio)—you can access Active Call view. This view displays the name and number of the person you’re talking with, and the duration of the call. From Active Call view, you can manage the call: hold, end, transfer, or set up a conference call with the person you’re talking with and another party.
Calls View

You can access Calls view if your phone has multiple calls in progress, or you have one held call. Scroll to see all your calls. If your phone has multiple lines, calls display under the associated line.

Call color indicates status:

- **Dark green** Active call.
- **Dark blue** Incoming and held calls.
- **Bright green** Active call is highlighted.
- **Bright blue** Incoming or held call is highlighted.

Tap a call to highlight it. The soft keys apply to the highlighted call.
# Understanding Phone Icons and Status Indicators

The following icons and indicators may display on the screen to indicate phone, call, or buddy/contact status, or to indicate that a feature is enabled. You can tap certain icons to access information or features. (Not all features/indicators are available).

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
<th>On</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>✅</td>
<td>Registered line</td>
<td>Press to view more or fewer icons in Home view.</td>
<td></td>
</tr>
<tr>
<td>🚨</td>
<td>Unregistered line</td>
<td>Status indicators in Lines view. A flashing red bar indicates held calls. A green bar indicates an active call.</td>
<td></td>
</tr>
<tr>
<td>🔴</td>
<td>Phone warning</td>
<td>Tap to see more information</td>
<td></td>
</tr>
<tr>
<td>📲</td>
<td>Placing a call</td>
<td>Tap to edit</td>
<td></td>
</tr>
<tr>
<td>📞</td>
<td>Active call using Polycom HD Voice</td>
<td>Shared line</td>
<td></td>
</tr>
<tr>
<td>🔴</td>
<td>Held call</td>
<td>Shared line with a held call</td>
<td></td>
</tr>
<tr>
<td>🔴</td>
<td>Incoming call (in Home view)</td>
<td>Call forwarding (Always) enabled</td>
<td></td>
</tr>
<tr>
<td>🔴</td>
<td>Incoming call (in Lines view and the Incoming Call window)</td>
<td>Tap to access Recent Calls</td>
<td></td>
</tr>
<tr>
<td>🔵</td>
<td>Active conference</td>
<td>Tap to access your Message Center</td>
<td></td>
</tr>
<tr>
<td>🟢</td>
<td>USB flash drive attached</td>
<td>Presence status (Available)</td>
<td></td>
</tr>
<tr>
<td>🔴</td>
<td>Placed call (in Recent Calls view)</td>
<td>Presence status (Busy)</td>
<td></td>
</tr>
<tr>
<td>🟠</td>
<td>Missed call (in Recent Calls view)</td>
<td>Presence status (Busy)</td>
<td></td>
</tr>
<tr>
<td>🔴</td>
<td>Received call (in Recent Calls view)</td>
<td>Presence status (Busy)</td>
<td></td>
</tr>
<tr>
<td>🔴</td>
<td>Do Not Disturb enabled</td>
<td>Presence status (Do Not Disturb)</td>
<td></td>
</tr>
<tr>
<td>🔵</td>
<td>Backspace</td>
<td>Presence status (Offline)</td>
<td></td>
</tr>
<tr>
<td>🔵</td>
<td></td>
<td>Presence status (No information)</td>
<td></td>
</tr>
</tbody>
</table>
Call-Handling Capabilities

Your phone can handle multiple calls at a time. However, only one active call—the call that has audio associated with it—can be in progress at any given time. In addition to the active call, your phone may have multiple other calls that are either held, or in an incoming or ringing state.

You can place and answer calls in these ways:

• Using the handset
• Using the speakerphone
• Using a headset

During a call, you can alternate between handset, headset, or speakerphone modes by picking up the handset, or pressing 📞 or 🎤. For example, if you are using the handset, you switch to headset mode by pressing 🎧 or switch to speakerphone mode by pressing 🎤. When you’re in speakerphone mode, 🎤 glows green. When you’re in headset mode, 🎧 glows green if an analog headset is connected, and blue if a USB headset is connected.
Answering Calls

All incoming calls display in an Incoming Call window, as shown next.

To answer the call, pick up the handset, press \( \text{Answer} \) or tap \textbf{Answer} to use the speakerphone, or press \( \text{Answer} \). If you’re already in handset, speakerphone, or headset mode, tap \textbf{Answer}. If you don’t answer the call within 10 seconds, the Incoming Call window disappears, and either Home or Calls view displays (depending if your phone last displayed Home or Lines view), as shown next.

To answer the call, pick up the handset, press \( \text{Answer} \), or press \( \text{Answer} \). Or, from Calls view, tap \textbf{Answer} to use the speakerphone. If you want to use the handset or headset, pick up the handset or press \( \text{Answer} \).
Answering Another Call

If you have a call and an incoming call arrives on the same or a different line, a call waiting tone beeps, and the Incoming Call window displays, as shown next. To answer the call, tap Answer.

