Polycom® VVX® 500 and Polycom® VVX® 600 Business Media Phones

User Guide

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About This Guide

This guide applies to two phones: the Polycom® VVX® 500 business media phone and the Polycom® VVX® 600 business media phone. You can use this guide if you have either phone.

This user guide will help you to navigate and use your VVX 500 or VVX 600 phone. It will give you an overview of your phone, and walk you through tasks so you can successfully use your phone to perform basic and advanced phone functions.

As you read this guide, the terms *the phone* and *your phone* refer to either the VVX 500 or VVX 600 phone. Unless specifically noted in this guide—especially with regard to phone graphics—both phones operate in the same way and the information in this guide applies to both phones.

Who Should Read this Guide?

This guide contains overview information for people who are just starting to learn about their VVX 500 or VVX 600 phone, or who have experience, but need a quick refresher. It is intended for beginning users, as well as intermediate and advanced users who want to learn about their phone's features.

How to Use this Guide

This guide is organized into five chapters. The beginning chapters introduce the phone and explain how to use the phone's basic features. Later chapters describe advanced features, and how to customize your phone to suit your needs. The guide also includes safety and legal information.

- **Chapter 1: Getting Started**   This chapter contains general information about your phone that you'll find helpful before you start using it. It describes phone hardware and phone views, and how to use the touchscreen, navigate menus, and enter data.

- **Chapter 2: Using Basic Features**   All the basic features that your phone offers—such as how to add contacts and favorites, or transfer or forward calls—are described in this chapter.

- **Chapter 3: Using Advanced Features**   Advanced features that may not be available on the phone, or that you may not use on a day-to-day basis, are described in this chapter. Advanced features include recording calls, locking your phone, monitoring buddies, and accessing a Browser.

- **Chapter 4: Customizing Your Phone**   You can customize your phone in many ways, including setting up a screen saver, or changing the backlight, background picture, or time and date format. Read this chapter to personalize your phone.

- **Chapter 5: Administrative Tasks**   This chapter describes tasks that your administrator may ask you to perform. These tasks include investigating phone issues, restarting the phone, updating the phone's configuration, and testing the phone's hardware.

- **Copyright, Safety, and Regulatory Notices**   This section provides important safety and compliance information relating to your phone.

- **End-User License Agreement**   The End-User License Agreement outlines the legal agreement between you and Polycom when you agree to install and use Polycom software.

Conventions Used in this Guide

As you read this guide, you'll notice that the same terms, information elements, and conventions are used repeatedly. Make sure you familiarize yourself with these terms, elements, and conventions so you understand how to perform phone tasks.

Terms and Writing Conventions

- **Your Phone / the phone**   These terms refer to either the VVX 500 or VVX 600 phone. Unless specifically noted in this guide, both phones operate in the same way and the information in this guide applies to both phones.

- **Tap**   This term refers to touching an item on the screen with your finger, and then lifting your finger.

- **Press**   This action refers to depressing a key on the keypad or pressing a screen item for a second or two.

- **Press and hold**   When you press and hold a screen item, you need to touch the screen for a second or two before lifting your finger.

- **Tap Submenu** > **Submenu** > **Submenu**   This convention describes how to access submenus. Each submenu name is in boldface and separated by a 'greater than' symbol. If the instructions indicate to tap **Basic** > **Preferences** > **Language**, tap the **Basic** submenu, tap the **Preferences** submenu, and tap the **Language** submenu.

- **Highlight**   This action refers to tapping an item on the screen so that its appearance brightens. Soft keys apply to highlighted items.

- **Select**   Selecting an item on the screen refers to tapping the item so that another screen opens.

- **Views**   Your phone has four main views: Home, Calls, Active Call, and Lines (the default) view. A view is a specific screen on the phone interface that provides unique information and enables you to perform specific tasks.

- **Dialpad**   The dialpad is the area of the keypad you use to enter numbers and characters. The dialpad consists of all the number keys, as well as the asterisk (*) and pound (#) keys.

- **Scroll**   This action describes how to view lists that appear on more than one screen. To scroll through items or lists, touch the screen, and then drag your finger up, down, left, or right. To stop scrolling, stop the dragging motion.

- **Swipe**   This action moves a list of items up, down, left, or right. When you want to scroll quickly, swipe your finger across the screen, either up, down, left, or right. To stop your screen from scrolling, press your finger anywhere on the screen. Touching the screen while it scrolls won't select anything. Swiping your finger to the left or right also displays other phone views.

- **Key**   This term refers to any button on the phone console. Phone keys include the dialpad keys, 🏠, 🔊, 🔘, 🎤, and ⊟▭⊞ .

- **Option**   An option is one of a series of items you can select for a phone setting, such as *Enabled* and *Disabled*.

- **Held call**   This term describes any call (including a conference call) that is on hold. Audio for held calls can't be heard.

- **Active call**   This term refers to a call (including a conference call) you're currently in. An active call has audio associated with it.

- **Icon**   A picture on the screen. There are two types of icons:

    » An icon that you can tap to access a function, feature, setting, or application. For example, when you're in Lines, Calls, or Active Call view, you can tap the Messages icon (✉) or Recent Calls icon (🕐) to review your messages and call history.

    » An icon that provides phone information or status only. Tapping this type of icon doesn't access another function. For example, your phone may have an icon to indicate you have a voicemail message simply to notify you of the current status.

- **Soft key**   This term describes the context-sensitive keys that display along the bottom of the screen that update depending on the task you're performing. To see additional soft keys (if available), tap **More**. The More soft key is always on the far-right of the soft key area, as shown next.

| New Call | Talk | Forward | DND | More |

Tap to see
more soft keys

- **Soft key area**   The soft key area (shown next) is the area along the bottom of the screen that displays context-sensitive soft keys.

| New Call | Talk | Forward | DND | More |

- **Status bar**   The status bar (shown next) is the top-most part of the touchscreen. It displays the time and date, and, if your phone has messages, scrolling messages under the time display. The information that displays on the left of the status bar depends what view you're in. From Home view, your phone line displays. In other views, icons display that you can tap to access messages, recent calls, or view phone information. Icons may also display to let you know a certain feature, such as Bluetooth, is enabled.

Status bar in Home view

| 2091 ▼ | 9:25 AM Tuesday, April 24 |

Status bar in other views

| ✉ 🕐 | 9:17 AM Tuesday, April 24 |

Information Elements

This guide uses the following information elements to highlight important information.

Information Elements

Type of Element	Icon	Type of Information
Note		A *Note* highlights information you need to know to successfully accomplish a procedure or understand a concept.
User Tip		A *Tip* highlights alternate, or faster, ways to accomplish a task. Tips may also provide additional information beyond what you need to know to accomplish a task.
Caution		A *Caution* highlights actions that potentially impact device performance or functionality.
Web Info		*Web Info* highlights supplementary online information available as a document or a download.
Timesaver		A *Timesaver* highlights alternative methods for accomplishing a task or operation.
Troubleshooting		*Troubleshooting* highlights information that may help you identify or solve an issue, and may refer you to relevant troubleshooting resources.
Settings		*Settings* highlights actions that result in specific phone behavior, that enable a specific feature, or that access further options.

Typographic Conventions

The following table outlines the typographic conventions are used in this guide.

Typographic Conventions

Typographic Convention	Description
Bold	Highlights interface items such as menus, soft keys, file names, and directories. Also used to represent menu selections and text entry to the phone.
Italics	Used to emphasize text, to show example values or inputs, and to show titles of reference documents available from the Polycom Support web site and other reference sites.
Blue	Used for cross-references to other sections, chapters, or parts in this document.
Underlined Blue	Used for URL links to external web pages or documents. If you click on text in this style, you will be linked to an external document or web page.

Related Documents

For additional information about the VVX 500 and VVX 600 phones, see the following documents:

- User Documents:

  - *Polycom VVX 500 and VVX 600 Business Media Phone Quick User Guide*—This guide is a quick reference on how to use the phone's most basic features. It also briefly describes how to navigate the phone and enter information. It is available from the Polycom VVX 500 Support page (http://support.polycom.com/PolycomService/support/us/support/voice/business_media_phones/vvx500.html) or the Polycom VVX 600 Support page (http://support.polycom.com/PolycomService/support/us/support/voice/business_media_phones/vvx600.html).

- Setup and maintenance documents:

  - *Polycom VVX 500 and VVX 600 Business Media Phone Quick Start Guide*—This guide describes the contents of your phone package, how to assemble the phone, and how to connect the phone to the network. The quick start guide is included in your phone package. It is also available from the Polycom VVX 500 Support page (http://support.polycom.com/PolycomService/support/us/support/voice/business_media_phones/vvx500.html) or the Polycom VVX 600 Support page (http://support.polycom.com/PolycomService/support/us/support/voice/business_media_phones/vvx600.html).

○ *Polycom VVX 500 Business Media Phone Administrators' Guide*—This guide provides detailed information about setting up and configuring your phone, including how to configure features. It is available from the Polycom VVX 500 Support page (http://support.polycom.com/PolycomService/support/us/support/voice/business_media_phones/vvx500.html).

○ *Polycom VVX 600 Business Media Phone Administrators' Guide*—This guide provides detailed information about setting up and configuring your phone, including how to configure features. It is available from the Polycom VVX 600 Support page (http://support.polycom.com/PolycomService/support/us/support/voice/business_media_phones/vvx600.html).

○ *Polycom VVX 500 and VVX 600 Business Media Phone Wallmount Instructions*—This document provides detailed instructions for mounting your phone on the wall. To install your phone on the wall, you'll need the optional wallmount package. The wallmount instructions are included in the optional wallmount package. They are also available from the Polycom VVX 500 Support page (http://support.polycom.com/PolycomService/support/us/support/voice/business_media_phones/vvx500.html) or the Polycom VVX 600 Support page (http://support.polycom.com/PolycomService/support/us/support/voice/business_media_phones/vvx600.html).

- Engineering Advisories and Technical Notifications for Polycom phones—These documents describe workarounds to existing issues and provide expanded descriptions and examples for phone settings and features. You can find these documents on the Polycom Engineering Advisories and Technical Notifications Support page (http://support.polycom.com/PolycomService/support/us/support/voice/polycom_uc/polycom_engineering_advisories_and_technical_notifications.html).

Chapter 1: Getting Started

Before you use your phone, you may wish to take a few moments to become familiar with its features and user interface. In this chapter, you'll learn about your phone's components, the screen layout, and how to use the touchscreen. You'll also learn how to clean the touchscreen and configure your phone remotely using the Polycom Web Configuration Utility.

> **Note: Accessing Features and Options**
>
> As you read this guide, keep in mind that certain phone features are configurable by your system administrator or determined by your phone environment. As a result, some features may not be enabled or may operate differently on your phone. The examples and figures in this guide may not directly reflect what displays or is available on your phone screen.

Phone Keys and Hardware

Feature	Description
Reversible tab	Secures the handset in the cradle when your phone stand is positioned at a high angle. To secure the handset, remove the tab, reverse it so the protrusion points up, and re-insert it. Then, position the handset so the protrusion on the tab fits into the slot on the handset.
Speaker	Provides ringer and hands-free (speakerphone) audio output.
Dialpad	Enables you to enter numbers, letters, and special characters. You can also use the dialpad keys to select menu items that have index numbers.
Security slot	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. For more information on locking your phone to the desktop, see Security Slots on Polycom Phones (Technical Bulletin 64654).
USB ports	Enable you to: • Attach a USB flash drive so you can record calls, update the background picture on your phone, set up a screen saver, or use your phone as a digital picture frame. • Attach a USB headset.
Message Waiting Indicator	Flashes red to indicate new messages.
Home/Lines key	Press ⌂ from any screen to display Home view. From Home view, press ⌂ to display other phone views. If your phone is idle, press ⌂ to display Lines view.
Touchscreen	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.
Headset key	Enables you to place and receive calls through a headset. The key glows green when an analog headset is activated, and blue when a USB or Bluetooth headset is activated.
Speakerphone key	Enables you to place and receive calls using the speakerphone. The key glows green when activated.
Mute key	Mutes local audio during calls and conferences. The key glows red when activated.
Volume keys	Adjust the volume of the handset, headset, speaker, and phone's ringer.
Microphone	Transmits sound to other phones.

	Web Info: Attaching Phone Hardware
	For information on attaching phone hardware, including how to connect your phone to the network, see the *Quick Start Guide* for your phone, available by navigating to your phone's Support page from the Business Media Phones Support page.

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 either 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.

	Troubleshooting: Why Can't I Access a Certain View?
	The views you can access depend on the number of calls your phone has, and if your phone has an active call. If your phone is idle, you can access Home and Lines view. If your phone has one call only—and it's active—you can access Home, Lines, and Active Call view. If your phone has multiple calls, or one held call, you can access Home, Lines, and Calls view.

At the top of each view is a status bar, shown next. The status bar shows the date and time, and—depending what view you're in—your phone line, and icons that you can tap to access messages or recent calls. If your phone has information you should know about, icons and/or messages will scroll, together with the date, under the time display. If you have a VVX 600, additional icons may display in the status bar, such as the DND (Do Not Disturb) and Warning icon, that you can tap.

Status bar in other views

9:17 AM
Tuesday, April 24

Tap to see recent calls

Tap to access messages

Status bar in Home view

2091

9:25 AM
Tuesday, April 24

Tap to see Favorites
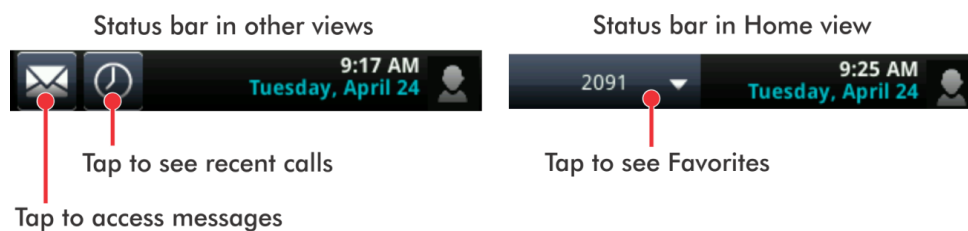
Home View

You can display Home view (shown next) by pressing ⌂. Home view displays your phone line, and icons you can tap to access phone features, settings, and information. At the bottom of Home view is a Page Indicator that you can press and hold to control how many icons Home view displays.

To show all Home view icons (shown next), press and hold the Page Indicator shown above. Press and hold the Page Indicator again to view fewer icons.

> **User Tip: Displaying Additional Home View Icons**
>
> Instead of pressing the Page Indicator to view additional Home view icons, swipe the screen right or left.

Home view displays the following icons:

- **New Call**—Tap **New Call** to display the Dialer so you can place a call.

- **Messages**—Tap **Messages** to access your voicemail.

- **Directories**—Tap **Directories** to access your Contact Directory and Recent Calls list. You may also be able to access a Corporate Directory and Buddy Status List if they're set up on your phone.

- **Forward**—Tap **Forward** to set up forwarding options for incoming calls.

- **DND**—Tap **DND** to toggle DND (Do Not Disturb) on or off. When DND is enabled, your phone won't ring and incoming calls will go to voice mail.
- **Settings**—Tap **Settings** to access phone features and settings to customize your phone.

Additional icons may include:

- **Applications**—Tap **Applications** to access a menu of custom applications. See your administrator for information about any specific applications listed in this menu.
- **Calendar**—Tap **Calendar** to show a calendar with your meeting details. Using the Calendar feature, you can join meetings directly from your phone.

From Home view, tap the phone line to display additional phone lines that may be set up for your phone, and favorites (shown next). From this screen, tap a phone line to open the Dialer, or tap a favorite to dial the favorite. To display the Home view icons again, tap **Close**.
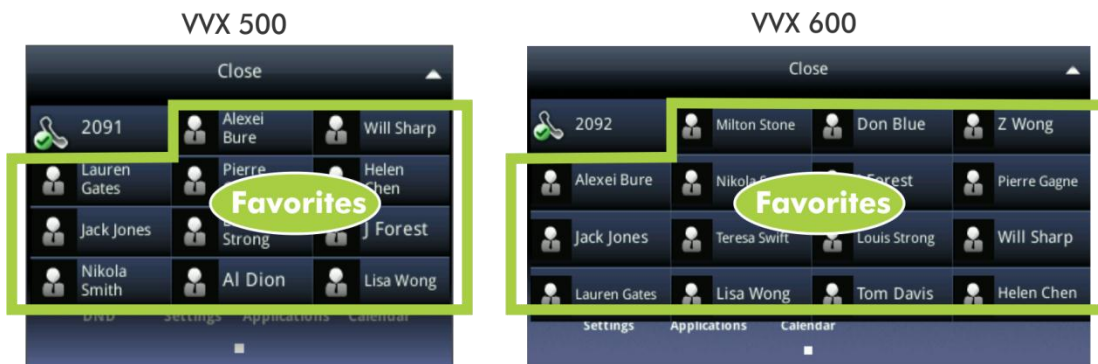
Lines View

Lines view (shown next) is your phone's default display. To display Lines view, press 🏠 from Home view.

Lines view displays your phone line(s), your favorites, and soft keys in the soft key area.
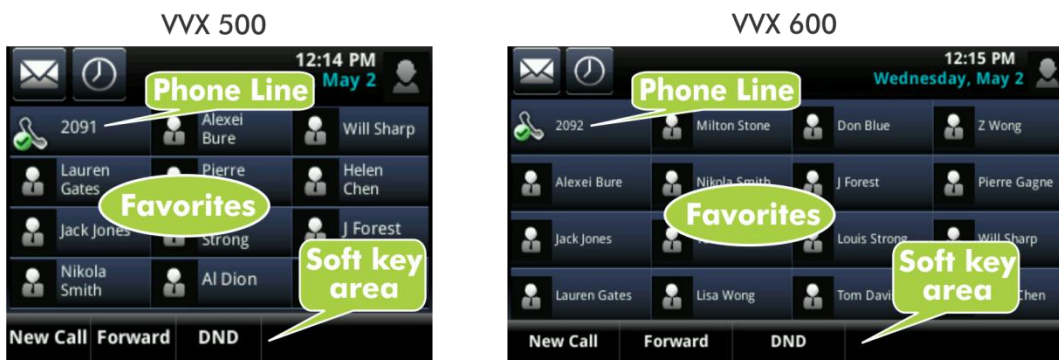
If your phone is idle, you can:

- Tap a phone line to access the Dialer.

- Swipe to switch between Lines view and the Idle Browser (if available).

If your phone has calls, the phone line indicates the number of calls you have, and if they're active or held. If the phone line has an active call, a green bar displays, as shown in the following VVX 500 example. If the phone line has one or more held calls, a flashing red bar displays, as shown in the following VVX 600 example. To display your call(s), press and hold the phone line, or swipe the screen.
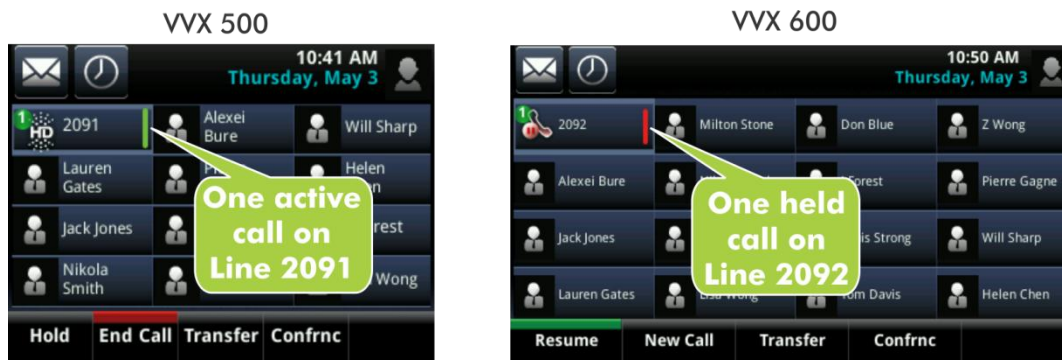
> **Note: Why Can't I Access the Idle Browser?**
>
> If your phone has calls, you can't access the Idle Browser. To access the Main Browser, tap **Applications** from Home view. For information about the Idle and Main Browsers, see Using the Browser.

Active Call View

If you have only one call in progress—and it's active (has audio)—you can access Active Call view (shown next). If you're in Home view, you can display Active Call view by pressing 🏠, or tapping ‹ Calls in the status bar. To switch between Lines and Active Call view, swipe the screen right or left.

