



## PHONE USER GUIDE: Polycom VVX500

Function	Action	Notes
Answer Incoming Call	Pickup handset or press the speaker button on phone	Answers calls to your phone
Make Outbound Call	Pick up the handset, or press or press the speaker button, enter the phone number or extension and tap the green phone icon button on the display	Dialing phone number before picking up handset or pressing speaker will execute the call immediately.
Do Not Disturb	To disable ringing, tap Settings from Home View, and tap Features > Do Not Disturb. Tap Enable or Disable.	Will prevent your phone from receiving inbound calls. Calls will deliver to voicemail.
Voicemail	“Tap Messages from Home View, and tap Message Center. Tap Connect and follow the prompts. , or dial *<extension>	Allows user to access user’s voicemail box. User will be prompted for password.
Redial	Tap New Call from Home View, and tap Recent. From the Recent Calls list, tap to call person in history	Redials number from call history.
Call Park	Tap transfer, press the parking button on phone, tap transfer again, then hang up phone.	Park a call.
Pick Up Parked Call	Press Assigned Red Button BLF	Pick up a parked call.
Attended Transfer	Transfer + Extension, then Transfer after accepted	This will allow you to call the Extension privately before the transfer of a call.
Blind Transfer	Transfer + Extension + Transfer + Hang up	This will blindly transfer calls to an Extension
Transfer directly to Voicemail	Transfer + Extension + * + Transfer	Used to transfer a call to a user’s voicemail box without first ringing the user’s phone.
Intercom	*1 + <extension>	Automatically opens a channel to another phone.