If you don’t answer the call within 10 seconds, the Incoming Call window disappears, and either Home or Calls view displays (as shown). To answer the call from Home view, tap Calls, tap the incoming call to highlight it if you’re in an active call, and tap Answer. To answer the call from Calls view, tap the call to highlight it if you’re in an active call, and tap Answer.
Managing Multiple Calls

You can easily manage multiple calls from Lines and Calls view. Swipe the screen to switch between the two views. Lines view shows you each line on your phone, and how many calls each line has. In the following example, line 2091 has two calls (one active, one held), and line 2095 has one held call. A green bar indicates a line with an active call. A flashing red bar indicates a line with one or more held calls. Press and hold a phone line in Lines view to display all the calls for only that line.

If you tap a phone line that doesn’t have an active call, the most recent call on that line will become active. The current call will be held. Swipe the screen to display Calls view. Calls view displays all the calls for each phone line, as shown next. All the calls for a phone line display under the associated phone line. Scroll up or down to see all your lines and calls.

To manage a call, tap a call to highlight it. Then, tap one of the soft keys to hold, resume, end, or transfer the highlighted call, or set up a conference with the highlighted call.
Placing Calls

You can call using the handset, speakerphone, or headset. You can dial the number first, and then choose the method, or choose the method first, and then dial the number. You can place a call in the following ways:

• Manually, from the Dialer
• Automatically, by tapping a favorite in Home or Lines view
• Automatically, by tapping a favorite in your Favorites list, tapping a call in the Recent Calls list, or selecting a contact in your directory.

• Dial 9 plus the phone number for external calls or dial the 5-digit York extension.
Calling from the Dialer

The Dialer displays a list of previously-placed calls. Tap one of the entries to automatically enter it. Or, start entering a number. As you enter numbers, the Dialer displays a list of similar numbers, as shown next. Tap a match to automatically enter it.

To display the Dialer, do one of the following:
From Home view, tap New Call.
From Lines or Calls view, tap New Call. This method only works if you don’t have an active call. If your phone is idle, start entering a phone number. Pick up the handset, or press 📞 or 📞.
In Lines view, tap a phone line that doesn’t have any calls.

When you access the Dialer, an active call is held. To call from the Dialer:
Pick up the handset, press 📞, or press 📞. From the Dialer, enter the number and tap 📞.
or
From the Dialer, enter the number. Then, pick up the handset, press 📞 or tap 📞, or press 📞.
or
If you’re already in handset, speakerphone, or headset mode, open the Dialer, enter the number, and tap 📞.
Placing Calls from Favorites, Lists, and Directories

In addition to the Dialer, you can place calls from the Recent Calls list, Favorites list, or your Directory. Or, you can quickly call a favorite from Home or Lines view.

To call from the Recent Calls list:

1. Access your Recent Calls list by doing one of the following:
   - From Home view, tap **New Call**. From the Dialer, tap **Recent**. If you only have held calls, you can also tap **New Call** from Lines and Calls view.
   - or
   - From Lines, Calls, or Active Call view, tap

2. From the Recent Calls list, tap the person you want to call.
To call from your Favorites list:
1. From Home view, tap **New Call**.
2. From the Dialer, tap **Favorites**.
3. From your Favorites list, tap the favorite you want to call.
   **Also:**
   - **From Home view:** Tap the phone line, and tap the favorite you want to call.
   - **From Lines view:** Tap the favorite you want to call.

To call from your Directory:
1. Access your directory by doing the following:
   - From Home view, tap **Directories**, tap **Contact Directory**.
   or
   - From Home view, tap **New Call**, and tap **Directory**.
2. From your Directory, tap the contact you want to call.
3. From the contact’s information screen, tap the contact’s phone number.
Redialing Numbers and Ending Calls

To dial the last number you called, open the Dialer. The first number in the list is the last call you placed.

To redial a number:
1. From Home view, tap New Call.
2. From the Dialer, tap the first number in the list. Or, instead of selecting the last call you placed, scroll through the list and select another previously-placed call.
3. Place the call.

To quickly end an active call, replace the handset, or press or . Or from Active Call, Lines, or Calls view, tap End Call. If you’re in Calls view, be sure to highlight the call first.

Ending Held Calls:
• You can’t end a held call. From Calls view, tap the call to highlight it, tap Resume, and then tap End Call.
• You can end only active calls, not held calls, from Lines view.
Using Headsets

You can connect an analog and/or USB headset to your phone. If an analog headset is connected, 🎧 glows green. If a USB headset is connected, 🎧 glows blue. If both an analog and USB headset are connected, the USB headset will be used. If two USB headsets are connected, the headset you connected first will be used.

If you use a headset, you can set up your phone so that all calls use your headset. If you use a headset that supports electronic hook-switch (EHS), you can press the hook-switch button to place, answer, and end calls. In addition, you may be able to mute calls and control volume from your headset.
Responding to Incoming Calls

While your phone rings, you can do the following:
• Temporarily ignore the call before answering it.
• Reject the call and send to voicemail.
• Forward the call to another party.