Active Call 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.
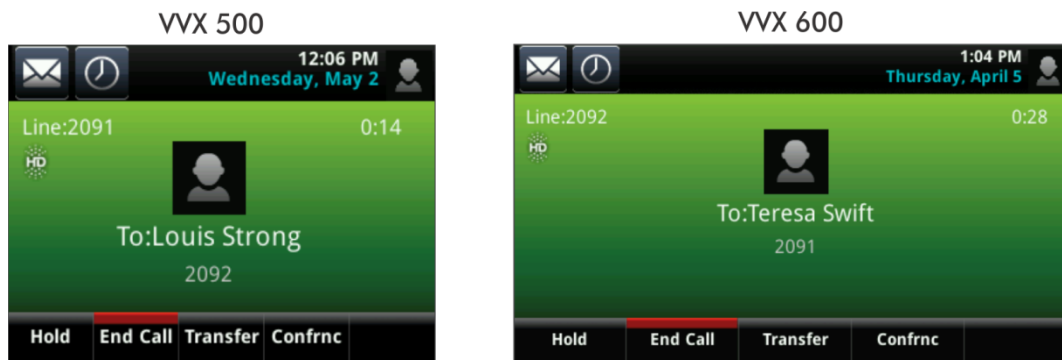
Calls View

You can access Calls view (shown next) if your phone has multiple calls in progress, or you have one held call. If you're in Home view, you can display Calls view by pressing ⌂, or tapping **< Calls** in the status bar. To switch between Lines and Calls view, swipe the screen right or left.
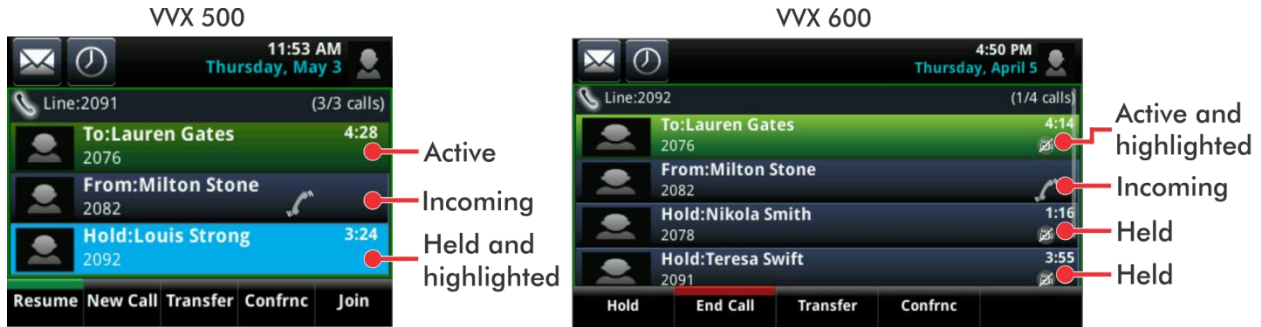
Scroll to see all your calls. If your phone has multiple lines, calls display under the associated line.

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.

> **Note: What Does a Highlighted Call Indicate? How Do I Highlight a Call?**
>
> A highlighted call is either bright green or blue. Tap an active call to make it bright green, or tap a held call to make it bright blue. The soft keys apply to the highlighted call.
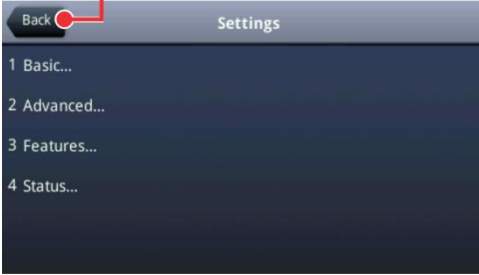
Understanding Phone Icons and Status Indicators

The following icons and indicators symbolize phone, call, or buddy/contact status, or indicate that a feature is enabled. You can tap certain icons to access information or features.

Icon	Description	Icon	Description
	Registered line		Status indicators in Lines view. A flashing red bar indicates held calls. A green bar indicates an active call.
	Unregistered line		Do Not Disturb enabled
	Placing a call		Phone warning
	Active call using Polycom HD Voice		Login credentials invalid
	Held call		Shared line
	Incoming call		Shared line with a held call
	Incoming call		Call forwarding is enabled
	Active conference		Tap to access recent calls
	USB flash drive attached		Tap to access messages
	Recording in progress or paused (VVX 500 only)		Presence status (Available)
	Recording paused (VVX 600 only)		Presence status (Busy)
	Recording in progress (VVX 600 only)		Presence status (Away)
	Placed call		Presence status (Do Not Disturb)
	Received call		Presence status (Offline)
	Missed call		Presence status (No information)
	Bluetooth available (VVX 600 only)		Bluetooth headset paired and connected (VVX 600 only)

Navigating Your Phone Interface

The following table shows you how to navigate your phone's screens, as well as select and highlight options.

If you want to...	Do this...
Return to Home view from any screen	Press ⌂.
Return to the previous screen	Tap **Back**, as shown next. Tap to go back to the previous menu Back · **Settings** 1 Basic... 2 Advanced... 3 Features... 4 Status...
Switch phone views	• Press ⌂ to display a different view. • Swipe to switch between two views. If you're in Home view and press ⌂, the Idle Browser may display. Swipe the screen to display Lines view.
Highlight calls in Calls view	Tap a call to highlight it. The soft keys apply to the highlighted call.
Select a menu item or option	Tap the menu item or option.
Close an option box without selecting anything	Tap ✕.
Select an icon, soft key, menu item, or option	Tap the icon, soft key, menu item, or option. If an item in a list has a number next to it, you can press the corresponding number on the dialpad to select the item.
Select a soft key that's not in view	If a **More** soft key displays in the far-right of the soft key area (as shown next), there are additional soft keys available, but you can't see them. Tap **More** to view the additional soft keys. New Call · Talk · Forward · DND · More Tap to see more soft keys

Entering Data and Updating Fields

You can enter information and edit fields using the onscreen keyboard, or using the dialpad keys on the phone console.

Before you use the onscreen keyboard or the dialpad keys to enter information in fields, you can tap the **Encoding** or **Mode** soft key to specify how you want to enter information:

- **Mode**—enables you to enter just numbers, or text in titlecase, lowercase, or uppercase characters.

- **Encoding**—enables you to enter alphanumeric and special characters—including all the options available when you tap **Mode**—as well as characters in special languages.

The following tables list the Mode and Encoding options.

Options Available When You Tap Mode	*Options Available When You Tap Encoding or*
Abc (to capitalize the first letter only, and use lowercase for the remaining letters)	Abc
ABC (to enter upper case only)	ABC
abc (to enter lower case only)	abc
123 (to enter numbers only)	123
	ASCII (for regular text)
	Latin (to enter accented characters)
	Katakana (for Japanese characters)
	Unicode (to store characters as double bytes)
	Cyrillic (for Russian characters)

Note: I'm Using the Onscreen Keyboard, But the Encoding or Mode Soft Key Doesn't Display

When the onscreen keyboard displays, the **Encoding** and **Mode** soft keys aren't available. To select Encoding options, tap ⊕. Or, tap [abc], [A], [↑], or [123] to enter information in a specific way. For tips on using the onscreen keyboard, see Using the Onscreen Keyboard, below.

Using the Onscreen Keyboard

Use the onscreen keyboard (shown next) to quickly update field information. If a data entry field only requires numbers, the onscreen keyboard will just show numbers.
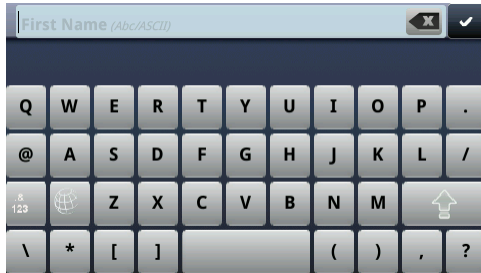
To access the onscreen keyboard, tap in the phone's status bar, as shown next. The icon displays in the status bar whenever you can enter information in a field.

To use the onscreen keyboard:

1   Open the onscreen keyboard by tapping in the phone's status bar.

2   To enter information in a specific way—for example, in uppercase only and using the ASCII format—tap and select the options you want, as shown next.
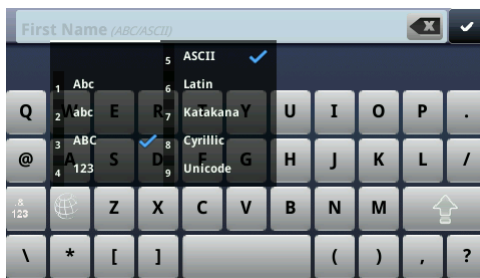
	User Tip: Another Way to Select How You Want to Enter Information
	Tap , , , or to select alphabetic, numerical, uppercase, or lowercase mode. For more information on these keys, see the table below.

3 Press your finger on the character you want.

The character will display in a magnified view on the screen, as shown next. To enter the character, lift your finger. If you don't want to enter the character, drag and lift your finger.
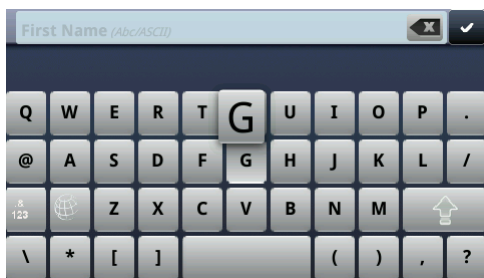
4 When you finish entering information, tap ✔.

5 Tap **Save**.

Use the tips in the following table to enter information using the onscreen keyboard.

If you want to…	Do this…
Select an Encoding option (titlecase, uppercase, lowercase, numbers-only, ASCII, Latin, Katakana, Unicode, Cyrillic)	Tap 🌐 and tap the Encoding options you want.
Enter text	Tap [abc] and tap the characters you want.
Enter uppercase characters	Tap [⇧A] and tap the characters you want.
Enter lowercase characters	Tap [⇧] and tap the characters you want.
Enter numbers	Tap [&123], and tap the numbers you want.
Enter special characters	Tap [&123], and tap the characters you want.
Exit the onscreen keyboard, enter the information, and update the next field	Tap ✔.
Delete one or more characters	Drag your finger across the characters to highlight them in yellow and tap ⌫.
Replace characters	Highlight the characters you want to delete. Then, enter the characters you want.

Using the Dialpad Keys on the Phone Console

Instead of using the onscreen keyboard, you can use the dialpad keys on your phone console to update field information. If a field requires data input, tap **Encoding** or **Mode** to specify how you want to enter data.

Use the tips in the following table to enter information using the dialpad.

If you want to…	Do this…
Enter numbers, or characters in uppercase, lowercase, or titlecase mode	Tap **Encoding** or **Mode**, and select one of the alphabetic (*ABC*, *abc*, or *Abc*) options.
Enter only numbers	Tap **Encoding** or **Mode**, and select the numeric (*123*) option.
Enter text in a special language	Tap **Encoding**, and select one of the language options.
Enter a character	Press a dialpad key repeatedly to view the character options and stop to select. When the character you want to enter displays in the field, wait one second, and enter the next character.
Enter a number	Press a dialpad key repeatedly (depending what mode you're in) to enter the number that displays on that key.
Enter a special character	Tap **Encoding**, and select one of the alphabetic (Abc, ABC, or abc) options. Then, press the **1**, *****, **0**, or **#** key one or more times to enter one of the following special characters: • **1** key: • ***** key: • **0** key: • **#** key: You can't access special characters when you're in numerical (*123*) mode.
Enter a space	Tap **Encoding**, and select one of the alphabetic (*Abc*, *ABC*, or *abc*) options. Then, press the **0** key. You can't enter a space when you're in numerical (*123*) mode.
Delete one or more characters	Drag your finger across the characters until the cursor is positioned to the right of the character(s) you want to delete. Then, tap (or press and hold) .

Cleaning the Touchscreen

The touchscreen requires very little maintenance. Periodically, however, you may need to clean it. Use a clean, dry, microfiber cloth—the kind you would use to clean glass surfaces—to wipe the touchscreen. This type of cloth is available from many office supply stores.

Before you clean the screen, disable it so you don't activate phone functions while you wipe the touchscreen. To enable the touchscreen again, press any key on the phone console.

To answer a call while the touchscreen is disabled, pick up the handset. Or, press 🔊 or ⊙ and tap **Answer**.

To clean the touchscreen:

   1 Tap **Settings** from Home view, and tap **Basic** > **Screen Clean**.

   2 Wipe the glass with a clean, dry, microfiber cloth.

   3 To enable the touchscreen again, press any key on the phone console.

> **Note: What Happens if I Wipe the Touchscreen, But It's Still Dirty?**
>
> Dampen a soft, lint-free cloth with an isopropyl alcohol and water solution of 50:50, and then wipe the screen with the cloth. Always use the dampened cloth to apply the solution; never apply the solution directly, which could seep inside the screen or stain the phone. In addition, do not use caustic chemicals to clean the touchscreen.

Registering the Phone

Generally, your phone will be deployed with multiple other phones. In this case, your system administrator will configure the phone parameters beforehand, so that after you set up your phone, the phone will be registered and ready to use.

If your phone is not part of a large phone deployment, your phone may not be registered after you set it up. Before you use your phone, you or your system administrator will have to register it.

> **Web Info: How to Register Your Phone**
>
> For detailed information on how to register your phone after you install it, see Registering Standalone Polycom Phones (Quick Tip 44011).

Configuring Your Phone Using the Web Configuration Utility

This user guide explains how to update phone settings from your phone, using the phone's menu commands. If you wish, you can also update these settings remotely with the Polycom Web Configuration Utility.

The phone's Web Configuration Utility enables you to view and configure phone behavior from a computer using any compatible Web browser. The utility provides a browser-friendly view of your phone's current settings. Using the utility, you can perform many of the same updates from your computer that you can perform using your phone's menu system.

You can access the utility using any compatible Web browser installed on a computer that resides on the same network as your phone. Before you begin, you'll need to know the IP address of your phone, and the user password to log in to the utility.

	Web Info: Using the Utility
	For detailed information on accessing, navigating, and using the utility, see the Polycom Web Configuration Utility User Guide.

To access the Web Configuration Utility for your phone:

1 Launch a Web browser from a computer on the same network as your phone.

2 In the Address Bar of your Web Browser, enter the IP address of your phone. For example, if your phone's IP address is 123.22.3.4, enter this information in the address bar.

3 Press the **Enter** key.

4 From the Web Configuration Utility login screen, select **User**, and enter the user password. The default user password is *123.*

5 Click **Submit**.

The Web Configuration Utility Home screen is displayed.

Chapter 2: Using Basic Features

Now that you're familiar with your phone's user interface and how to interact with it, you're ready to perform basic phone tasks that you'll use on a daily basis. At the end of this chapter, you'll become expert at handling multiple calls at one time, manipulating incoming and active calls, and accessing directories and lists so you can perform tasks quickly and efficiently.

In this chapter, you'll learn about:

- Calling, answering, holding, and ending calls
- Ignoring, rejecting, forwarding, and transferring calls
- Setting up conference calls
- Enabling Do Not Disturb
- Listening to voicemail
- Handling Directories, Recent Calls, and Favorites
- Customizing ringtones
- Controlling phone volume
- Using headsets
- Managing shared lines

How Your Phone Handles Calls

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. Your phone can handle a maximum of 24 calls at one time.

Your administrator can set up your phone to have up to 12 lines (for the VVX 500) or 16 lines (for the VVX 600). Lines can have unique extension numbers, or they can have the same extension number as other lines.

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 〇 or ◄》. For example, if you're using the handset, you can switch to headset mode by pressing 〇, or switch to speakerphone mode by pressing ◄》.

When you're in speakerphone mode, ◄》 glows green. When you're in headset mode, 〇 glows green if an analog headset is connected, and blue if a USB headset is connected. If both an analog and USB headset are connected, the USB headset will be used.

	Troubleshooting: Why Doesn't the Speakerphone Work?
🛠	If your speakerphone doesn't work, your system administrator may have disabled it. You must handle calls using the handset or a headset. If your system administrator disables the speakerphone on your phone, *Handsfree mode disabled* appears on the touchscreen after you press ◄》.

	User Tip: Setting Up the Phone to Automatically Use Your Headset for All Calls
💡	If you frequently use a headset, you can make the headset the default call path. To set this up, see Enabling Headset Memory Mode.

Answering Calls

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

To answer the call, do one of the following:

- To use the handset, pick up the handset.
- To use the speakerphone, press ◄》 or tap **Answer**.
- To use your headset, press 〇.

If you're already in handset, speakerphone, or headset mode, tap **Answer**, and the phone will automatically use the mode you're in.

If you don't answer the call within 10 seconds, the Incoming Call window disappears, and either Home or Calls view displays, as shown next. The view that displays depends if your phone last displayed Home or Lines view.

Incoming call from Home view:

Incoming call from Calls view:
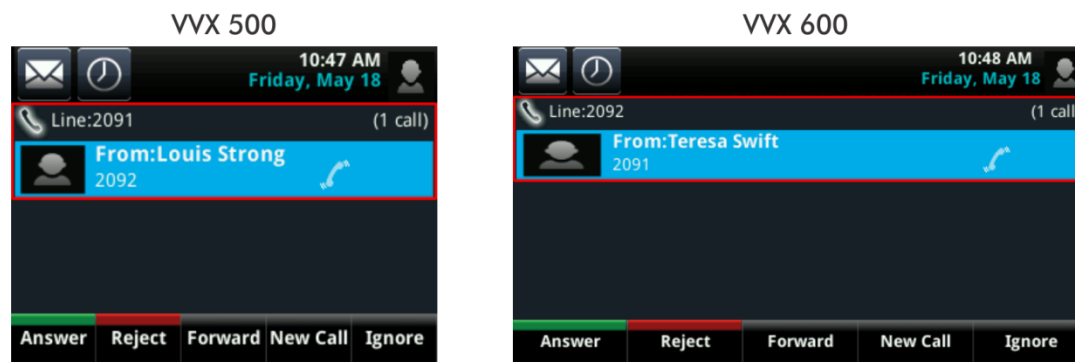
To answer the call, pick up the handset, press 🔊, or press ⭕. Or, from Calls view, tap **Answer** to use the speakerphone.

Note: Setting Up a Visual Incoming Call Alert

Your system administrator can enable the touchscreen to flash bright orange when you have an incoming call. The touchscreen will continue to flash until the incoming call displays in Home or Calls view. For more information about this feature, see your system administrator.

Note: Answering Calls When Your Phone is Locked

If your phone is locked, the way you answer calls is different. For more information on answering calls from a locked phone, see Calling and Answering from a Locked Phone.

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**. The call you were in is held.
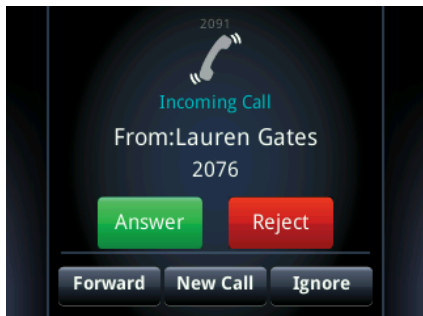
If you don't answer the call within 10 seconds, the Incoming Call window disappears, and either Home or Calls view displays, as shown next.

Incoming call from Home view:

Incoming call from Calls view:
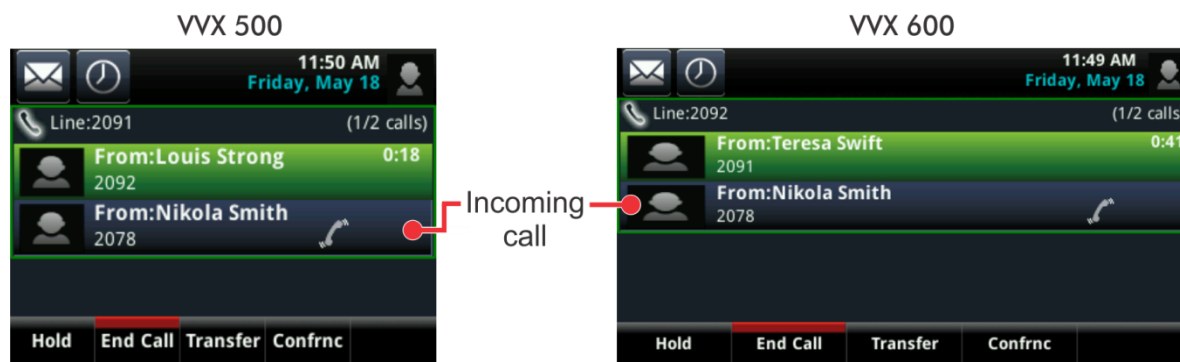
To answer the call from Home view, tap < Calls to display Calls view. To answer the call from Calls view, tap the incoming call if it's not already highlighted, and tap **Answer**.

Answering on a Shared Line

If you share a line with another phone, you can answer calls as described above. Or, someone who shares the line can choose to answer the call from their phone. If you answer the call and hold it, anyone who shares your line can answer the held call.

For more information about shared lines, including what you can and can't do with shared lines, see Working with Shared Lines.

Answering Calls Automatically

You may find it convenient for your phone to auto-answer calls, so you don't have to push a button or tap a key to answer a call. If you enable this feature, your phone will automatically answer incoming calls using the speakerphone. Your system administrator sets how many times your phone will ring before the call is auto-answered.

If Auto Answer is enabled and a call arrives while you're already in a call, the incoming call will be automatically answered if you end or hold the current call.

> **Note: Auto-Answered Calls and Microphone Mute**
>
> Your phone mutes the microphone for all auto-answered calls, so that the party calling you can't hear you. To unmute the microphone so the other party can hear you, press 🎤. To enable or disable microphone mute for auto-answered calls, see step 2, below.

To enable your phone to automatically answer calls:

1   Tap **Settings** from Home view, and tap **Basic** > **Preferences** > **Auto Answer**.

2   From the Auto Answer screen, do the following:

   ○ To enable your phone to automatically answer SIP calls, tap **Auto Answer SIP Calls**, and tap **Yes**. The default setting is No.

   ○ To mute the microphone for all auto-answered calls so the incoming caller can't hear you, tap **Microphone Mute**, and tap **Yes**. The default setting is Yes.

3   Tap **Save**.

Managing Multiple Calls

You can easily manage multiple calls from Lines and Calls view. To switch between the two views, swipe the screen.

