

PHONE FEATURES

About the Touchscreen

Tap to select and highlight screen items. To scroll, touch the screen, and swipe your finger up, down, right, or left. To go back to a previous screen, tap **Back**

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, Calls, or Active Call view.

To switch between Lines view and either Calls or Active Call view, swipe the screen to the right or left.

Home View

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 more icons.

From Home View, tap the phone Line to display your phone Lines and Favorites—contacts you can dial by tapping their name. To go back, tap **Close**.

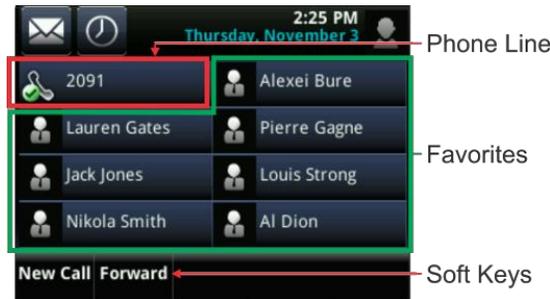


Adjusting the Volume

During a call, press  to lower or raise the speaker volume. To change the ringer volume, press  while your phone is idle or ringing.

Lines 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 favorites are set).

Active Call View

If you have only one call in progress—and it is an active call (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, or transfer it, or set up a conference call with the person you're talking with and another party.



Recent Calls List

Your phone maintains a list of missed, received, and placed calls. Each list can hold up to 100 entries.

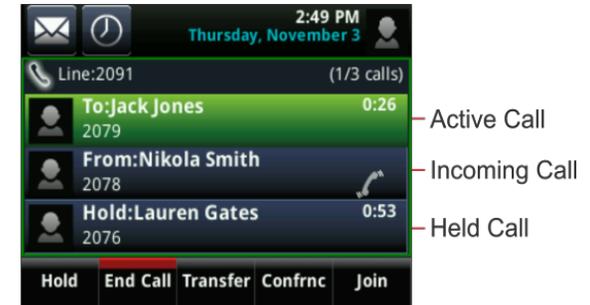
The Recent Calls list displays calls in one of the following ways:

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

Tap  from the List View or off hook, tap **Recent**.

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.

Answering Calls

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



To answer the call, pick up the handset, press , or tap **Answer** to use the speakerphone or press . If you're already in handset, speakerphone, or headset mode, tap **Answer**.

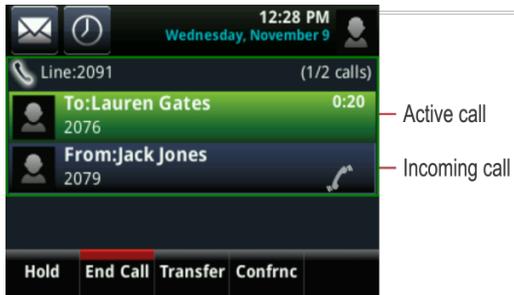
Muting the Microphone

During a call (including a conference call), press . The Mute key glows red. The other parties cannot hear you. To disable Mute, press  again.

Answering Another Call (Call waiting)

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. 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 (see below).



To answer the call from Calls view, tap the call to highlight it if you're in an active call, and tap **Answer**.

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 (**See online user guide for favorites**).
- Automatically, by tapping a favorite in your Favorites list, tapping a call in the Recent Calls list, or selecting a contact in your directory. (**See online user guide for favorites/directory**).

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 .

Transferring Calls (default is blind transfer)

From an active call, tap **Transfer**. The active call is held.
From the Dialer, place a call to the party you want to transfer the call to and hang up. To perform a **Consultative** (supervised) transfer. From an active call, tap and **hold Transfer**. From the Dialer, place a call to the party you want to transfer the call to, when answered, tap **Transfer** to complete the transfer. To cancel the transfer before the call connects, tap **Cancel** (consultative transfer only).

Placing Calls on Hold

From Lines, Calls, or Active Call View, tap **Hold**. If you are in Calls View, remember to highlight the call first. To retrieve held call tap **Resume**.

Forwarding Calls

To enable call forwarding, tap **Forward** from List View. Tap the forwarding type to enable, (always, no answer or busy calls), type a forwarding number, and tap **Enable**.

To disable call forwarding, tap **Forward** from List View. Tap the forwarding type to disable and tap **Disable**.

To enable per-call forwarding: As your phone rings, tap **Forward**, enter the forwarding number, and tap **Forward**.

Placing Conference Calls

Call the first party. From Lines, Calls, or Active Call View, tap **Confrnc**. Dial and connect with the other party, and tap **Confrnc**.

From Lines or Calls View, you can:

- Tap **Hold** to hold the conference.
- Tap **End Call** to end the conference.
- Tap **Split** to end the conference and hold all participants.

Do Not Disturb (DND)

When you enable Do Not Disturb (DND), you prevent your phone from ringing and send all incoming calls directly to voicemail (if you are subscribed to voice mail). If you do not subscribe to voice mail, the caller will get a message stating you are unavailable. All calls you receive while DND is enabled will be logged to your Recent Calls list. To enable or disable Do Not Disturb:

- From the Line view or Home View tap the **DND**.
- You will see this icon when **DND** is enabled. 

Voicemail (subscribed users only)

When you have new voicemail message, the message icon  displays next to your line. A red-light indicator will also appear.

To access your mailbox:

Dial 55111 or tap  from Lines View (on the top left corner). Enter your security code (If multiple lines are configured on your phone tap the line that you wish to access).

To log on from outside the University

Dial 416-736-5111, enter your 5-digit mailbox/extension number then enter your security code

To listen to new messages from the main menu press 11

To send a message, from the main menu press 2

To record a standard greeting, from the main menu press 44

To record an out of office greeting, from the main menu press 46

To change your security code, from the main menu press 414

To cancel or go back, press *

For a quick reference guide and more features, visit:

<http://staff.computing.yorku.ca/phones/desk-phones/>

To logon to the **Web PhoneManager** <https://webum.uit.yorku.ca>



TELEPHONE & VOICEMAIL QUICK REFERENCE GUIDE Polycom VVX500



Telecommunications Help Line
Call 4-HELP (44357)
Email: telecomm@yorku.ca

See online user guide for more details on features listed in this reference guide and additional features/options.
<http://staff.computing.yorku.ca/faculty-staff/phones/>

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** your phone, use a microfiber wipe on the display and key pad. To clean the handset and handset cradle use a soft cloth and alcohol solution. See the online user guide for more tips on cleaning your phone. Or call the Telecommunications help line.