Ignoring Incoming Calls
Ignore or silence a call to do the following:
• Remove the Incoming Call window and display either Home or Calls view. Even though the call is ignored, Home, Lines, and Calls view will still display the incoming call notification.
• Stop your phone from ringing.

When you ignore or silence a call, you can still answer the call.

To ignore or silence a call:
• From the Incoming Call window, tap Ignore (for private lines) or Silence (for shared lines).

The Incoming Call window disappears, your phone stops ringing, and either Home or Calls view displays.
Rejecting Incoming Calls
Reject a call to send the caller directly to voicemail. Calls you reject display in your Recent Calls list. Rejecting calls is not available for shared lines.

To reject an incoming call:
• From the Incoming Call window, tap Reject. You can also reject an incoming call from Lines and Calls view. The call ends and is sent to your voicemail.

Forwarding Incoming Calls to Another Party

To forward an incoming call to another party:
1. While your phone rings, tap Forward.
2. From the Call Forwarding screen, enter the forwarding number, and tap Forward.
During Calls

Transferring Calls
When you transfer a call to another party, you have the option to talk to the party before the transfer completes.

To transfer a call:
1. From Active Call, Lines, or Calls view, tap Transfer. The active call is held.
2. From the Dialer, place a call to the party you want to transfer the call to.
3. When you hear the ring-back sound, tap Transfer to complete the transfer. Or, if you want to talk with the person before the transfer completes, you can connect with the person, and then tap Transfer. To cancel the transfer before the call connects, tap Cancel.

To perform a blind transfer:
1. From Active Call, Lines, or Calls view, tap Transfer. The active call is held.
2. From the Dialer, press and hold the transfer, tap Blind, and place a call to the party you want to transfer the call to.
3. The call automatically transfers to the party you specified.
Holding Calls
You can place any active call on hold. A held call displays in Home, Lines, and Calls view as follows:

To hold a call:
• From Active Call, Lines, or Calls view, tap **Hold**. If you’re in Calls view, and the active call isn’t highlighted, be sure to tap it to select it.

To resume a held call:
Do one of the following:
• From Lines view, tap **Resume**. If there’s more than one held call on the line, the last call that you held will be resumed. If you have multiple lines and you tap **Resume**, the last call that you held—on either line—will be resumed.
  or
• From Calls view, tap the call to highlight it, and tap **Resume**.
Conference Calls

You can create a conference with two other parties using the conference feature. During a conference, you have access to the conference management feature. This feature allows you to manage each participant in the conference call. You can mute, hold, and remove individual participants. For more information, see Managing Conference Call Participants. Contact Telecom if you require conferencing with more than two parties.

To set up a conference call:
1. Call the first party.
2. From Active Call, Lines, or Calls view, tap **Confnc**. The active call is held.
3. Using the Dialer, call the second party.
4. When the second party answers, tap **Confnc** to join all parties in the conference, as shown next.

If your phone has an active call and one held call, either on the same or a different line, tap **Join** from either Lines or Calls view to automatically create a conference call. The conference call takes place on the line from which you handled the last active call.
Holding and Resuming Conference Calls
When you hold a conference call, you place all other conference participants on hold.

To hold a conference call:
• From Active Call, Lines, or Calls view, tap **Hold**. If you’re in Calls view, be sure to highlight the conference first. The other participants are held. The following example shows the held conference in Calls view.

![Example of a held conference in Calls view](image)

To resume a held conference call:
• From Lines or Calls view, tap **Resume**.
Ending Conference Calls
To end a conference, and your connection to the other participants, tap **End Call**. When you tap **End Call**, the other participants remain connected.

Splitting Conference Calls into Two Held Calls
When you split a conference, you end the conference and hold all parties. You can split an active or held conference call.

**To split a conference call:**
From Active Call, Lines, or Calls view, tap **Split**. The conference call ends. By default, the other parties remain connected, but are placed on hold. You can pick up any call individually or you can rejoin all parties.

Managing Conference Call Participants
If you’re able to manage conference call participants, you can:
- Mute a participant.
- Hold a participant.
- Remove a participant from the conference. Obtain information about a participant.
To manage a conference call participant:
1. Set up an active conference call.
2. From Active Call, Lines, or Calls view, tap Manage. If you’re in Calls view, be sure to tap the conference call to highlight it. The following example shows the screen that displays when you manage a conference.

3. Tap the participant you want to manage.
4. Do one of the following:
   - Tap Hold to hold the selected participant. The held party can’t hear anyone, and no one can hear the held party.
   - Tap Remove to remove the selected participant from the conference, end the conference call, and create an active call between you and the other participant.
   - Tap Information to view additional information about the selected participant.
   - Tap Back to exit the conference management function.
Call Forwarding

You can set up your phone to forward all calls to another number. Your phone will forward calls even if you enable the Do Not Disturb feature.