Lines view shows you each line on your phone, and how many calls each line has, as shown next. A green bar indicates a line with an active call. A flashing red bar indicates a line with one or more held calls. In the example on the left, line 2091 has two calls (one active, one held), and line 2095 has one held call. The soft keys apply to the phone line that has the blue border (line 2091). To display the calls for a particular line, press and hold the phone line.
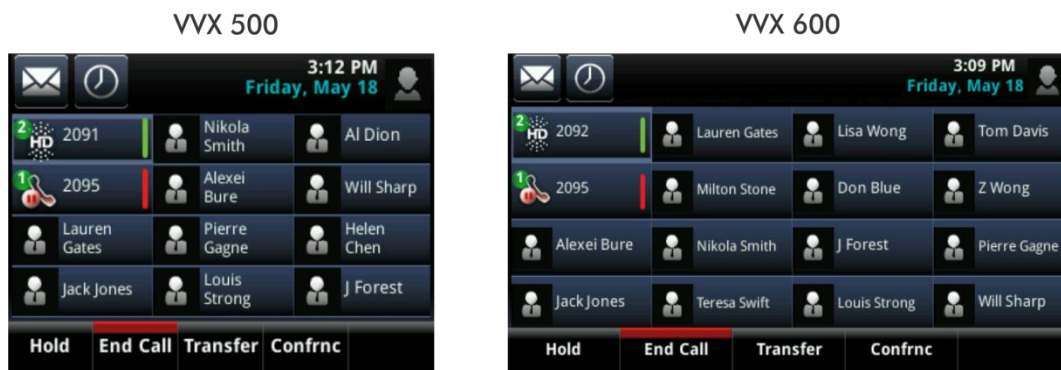
If you tap a phone line that doesn't have an active call, the most recent call on that line will become active. The current call will be held.

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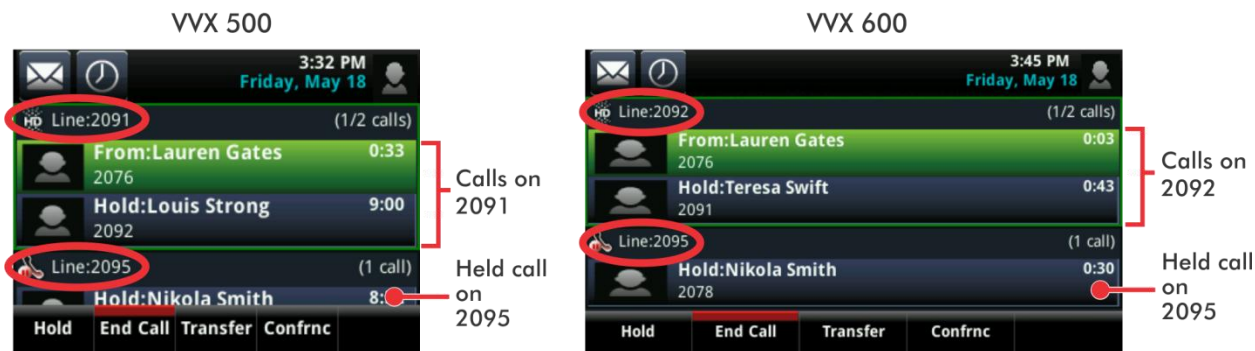
To manage a call, tap a call to highlight it. Then, tap one of the soft keys to hold, resume, end, or transfer the highlighted call, or set up a conference with the highlighted call.

> **User Tip: Navigating Back to Calls View**
>
> If you navigate away from your call(s), tap **Calls** (shown next) to see Active Call or Calls view.
>
> Tap to see Active Call or Calls view

Placing Calls

You can place a call using the handset, speakerphone, or headset. You can dial the number first, and then choose the method—by picking up the handset, pressing ⊙, or pressing ⊙—or choose the method first, and then dial the number.

You can place calls in these ways:

- Manually, from the Dialer

- Automatically, by tapping a favorite in Home or Lines view

- Automatically, from your Favorites list, Recent Calls list, or Contact Directory.

> **Note: Calling from a Locked Phone**
>
> If your phone is locked, see Calling and Answering from a Locked Phone for information on placing calls when your phone is locked.

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.

VVX 500

2091 ▼		URL	☎
20|		⌫	☎
🔷 2093		Al Dion	
🔷 2083		Alexei Bure	
🔷 2076		Lauren Gates	
Dialpad	Directory	Recent	Favorites

VVX 600

2092 ▼		URL	☎
20			⌫	☎
🔷 2083		Alexei Bure	
🔷 2079		Jack Jones	
🔷 2076		Lauren Gates	
🔷 2082		Milton Stone	
Dialpad	Directory	Recent	Favorites
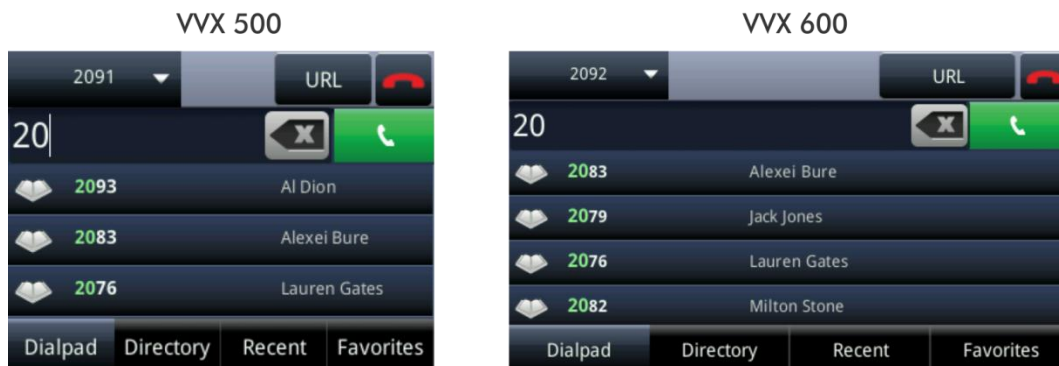
To display the Dialer, do one of the following:

- From Home view, tap **New Call**.

- From Lines or Calls view, tap the **New Call** soft key. (The **New Call** soft key won't display if you have an active call.)

- If your phone is idle, start entering a phone number.

- Pick up the handset, or press 🔊 or ⭕. This method only works if you don't have an active call.

- In Lines view, tap a phone line that doesn't have any calls.

	User Tip: Choosing URLs or Numbers Mode from the Dialer
	To enter a URL in the Dialer, tap **URL**. To exit URL mode and enter numbers, tap **Number**.

When you access the Dialer, an active call is held.

To call from the Dialer:

- Enter the number, and then pick up the handset, press 🔊 or tap 📞 , or press ⭕.

  or

- If you're already in handset, speakerphone, or headset mode, enter the number, and tap 📞 .

	Note: Handling Automatically-Placed Calls
	Your administrator sets up your phone to automatically place the call after you enter a certain number of digits. If your phone doesn't automatically place the call, tap 📞 . If a call is placed before you enter all the digits, place the call as follows: enter the phone 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 **Directories**, and tap **Recent Calls**.

   ○ From the Dialer, tap **Recent**.

   ○ From Lines, Calls, or Active Call view, tap 🕐 .

2 From the Recent Calls list, tap the person you want to call. The call is automatically placed.

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. The call is automatically placed.

	Timesaver: Automatically Dialing Favorites
	You can quickly dial a favorite from Home or Lines view: • **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**, and 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. The call is automatically placed.

Redialing Numbers

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 the Dialer (shown next), tap the first number in the list.
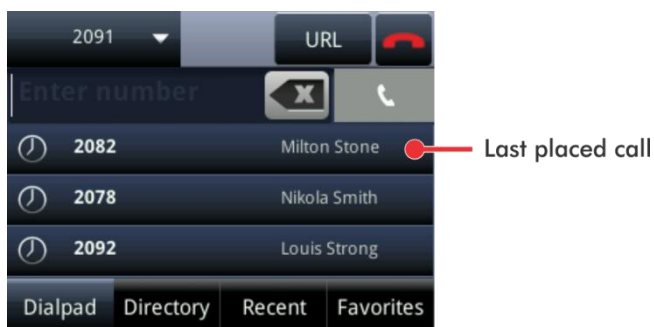
2   Place the call.

Ending Calls

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.

⚠	**Note: How Do I End a Held Call?**
	A call must be active to end it. To end a held call: From Calls view, tap the held call to highlight it, tap **Resume**, and then tap **End Call**.

Using Headsets

You can connect an analog and/or USB headset to your phone. If an analog headset is connected and in use, Ⓞ glows green. If a USB headset is connected and in use, Ⓞ 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 (see Enabling Headset Memory Mode). If you use a headset that supports electronic hookswitch (EHS), you can use the controls on your headset to answer and end calls. In addition, you may be able to mute calls and control volume from your headset.

If you have a VVX 600, your phone supports Bluetooth headsets. If your system administrator enables Bluetooth capability for your phone, you can use a Bluetooth device to handle calls. If a Bluetooth headset is connected and in use, Ⓞ glows blue. If analog, digital, and Bluetooth headsets are connected to your phone at one time, the Bluetooth headset will be used. To use a Bluetooth headset, see Using Bluetooth Headsets with Your VVX 600 Phone.

☁?	**Web Info: More Information About Headsets**
	• For information on how to connect a headset to your phone, see the *Quick Start Guide* for your phone, available by navigating to your phone's Web page from the Business Media Phones Support page.
	• For information on your headset's features, as well as how to sync your headset with your phone, see your headset documentation.
	• For a list of supported headsets, see *Using Headsets with Polycom Phones (Feature Profile 37477)*. For detailed information about how to use electronic hookswitch, see *Using an Electronic Hookswitch (Technical Bulletin 35150)*. Both these documents are available from the Polycom Engineering Advisories and Technical Notifications Support page.

> **Troubleshooting: Why Doesn't My Headset Work with My Phone?**
>
> Certain USB headsets—such as those that come with a docking station—have two modes: *deskphone* and *softphone*. To work with your phone, your headset must be in softphone mode. If you can't operate the phone from your headset, your headset may be in deskphone mode. To switch modes, press and hold the headset hookswitch until you hear a sound or message on the headset.

Enabling Headset Memory Mode

This feature is useful for permanent or full-time headset users. You can set up your phone so that all incoming and outgoing calls use your headset. At any time, you can switch to handset or speakerphone mode.

To use Headset Memory Mode, you must enable, and then activate, Headset Memory Mode. When Headset Memory Mode is activated, ⓞ flashes either green (for analog headsets) or blue (for USB or Bluetooth headsets).

To enable Headset Memory Mode:

1 Tap **Settings** from Home view, and tap **Basic** > **Preferences** > **Headset** > **Headset Memory**.

2 From the Headset Memory Mode screen, tap **Enabled**.

3 Press ⌂.

4 To activate Headset Memory Mode, press ⓞ twice. The Headset key will flash to indicate that the phone is in Headset Memory Mode.

Now, whenever you answer a call, the call will connect to your headset automatically.

If you switch to the speakerphone or the handset, you deactivate Headset Memory Mode. Calls will no longer automatically go to your headset, unless you choose this mode. To have calls go to your headset again, activate Headset Memory Mode by pressing ⓞ twice.

Using Bluetooth Headsets with Your VVX 600 Phone

If you have a VVX 600 phone and your system administrator enables Bluetooth capability, you can use a Bluetooth headset with your phone to handle calls. To use your Bluetooth headset with your phone, you need to turn on the Bluetooth option on your phone, and then pair and connect your Bluetooth device with your phone.

This section shows you how to turn Bluetooth on, and how to pair and connect your Bluetooth headset. It also provides general information on how to use your Bluetooth headset with your phone, and how to disconnect and remove your Bluetooth headset from your phone.

Turning On the Bluetooth Option

Before you can use a Bluetooth headset with your phone, you need to turn on the Bluetooth option. When Bluetooth is turned on, the Bluetooth icon (   ) displays in the status bar, as shown next.

Indicates Bluetooth is on

After you turn on the Bluetooth option, you can pair and connect your Bluetooth headset.

To turn on the Bluetooth option on your phone:

> 1   From Home view, tap **Settings** > **Basic** > **Bluetooth Settings** > **Bluetooth Radio**. The Bluetooth Radio screen displays, as shown next.
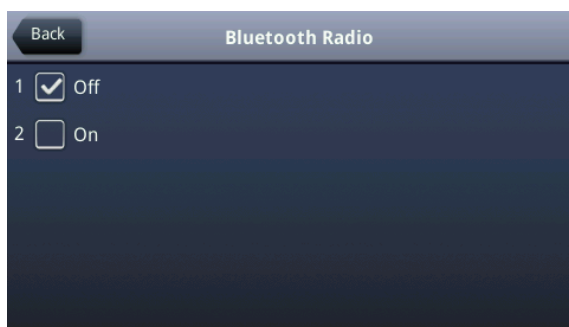
> 2   To turn Bluetooth on, tap **On**. The message *Turning BT radio on / Please wait* displays.

The Bluetooth icon (   ) displays in the status bar. You may have to wait several seconds for the icon to display. When the icon displays, you can pair and connect your Bluetooth headset.

Pairing and Connecting Bluetooth Headsets

Before you use your Bluetooth headset, you need to pair and connect it with your phone. You can pair up to four Bluetooth headsets with your phone; however, only one headset can be connected at a time.

	Note: Pairing and Connecting Bluetooth Headsets
	The following instructions are intended as a guide, and may not specifically apply to your Bluetooth device. You can usually find instructions for your headset on the device manufacturer's Web site.

	Troubleshooting: Why Don't the Bluetooth Settings Display on My Phone?
	If the Bluetooth settings don't display on your phone, check that your administrator has enabled the Bluetooth feature on your phone. If the feature is enabled, make sure you have turned the Bluetooth option on (see Turning On the Bluetooth Option).

To pair and connect your Bluetooth headset with your phone:

1 Turn your Bluetooth headset on and place the headset in discovery mode. To place your headset in discovery mode, refer to your headset documentation.

2 From Home view, tap **Settings** > **Basic** > **Bluetooth Settings** > **Manage BT Headsets**. A list of all paired and connected headsets displays, as shown next.

   The icon next to each headset indicates headset status:

   ○ Bluetooth icon ![icon] —indicates that the headset is paired but not connected.

   ○ Bluetooth/Headset icon ![icon] —indicates that the headset is both paired and connected.

   In the following example, the first headset is paired but not connected, and the second headset is both paired and connected.
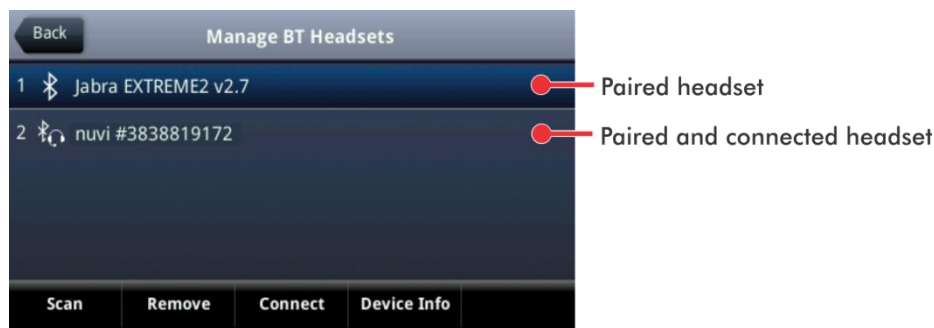
3 Do one of the following:

   ○ If your headset is listed, but it's just paired and not connected (that is, it has ![icon] next to it), go to step 5 to connect it.

      or

   ○ If your headset isn't listed, find the headset by tapping **Scan**. Make sure your headset is in discovery mode before you tap **Scan**. The message *Place device in discoverable mode* reminds you to do this. Refer to your headset documentation for information on how to place your headset in discovery mode.

      All the nearby devices in discovery mode will be added to the list, as shown next. A red icon displays next to each unpaired headset.
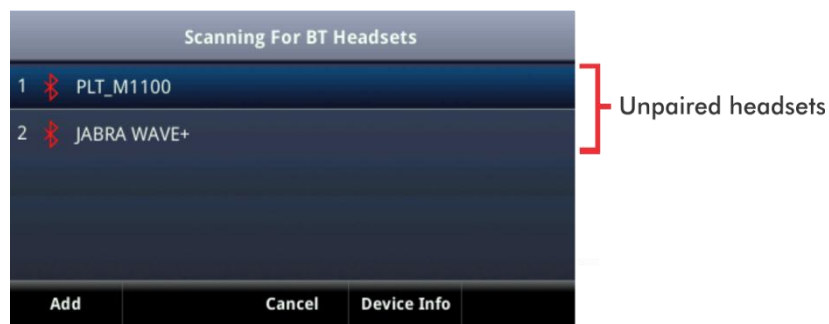
4 Tap the headset you want to pair and tap **Add** to begin the pairing process. An *Adding device* message displays. After your headset is added, the Manage BT Headsets screen displays. Your headset will be paired, but not connected, as shown next.
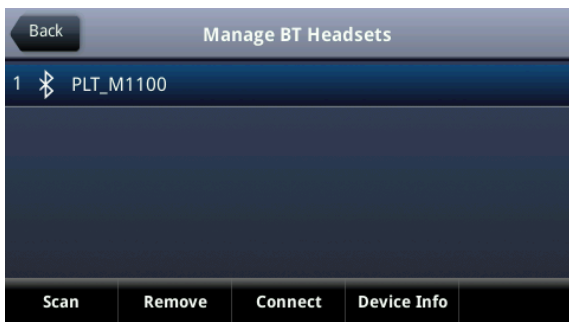
	Note: Why Doesn't My Headset Pair Automatically?
	If your headset is an older model, you may have to enter a password (for example, **0000**) before the headset can pair with your phone.

5 Tap the headset you want to connect, and tap **Connect**. A *Connecting device* message displays. After your headset connects, a *Headset attached* message displays, and your headset model will display next to the Bluetooth/Headset ⚡ icon—the icon that indicates that your headset is both paired and connected (shown next).
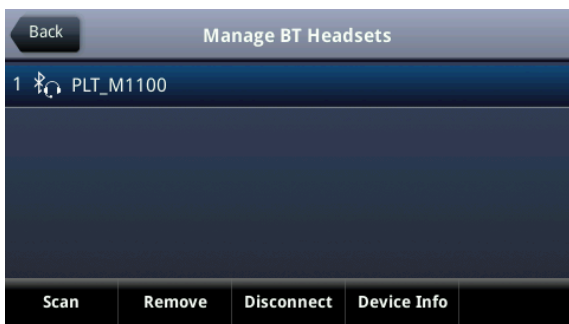
The Bluetooth/Headset ⚡ icon will also display in the status bar, as shown next. If you tap the icon, the Bluetooth Settings screen displays.

Indicates that a Bluetooth headset is paired and connected

You can now use your headset to handle calls.

Handling Calls with Your Bluetooth Headset

If your Bluetooth headset is turned on, and paired and connected with your phone, you can:

- Use the headset to handle calls, including muting and adjusting call volume.

- Initiate and end calls on your headset by pressing , or using a control on the headset.

- Switch to handset or speakerphone mode during a headset call by picking up the handset or pressing .

If a Bluetooth headset is paired and connected, and then you turn the headset off, the message *Headset removed* displays. The headset won't be connected anymore, but it will still be paired. When you turn the headset back on, the message *Headset attached* displays, and the headset will be connected again—indicating that you can use it to handle calls.

Disconnecting and Removing Your Bluetooth Headset

You can disconnect your headset from your phone, but still keep it paired. When you disconnect a headset, it remains paired so you can easily connect it to your phone again.

You can also remove your headset, so it's no longer paired or connected. When you remove your headset, it won't display in the Manage BT Headsets screen. To connect it back to your phone, you'll need to scan for the device, add it, and connect it again.

To disconnect your headset:

- From Home view, tap **Settings** > **Basic** > **Bluetooth Settings** > **Manage BT Headsets**. From the Manage BT Headsets screen, tap your headset, and tap **Disconnect.**

Your headset remains paired to your phone, but is no longer connected. To connect it to your phone again, tap **Connect**.

	Timesaver: How to Quickly Connect and Disconnect Your Headset
	You can quickly disconnect your headset by turning your headset off. When you turn it off, the message *Headset removed* displays. When you turn your headset back on, the headset will be connected again.

To remove your headset:

1 From Home view, tap **Settings** > **Basic** > **Bluetooth Settings** > **Manage BT Headsets**.

2 From the Manage BT Headsets screen, tap your headset, and tap **Remove**.

Your headset is removed from the list and is no longer paired or connected with your phone.

Responding to Incoming Calls

While your phone rings, you can do the following:

- Temporarily ignore the call before answering it.
- Reject the call so it goes directly to voicemail.
- Forward the call to another person.

Ignoring Incoming Calls

Ignore or silence a call to stop your phone from ringing. Even though the call is ignored, your phone will still display the incoming call notification so 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 stop your phone from ringing and send the call 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 goes directly to voicemail.

Forwarding Incoming Calls to Another Person

While your phone rings, you can forward the call to another person.

To forward an incoming call to another person:

1 While your phone rings, tap **Forward**.

2 From the Call Forwarding screen, enter the forwarding number, and tap **Forward**.

> User Tip: Other Ways to Forward Calls
>
> You can also set up your phone to forward all incoming calls to another person (see Forwarding All Calls to Another Person), or forward all calls from a certain contact to another person (see Diverting Calls from a Contact to Another Person).

During Calls

When you're in a call, you can do the following:

- Hold the call.

- Transfer the call to another person.

- Set up a conference call with the person you're talking with and another person.

Holding Calls

You can place any active call on hold. A held call displays in Home, Lines, and Calls view as follows:
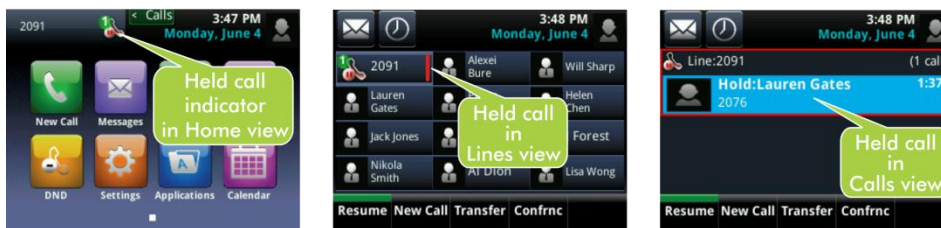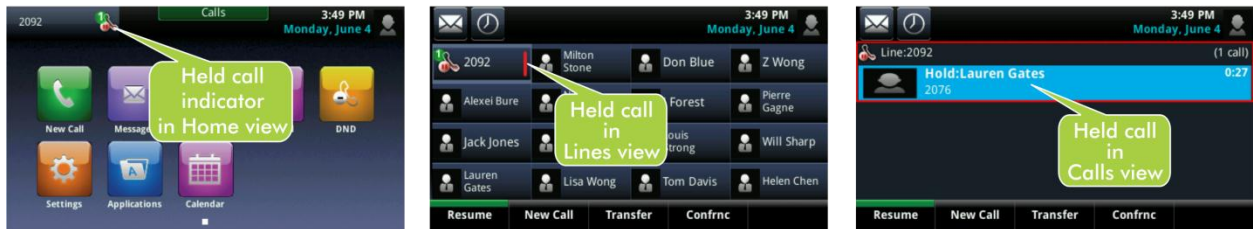
To hold a call:

- From Active Call, Lines, or Calls view, tap **Hold**. If you're in Calls view, be sure to highlight the call first.

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**.

Transferring Calls

When you transfer a call to another person, you have the option to talk to the person before the transfer completes. If your phone supports a blind transfer, you can automatically transfer a call without talking to the other person. The call is automatically transferred after you dial the number you're transferring the call to.

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 person you want to transfer the call to.

> **User Tip: Accessing Your Directories and Favorites When You Transfer a Call**
>
> Instead of entering or selecting a number from the Dialer, you can select a directory entry or a favorite to transfer the call to:
>
> - To transfer to a directory entry: After you tap **Transfer**, press ⌂, tap **Directories**, and then tap **Contact Directory** or **Corporate Directory**. Search for the person, and then call them.
> - To transfer to a favorite: After you tap **Transfer**, tap **Favorites**, and tap the favorite you want to call.

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, connect and talk 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, tap **Blind**, and place a call to the person you want to transfer the call to. If you don't see **Blind**, tap **More** (at the top of the screen), and tap **Blind**.

> **User Tip: Accessing Your Directories and Favorites When You Transfer a Call**
>
> Instead of entering or selecting a number from the Dialer, you can select a directory entry or a favorite to transfer the call to:
>
> - To transfer to a directory entry: After you tap **Blind**, press ⌂, tap **Directories**, and then tap **Contact Directory** or **Corporate Directory**. Search for the person, and then call them.
> - To transfer to a favorite: After you tap **Blind**, tap **Favorites**, and tap the favorite you want to call.

The call automatically transfers to the person you specified.

Timesaver: Completing a Transfer

If you're using a handset, complete a transfer by replacing the handset.

Setting Up and Handling Conference Calls

You can set up a conference call with two other people. Depending on your phone system, you may be able to add more than two people to your call; ask your system administrator for the maximum number.

Just as with other calls, you can hold and resume conference calls. In addition, you'll have the option to split a conference call—end the conference and place the people you were talking with on hold.

Your system administrator may have enabled the conference management feature on your phone. This feature allows you to manage each person in the conference call so that you can mute, hold, and remove each person. For more information, see Managing Conference Call Participants.

User Tip: Tips for When You're in Conference Calls

When you're in a conference call:

- Use the handset or a headset if you're in an open environment.
- Mute your microphone when you're not speaking, especially in noisy environments.
- Avoid tapping the microphone or rustling papers near the microphone.
- Speak in your normal voice without shouting.

Setting Up Conference Calls

There are two ways to set up a conference: the conventional way—by calling two people and using the **Confrnc** soft key—or joining two existing calls using the **Join** soft key.

To set up a conference call:

1 Call the first person.

2 From Active Call, Lines, or Calls view, tap **Confrnc**. The active call is held.

3 Using the Dialer, call the second person.

4 When the second person answers, tap **Confrnc** to join everyone in a conference. The Active: Conference screen displays, as shown next.
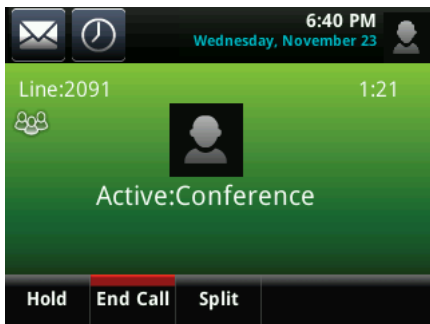
	User Tip: How to Quickly Set Up a Conference
	If your phone has an active call and one held call—on the same or a different line—tap **Join** from either Lines or Calls view to automatically create a conference call. The conference call takes place on the line from which you handled the last active call.

Holding and Resuming Conference Calls

When you place a conference call on hold, you place the other two people in the call on hold. No one in a held conference call can hear each other. To hold just one person, see Managing Conference Call Participants.

To place a conference call on hold:

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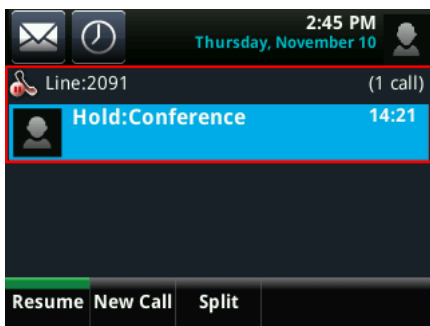
To resume a held conference call:

* From Lines or Calls view, tap **Resume**.

Ending Conference Calls

To end a conference, and your connection to the other people, tap **End Call**. By default, when you tap **End Call**, the other two people remain connected. However, your system administrator may have set up your phone so that all connections end.

To end a conference call:

- From Active Call, Lines, or Calls view, tap **End Call**.

The conference call ends. By default, the other two people remain connected.

Splitting Conference Calls into Two Held Calls

When you split a conference, you end the conference and place the other two people on hold. 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 two people are held.

Managing Conference Call Participants

If you're able to manage the people in a conference call, you can:

- Mute a participant.
- Hold a participant.
- Remove a participant from the conference.
- List information about a participant, such as the participant's name, number, and call details—such as whether the call is muted, held, or is video-enabled.

To manage a person in a conference call:

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 highlight the conference first. The following examples show the screens that display when you manage a conference.

VVX 500

VVX 600
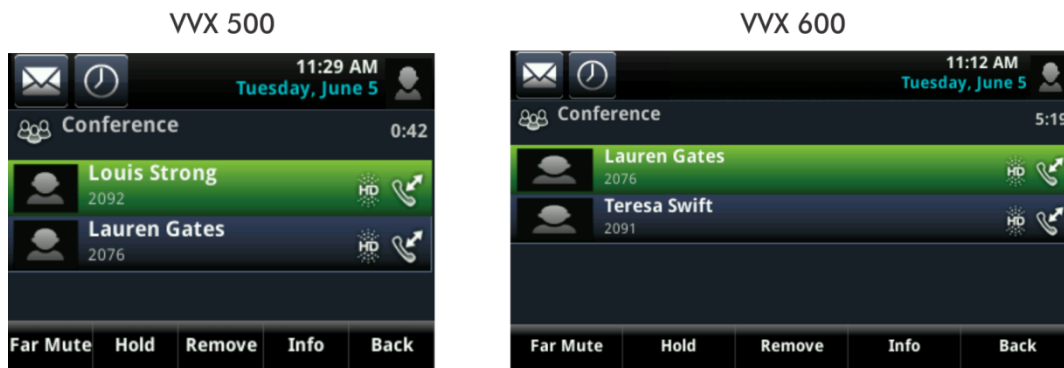
Timesaver: How to Manage a Participant Without Tapping Manage

If you're viewing the conference in Active Call view, simply tap a conference participant to start managing the person.

3 Tap the person you want to manage.

4 Do one of the following:

- ○ Tap **Far Mute** to mute the person. The muted person can hear everyone, but no one can hear the muted person.

- ○ Tap **Hold** to hold the person. The held person can't hear anyone, and no one can hear the held person.

- ○ Tap **Remove** to remove the person from the conference, end the conference call, and create an active call between you and the person still in the call.

- ○ Tap **Information** to view information about the person and their call status. When you tap **Information**, a popup displays listing the person's information, as shown next.

```
Participant Info
1. Name: Lauren Gates
2. Number: 2076
3. Line: 1
4. MediaFlow: Send Receive
5. Audio Rx Codec: G.722.1C
6. Audio Tx Codec: G.722.1C
7. Hold: No
8. Held: No
9. Far Mute: No
10. Video Capable: No
11. Active Video: No
```
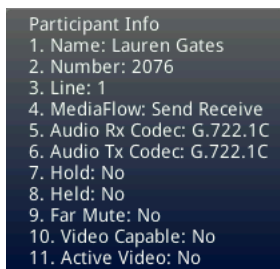
- ○ Tap **Back** to exit the conference management function.

Changing the Way Calls are Answered

Change the way calls are answered by doing the following:

- Forwarding all calls to another person.

- Rejecting calls from a contact.

- Diverting calls from a contact to another person.

- Temporarily refusing all calls by enabling Do Not Disturb.

Forwarding All Calls to Another Person

You can set up your phone to forward all calls to another number, even if the Do Not Disturb feature is enabled. Call forwarding is not available on shared lines.

	User Tip: Forwarding Calls on a Call-by-Call Basis
	You can choose to forward a call as your phone rings. For more information on forwarding calls on a call-by-call basis, see Forwarding Incoming Calls to Another Person.

	Note: Call Forwarding and Microsoft® Lync™ Server
	If your phone is configured to work with Microsoft Lync Server, your call forwarding options will be different than those described below. For more information on forwarding calls with Microsoft Lync, see *Using Polycom Phones with Microsoft Lync Server Quick User Guide*, available by navigating to your phone's Web page from the Business Media Phones Support page.

To forward all calls to another person:

1 From Home view, tap **Forward**. (You can also tap **Settings** from Home view, and tap **Features** > **Forward**, or if your phone is idle, tap **Forward** from Lines view.)

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:

   o **Always**—To forward all incoming calls.

   o **No Answer**—To forward all unanswered incoming calls.

   o **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.

The forwarding number you chose scrolls in the status bar, as shown next.

The number calls will be forwarded to

If a phone line is idle, Lines view displays the forwarding icon, next to the phone line, as shown next.
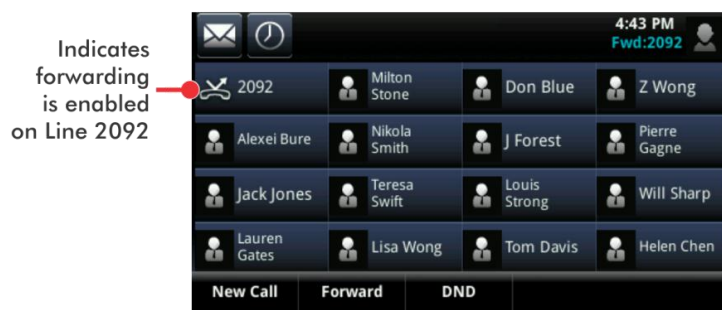
To disable call forwarding:

1 From Home 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**.

Rejecting Calls from a Contact

You can send incoming calls from a particular contact to your voicemail system.

	Note: Rejecting Calls and Shared Lines
	You can't reject calls on shared lines. You can only silence them. For more information, see Working with Shared Lines.

To send incoming calls from a contact to your voicemail system:

1 Tap **Directories** from Home view, and tap **Contact Directory**.

2 From your directory, tap the contact whose calls you want to reject.

3 From the contact's information screen, tap .

4 From the Edit Contact screen, tap **Auto Reject**, tap **Enabled**, and then tap **Save**.

Diverting Calls from a Contact to Another Person

The Divert option enables you to transfer all incoming calls from a particular contact to another person.

To divert incoming calls from a contact to another person:

1 Tap **Directories** from Home view, and tap **Contact Directory**.

2 From your directory, tap the contact whose calls you want to send to another person.

3 From the contact's information screen, tap ✎ .

4 From the Edit Contact screen, do the following:

  ○ Tap **Divert Contact**, and enter the number of the person you want the call to go to.

  ○ Tap **Auto Divert**, and tap **Enabled**.

  ○ Tap **Save**.

Using Do Not Disturb

Enabling Do Not Disturb (DND) stops your phone from ringing and sends all incoming calls directly to voicemail. All calls you receive while DND is enabled are logged to your Recent Calls list.

When you enable Do Not Disturb, the following happens:

- The Do Not Disturb icon, 🔕 , displays in the status bar, as shown next. For VVX 500 phones, the icon scrolls under the time display. For VVX 600 phones, the icon displays at the far right of the status bar, next to other icons that you can tap.

- If your phone is idle, the Do Not Disturb icon, 🔕 , displays next to your phone line in Lines view, as shown next. If you have new messages or forwarding enabled, the messages or forwarding icon will display instead.
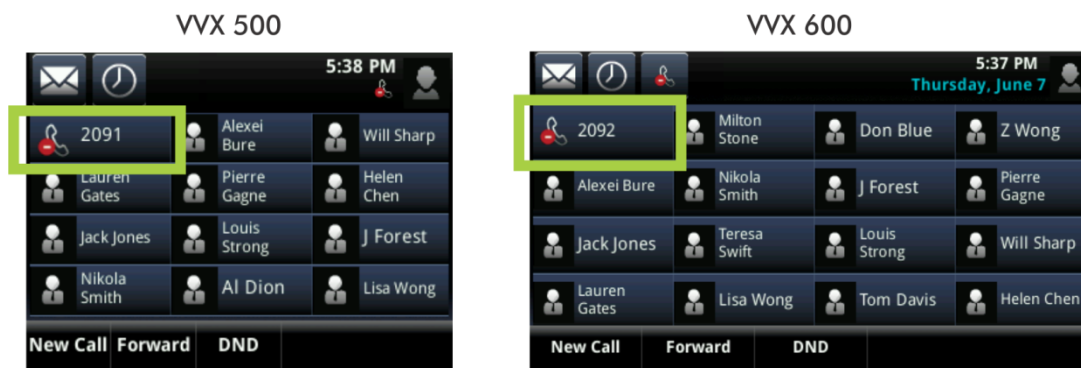
- The DND icon in Home view, , changes to , as shown next.

		Note: Do Not Disturb and 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.

		Troubleshooting: Why Doesn't the DND Icon Display?

If you've set your presence status to *Do Not Disturb*, as well as enabled DND for your phone, the message *My Status: Do Not Disturb* will scroll under the time display, and the DND icon won't display in the status bar.

To toggle Do Not Disturb on and off:

- From Home view, tap **DND**. Or, if your phone is idle, tap **DND** from Lines view.

		Timesaver: A Quick Way to Disable DND on the VVX 600

To turn DND off, tap , located in the status bar.

Using Do Not Disturb with Multiple Lines

By default, the Do Not Disturb feature applies to all lines on your phone. However, your phone may be set up so that you can enable the feature on a per-line basis.

To enable or disable Do Not Disturb for a particular line:

1 From Home view, tap **DND**.

2 From the Line Select screen, tap the line to enable or disable Do Not Disturb on.

3 From the Do Not Disturb screen, tap **Enable** or **Disable**.

> **User Tip: Automatically Enabling or Disabling Do Not Disturb for All Lines**
>
> To automatically enable Do Not Disturb for all lines, tap **Set All**. To automatically disable the feature for all lines, tap **Clear All**.

Listening to Voicemail

Your phone may indicate new voicemail messages by the following:

- A message counter in Home view, as shown next. The counter indicates the number of new messages you have.

- A message counter in the status bar (shown next). The counter displays on the Message icon, . If you have new messages, the Message icon also displays next to the phone line in Lines view, as shown next.
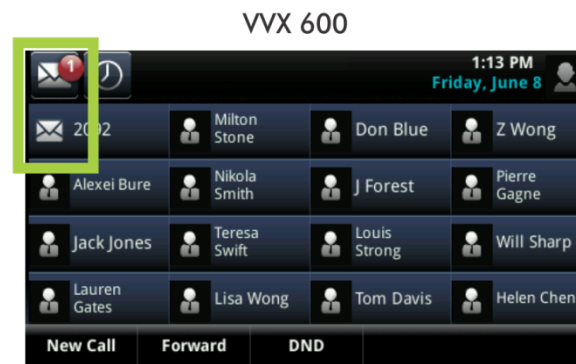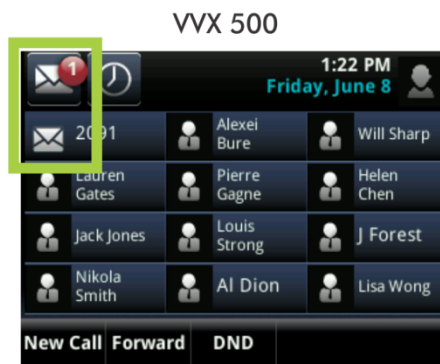
- A flashing Message Waiting Indicator, located at the top-right of your phone.

- An audible alert (if your phone is on-hook).

	Note: Temporarily Removing Message Indicators
	To temporarily remove message indicators, tap ✉, and tap **Message Center** (or tap **Messages** from Home view, and tap **Message Center**) and tap **Clear**. After a period of time—usually about an hour or two—the message indicators will appear again.

To listen to voicemail messages:

1 On the status bar, tap ✉, and tap **Message Center**. Or, from Home view, tap **Messages**, and tap **Message Center**.

2 If multiple lines are configured on your phone, the Line Select screen displays. Tap the line that has the message.

3 From the Messages screen, tap **Connect** and follow the prompts.

Viewing Recent Calls

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

From the Recent Calls list (shown next), you can:

- Sort, order, and filter calls. By default, the list displays all call types (missed, placed, and received), with the most recent call displaying first, as shown next.

- Remove certain calls from the list.

- Tap a call record to view call details and manage the call.

- Tap a call record to automatically call the person.
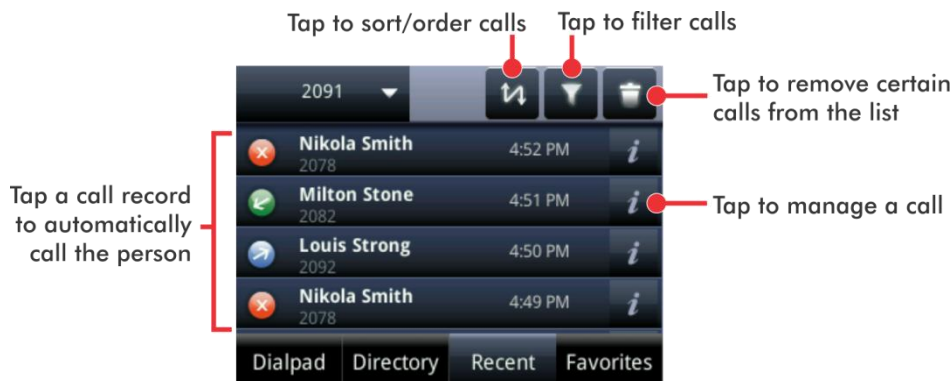
Icons display next to a call to indicate the call type:

- Placed calls display ⊘.

- Received calls display ↩.

- Missed calls display ⊗.

To view your Recent Calls list:

- From Home view, tap **New Call**, and tap **Recent**. You can also access recent calls by tapping **Directories** from Home view, and tapping **Recent Calls**.

	Timesaver: Quickly Accessing the Recent Calls List
	To quickly access recent calls, tap ⊘ in Lines, Calls, or Active Call view, as shown next.
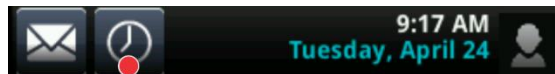
To manage a call record:

1 From your Recent Calls list, tap ℹ next to a call record.

2 From the call details screen, shown next, you can:

- Tap **Dial** to call the person.

- Tap **Save** to add the person to your Contact Directory. If the person is already in your Contact Directory, but isn't a favorite, *Add to Favorites* displays instead. Tap **Add to Favorites** to automatically make the person a favorite.

- Tap 🗑 to delete the call from the list.

- Tap ☎ to edit the phone number before you dial the person.

To customize the list:

- From your Recent Calls list (shown next), tap [image] to sort and order calls, and tap [image] to filter calls for specific lines.

  When you sort calls by the time of the call, you can order calls in ascending (oldest call first) or descending (most recent call first) order.

  When you sort calls by call name, you can order calls in ascending (alphabetical) or descending (reverse-alphabetical) order.

  When you filter calls, you can choose to display only missed, received, or placed calls. Or, you can choose to display all call types (the default).

> **Note: About Filtered Call Lists**
>
> You can't save your filtered call list results. If you filter your Recent Calls list so that only a certain call type—for example, only missed calls—display, the next time you display the list, all call types (the default filter) will display.

Tap to sort/order calls   Tap to filter calls
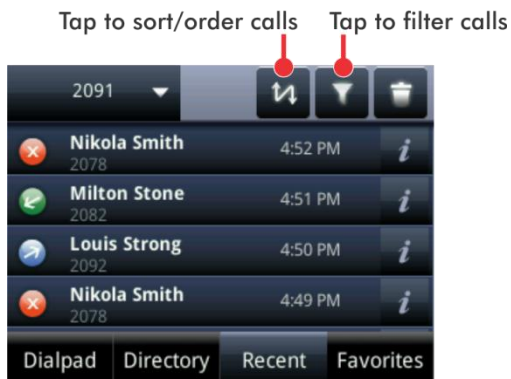
To remove certain calls from the list:

- From your Recent Calls list, tap [image] . You can remove a specific call type, all calls, or just the calls that display on the screen.