To forward all calls to another party:

1. Tap Settings from Home view, and tap Features > Forward. Or, from Lines view, tap Forward.
2. If your phone is set up with multiple lines, tap the line to apply forwarding to.
3. From the Forwarding Type Select screen, tap the forwarding type you want:
   - **Always**—To forward all incoming calls.
   - **No Answer**—To forward all unanswered incoming calls.
   - **Busy**—To forward calls that arrive when you’re already in a call.
4. Enter the forwarding number, and tap Enable. If you selected the **No Answer** option, you can enter the number of rings before your phone forwards the call. A value of 2 is recommended.
Call Forwarding (cont.)

If you chose the Always forwarding option, the forwarding number scrolls in the status bar. If a phone line is idle, Lines view displays the forwarding icon, ☏️, on the phone line, as shown next.

To disable call forwarding:
1. Tap Settings from Home view, and tap Features > Forward. Or, from Lines view, tap Forward.
2. If your phone is set up with multiple lines, tap the line to disable forwarding for.
3. From the Forwarding Type Select screen, tap the forwarding type to disable, and tap Disable.
Using Do Not Disturb

When you enable Do Not Disturb (DND), you prevent your phone from ringing and send all incoming calls directly to voicemail. All calls you receive while DND is enabled will be logged to your Recent Calls list.

When you enable Do Not Disturb, *My Status: Do Not Disturb* and ☰️ scroll in the status bar. In addition, ☰️ displays on the phone line in Lines view, as shown next.
**Listening to Voicemail**

- Your phone will indicate new voicemail messages by the following:
  - A flashing Message Waiting Indicator.

**To listen to voicemail messages:**

- On the status bar, tap 📬, and tap **Message Center**. Or, from Home view, tap **Messages**, and tap **Message Center**.
- If multiple lines are configured on your phone, the Line Select screen displays. Tap the line that has the message.
- From the Messages screen, tap **Connect** and follow the prompts.
Recent Calls

Your phone maintains lists of missed, received, and placed calls. Each list can hold up to 100 entries. The Recent Calls list displays calls in one of the following ways:

- Missed Calls only
- Placed Calls only
- Received Calls only
- All Calls (missed, placed, and received)

You can choose the type of list to display, and sort and order calls in various ways. By default, the list displays all calls, as shown next.

Icons display next to a call, depending which type of call it is:

- Placed calls display 🔄.
- Received calls display 📞.
- Missed calls display 📞.

To view Recent Calls:

- From Home view, tap **New Call**, and tap **Recent**. You may also be able to access Recent Calls by tapping **Directories** from Home view, and tapping **Recent Calls**. To quickly access your Recent Calls, tap 📞 in Lines, Calls, or Active Call view.
To manage a call record:
From your Recent Calls list, tap next to a call record.
From the call details screen, shown next, you can:
  o Tap **Dial** to call the person.
  o Tap **Save** to add the person to your Contact Directory.
  o Tap **** to delete the call from the list.
  o Tap **** to edit the phone number before you dial the person.

To customize the list:
• From your Recent Calls list, tap **** to sort and order calls, and tap **** to display certain calls for specific lines and call type.

To clear certain calls from the list:
• From your Recent Calls list, tap **** to clear all the calls in the list, or just a specific type. You can also choose to clear only those calls that currently display on the screen.
Working with Your Contact Directory

You can store up to 500 contacts in your phone’s local Contact Directory (shown next).

From your local Contact Directory, you can:

• View contact information.
• Search for contacts.
• Dial contacts.
• Add contacts.
• Update contact information.
• Delete contacts.
To view your Contact Directory:
- From Home view, tap Directories, tap Contact Directory on the Directory screen.
Or
- Tap New Call from Home view, and tap Directory.

From your Contact Directory, scroll to view contacts or enter search criteria to find one.

To view contact information:
- From your Contact Directory, tap the contact. The contact’s information screen, including the contact’s name and phone number, displays (as shown next). Additional information—such as a job title, label, or email address—may also display.
To search for a contact:
1. From your Contact Directory, tap Search.
2. From the Search screen, enter search criteria and tap Search. If you’re using the onscreen keyboard, tap ☑️ before you tap Search.

A list of search results is displayed. Tap Return to display your Contact Directory again.

To dial a contact:
1. From your Contact Directory, tap the contact you want to call.
2. From the contact’s information screen, tap the contact’s phone number.

To add a contact:
1. From your Contact Directory, tap 📆.
2. From the Add Contact screen, enter contact information.
   - For First Name, enter the contact’s first name.
   - Tap Last Name, and enter the contact’s last name.
   - Tap Contact, and enter the contact’s phone number. The phone number must be unique, and must not already exist in the directory. If you save an entry with a non-unique phone number, the entry won’t be saved.
   - Tap Job Title, and enter the contact’s job title, such as Manager.
- Tap **Email**, and enter the contact’s email address.
- Tap **Favorite Index**, and enter a favorite index number. The number can be any unused value, up to a maximum value of 9999. A contact that has a favorite index number will automatically display in your Favorites list.
- Tap **Label**, and enter a label for the contact such as, Marketing. If you specify a label, the label will be the first item that displays for the contact on the Directory screen, and in your Favorites list if the contact is a favorite.
- Tap **Ring Type**, and select the ringtone you want to use for the contact.
- Tap **Divert Contact**, and enter the phone number of the third party you want this contact’s calls sent to.
- Tap **Auto Reject**, and enable or disable the setting. The default setting is Disabled. If enabled, each time the contact calls, the call will be rejected to voicemail.
- Tap **Auto Divert**, and enable or disable the setting. The default setting is Disabled. If enabled, each time the contact calls, the call will be directed to the third party you specified in the Divert Contact field.
You can automatically save a recent caller to your Directory. From your Recent Calls list, tap `i` next to the call record. From the call information screen, tap **Save**. The Add Contact screen displays, with the name, if specified, and contact fields populated. Enter additional information, if desired, and tap **Save**.

**To update a contact’s information:**
1. From your Contact Directory, tap the contact you want to update.
2. From the contact’s information screen, tap `i`.
3. From the Edit Contact screen, update the contact’s information.
4. Tap **Save**.

**To delete a contact:**
1. From your Contact Directory, tap the contact you want to delete.
2. From the contact’s information screen, tap `i`. A confirmation message displays, confirming that you want to delete the contact. Tap **Yes** or **No**.
Controlling What is Heard

You can change what you hear by doing the following:

• Updating the incoming call ringtone.
• Updating a contact’s ringtone.
• Changing the speaker volume.
• Changing the ringer volume.
• Muting the microphone.
• Changing where you hear sound effects.

Updating the Incoming Call Ringtone

You can choose a distinctive ring tone for your phone to identify it when it rings. Or, you can choose distinctive ring tones for different lines.

To select an incoming call ringtone for your phone or a line:

1. Tap **Settings** from Home view, and tap **Basic > Ring Type**.
2. If multiple lines are configured on your phone, tap the line you want to apply a new ringtone to.
3. From the Ring Type screen, tap the ringtone you want. To hear the ringtone before you change it, tap **Play**. The default ringtone is Low Trill.
Updating a Contact’s Ringtone
You can set distinctive ring tones for contacts in your Contact Directory so you can identify callers when your phone rings.

1. From your directory, tap the contact to assign a distinctive ring tone to.
2. From the contact’s information screen, tap .
3. From the Edit Contact screen, tap Ring Type, tap the ringtone you want, and then tap .
4. From the Edit Contact screen, tap Save.

Changing the Speaker Volume
To change the volume of what you hear during a call, press one of the Volume keys, , to lower or raise the speaker volume.
Changing the Ringer Volume
To change the volume of the incoming call ringtone, press one of the Volume keys, ±, while your phone is idle or ringing.

Muting the Microphone
Mute the microphone so other parties can’t hear you. Microphone Mute applies to all modes (handset, headset, and speakerphone). You can still hear all other parties while Mute is enabled.

To mute the microphone:
During a call (including a conference call), press . The Mute key glows red . The other parties can’t hear you. To disable Mute, press again .

Choosing Where You Hear Sound Effects
You can choose whether you hear sound effects—all phone sounds except call audio—from the handset, headset, or speaker. For example, you can configure your phone to ring on your headset, instead of the speaker. By default, you hear all sound effects from the speaker.
Managing Favorites

Favorites are the contacts in your Contact Directory that you call most often. To make a contact a favorite, you need to assign a contact a favorite index number. Contacts that have a favorite index number display 🌟.

Favorites display in your Favorites list and Lines view. They also display when you tap the phone line in Home view. Your phone can display up to 11 favorites in Lines and Home view.

The following figure shows a sample Favorites list.

<table>
<thead>
<tr>
<th>2091</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Manager, Lauren Gates</td>
</tr>
<tr>
<td>2076</td>
</tr>
<tr>
<td>2. Nikola Smith</td>
</tr>
<tr>
<td>2078</td>
</tr>
<tr>
<td>3. Pierre Gagne</td>
</tr>
<tr>
<td>2090</td>
</tr>
<tr>
<td>4. Louis Strong</td>
</tr>
<tr>
<td>2092</td>
</tr>
</tbody>
</table>

Dialpad  Directory  Recent  Favorites
The following figure shows your favorites in Lines view. Favorites display under the phone lines.

Favorites also display from Home view, as shown next.
Favorites display consecutively, according to their index number. The contact with the lowest number displays first. To reorder your favorites, assign the contact a different index number.

To see your Favorites list:
• Tap **New Call** from Home view, and tap **Favorites**.

To see your Favorites from Home or Lines view:
• From Home view, tap the phone line. Or, display Lines view.

To make a contact a Favorite:
Do one of the following:
• From your Contact Directory, tap the contact. From the contact’s information screen, tap **Add to Favorites**.
  or
• From your Recent Calls list, tap next to a call record. From the call details screen, tap **Add to Favorites**.

After you tap **Add to Favorites**, a dialog displays asking if you want to automatically accept the next available index number, or manually enter your own. Tap **Yes** to automatically accept or tap **Edit Index** to enter a unique number.
To quickly call a Favorite:
• From your Favorites list, or from Home or Lines view, tap the favorite you want to call. The call is automatically placed.