Working with Your Contact Directory

You can store a large number of contacts in your phone's local Contact Directory (shown next). Contact your administrator for the exact number.
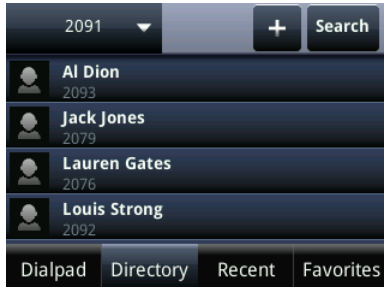
From your local Contact Directory, you can:

- View contact information.

- Search for contacts.

- Dial contacts.

If you can update your Contact Directory, you can also do the following:

- Add contacts.

- Update contact information.

- Delete contacts.

> **Note: Accessing a Corporate Directory**
>
> A Corporate Directory may be available on your phone. If you have access to a Corporate Directory, you can dial people in the Corporate Directory, as well as save them to your Contact Directory. For more information, see Working with a Corporate Directory.

To view your Contact Directory:

- Tap **Directories** from Home view, and tap **Contact Directory**.

  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 (shown next), 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:

> **Note: Directory Fields are Set by Your Administrator**
>
> Your phone may not display all contact fields. For more information, see your administrator. The only required field is the Contact field—the contact's phone number.

- 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 can't 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. For more information about favorites, see Managing Favorites.

- 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 directed to your mail system.

- 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.

- Tap **Watch Buddy**, and enable or disable the setting. The default setting is Disabled.

  If enabled, you can monitor the contact's status. For more information on monitoring status, see Using Buddy Lists.

○ Tap **Block Buddy**, and enable or disable the setting. The default setting is Disabled.

If enabled, the contact can't monitor your status. For more information on monitoring status, see Using Buddy Lists.

3 Tap **Save**.

> **Timesaver: Saving Recent Callers and Corporate Directory Contacts to Your Directory**
>
> 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**.
> If a Corporate Directory is available on your phone, you can add contacts from the Corporate Directory to your Contact Directory. For information on how to update your Contact Directory in this way, see Working with a Corporate Directory.

To update a contact's information:

1 From the Contact Directory, tap the contact you want to update.

2 From the contact's information screen, tap ![edit] .

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 ![delete] . A confirmation message displays, confirming that you want to delete the contact. Tap **Yes** or **No**.

Working with a Corporate Directory

You may have access to portions of a Corporate Directory. You can't update your Corporate Directory; your administrator determines which contacts you can see.

From the Corporate Directory, you can do the following:

- Search for contacts.
- Dial contacts.
- Add contacts to your local Contact Directory.

To view the Corporate Directory:

- Tap **Directories** from Home view, and tap **Corporate Directory**. By default, a blank search screen displays. To view entries, search for a person.

> **User Tip: Saving Corporate Directory Search Results**
>
> You can save your last search results, so that the next time you view the Corporate Directory, the results of your last search will display. To save Corporate Directory search results, tap **Settings** from Home view, and tap **Basic** > **Preferences** > **Corporate Directory** > **View Persistency**. From the View Persistency screen, tap **Enabled**. The next time you view Corporate Directory, your last search results will display.

To search the Corporate Directory:

- From the Corporate Directory, perform a quick search or an advanced search:

    ○ To perform a quick search, enter the first few characters of the contact's first or last name (depending on how the directory is organized), and tap **Submit**.

      or

    ○ To perform an advanced search, tap **AdvFind**. From the Advanced Find screen, enter your search criteria, and tap **Submit**.

The screen displays a list of contacts, starting with the most successful matches. To view information for the contact, tap **View**. To erase all your search criteria and enter new criteria before you submit your search, tap **Clear**.

To dial a Corporate Directory contact:

1 From the Corporate Directory, search for the contact you want to dial.

2 From the search results, tap the contact, and tap **Dial**.

To add a contact to your local Contact Directory:

1 From the Corporate Directory, search for the contact you want to add to your Contact Directory.

2 From the search results, tap the contact's record, and tap **View**.

3 From the contact's information screen, tap **Save**.

Only the first name, last name, and phone number are saved. You may want to go to the Contact Directory to see if the contact was saved correctly and to add additional contact information.

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

A simple way to personalize your phone is to change your phone's ringtone. You can even pick unique ringtones for the different lines on your phone.

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 might find it helpful to select unique ring tones for the various contacts in your Contact Directory. In this way, you can quickly identify callers as your phone rings.

To select a ringtone for a contact:

1 From your Contact Directory, tap the contact whose ringtone you want to change.

2 From the contact's information screen, tap ![edit] .

3 From the Edit Contact screen, tap **Ring Type**, tap the ringtone you want, and then tap ![x] .

> **User Tip: Listening to a Ring Tone Before You Save It**
>
> To listen to a ring tone before you save it, tap the ring type and tap ![note] .

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, ![volume] , while you're in a call.

Changing the Ringer Volume

To change the volume of the incoming call ringtone, press one of the Volume keys, ![volume] , 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 when you mute the microphone.

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.

To choose where you hear sound effects:

1 Tap **Settings** from Home view, and tap **Basic** > **Preferences** > **Audible Ringer**.

2 From the Audible Ringer screen, select where you want to hear sound effects:

- To hear sound effects only from the phone's loudspeaker, tap **Speaker**.

- To hear sound effects only from the handset, tap **Handset**.

- To hear sound effects only from the headset, tap **Headset**.

- To hear sound effects only from the device you're currently using to hear call audio, tap **Active**.

The default destination is 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. You do this from the Contact Directory.

Contacts that have a favorite index number display ⭐, as shown next.

Indicates a contact is a Favorite
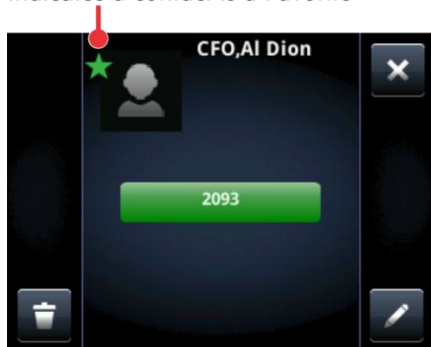
All your favorites display in your Favorites list. A smaller number of Favorites (11 for the VVX 500 and 15 for the VVX 600) display in Lines view and from Home view.

The following figure shows a sample Favorites list.
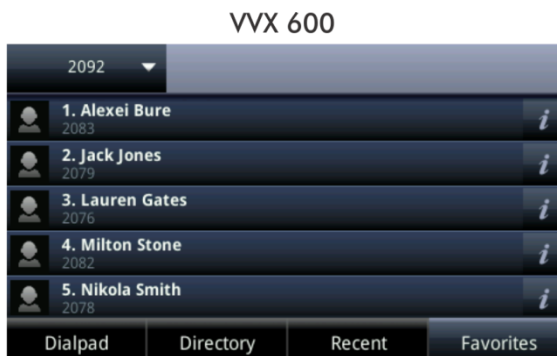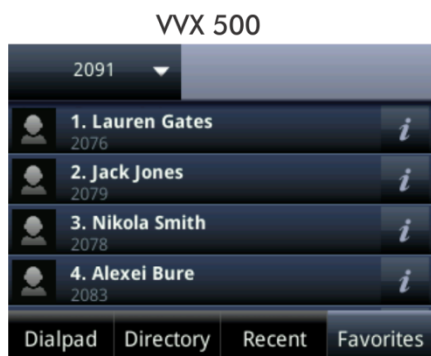
The following figure shows your favorites in Lines view. Favorites display under the phone line(s).
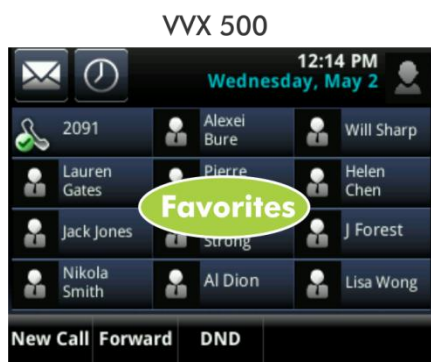
Favorites also display from Home view, as shown next.
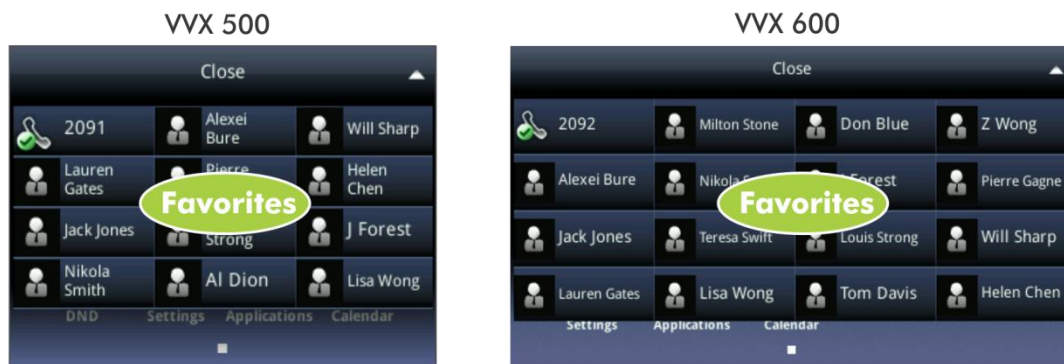
Favorites display consecutively, according to their index number. The contact with the lowest number displays first. To reorder your favorites, assign the contact a different index number.

To see your Favorites list:

- Tap **New Call** from Home view, and tap **Favorites**.

To see your favorites from Home view:

- From Home view, tap the phone line.

To see your favorites from Lines view:

- From Home view, press ⌂. If the idle browser displays, swipe the screen to see 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**.

The contact will now have a green star next to their name when you view the contact from the Contact Directory or the Recent Calls list.

	User Tip: Manually Assigning a Favorite Index Number when You Make a Favorite
💡	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 an index number, or tap **Edit Index** to enter a unique index number. You can enter a number up to 9999.

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**.

	User Tip: Quickly Deleting a Favorite
	From Lines view, press and hold the favorite until the contact's information screen displays. Then, tap 🗑 . The contact will remain in your directory, but will no longer be a favorite.
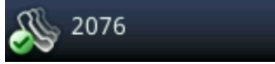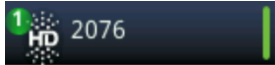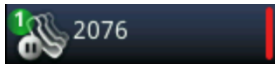
Working with Shared Lines

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, you can stop your phone from ringing by tapping **Silence**. Even though the phone doesn't ring, the call's visual notification will still display and you'll still have the option to answer the call.

In Lines view, the following icons and status indicators display for shared lines, depending if the line is idle, has an active call, or has a held call:

Shared Line Status	Icon and Status Indicator	Status Indicator
Idle	2076	(No indicator)
Active call	HD 2076	Solid green
Held call	2076	Flashing red

Note: Unsupported Features on Shared Lines

- 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.

Chapter 3: Using Advanced Features

Now that you've mastered the basic features of your phone, you'll want to learn about all the other interesting and powerful features that your phone has to offer. In this chapter, you'll learn all about those features that make your phone exciting to use, such as joining Microsoft® Outlook® meetings with one tap of your finger, using your computer's keyboard and mouse to handle calls, viewing Web content, or monitoring other phone users to see when they're available or away from their desk.

This chapter shows you how to:

- Manage Buddies
- Integrate with Microsoft Lync Server
- Record and play back recorded calls
- View the Browser
- Broadcast messages using Push-to-Talk and group paging
- Use the Calendar feature
- Use the Polycom Desktop Connector to link your computer keyboard and mouse to your phone
- Log into other phones
- Lock your phone
- Access features with your login credentials

> **Note: Feature Availability**
>
> Your phone may not support all of the features described in this chapter. Check with your system administrator to find out which features are available on your phone.

Using Buddy Lists

A Buddy list is a list of users/devices whose status—or *presence*—you can monitor. Users update their presence setting, such as *Be right back*, *Out to lunch*, or *Busy*, and you can view their status in real time from your Buddy list. You can also view your buddies' status from Lines view and Home view, if your buddy is a favorite.

In this section, you'll learn how to:

- Update your presence status
- Set up and manage a Buddy list

- Block people from monitoring your status

- Monitor your buddies from your phone

	Note: Buddies and Microsoft Lync Server
	If your phone is configured to work with Microsoft Lync Server, the way you manage buddies is different. For more information, see *Using Polycom Phones with Microsoft Lync Server Quick User Guide*, available by navigating to your phone from the Polycom Business Media Phones Support page.

Updating Your Status

Update your status so that other people can monitor your status from their phones. When you update your status, your status is automatically sent to the people watching you.

You can update your status to one of the following:

- Online

- Busy

- Be right back

- Away

- On the phone

- Out to lunch

- Do not disturb

Your phone also sends certain status information to the people watching you automatically—such as if you're in a call, enabled Do Not Disturb on your phone, or your phone is offline because you restarted it. For example, if you enable the Do Not Disturb feature on your phone, your availability automatically updates to *Do Not Disturb*.

When you select a presence setting other than online, the setting scrolls under the time display on the status bar, as shown next.
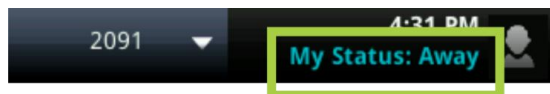
	Note: Your Presence Status When You Enable and Disable the Do Not Disturb Feature on Your Phone
	If you select the status option *Do Not Disturb*, and then enable and disable the Do Not Disturb feature on your phone, your status will change to *Online*.

To update your presence setting:

1 From Lines view, tap **My Status**. Or, tap **Settings** from Home view, and tap **Features** > **Presence** > **My Status**.

2 From the My Status screen, tap the status you want.

Your new status is sent to phones watching you.

> **User Tip: How to Automatically Change Your Status When Your Phone is Idle**
>
> You can enable your phone to automatically set your status to *Away* if your phone is idle for a certain length of time. After you touch the screen or press a key on your phone, your status changes to *Available* again. To enable this feature, tap **Settings** from Home view, and tap **Basic** > **Preferences** > **Presence** > **Idle Timeout**. From the Idle Timeout screen, enable an office hours and/or off hours timeout period, and enter the number of minutes your phone should be idle before your status changes to *Away*. For steps on how to set your office hours, see Changing Your Office Hours.

Setting Up and Managing a Buddy List

If you want to monitor other people, you need to make sure they're in your Buddy list. You add people to your Buddy list from your Contact Directory; therefore, make sure the person you want to monitor exists in your Contact Directory.

To update your Buddy list:

1 From your Contact Directory, tap the contact you want to start or stop monitoring.

2 From the contact's information screen, tap 🖉 .

From the Edit Contact screen, tap **Watch Buddy**, and enable or disable the field. The default setting is Disabled. When enabled, the contact is added to your Buddy list so you can monitor the contact's status. When disabled, the contact is removed from your Buddy list, and you won't be able to monitor the contact's status.

3 Tap **Save**.

If you enabled the *Watch Buddy* setting for a contact, the contact will display in your Buddy list. To view your Buddy list, tap **Buddies** from Lines view.

> **User Tip: Dialing Buddies**
>
> You can quickly dial a buddy by accessing your Buddy list. From Lines view, tap **Buddies**, tap the buddy you want to call, and tap **Dial**.

Blocking Contacts from Viewing Your Status

You can prevent someone from monitoring you by blocking the contact in your Contact Directory. If you unblock the contact, the contact can add you to their Buddy list and monitor you.

	User Tip: How to Access Your Blocked and Watcher Lists
	To view a list of contacts that can and can't monitor your status, do the following: • To display contacts that can view your status, tap **Settings** from Home view, and tap **Features** > **Presence** > **Watcher List**. • To display contacts that can't view your status, tap **Settings** from Home view, and tap **Features** > **Presence** > **Blocked List**.

To block or unblock a contact from viewing your status:

1 From your Contact Directory, tap the contact you want to block or unblock.

2 From the contact's information screen, tap 🖊 .

   From the Edit Contact screen, tap **Block Buddy**, and enable or disable the field. The default setting is Disabled. When enabled, the contact can't watch your status, and the contact will display in your Blocked List. When disabled, the contact can watch your status, and the contact will display in your Watcher List.

3 Tap **Save**.

	Timesaver: How to Quickly Unblock a Contact
	You can use your Blocked List to unblock a contact, rather than updating the Contact Directory: Tap **Settings** from Home view, and tap **Features** > **Presence** > **Blocked List**. From the Blocked List, tap the contact you want to unblock, and tap **Unblock**. The contact can now watch your phone, and will display in your Watcher List.

Monitoring Buddies

You can monitor your buddies from your Buddy Status list. If a buddy is a favorite, you can also monitor the buddy from Home and Lines view.

Your buddies display an icon next to their name to indicate their status. The following table shows the icons and the status they represent.

Buddy Status	Icon		Buddy Status	Icon
Available	🟢		Do Not Disturb	⛔
Busy	🔴		Offline	⚪
Away	🟡		No information	⚪

The following table shows you how to monitor your buddies from your Buddy Status list, Home view, and Lines view.

To monitor buddies from…	Do this…
Buddy list	From Lines view, tap **Buddies**. Or, from Home view, tap **Settings**, and tap **Features** > **Presence** > **Buddy Status**. Your Buddy list displays, as shown next.
Lines view	From Home view, press 🏠. If Lines view doesn't display, swipe the screen. The buddies who are favorites display their status, as shown next.
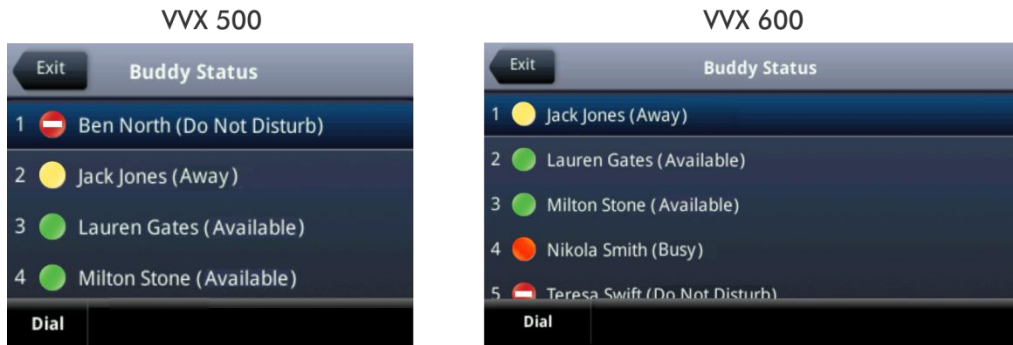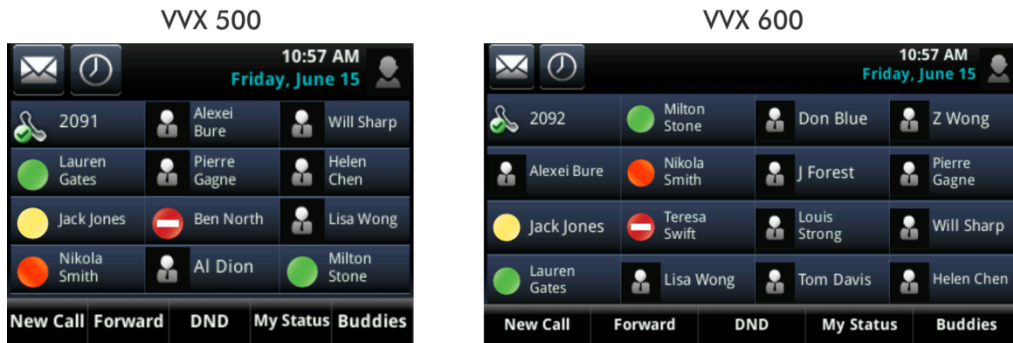
To monitor buddies from…	Do this…
Home view	From Home view, tap the phone line. The buddies who are favorites display their status, as shown next.
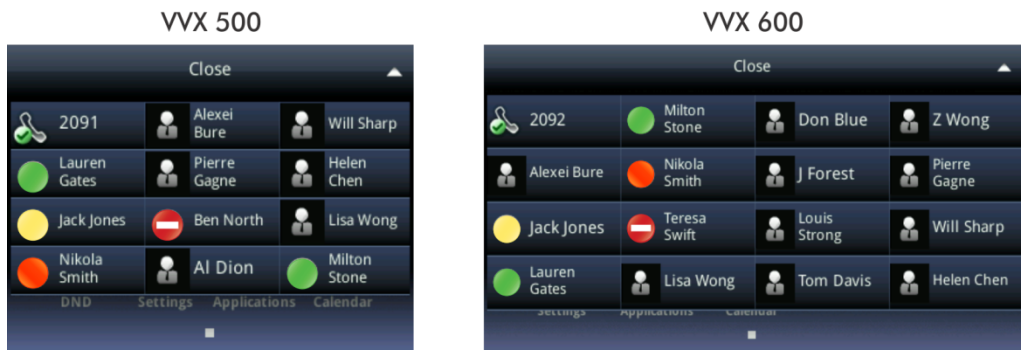
Integrating with Microsoft Lync Server

Your system administrator can configure your phone to work with Microsoft Lync Server and communicate with others using Microsoft Lync. From your phone, you can monitor the status of your Microsoft Lync contacts. For more information on integrating with Microsoft Lync Server, see your system administrator, or refer to *Using Polycom Phones with Microsoft Lync Server Quick User Guide*, available by navigating to your phone's Support page from the Business Media Phones Support page.

Recording Calls

If the call recording feature is available, and you connect a USB flash drive to the USB port on your phone, you can record active calls on your phone. Recordings are stored as **.wav** files on the USB flash drive. You can record up to four hours in one file.