To reorder your Favorites:
1. From your Contact Directory, tap the contact.
2. From the contact’s information screen, tap \?
3. From the Edit Contact screen, tap Favorite Index, and enter a new favorite index number.
4. Tap Save.

To delete a Favorite:
1. From your Contact Directory, tap the contact.
2. From the contact’s information screen, tap \?
3. From the Edit Contact screen, tap Favorite Index, and delete the favorite index number.
4. Tap Save.
Working with Shared Lines

If your phone shares a line with other phones, an incoming call to the shared line will cause all phones to ring. The call can be answered on any of the phones. You can transfer, hold, or set up a conference with calls on shared lines.

If you have an incoming call on a shared line, tap **Silence** to stop your phone from ringing. The call’s visual notification will still display, and you’ll still have the option to answer the call.

- Call Forwarding is not available on shared lines.
- Enabling Do Not Disturb on shared lines disables ringing only. You’ll still see a visual notification of the call and have the option to answer the call.
Customizing Your Phone

You can customize your phone in many ways. The next few pages will show you how to:

• Change the language on your phone
• Change the time and date display
• Change the backlight settings
• Change the background picture
• Display a screen saver
• Use the phone as a digital picture frame
• Set up power saving mode
Changing the Language on Your Phone

Your phone supports several languages.

To change the language:
1. Tap **Settings** from Home view, and tap **Basic > Preferences > Language**.
2. From the Language screen, tap the language you want.

Changing the Time and Date Display

The time and date display in the status bar. If the phone can’t obtain a time and date, the time and date display will flash. Contact your system administrator if either the time or date is incorrect.

You can choose from a variety of time and date display formats, including options to display the day, month, or year. You can also turn the time and date display off, so it doesn’t display at all. Select and set options that are right for you.
To update the time and date display:

1. Tap **Settings** from Home view, and tap **Basic > Preferences > Time & Date**.

From the Time & Date screen, do one of the following:

- To change the date format, tap **Clock Date**.
  
  or

- To change the time format, tap **Clock Time**.
  
  or

- To change the order of the time and date display, tap **Clock Order**.

2. From the Clock Date, Clock Time, or Clock Order screen, tap the format you want.

To enable or disable the time and date display:

1. Tap **Settings** from Home view, and tap **Basic > Preferences > Time & Date**.

2. From the Time & Date screen, tap **Enable** or **Disable** to turn on or off the time and date display.
Changing the Backlight

Your phone’s backlight has two components:

• **Backlight Intensity** The brightness of the screen during phone activity and inactivity. Backlight intensity has three settings:
  - **Backlight On** The brightness of the screen when there is phone activity.
  - **Backlight Idle** The brightness of the screen when there is no phone activity.
  - **Maximum Intensity** The brightness scale that applies to both Backlight On and Backlight Idle intensities.

• **Backlight Timeout**—The number of seconds the phone is inactive before the backlight dims to its Backlight Idle intensity. The backlight timeout period begins after your last key press or the last phone event, such as an incoming call.

You can change the Backlight On intensity and the Backlight Idle intensity separately. You can choose a high, medium, or low intensity, or turn off the backlight entirely.

When you change the Maximum Intensity, you modify the entire backlight intensity scale. For example, if you decrease the Maximum Intensity, the low, medium, and high levels for both Backlight On and Backlight Idle intensities decrease. The backlight automatically turns on with any phone activity. By setting the Backlight Timeout, you can determine how long the phone should be idle before the backlight dims to its Backlight Idle intensity. By default, after the phone is idle for 40 seconds, the backlight dims.
To change the backlight intensity:

1. Tap **Settings** from Home view, and tap **Basic > Backlight Intensity**.
2. From the Backlight Intensity screen, tap **Backlight On Intensity**.
3. From the Backlight On Intensity screen, tap the intensity you want, and tap **Back**. The default is High.
4. From the Backlight Intensity screen, tap **Backlight Idle Intensity**.
5. From the Backlight Idle Intensity screen, tap the intensity you want, and tap **Back**. The default is Low.
6. From the Backlight Intensity screen, tap **Maximum Intensity**.
7. From the Maximum Intensity screen, tap **Up** or **Down** to increase or decrease the maximum intensity the screen can display.

To change the Backlight Timeout:

1. Tap **Settings** from Home view, and tap **Basic > Backlight Timeout**.
2. From the Backlight Timeout screen, tap the number of seconds the phone will be idle before the backlight dims. The default is 40 seconds.
Changing the Background Picture

You can change the background picture that displays on your phone. By default, your screen displays a blue-patterned background that is named Default.

Your system administrator sets up the background images for your phone. If no background images are set up, only the blue-patterned background, named Default, is available. If you want, you can set up a picture of your own as the background image.

To change the background picture:

1. Tap Settings from Home view, and tap Basic > Preferences > Background. The Background screen displays. Depending how your system is set up, you may have to tap Settings from Home view, and tap Basic > Preferences > Background > Select Background. The Select Background screen will display instead.
The following figure shows a sample background screen. Your screen will have the default option, as well as other options that your administrator may have added to your phone. If you set an image on your USB flash drive as your background image, the image will display in the list as *Local File*.