	Web Info: How Do I Attach a USB Flash Drive to My Phone?
	To attach a USB flash drive, see the *Quick Start Guide* for your phone, available by navigating to your phone's Support page from the Business Media Phones Support page.

When you attach a USB flash drive to your phone, a USB icon, , displays in the status bar, together with a message that tells you how much recording time is available on the USB flash drive. If you have a VVX 600, you can tap to view your recordings and USB properties.

You can't record when:

- There are no connected calls on your phone.

- You place a new call to transfer a call or set up a conference.

- The phone prompts you to answer an incoming call.

If you hold a call, recording pauses. Recording continues if the called party places you on hold. Recording stops if all active calls end, no matter who ends the calls.

If you press 🎤 while recording, only the called parties are recorded.

Tones and indications, such as the dialing of digits or ringing from another party's phone, that occur before a call connects are not recorded. Local tones and indications, such as DTMF tones when dialing, are not recorded. However, tones from another party's phone may be recorded.

You control recording by tapping **Start**, **Pause**, **Resume**, and **Stop**. All active calls that occur on your phone between the time you tap **Start** and **Stop** are recorded, alternating in the same **.wav** file.

For example, on June 22, 2012 at 11:22 a.m., you answer a call from party A. During your call with party A, you answer calls from party B and party C. Your conversations with parties A, B, and C are all recorded in the same **.wav** file as follows:

Summary of calls in recording file "22JUN2012_125559.wav"

11:22 a.m.
Answer call from A. Start recording call.

Talk with A

11:32 a.m.
Answer incoming call from B. Your call with A is held.

Talk with B

11:37 a.m.
End call with B and return to call with A.

Talk with A

11:39 a.m.
Answer incoming call from C. Your call with A is held.

Talk with C

11:40 a.m.
End call with C and return to call with A.

Talk with A

11:45 a.m.
End call with A. Recording automatically stops.

	Web Info: Which USB Flash Drives Does My Phone Support?
	For a list of supported USB flash drives to record phone audio, see Supported USB Devices (Technical Bulletin 38084).

	Caution: Be Aware of Laws Governing Call Recording
	You may be required by federal, state, and/or local laws to notify some or all called parties when you record calls. You can find specific information about US state requirements at http://www.rcfp.org/taping/. Telephone call recording regulations in other countries vary widely. Polycom recommends checking with the local government's telecommunications authority and government legal agencies. You can find other information that may be useful at: http://www.fcc.gov/cgb/consumerfacts/recordcalls.html http://www.privacyrights.org/fs/fs9-wrtp.htm

	Caution: Removing a USB Flash Drive During a Recording
	Polycom recommends that you don't remove the USB flash drive while recording. The file being recorded will be incomplete and can't be played back later. There is a small probability that the USB flash drive itself may be damaged by this action.

To record a call:

1 From Lines, Calls, or Active Call view, tap **Record**.

2 To start recording, tap **Start**.

The message *Recording in progress* scrolls in the status bar. The Recording icon also displays in the status bar, as shown next.

3 To stop recording, do one of the following:

○ Tap **Stop**.

or

○ Tap **Back**, and tap **End Call**. Or, depending what mode you're using, press 🎧 or 🔊, or replace the handset.

When you stop recording, the USB icon, 🔌, displays in the status bar, as shown next.

> **Note: Managing a Call While You're Recording**
>
> You can hold, end, transfer, or set up a conference call while you record, or while a recording is paused. To manage a call during a recording, tap **Back** and choose the task you want to perform. To see the Recording soft keys again, tap **Record**.

To record a conference:

You can record a conference call in the same way as other calls with the following exceptions:

- All conference call participants are recorded. If one of the conference participants presses 🎙, that participant is not recorded.

- If you hold a conference call, recording pauses. You can place or answer other calls, which will be recorded in the same file. When you resume the conference call, recording resumes.

To pause and resume a recording:

- Tap **Pause**. To resume the recording, tap **Resume**. Recording continues within the same **.wav** file.

When you pause a recording, *Recording Paused* scrolls in the status bar. If you have a VVX 600, the Recording Paused icon, , also displays in the status bar.

> **Troubleshooting: Why Can't I Record a Call?**
>
> If you record, or attempt to record, a call, the following messages may appear on your screen:
>
> - If there is insufficient free space on the USB flash drive when you tap **Start**, recording doesn't start and the message *USB device is full/Recording cancelled* displays.
>
> - If the USB flash drive becomes full during recording, recording stops and the message *USB device is full/Recording stopped* displays.
>
> - If you remove the USB flash drive during recording, recording stops and the message *USB device removed unsafely/Recording cancelled* displays.
>
> - If you attach an unsupported USB flash drive, the message *Unsupported USB device attached* displays, along with information about the unsupported product.

Playing Back Recorded Calls

If you connect a USB flash drive to your phone, you can play back calls that you recorded on your phone. You can browse the recorded files, stored as **.wav** files, on the USB flash drive. You can also open, rename, and delete the recorded files.

	User Tip: Other Ways to Listen to Recorded Calls
	You can play back recorded files on other devices, such as a Windows® or Apple® based computer using an application capable of playing **.wav** files. If an error occurs while a recording plays, playing stops.

To browse recorded files:

- Tap **Settings** from Home view, and tap **Features** > **Removable Storage Media** >
  Browse Recordings. A list of recordings displays, as shown next. If there are no supported **.wav**
  files on the USB flash drive, the message *Unsupported .wav file format* appears on the screen.
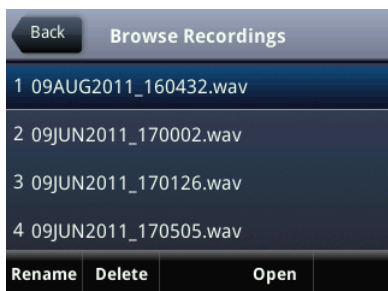
To rename or delete a recording:

1 Tap **Settings** from Home view, and tap **Features** > **Removable Storage Media** >
  Browse Recordings. Or, if you have a VVX 600, tap [icon] from Lines or Calls view, and tap
  Browse Recordings.

2 From the Browse Recordings screen, tap the recording you want to rename or delete.

3 To rename the file, tap **Rename**, update the filename, and tap **OK**. Or, to delete the file, tap
  Delete.

To play a recorded call:

1 Tap **Settings** from Home view, and tap **Features** > **Removable Storage Media** >
  Browse Recordings. Or, if you have a VVX 600, tap [icon] from Lines or Calls view, and tap
  Browse Recordings.

2 From the Browse Recordings screen, tap the file you want to play, and tap **Open**.

3 Tap **Play**.

Playing displays on the screen. The position indicator—in hours, minutes, and seconds—that displays above the progress bar changes as the file plays in real time, as shown next.
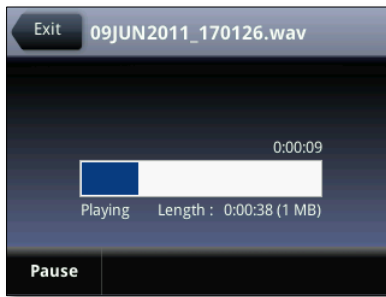
While the recording plays, you can pause by tapping **Pause**. To resume playing, tap **Resume**. To stop playing and return to the Browse Recordings screen, tap **Exit**.

User Tip: How to Listen to Recorded Calls

Use these tips when you listen to recorded calls:

- To adjust the volume of a recording while you play it, press one of the Volume keys, .
- Playback stops if you tap **Exit**, or press , or .
- If the handset is off-hook when you tap **Play**, you'll hear audio through the handset. If the handset is on-hook when you tap **Play**, you'll hear audio through the speaker. If you lift the handset while you listen through the speaker, you'll hear the audio through the handset.
- If you're playing a file and an incoming call arrives, playing pauses and the phone rings. If you don't answer your phone, playback remains paused, and you have to tap **Resume** to continue playing back the recording. If you decide to reject the incoming call, tap **Resume**, and playback will resume.
- You can't open a **.wav** file if you have an active call or if you're recording. If you try to, the message *Action aborted* displays. If all calls are held, you can start playing a recording. However, if you resume a call, playback will stop.

Using the Browser

If your phone is idle, you may be able to view an Idle Browser—non-interactive Web content on the idle screen—as you navigate between Home and Lines view. To see the Idle Browser, press from Home view. Swipe the screen to switch between the Idle Browser and Lines view. If your phone has calls, the Idle Browser won't display.

To view an interactive Main Browser, tap **Applications** from Home view. From the Main Browser, you can:

- Tap hyperlinks to view more Web pages.

- Tap a text box and enter information by using the dialpad keys on the phone console or the editing icons.

- Move around by swiping your finger up, down, right, or left. Scrolling indicators on the screen indicate your position on the Web page. To stop a scrolling page, touch the screen.

Navigation and editing icons (shown next) display in a toolbar along the bottom of the Main Browser.

The toolbar hides after it displays for three seconds, unless you've touched a text box that requires input. You can also display or hide the toolbar by pressing the touchscreen until the toolbar displays or hides.

The following sections describe how to navigate and enter information in the Main Browser.

Navigating the Main Browser

Navigation icons enable you to view previous Web pages, refresh the current page, return to the Main Browser's Home page, or go back to your phone's Home screen.

Tap this…	To do this…
	Go back to the previous Web page.
	Refresh the current Web page.
	Stop refreshing.
	Return to the Main Browser's home page.
	Display the toolbar permanently so it doesn't hide every three seconds. When the toolbar is permanently enabled, the icon changes to .
	Enable the toolbar to hide every three seconds. To display a hidden toolbar, you'll have to press the touchscreen until the toolbar displays.
	Return to the phone's Home screen.

Entering Information in the Main Browser

Editing icons enable you to enter information in text boxes. To display the editing icons, tap a text box in the Main Browser.

Tap this…	To do this…
	Select lowercase, uppercase, or numerical mode, or a special character encoding.
	Display an onscreen keyboard so you can enter numbers, letters, and characters in a text box.
	Hide the editing icons and display the navigation icons.

Broadcasting Messages Using Push-to-Talk and Group Paging

The Group Paging feature enables you to make pages—one-way audio announcements—to users subscribed to a page group. The Push-to-Talk (PTT) feature is a collaborative tool that enables you to exchange broadcasts to users subscribed to a PTT channel, much like a walkie-talkie. Your system administrator can set up both features on your phone.

Your system administrator can define up to 25 paging groups for Group Paging mode or Channels for PTT mode. Your system administrator may assign a label to each group or channel that easily identifies the phones in the group or channel, such as All, HR Dept, Shipping Staff, or Executives. Each group or channel will have one of the following priorities:

Normal   By default, broadcasts sent to Groups/Channels 1 to 23 are considered Normal broadcasts. If two users begin a broadcast on the same group/channel at the same time, the phone with the lower serial number will continue to transmit while the other phone will enter the receiving state. By default, all phones are configured to receive broadcasts sent to Group/Channel 1.

Priority   By default, broadcasts sent to Group/Channel 24 are considered Priority broadcasts. A Priority broadcast will interrupt Normal broadcasts or active calls. All phones receive Priority broadcasts unless Do Not Disturb is enabled. Phones play Priority broadcasts at the phone's current audio level.

Emergency   By default, broadcasts sent to Group/Channel 25 are considered Emergency broadcasts. An Emergency broadcast will interrupt Normal broadcasts, Priority broadcasts, and active calls and plays out at near maximum volume even if Do Not Disturb is turned on.

Push-to-Talk Mode

Your system administrator can enable your phone to operate in a broadcast mode called Push-to-Talk (PTT). In order to send and receive PTT broadcasts, you have to subscribe to PTT channels.

PTT broadcasts are collaborative: you can transmit messages and listen to replies.

Sending and Receiving PTT Broadcasts

By default, you're subscribed to Channels 1, 24, and 25. This means that you can send and receive PTT broadcasts on Channels 1, 24, and 25.

When you end a PTT broadcast, the channel remains open and enters a waiting period. This waiting period gives people who received the broadcast a chance to respond. If no one responds within the waiting period, the channel closes.

Sending PTT Broadcasts

Before you can send a PTT broadcast, you need to choose a channel to broadcast on. Or, you can hold the **Talk** soft key to immediately begin broadcasting on Channel 1, the default channel.

You can change your default channel to any channel you want (see Updating the Default Channel). When you change the default channel, you're automatically subscribed to it.

To send a PTT broadcast:

1 From Lines view, tap **Talk**.

Timesaver: Automatically Sending a PTT Broadcast

To automatically send a PTT broadcast on the default channel, press and hold **Talk**, and go to step 3.

2 From the PTT Channels List screen, tap the channel to send the broadcast on.

The list displays the default channel, the most recent channel you sent a broadcast on, and other channels you can broadcast on.

3 To start the broadcast, press and hold **Talk**. Be sure to press **Talk** throughout the entire broadcast.

You'll hear a 'transmitting' beep, and then the phone will display the channel information such as the channel label.

4 Begin speaking.

> **Note: What Happens if I Release Talk During A Broadcast?**
>
> If you release **Talk** while you're sending the broadcast, the broadcast temporarily stops and enters a 10 second waiting period. During this period, the channel remains open to give people a chance to reply. At any time during the waiting period, you can resume your broadcast by pressing and holding **Talk**. If no one broadcasts during the waiting period, the channel closes and the broadcast ends.

5 When you finish your broadcast, do one of the following:

○ Release **Talk**.

or

○ Tap **End PTT**.

After you tap **End PTT** , you can immediately initiate another broadcast on another channel, even if the previous broadcast is still in its waiting period.

Receiving PTT Broadcasts

To receive a broadcast sent on a particular channel, you need to be subscribed to that channel. To subscribe to a channel, see Updating Channel Subscriptions.

How you receive a PTT broadcast depends on the broadcast priority, whether you're in an active call, or if you're allowed to receive broadcasts during active calls.

You'll receive broadcasts on the channels you're subscribed to as well as Channel 24 (the Priority channel) and Channel 25 (the Emergency channel). If you've enabled **Do Not Disturb** on your phone, you'll only receive Emergency broadcasts. Non-emergency broadcasts won't display or play on your phone.

When a broadcast ends, your phone emits an *end of transmission* beep and enters a 10 second waiting period. During this period, you can respond to the broadcast (see Replying to PTT Broadcasts).

Receiving PTT Broadcasts When You're Not in an Active Call

If you receive a broadcast and you're not in an active call, the broadcast immediately plays, regardless of the broadcast priority.

Receiving PTT Broadcasts During Active Calls

How you handle a broadcast when you're in an active call depends on the broadcast priority and if you're allowed to receive a broadcast when you're in an active call.

If the broadcast is a Normal broadcast:

• If your phone is set to receive broadcasts during active calls, the broadcast immediately plays. You'll hear both the original call and the broadcast. To listen to only the broadcast, hold or end the call.

- If your phone isn't allowed to receive broadcasts during active calls, the broadcast displays as a *Pending* broadcast. To listen to the broadcast, hold or end the call, or tap the broadcast, and tap **Accept**.

If the broadcast is a Priority or Emergency broadcast, the broadcast immediately plays. You'll hear both the original call and the broadcast. To listen to only the broadcast, hold or end the call.

Replying to PTT Broadcasts

When a broadcast ends, the broadcast enters a 10 second waiting period. During this period, the channel remains open to receive or send additional broadcasts.

During a waiting period, you can press and hold **Talk** and talk to all the people listening on the channel. When you finish talking, release **Talk**. The broadcast will enter another waiting period until someone broadcasts again. If no activity occurs within the waiting period, the channel closes and no more broadcasts can take place.

Ending PTT Broadcasts

You can end a PTT broadcast by releasing **Talk**, or by tapping **End PTT**. After you end a broadcast, the channel remains open so others can respond.

If you release **Talk** without tapping **End PTT**:

- You can resume the broadcast by pressing and holding **Talk**, if the broadcast is in a waiting period.

- You can't initiate another broadcast on another channel until the waiting period ends.

If you tap **End PTT**:

- You can't resume the broadcast by pressing and holding **Talk**.

- You can immediately initiate another broadcast on another channel.

Adjusting the Volume of PTT Broadcasts

You can adjust the volume of PTT broadcasts while they play. During a broadcast, press one of the Volume keys, ⊖▭⊕, to raise or lower the volume of the broadcast.

If you adjust the volume of a non-emergency broadcast, your phone retains the adjusted volume for all subsequent non-emergency broadcasts. However, only system administrators can adjust the volume level of an Emergency broadcast.

Changing Where Broadcasts are Played

While you send a broadcast, you can pick up the handset, or press 🔊 or ⭕, and continue speaking. You can also press 🎤 to mute your audio so that the people receiving your broadcast won't hear anything. This behavior is similar to a phone call.

When you listen to a broadcast, you can pick up the handset, or press 🔊 or ⭕, and continue listening to the broadcast.

Updating the Default Channel

If you press and hold **Talk**, your broadcast will automatically transmit on the default channel, Channel 1. If you want, you can change the default channel.

To update the default channel:

1 Tap **Settings** from Home view, and tap **Basic** > **Preferences** > **Paging/PTT Configuration** > **PTT Push to Talk**.

2 From the PTT Channel Configuration screen, tap **Default Channel**, and tap the number of the channel you want to use.

Updating Channel Subscriptions

You can subscribe to any channel that has been enabled by your administrator and appears in your channels list. When you subscribe to a channel, you can send and receive PTT broadcasts on that channel.

To subscribe to additional PTT channels:

1 Tap **Settings** from Home view, and tap **Basic** > **Preferences** > **Paging/PTT Configuration** > **PTT Push to Talk**.

2 From the PTT Channel Configuration screen, tap **Channel Subscriptions**.

From the Channel Subscriptions screen, tap the channel you want to subscribe to, and tap **Yes**. By default, you're subscribed to Channels 1, 24, and 25.

Allowing PTT Broadcasts to Play During Active Calls

The *Accept While Busy* option determines what happens when you're in a call and receive a PTT broadcast. If you enable the option, a PTT broadcast will interrupt telephone calls and you'll hear the audio of both the telephone call and the broadcast. If you disable the option, the incoming broadcast will be held in a *Pending* state—it won't disrupt the telephone call, and you won't hear the broadcast. To hear the PTT broadcast, tap the PTT broadcast and tap **Accept** (the telephone call will automatically be held). Or, hold or end the telephone call.

To allow or disallow PTT broadcasts to play during an active call:

1 Tap **Settings** from Home view, and tap **Basic** > **Preferences** > **Paging/PTT Configuration** > **PTT Push to Talk**.

2 From the PTT Channel Configuration screen, tap **Accept While Busy**, and enable or disable the setting. The default setting is Disabled. When enabled, your phone will accept and play broadcasts while you're in an active call. When disabled, your phone won't play broadcasts while you're in a call, but will hold them as *Pending* instead.

Group Paging Mode

Your phone may be enabled to operate in a broadcast mode called Group Paging mode. In this mode, you can broadcast one-way announcements to a specified group of phones, called a Paging Group. In Group Paging mode, users must subscribe to Paging Groups to send and receive pages.

Sending and Receiving Pages

To send and receive pages, you need to subscribe to certain paging groups. By default, you're subscribed to Paging Groups 1, 24, and 25. This means that you can send and receive pages to Paging Groups 1, 24, and 25.

Sending Pages

By default, when you send a group page, it's automatically sent to Paging Group 1. This is your default paging group.

You can change your default paging group to any group you want (see Updating the Default Paging Group). If you change your default paging group, you're automatically subscribed to it.

You can't send a Page-mode page while you're in an active call.

To send a page:

1 From Lines view, tap **Paging**.

	Timesaver: Automatically Sending a Page
	To automatically send a page to the default paging group, press and hold **Paging**, and go to step 3.

2 From the Paging Groups List screen, tap the paging group to send the page to.

3 To begin a page, tap **Page**.

Just before the page starts, you'll hear an alert tone, and then the page begins.

4 Begin speaking.

5 To end the page, tap **End Page**.

Receiving Pages

To receive a page sent to a particular paging group, you need to be subscribed to that group. To subscribe to a paging group, see Updating Paging Group Subscriptions.

How you receive a page depends on the priority of the page, whether you're in an active call, or if your phone is set to receive a page during an active call.

You'll receive pages on the paging groups you're subscribed to as well as Group 24 (Priority pages) and Group 25 (Emergency pages). If you enabled *Do Not Disturb*, you'll only receive Emergency pages. Non-emergency pages won't display or play on your phone.

Receiving Pages When You're Not in an Active Call

If you receive a page and you're not in an active call, the page immediately plays, regardless of the paging priority.

While a page plays, you can:

- Hold the page.

- End the page. This ends the page at your phone only.

- Place a new call.

Receiving Pages During Active Calls

How you handle a page when you're in an active call depends on the page priority and if you're allowed to receive a page when you're in an active call.

If the page is a Normal page:

- If your phone is allowed to receive pages during active calls, the page immediately plays. You'll hear both the original call and the page. To hear only the page, hold or end the call.

- If your phone isn't allowed to receive pages during active calls, the page displays as a *Pending* page. To listen to the page, tap the page, and tap **Accept**. Or, hold or end the call.

If the page is a Priority or Emergency page, the page immediately plays. You'll hear both the original call and the page. To hear just the page, hold or end the call.

Adjusting the Volume of Pages

You can adjust the volume of pages while they play. During a page, press one of the Volume keys, ⊝▭▭⊕, to raise or lower the page volume.

If you adjust the volume of a non-emergency page, your phone will use the adjusted volume for subsequent non-emergency pages. However, only your system administrator can change the volume of an Emergency page.