2. Tap the background image you want.
Using One of Your Own Pictures as the Background Picture
You can use a picture that is stored on your USB flash drive as the background picture on your phone. When you set one of your pictures as the background picture, the picture will display as Local File in the Backgrounds list.
Before you can set a picture on your USB flash drive as the background picture, confirm the following:
The picture is on a USB flash drive, and the USB flash drive is attached to your phone. You have specified the folder the picture is in on your USB flash drive.

For more information on placing a picture on your USB flash drive, connecting the USB flash drive to your phone, and specifying a folder, see Displaying Screen Savers.

To use a picture on your USB flash drive as the background picture on your phone:
1. Tap Settings from Home view, and tap Features > Removable Storage Media > Picture Frame. Your pictures will display, one-by-one.
2. To set a picture as the background picture for your phone, wait for the picture to display, and tap . Or, tap one of the arrow icons, , to display the picture, and tap .
   Home view updates to display the background picture you selected. To reset your background image to the default, select Default from the Background screen.
Displaying Screen Savers
You can set up a screen saver to display the pictures stored on a USB flash drive. The screen saver will automatically start each time your phone is idle a certain amount of time. You can stop the screen saver at any time by tapping the touchscreen. If your phone is idle again for a specified period of time, the screen saver will start again.

Setting Up Screen Savers
To set up a screen saver of your pictures, you need to set up certain screen saver settings, place your pictures on a USB flash drive, and attach the USB flash drive to the phone. The phone can only display the screen saver when the USB flash drive is attached to the phone.
To set up a screen saver of your pictures:

1. Place one or more pictures on a USB flash drive, either in the root directory or in a folder. The pictures must have the following file type and size:
   - File type: BMP, JPEG, or PNG
   - Maximum size: 9999 x 9999 pixel

2. Attach the USB Flash drive to your phone (on the back side). The USB icon, , displays on the status bar.

3. Tap **Settings** from Home view, and tap **Basic > Preferences > Picture Frame**.

4. From the Picture Frame screen, specify the folder in which you stored your images on the USB flash drive, and the length of time you want each image to display:
   - Tap **Folder**, and enter the name of the folder in which you placed your images on the USB flash drive. If you didn’t place the pictures in a folder, but placed them in the root directory instead, don’t enter a folder name.
   - Tap **Time Per Image**, and enter the number of seconds you want each picture to display. You can enter a minimum of 3 seconds and a maximum of 300 seconds. The default is 5 seconds.
   - Tap **Save**.

If the message *No pictures found* displays after you tap **Save**, there are no pictures in the folder you specified, or in the root directory if you didn’t enter a folder name. Go back and make sure the information you entered is correct.
5. Tap **Settings** from Home view, and tap **Basic > Preferences > Screen Saver**.

6. From the Screen Saver screen, do the following:
   - Tap **Screen Saver**, and tap **Enabled**.
   - Tap **Wait Time**, and enter the number of minutes the phone should wait after no activity before displaying the screen saver. You can enter a minimum of 1 minute and a maximum of 9999 minutes. The default is 15 minutes.
   - Tap **Save**.

After the number of minutes you specified in the Wait Time field, your phone will display the screen saver. You can stop the screen saver at any time by touching the screen, but the screen saver will re-start if your phone is idle again.

**Interrupting and Disabling Screen Savers**

You can stop a screen saver at any time by touching the screen. After your phone is idle for the specified period of time, the screen saver will start again.

You can disable a screen saver—prevent it from starting, even if your phone has been idle for the specified period of time—by doing the following:

- Removing the USB flash drive. The screen saver will not display until you attach the USB flash drive again, and your phone has been idle for the period of time you specified.
- Disabling the **Screen Saver** setting. When you disable the setting, the screen saver won’t display, even though the USB flash drive is still attached.
To disable the Screen Saver setting:
1. Tap **Settings** from Home view, and tap **Basic > Preferences > Screen Saver**.
2. From the Screen Saver screen, tap **Screen Saver**, and tap **Disabled**.
3. Tap **Save**.

Using the Phone as a Picture Frame
You can view the pictures that are stored on your USB flash drive at any time, without setting up a screen saver that automatically starts each time your phone is idle a certain amount of time. This is called the Picture Frame feature. You can display your pictures as thumbnails, one-by-one like a slide show, or display just one picture.

Before you can display your pictures, confirm the following:
• Your pictures are on the USB flash drive, and the USB flash drive is attached to your phone.
• You have specified the folder the pictures are in on your USB flash drive.

To display the pictures on your USB flash drive:
• Tap **Settings** from Home view, and tap **Features > Removable Storage Media > Picture Frame**. Your pictures will display one-by-one, like a slide show. Six icons display beneath your pictures.
The following figure shows a picture that is stored on a USB flash drive, and the six icons that display so you can set a picture as the background image on your phone, or display the pictures as thumbnails, one-by-one, or as one picture only.