Changing Where Pages are Played

While you send a page, you can pick up the handset, or press 🔊 or ◉ and continue speaking. You can also press 🎤 to mute your audio so that the people receiving your page won't hear anything. This behavior is similar to a phone call.

When you receive a page, the page is always played through the phone's speakerphone—you can't play it through your handset or headset.

Updating the Default Paging Group

If you press and hold **Paging**, your page will automatically go to the default paging group, Paging Group 1. If you want, you can change the default paging group.

To update the default Paging Group:

1 Tap **Settings** from Home view, and tap **Basic** > **Preferences** > **Paging/PTT Configuration** > **Group Paging**.

2 From the Group Paging Configuration screen, tap **Default Group**, and tap a new paging group number. The default paging group is 1.

Updating Paging Group Subscriptions

By default, you're subscribed to Paging Groups 1, 24, and 25. This means that you can send pages to and receive pages sent to these groups. You can change which groups you're subscribed to. However, you can't disable your subscriptions to Paging Groups 24 and 25.

To update your Paging Group subscriptions:

1 Tap **Settings** from Home view, and tap **Basic** > **Preferences** > **Paging/PTT Configuration** > **Group Paging**.

2 From the Group Paging Configuration screen, tap **Group Subscriptions**.

3 From the Group Subscriptions screen, tap the group you want to subscribe to, and tap **Yes**.

Allowing Pages to Play During Active Calls

The *Accept While Busy* option determines what happens when you're in a call and receive a page. If you enable the option, a page will interrupt telephone calls and you'll hear the audio of both the telephone call and the page. If you disable the option, the incoming page will be held in a *Pending* state—it won't disrupt the telephone call, and you won't hear the page. To hear the page, tap the page and tap **Accept** (the telephone call will automatically be held). Or, hold or end the telephone call.

To allow or disallow pages to play during an active call:

1 Tap **Settings** from Home view, and tap **Basic** > **Preferences** > **Paging/PTT Configuration** > **Group Paging**.

2 From the Group Paging Configuration screen, scroll to **Accept While Busy**, and enable or disable the setting.

   The default setting is Disabled. When enabled, your phone will accept and play pages while you're in an active call. When disabled, your phone won't play pages while you're in a call, but will hold them as *Pending* instead.

Using the Calendar

If your phone is configured to connect to the Microsoft Exchange Server, you can view and join meetings scheduled in your Microsoft® Outlook® application from your phone.

If your phone is configured to connect to the Microsoft Exchange Server, and the Polycom® Conferencing for Microsoft® Outlook® software feature is installed at your site, you can schedule meetings using Polycom Conferencing for Outlook.

Your system administrator has assigned you login credentials—a domain, user name, and password—so you can access the Calendar from your phone. To use the Calendar feature, the phone must have your correct Login Credentials.

	Troubleshooting: What Happens if My Phone Has the Wrong Login Credentials?
	If your phone has incorrect Login Credentials, or you need to re-submit them, the following happens: - The message *Login Credentials have failed/Please update them if information is correct* displays on the screen. - An icon, 🔒 , displays under the time in the status bar to warn you that your credentials have failed. - The message *Invalid login credentials* scrolls under the time in the status bar. - The Calendar icon that displays on the Home screen won't be available. To learn more about your Login Credentials and how to re-submit or update them, see Accessing Features with Your Login Credentials.

	Troubleshooting: Why Doesn't the Calendar Display Anymore?
	If you don't see the Calendar icon in Home view, or you're not receiving meeting reminders, your phone may not be connected to the Microsoft Exchange Server. To re-connect to the server and use the Calendar feature again, tap **Settings** from Home view, and tap **Features** > **Calendar**. From the Calendar screen, tap **Connect to the server**.

	Note: Accessing the Calendar When the User Login Feature is Enabled
	If you log in to a phone that has the User Login feature enabled, and then want to access the Calendar, you'll need to re-enter your login credentials so that the Calendar will work. For information about entering your login credentials, see Accessing Features with Your Login Credentials.

Opening and Closing the Calendar

To open the calendar, tap **Calendar** from Home view. The Calendar's Day view displays (as shown next), showing your meetings for the day. From Day view, you can access additional Calendar views: Month View and Meeting view. To see Month view, tap 📅. To see Meeting view, tap a meeting.

To close the Calendar, press 🏠. Or, navigate to Month view by tapping 📅, and tap ⬅.

	Troubleshooting: Why Doesn't the Calendar Display?
🛠	If you tap **Calendar** from Home view, but the Calendar doesn't display, your Login Credentials may be incorrect. To re-submit or update your Login Credentials, see Accessing Features with Your Login Credentials.

Navigating Month View

To see Month view, tap 📅. Month view shows all the days in the month and displays a yellow dot next to the days that have meetings, as shown next. The current day is always indicated in red, unless it's selected—then it's highlighted in grey.

To navigate in Month view:

- To view the previous month, tap ≪.
- To view the next month, tap ≫.
- To select another day, tap the day.
- To close the Calendar and display the Home screen, tap ⬅ or press 🏠.

Tap to see
last month

Tap to close the
calendar

June

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

Tap to see next month

A grey highlight indicates a
selected day

A yellow dot indicates a
day with a meeting

A red day indicates today's
date
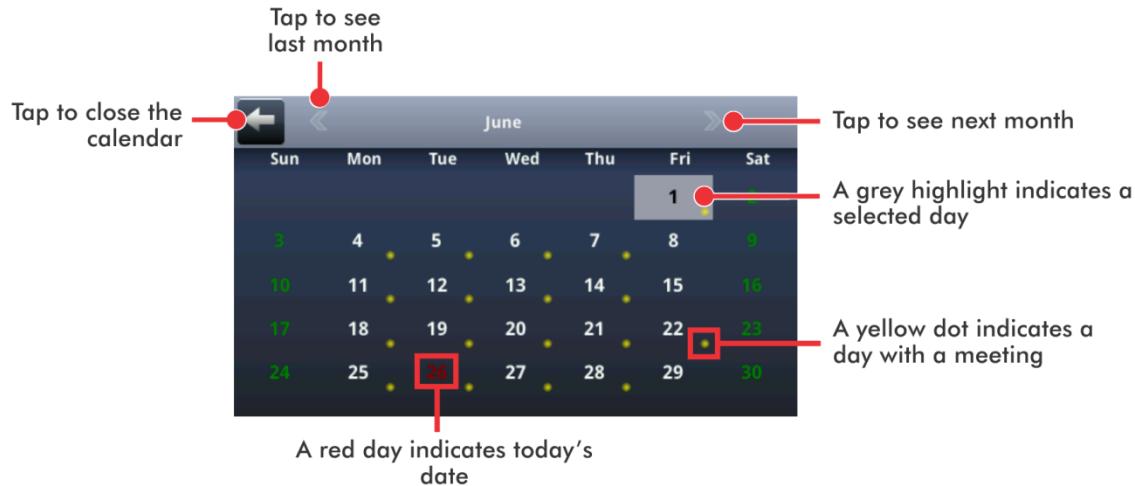
Navigating Day View

When you tap a day in Month view, Day view displays. Day view shows all the meetings scheduled for the selected day, including the time, subject, and location of each meeting, as shown next.

To navigate in Day view:

- To view the meetings for the previous day, tap ⟪ .
- To view the meetings for the next day, tap ⟫ .
- To view details for a specific meeting, tap the meeting.
- To see the day's meetings, scroll up and down.
- To return to Month view, tap ▦ .

Tap to see yesterday's meetings

Tap to see the
monthly
calendar

Today

9:00 AM	**Project Kick-Off**
9:30 AM	Conference Room1
10:00 AM	**Weekly Staff Meeting**
11:00 AM	Atrium
11:30 AM	**Report Review**
12:00 PM	Conference Room 2
12:00 PM	**Lunch Meeting**
1:30 PM	Cafeteria
2:00 PM	**Software Training**
3:30 PM	Board Room
3:30 PM	**Daily Review**

Tap to see tomorrow's
meetings

Tap a meeting to see
meeting details or to
join the meeting

Navigating Meeting View

You can view meeting details from Meeting view, as shown next. To see Meeting view, tap a meeting in Day view.

From Meeting view, you can:

- View the meeting's start and end time, location and organizer, required attendees, and meeting description.

- View the numbers that you can call to join the meeting.

- Tap a meeting number to join the meeting.

To navigate in Meeting view:

- To see the meeting details, scroll up or down.

- To return to Day view, tap ⬅.
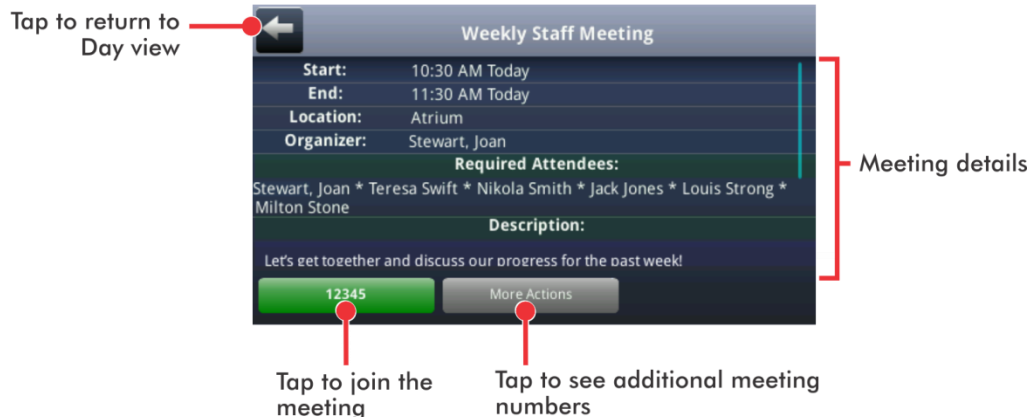
Working with Meeting Reminders

By default, your phone displays a meeting reminder 15 minutes before a meeting starts, as shown next. Every minute before the meeting starts, the phone will emit an alert tone and update the meeting timer. If a meeting starts, and you haven't joined in, the reminder will let you know that the meeting is overdue.

From the reminder, you can:

- Tap the meeting number (on the far-left of the reminder), to join the meeting.

- Tap **Detail** to view specific information about the meeting.

- Tap **Snooze** to temporarily remove the reminder from the screen, until the next scheduled reminder.

- Tap **Dismiss** to permanently remove the reminder from the screen and stop all future reminders for the meeting.

Tap to join the meeting — Tap to see meeting details — Tap to remove this reminder — Tap to remove all reminders for this meeting
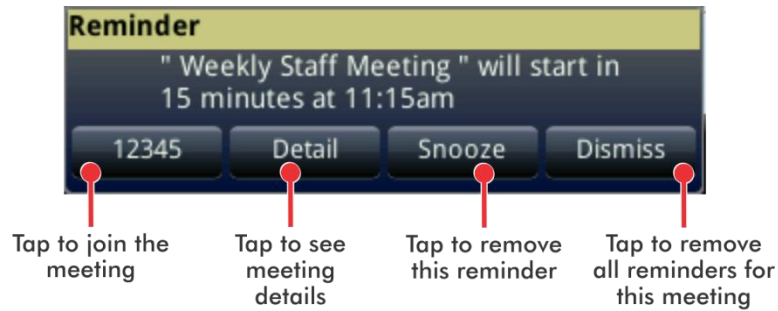
To enable or disable meeting reminders:

1 Tap Settings from Home view, and tap Basic > Preferences > Calendar Settings.

2 From the Calendar Settings screen, tap **Reminder**, and enable or disable the setting.

   The default setting is Enabled. When enabled, your phone will display reminders for all meetings. When disabled, the phone won't display reminders for any meeting.

Troubleshooting: Why Don't My Meeting Reminders Display?

If you've enabled meeting reminders, but your phone isn't displaying them, make sure that your Login Credentials are correct (see Accessing Features with Your Login Credentials).

Joining Meetings from the Calendar

You can join meetings from the Calendar in two ways:

- From a meeting reminder.
- From Meeting view.

To join a meeting from a meeting reminder:

- From the reminder, tap the meeting number that displays at the far-left of the reminder, as shown next.

If you want to use another number to join the meeting, and the meeting organizer has specified alternate meeting numbers you can call, tap **Detail** from the reminder, as shown next. The Calendar displays Meeting view, which may list alternate numbers you can call. To dial these numbers, tap **More Actions**, and tap one of the numbers.

Tap to join the meeting

Tap to see additional meeting numbers
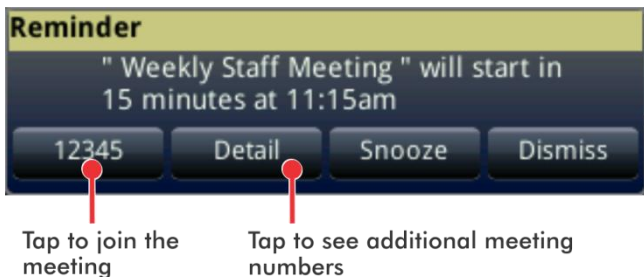
To join a meeting from Meeting view:

1 From Day view, tap the meeting you want to join.

2 From Meeting view, tap the meeting number, as shown next.

If you want to use another number to join the meeting, and the meeting organizer has specified alternate numbers you can call, tap **More Actions**, as shown next. A list of numbers that you can dial is displayed. To join the meeting, tap one of the numbers.

Tap to join the meeting

Tap to see additional meeting numbers
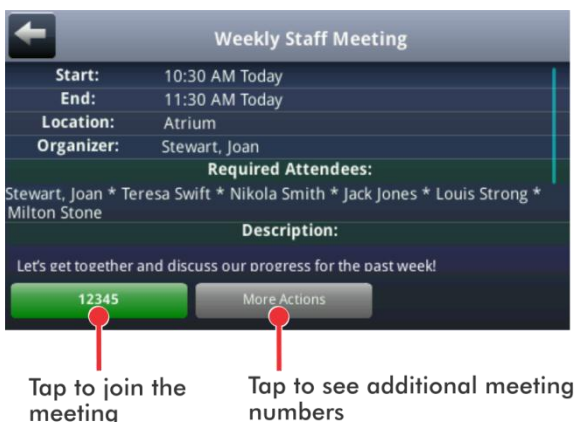
Using a Mouse and Keyboard with Your Phone

You can use your computer's mouse and keyboard to enter information and navigate screens on your phone. For example, you can enter phone numbers, contact directory information, and select touchscreen objects without using the phone's keypad or tapping the touchscreen. You can easily move the mouse pointer back and forth between your computer and your phone depending on your task.

Before you can use your mouse and keyboard with your phone, you need to make sure the Polycom Desktop Connector (PDC) application is installed and running on your computer. While the PDC application is running, you can move your mouse pointer back and forth between your computer and phone.

	Web Info: Detailed Information About Setting Up, Enabling, and Using PDC
	For more information about setting up and enabling the Polycom Desktop Connector, including how to use it to navigate and enter information on your phone, see Extend Your PC to Your Phone with the Polycom Desktop Connector (Feature Profile 52855).

Starting and Stopping Polycom Desktop Connector

Before you can start using your mouse and keyboard with your phone, you'll need to start the PDC application from your computer.

You can close the application at any time to prevent your mouse pointer from moving to the phone. If you stop it, you can restart it again at any time.

To start Polycom Desktop Connector:

1   From the Start Menu, select **Programs** > **Polycom** > **Polycom Desktop Connector**.

    After a few seconds, the Polycom Desktop Connector icon (shown next), displays in the Windows system tray, and the message *Allow remote control of device <MAC address of phone>* displays on the computer. This message displays only the first time the application is started.
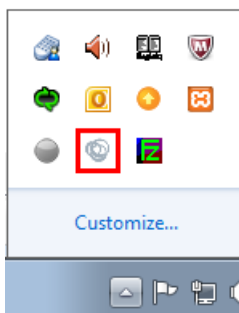
2   Click **OK**.

When your phone is configured correctly, the Polycom Desktop Connector turns red (shown next). When the red icon displays, the application is enabled and connected to your phone, and you'll be able to use your mouse and keyboard with your phone. If the icon doesn't change, contact your system administrator.
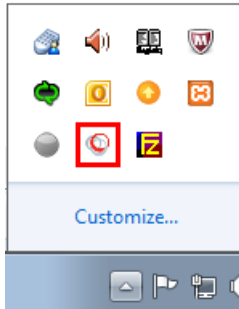
To quit Polycom Desktop Connector:

1 Right-click the red Polycom Desktop Connector icon in the Windows system tray, and select **Exit**.

2 The message *Are you sure you want to stop Polycom Desktop Connector Server* displays. Click **Ok** to confirm your action.

The icon is removed from the system tray and the application is terminated. You won't be able to use your mouse and keyboard with your phone.

> **Note: Do I Have to Start PDC Each Time I Restart My Computer?**
>
> Once you set up and start PDC on your computer, it will automatically start each time you restart your computer.

How to Use Your Computer's Mouse and Keyboard with Your Phone

When PDC is enabled, you can use your mouse and keyboard to navigate menus, make option selections, and enter text and numeric values as an alternative to using your phone's keypad interface. For example, you can use your mouse and/or keyboard to select and copy text from your computer and paste it into the editable fields on your phone's screen.

To display the mouse pointer on your phone's screen, drag the mouse pointer beyond the edge of your computer screen in the direction of your phone screen. When you see the mouse pointer on your phone screen, you can start selecting items, and entering data in fields that have a flashing cursor. To enter information on your computer again, drag the mouse pointer back to your computer screen.

> **Troubleshooting: Why Can't I Use My Computer Keyboard to Enter Information in Certain Fields?**
>
> If you can't use your computer keyboard to enter information in a field on your phone, check to see if the field has a flashing cursor. Entering information using your computer keyboard will only work if the field has a flashing cursor.

When you use your mouse and keyboard with your phone, you can do the following:

- Use your keyboard to enter information on your phone screen.
- Use the number keys above the alphabetic characters to enter numeric information such as phone numbers. If you enable the **Num Lock** function on your keyboard, you can also use the numeric keypad on your keyboard.
- Copy information from your computer screen and paste it onto your phone screen, using your keyboard's shortcuts to cut, copy, and paste. You can't copy information from your phone screen and paste it onto your computer screen.
- Copy and paste information between fields on your phone screen by right-clicking the field, and choosing a clipboard command such as **Cut** (**Ctrl+X**), **Copy** (**Ctrl+C**), and/or **Paste** (**Ctrl+V**).
- Use your mouse pointer to highlight information on the phone.
- Delete information on your phone by highlighting the information using your cursor and pressing the **Delete** or **Backspace** keys on your keyboard.
- Use the **Home** and **End** keys on your keyboard to position your cursor at the beginning or the end of fields on your phone.
- Use the **Arrow** keys to move within text fields.
- Hold the **Alt** + **Up Arrow** key to increase the volume, and the **Alt** + **Down Arrow** key to decrease the volume.
- Use the mouse scroll wheel to navigate through lists and menus.

> **Note: Placing Calls from Your Computer Keyboard**
>
> If you're using PDC, you can't place a call using the **New Call** soft key. To place a call, select **New Call** from Home view, enter the phone number, and select 📞 . Or, just enter the phone number and select 📞 .

You can also use the function keys on your keyboard to save time and be more productive. The function keys are mapped to features on your phone, as shown in the following table.

Press this on your keyboard...	To do this on your phone...
F1	Tap the left-most soft key
F2	Tap the second soft key from the left
F3	Tap the third soft key from the left
F4	Tap the fourth soft key from the left
F5	Tap the right-most soft key
F6	Press 🏠
F7	Open the Directories menu
F8	Open the Messages menu
F11	Open Applications
F12	Press 🔘
Alt+F2	Redial
Alt+F3	Transfer
Alt+F3	Conference
Alt+F6	Enable or disable Do Not Disturb
Alt+ F7	Enable or disable Microphone Mute (🎤)
Alt+F11	Press 🔊

Troubleshooting: Why Aren't My Mouse Pointer and Cursor Responding?

If your computer has multiple programs open or is in any way unresponsive, the mouse pointer or cursor may not respond as quickly on your phone. Try closing any unnecessary programs.

Logging into Phones

If your system administrator has set up the User Login feature, you can view your personal phone settings from any phone in the organization. This means you can access your contact directory and speed dials, as well as other phone settings, even as you temporarily change work areas.

If you change any settings while you're logged in to a phone, the settings are saved and displayed the next time you log in to a phone. When you log out, your personal phone settings no longer display.

You can log in to a phone by entering your user ID and password. Default passwords are preset at the factory to the numerals *123*.

	Note: Placing a Call from a Phone in the Logged-Out State
	If a phone is in the logged-out state and requires a user login, you may be able to use the phone to place emergency calls to standard emergency numbers, such as 911, and other pre-configured phone numbers. These numbers are configured by your administrator. For information on how to place authorized calls, see Placing Calls from Phones that are in the Logged-Out State.

If the User Login feature is set up on your company's phones, you'll need to know how to:

- Log in to a phone to access your personal phone settings.

- Log out of a phone after you finish using it.

- Place a call to an authorized number from a phone that is in the logged-out state and requires a user login.

- Change your user password.

Logging In and Out of a Phone

Depending if the User Login feature is enabled and required, you may or may not have to log in to the phone to use it. However, if you want to see your personal phone settings from the phone, you'll have to log in. If you don't log in, you'll see the phone's default phone profile.

While logged in, you'll have full access to your personal phone settings and your directory. After you log out of the phone, you'll no longer be able to view this information on the phone.

After you use a phone, be certain to log out of the phone to prevent access to your personal settings.

	Note: Accessing the Calendar When the User Login Feature is Enabled
	If you log in to a phone that has the User Login feature enabled, and then want to access features that require your login credentials, you'll need to re-enter your login credentials so that the features will work. For more information, see Accessing Features with Your Login Credentials.