Tap an icon to do the following:

<table>
<thead>
<tr>
<th>Tap this...</th>
<th>To do this...</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="folder.png" alt="Folder" /></td>
<td>View thumbnails of your pictures.</td>
</tr>
<tr>
<td><img src="previous.png" alt="Previous" /></td>
<td>View the previous picture.</td>
</tr>
<tr>
<td><img src="next.png" alt="Next" /></td>
<td>View the next picture.</td>
</tr>
<tr>
<td><img src="pause.png" alt="Pause" /></td>
<td>Pause and display the current picture only.</td>
</tr>
<tr>
<td><img src="play.png" alt="Play" /></td>
<td>Display the pictures one-by-one again.</td>
</tr>
<tr>
<td><img src="stop.png" alt="Stop" /></td>
<td>Stop displaying the pictures. The pictures will not display again until you access the Picture Frame feature again (unless you have a screen saver set up, or you enable one).</td>
</tr>
<tr>
<td><img src="set.png" alt="Set as Background" /></td>
<td>Set the picture that currently displays as the background picture for your phone.</td>
</tr>
</tbody>
</table>
Using Power-Saving Mode
Your phone is set up with a power-saving mode that turns off the touchscreen to conserve energy. Your phone enters power-saving mode after it has been idle for a certain period of time.

You can configure the period of time that the phone is idle before the touchscreen turns off. You can configure different idle timeouts for office hours and off hours, such as evenings and weekends.

During off hours, the message Off Hours Mode scrolls on the status bar. Your phone will exit power-saving mode if a phone event occurs—for example, if the phone has an incoming call or message, or you press a key or tap the screen. If a screen saver is enabled on your phone, power-saving mode will still occur.

The power-saving settings you can update are:
• **Office Hours**—When you start work and how long you’re in the office each day. For more information, see Changing Your Office Hours.
• **Timeouts**—The period of time the phone should be idle before the touchscreen turns off. For more information, see Changing Timeouts.

Changing Your Office Hours
Update your office hours so the phone will know when you’re in the office. When you update your office hours, you specify when you start, and how long you work each day.
To change your office hours:

1. Tap Settings from Home view, and tap Basic > Power Saving > Office Hours > Start Hour.

2. From the Start Hour screen, tap the day of the week you want to update, enter your start time, and tap Save. Enter a start time using the 24-hour clock. You can enter a start time from 0 to 23. The default start time is 8.

3. From the Office Hours screen, tap Duration.

4. From the Duration screen, tap the day of the week you want to update, enter the number of hours you work, and tap Save.

Enter a duration of 0 to 12 hours per day. The default duration is 10 hours per day (for Monday to Friday) and 0 hours per day (for Saturday and Sunday).
Changing Timeouts

You can update the period of time the phone will be idle before the touchscreen turns off. You can specify different timeouts for office hours (Office Hours Idle Timeout) and non-office hours (Off Hours Idle Timeout). By default, the Office Hours Idle Timeout is much longer than the Off Hours Idle Timeout. You can also specify a separate timeout period that applies after you press a key or tap the screen. This is called the User Input Idle Timeout. You can choose to set a higher User Input Idle Timeout than the Office Hours and Off Hours Idle Timeouts so that when you’re actively using the phone, power-saving mode won’t initiate as often.
To change timeouts:

1. Tap **Settings** from Home view, and tap **Basic > Power Saving > Timeouts**.

2. Tap **Office Hours Idle Timeout**, and enter the number of minutes the phone should wait, during office hours, before starting power-saving mode. Enter a number between 1 minute and 600 minutes. The default is 10 minutes.

3. Tap **Off Hours Idle Timeout**, and enter the number of minutes the phone should wait, during off-hours, before starting power-saving mode. Enter a number between 1 minute and 10 minutes. The default is 1 minute.

4. Tap **User Input Idle Timeout**, and enter the number of minutes the phone should wait after a key press or screen tap before starting power-saving mode. Enter a number between 1 minute and 10 minutes. The default is 10 minutes.

5. Tap **Save**.
Cleaning the Phone

CLEANING YOUR PHONE: It is very important that you do not use disinfectant wipes or other cleaning agents on the Polycom phone. Extensive damage could occur. Replacement costs will be in effect should this happen. To SAFELY CLEAN the touchscreen use the following instructions:

The touchscreen on VVX 500 phones requires minor maintenance, but you may periodically need to clean the touchscreen. Use a clean, dry, microfiber cloth—the kind you would use to clean glass surfaces—to wipe the touchscreen.

Before you clean the screen, disable it so you don’t activate phone functions while you wipe the touchscreen.

To clean the touchscreen:
1. Select Settings > Basic > Screen Clean.
2. Wipe the screen with a clean, dry, microfiber cloth.
3. Press any key on the phone console to enable the touchscreen again.

Note: You may use the same microfiber cloth to clean the dial pad area.

To SAFELY CLEAN the handset and handset cradle use a soft cloth and alcohol solution. Never pour liquid on your phone, always use a soft cloth and moisten it with the alcohol solution.