To log in to a phone:

1 If the User Login screen is in view, go to step 2. If the User Login screen isn't in view, do one of the following:

   ○ From Lines view, tap **Log in**.

     or

   ○ Tap **Settings** from Home view, and tap **Features** > **User Login** > **Log in**.

2 From the User Login screen, enter your user ID and password, and tap **Log in**.

   Default passwords are preset at the factory to the numerals *123*. However, your system administrator may have changed this for security reasons.

If your login credentials are accepted, the phone updates to display your personal phone profile. If your credentials are not accepted, the message *User login failed* is displayed, and the User Login screen displays again. If you need to confirm your credentials, ask your system administrator.

To log out of a phone:

1 From Lines view, tap **Log out**. Or, tap **Settings** from Home view, and tap **Features** > **User Login** > **Log out**.

   The Logout screen displays with a confirmation message.

2 Tap **Yes**.

Your personal profile is no longer accessible, and the phone displays either the User Login screen for the next user login, or the default phone profile for anonymous users.

Placing Calls from Phones that are in the Logged-Out State

If a phone doesn't require a user login, you can use the phone to place calls to any number, even though the phone may be in the logged-out state.

If a phone requires a user login, you may be able to place calls to authorized numbers when the phone is in the logged-out state. If your system administrator has set up emergency numbers on the phone, you can place calls to the standard emergency number, such as 911, and up to five other authorized numbers. You won't be able to call any other numbers until you log in to the phone.

To place a call to an authorized number from a phone in the logged-out state:

1 Tap **New Call**.

2 From the Place an Authorized Call screen, tap the number you want to call, and tap **Dial**.

Changing Your Password

You can change your password from any phone that you're currently logged in to.

To change your user password:

1   Log in to any phone on your network.

2   Tap **Settings** from Home view, and tap **Features** > **User Login** > **Change User Login Password**.

3   From the Change User Login Password screen, enter your old password, enter a new password and confirm it, and then tap **Enter**.

Your password is changed. The next time you log in to a phone, you'll need to enter this password.

Locking the Phone

Lock your phone to do the following:

- Prevent unauthorized outgoing calls.

- Allow only authorized people to answer calls.

- Prevent people from viewing or modifying phone information, such as your directory, call lists, or favorites.

When your phone is locked:

- You can only make an outgoing call to a number from a list of authorized numbers.

- You must enter a password to answer incoming calls.

- All keys and screen items are disabled, except those that allow you to unlock the phone, make an authorized call, or view the browser if enabled.

- The messages *The phone is locked* and *Authorized calls only* scroll on the status bar in Lines view. Messages that displayed before the phone was locked don't display.

You can unlock the phone by entering your user password. If your phone restarts for any reason while it's locked, it will be locked when the phone restarts unless your phone is configured to start up unlocked.

About Your User Password

You are assigned a user password so you can answer calls from your locked phone and unlock the phone. By default, your user password is *123*. You can change your user password at any time.

To change your user password:

1   Tap **Settings** from Home view, and tap **Advanced**.

2   From the Password screen, enter your user password, and tap **Enter**.

3   From the Advanced screen, tap **Change User Password**.

4   From the Change User Password screen, enter your password information, and tap **Enter**.

Locking and Unlocking Your Phone

You can choose how you want your phone to handle incoming calls when it is locked. If you set up your phone to allow incoming calls when it is locked (the default setting), incoming calls will ring on your phone, and you can answer calls by entering your user password. If you set up your phone to ignore incoming calls, Do Not Disturb will be applied to all lines on your phone, and your phone won't ring.

To lock your phone:

1   Tap **Settings** from Home view, and tap **Basic** > **Lock Phone**.

2   From the Lock Phone screen, select how you want incoming calls handled when your phone is locked. The default setting is *Allow ringing when locked*.

○   **Allow ringing when locked**—Select this option if you want your phone to ring when you have an incoming call. If you choose this option, you can answer a call by entering your password.

○   **DND when locked**—Select this option if you don't want your phone to ring. You won't have the option to answer incoming calls. All incoming calls will go to your voicemail system (if enabled) and display as a missed call in your Recent Calls list. Note that enabling this option on shared lines disables ringing only. You will still see a visual notification of the call and have the option to answer it.

3   Tap **Lock**.

Your phone is locked.

	Timesaver: A Quick Way to Lock Your Phone
	Your phone may be set up so that you can quickly lock it by tapping **Lock** from Lines view. If you do this, however, you can't choose how to handle incoming calls. Your phone will use the default setting—*Allow ringing when locked*—or the last setting you selected.

To unlock your phone:

1   Tap **Unlock**.

2   Enter your user password, and tap **Enter**.

The phone unlocks.

Calling and Answering from a Locked Phone

From a locked phone, anyone can dial the standard emergency number, such as 911, and up to five other authorized numbers that an administrator can set up. You can't call any other numbers from a locked phone. If you set up your phone so you can answer incoming calls when your phone is locked, you can answer calls by entering your user password.

To call an authorized number from a locked phone:

- Do one of the following:

    ○ Tap **New Call**. From the Place an Authorized Call screen, tap the number you want to call, and tap **Dial**.

    or

    ○ Place a call to an authorized number by using the handset, headset, or speakerphone.

The call is placed.

To answer a call on a locked phone:

1 From the Incoming Call window, tap **Answer**.

2 Enter your user password, and tap **Enter**.

The call connects.

Accessing Features with Your Login Credentials

Your system administrator will assign you login credentials—a domain, user name, and password—so your phone can access the Calendar feature or work with Microsoft Lync Server. If there is a problem with your login credentials, you won't be able to access your phone's Calendar or use features associated with Microsoft Lync Server. When your phone has incorrect login credentials, the following happens:

- An icon, , displays on the status bar. If you have a VVX 600, you can tap the icon to access the Login Credentials screen.

- The message *Login Credentials have failed/Please update them if information is incorrect* displays for 10 seconds.

- Your phone will have a Warning message. For information about phone Warnings, see Investigating Phone Warnings.

To access the features again, re-submit or enter your login credentials.

> **Note: Accessing the Calendar when the User Login Feature is Enabled**
>
> If you log in to a phone that has the User Login feature enabled, and then want to access features that require your login credentials, you'll need to re-enter your login credentials so that the features will work.

To re-submit or enter your login credentials:

1 Tap **Settings** from Home view, and tap **Basic** > **Login Credentials**.

2 From the Login Credentials screen, tap **Submit**.

Your credentials are re-submitted and you have access to the feature(s) again.

> **Troubleshooting: What Happens if I Can't Access Features?**
>
> If you still don't have access to the feature(s), try entering your credentials, and tapping **Submit**. If you still don't have access, or you lock your account, see your system administrator.

Chapter 4: Customizing the Phone's Display

In the previous chapters, you learned how to customize calls—such as how to change call volume, forward incoming calls in a special way, or divert calls from a contact. But what if you want to customize the touchscreen display? This chapter shows you how you can customize the display so that it's unique to you. Basic customizations include changing the time and date format and updating the screen brightness. If you want to get fancy, you can set up a screen saver or use your phone as a digital picture frame.

In this chapter, you'll learn how to do the following:

- 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. The language on your phone updates automatically.

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 the display flashes, or 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.

The following figure shows the default display for the time and date.
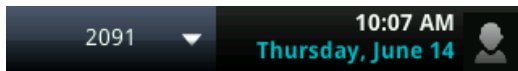
To update the time and date display:

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

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

   ○ To change the date format, tap **Clock Date**.

   ○ To change the time format, tap **Clock Time**.

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

3 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** (or drag your finger along the slider) 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 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 background, named *Default*, is available. If you want, you can use a picture of your own as the background image. For more information, see Using One of Your Own Pictures as the Background Picture.

Web Info: Adding a Web Page as the Background on Your Phone

You may be able to add a Web page as the background on your phone. For more information, see Branding Your Polycom Phone (Best Practices 75556).

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*.
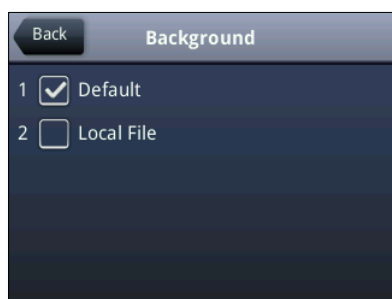
2 Tap the background image you want.

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.

> **Note: Restrictions for Background Images**
>
> When you use one of your own pictures as the background image, keep in mind the following:
> - Progressive or multiscan JPEG images are not supported.
> - The phone screen size is 320 x 240 pixels (for the VVX 500) and 480 x 272 (for the VVX 600). Smaller images will be centered and surrounded with black space. Larger images will be scaled proportionally to fit the screen. Horizontal or vertical black bars may be added to preserve the original aspect ratio.

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

Another way to personalize your phone is to use the pictures stored on a USB flash drive as a screen saver. 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.

> **User Tip: Using Your Phone as a Digital Picture Frame**
>
> If you wish, you can use the Picture Frame feature to set a single picture to display, or have all pictures display in slide-show style. This avoids the need for you to set up a screen saver that automatically starts each time your phone is idle a certain amount of time. For more information, see Using the Phone as a Digital Picture Frame.

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.

> **Web Info: Supported USB Flash Drives**
>
> For a list of supported USB flash drives, see Supported USB Devices for Polycom Phones (Technical Bulletin 38084).

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 pixels

2 Attach the USB flash drive to your phone.

The USB icon, , displays on the status bar.

Web Info: How Do I Attach a USB Flash Drive?

For information on how to attach a USB flash drive, see the *Quick Start Guide* for your phone, available by navigating to your phone from the Business Media Phones Web page.

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. 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 Digital 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. 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.

For information on how to place pictures on a USB flash drive, connect the USB flash drive to your phone, and specify a folder, see Displaying Screen Savers.

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.
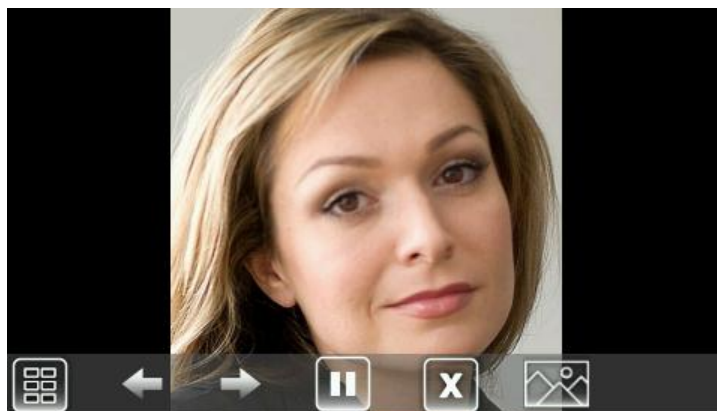
Tap an icon to do the following:

Tap this…	To do this…
	View thumbnails of your pictures.
	View the previous picture.
	View the next picture.
	Pause and display the current picture only.
	After you've paused, display the pictures one-by-one again.
	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).
	Set the picture that currently displays as the background picture for your phone.

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.

	User Tip: Determining Which Idle Timeout Applies
	If you press a key or tap the screen, the idle timeout period that applies (User Input Idle Timeout or Office Hours/Off Hours Idle Timeout) will be the timeout with the highest value.

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**.

Chapter 5: Administrative Tasks

If your phone is unable to operate properly, you may have to investigate or troubleshoot issues. To solve issues, your administrator may ask you to restart your phone, update the phone's configuration, or test phone hardware. This chapter shows you how to perform all these tasks.

Investigating Phone Warnings

If your phone is unable to perform certain tasks, a warning icon, , will display in the status bar, as shown next. The warning icon lets you know that your phone has one or more important issues. You can view details about the issues from the Warnings screen. If you have a VVX 600, the icon will have a counter indicating the number of warning messages you have, and you can tap the icon to automatically view the messages.

To view a detailed list of phone issues:

- Tap **Settings** from Home view, and tap **Status** > **Diagnostics** > **Warnings**.

    The Warnings screen displays (as shown next), listing any phone issues.
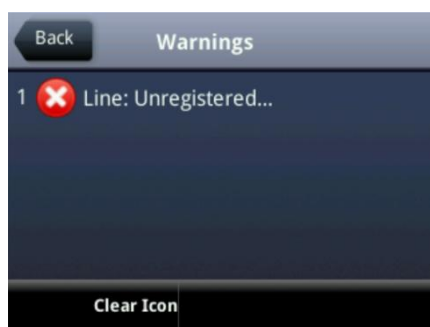
After you view the phone warnings, you can tap **Clear Icon** to remove the warning icon from the status bar. However, the warning will still display in the Warnings list until the phone issue is fixed.

Each time your phone has a warning that you haven't viewed, the Warning icon displays.

Restarting the Phone

Your system administrator may ask you to restart your phone if your phone malfunctions or to assist in troubleshooting.

⚠	Caution: Restarting Your Phone
	• Before you restart your phone, contact your system administrator. If your phone is malfunctioning, you may be able to restore normal operation without restarting the phone. In addition, your administrator may want to troubleshoot your phone before you restart it. • If you need to update your phone's configuration, don't restart your phone. To update the phone's configuration, see Updating Phone Configuration.

To restart the phone:

1 Tap **Settings** from Home view, and tap **Basic** > **Restart Phone**.

   The message *Are you sure?* displays.

2 If you still want to restart the phone, tap **Yes**.

The restart process begins. The process ends when the default Home screen displays.

Updating Phone Configuration

Your system administrator may ask you to update your phone configuration. You may be able to do this without restarting your phone.

To update your phone's configuration:

1 Tap **Settings** from Home view, and tap **Basic** > **Update Configuration**.

   The message *Are you sure?* displays.

2 To update the configuration, tap **Yes**.

The configuration is updated. Your phone may restart, depending on the phone settings that have changed.

Testing Phone Hardware

Your system administrator may ask you to access a diagnostics menu on your phone to test your phone hardware. You can test your phone's microphones, speaker, handset, third-party headset (if present), keypad mappings, touchscreen, and LEDs . See your system administrator for instructions on how to perform these tests.

To test your phone hardware:

1 Tap **Settings** from Home view, and tap **Status** > **Diagnostics** > **Test Hardware**.

2 From the Test Hardware screen, tap one of the following:

- **Audio Diagnostics**
- **Keypad Diagnostics**
- **Display Diagnostics**
- **Touch Screen Diagnostics**
- **Brightness Diagnostics**
- **LED Diagnostics**

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- Acts of third parties, acts of God, accident, fire, lightening, power surges or outages, or other hazards.

Warranty Exclusive

IF A POLYCOM PRODUCT DOES NOT OPERATE AS WARRANTED ABOVE, CUSTOMER'S SOLE REMEDY FOR BREACH OF THAT WARRANTY SHALL BE REPAIR, REPLACEMENT, OR REFUND OF THE PURCHASE PRICE PAID, AT POLYCOM'S OPTION. TO THE FULL EXTENT ALLOWED BY LAW, THE FOREGOING WARRANTIES AND REMEDIES ARE EXCLUSIVE AND ARE IN LIEU OF ALL OTHER WARRANTIES, TERMS, OR CONDITIONS, EXPRESS OR IMPLIED, EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES, TERMS, OR CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, SATISFACTORY QUALITY, CORRESPONDENCE WITH DESCRIPTION, AND NON-INFRINGEMENT, ALL OF WHICH ARE EXPRESSLY DISCLAIMED. POLYCOM NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY OTHER LIABILITY IN CONNECTION WITH THE SALE, INSTALLATION, MAINTENANCE OR USE OF ITS PRODUCTS.

Safety, Compliance, and Disposal Information

Part 15 FCC Rules

This device is compliant with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- This device may not cause harmful interference, and

- This device must accept any interferences received, including interference that may cause undesired operation.

Class B Digital Device or Peripheral

Note: This equipment is tested and complies with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.

- Increase the separation between the equipment and receiver.

- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

- Consult the dealer or an experienced radio/TV technician for help.

Modifications

In accordance with Part 15 of the FCC Rules, the user is cautioned that any changes or modifications not expressly approved by Polycom, Inc. could void the user's authority to operate the equipment. This equipment may not be used on a coin service or party line.

Installation Instructions

Installation must be performed in accordance with all relevant national wiring rules.

L'Installation doit être exécutée conformément à tous les règlements nationaux applicable au filage électrique.

When using Power over Ethernet (PoE), the equipment is to be connected only to PoE networks without connections to the outside plant.

Polycom® VVX® 500 and Polycom® VVX® 600 Business Media Phones User Guide

Plug Acts as Disconnect Device

The socket outlet to which this apparatus is connected must be installed near the equipment and must always be readily accessible.

La prise électrique à laquelle l'appareil est branché doit être installée près de l'équipement et doit toujours être facilement accessible.

Industry Canada (IC)

This Class [B] digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe [B] est conforme à la norme NMB-003 du Canada.

CE and VCCI Mark

The VVX 500 and VVX 600 phone are marked with the CE mark. This mark indicates compliance with EC Directive 1999/5/EC. A full copy of the Declaration of Conformity can be obtained from Polycom Ltd., 270 Bath Road, Slough, Berkshire, SL1 4DX, UK.

CE Mark R & TTE Directive (EU only)

Česky [Czech]: Polycom (UK) Ltd tímto prohlašuje, že tento VVX 500/VVX 600 je ve shodě se základními požadavky a dalšími příslušnými ustanoveními směrnice 1999/5/ES.

Dansk [Danish]: Undertegnede Polycom (UK) Ltd erklærer herved, at følgende udstyr VVX 500/VVX 600 overholder de væsentlige krav og øvrige relevante krav i direktiv 1999/5/EF.

Deutsch [German]: Hiermit erklärt Polycom (UK) Ltd, dass sich das Gerät VVX 500/VVX 600 in Übereinstimmung mit den grundlegenden Anforderungen und den übrigen einschlägigen Bestimmungen der Richtlinie 1999/5/EG befindet.

Eesti [Estonian]: Käesolevaga kinnitab Polycom (UK) Ltd seadme VVX 500/VVX 600 vastavust direktiivi 1999/5/EÜ põhinõuetele ja nimetatud direktiivist tulenevatele teistele asjakohastele sätetele.

English: Hereby, Polycom (UK) Ltd. declares that this VVX 500/VVX 600 is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

Español [Spanish]: Por medio de la presente Polycom (UK) Ltd declara que el VVX 500/VVX 600 cumple con los requisitos esenciales y cualesquiera otras disposiciones aplicables o exigibles de la Directiva 1999/5/CE.

Ελληνική [Greek]: ΜΕ ΤΗΝ ΠΑΡΟΥΣΑ Polycom (UK) Ltd ΔΗΛΩΝΕΙ ΟΤΙ VVX 500/VVX 600 ΣΥΜΜΟΡΦΩΝΕΤΑΙ ΠΡΟΣ ΤΙΣ ΟΥΣΙΩΔΕΙΣ ΑΠΑΙΤΗΣΕΙΣ ΚΑΙ ΤΙΣ ΛΟΙΠΕΣ ΣΧΕΤΙΚΕΣ ΔΙΑΤΑΞΕΙΣ ΤΗΣ ΟΔΗΓΙΑΣ 1999/5/ΕΚ.

Français [French]: Par la présente Polycom (UK) Ltd déclare que l'appareil VVX 500/VVX 600 est conforme aux exigences essentielles et aux autres dispositions pertinentes de la directive 1999/5/CE.

Italiano [Italian]: Con la presente Polycom (UK) Ltd dichiara che questo VVX 500/VVX 600 è conforme ai requisiti essenziali ed alle altre disposizioni pertinenti stabilite dalla direttiva 1999/5/CE.

Íslenska (Icelandic): Hér með lýsir Polycom (UK) Ltd yfir því að VVX 500/VVX 600 er í samræmi við grunnkröfur og aðrar kröfur, sem gerðar eru í tilskipun 1999/5/EC

Latviski [Latvian]: Ar šo Polycom (UK) Ltd deklarē, ka VVX 500/VVX 600 atbilst Direktīvas 1999/5/EK būtiskajām prasībām un citiem ar to saistītajiem noteikumiem.

Lietuvių [Lithuanian]: Šiuo Polycom (UK) Ltd deklaruoja, kad šis VVX 500/VVX 600 atitinka esminius reikalavimus ir kitas 1999/5/EB Direktyvos nuostatas.

Nederlands [Dutch]: Hierbij verklaart Polycom (UK) Ltd dat het toestel VVX 500/VVX 600 in overeenstemming is met de essentiële eisen en de andere relevante bepalingen van richtlijn 1999/5/EG.

Malti [Maltese]: Hawnhekk, Polycom (UK) Ltd, jiddikjara li dan VVX 500/VVX 600 jikkonforma mal-ħtiġijiet essenzjali u ma provvedimenti oħrajn relevanti li hemm fid-Dirrettiva 1999/5/EC.

Magyar [Hungarian]: Alulírott, Polycom (UK) Ltd nyilatkozom, hogy a VVX 500/VVX 600 megfelel a vonatkozó alapvetõ követelményeknek és az 1999/5/EC irányelv egyéb elõírásainak.

Norsk [Norwegian]: Polycom (UK) Ltd erklærer herved at utstyret VVX 500/VVX 600 er i samsvar med de grunnleggende krav og øvrige relevante krav i direktiv 1999/5/EF.

Polski [Polish]: Niniejszym Polycom (UK) Ltd oświadcza, że VVX 500/VVX 600 jest zgodne z zasadniczymi wymaganiami oraz innymi stosownymi postanowieniami Dyrektywy 1999/5/WE

Português [Portuguese]: Polycom (UK) Ltd declara que este VVX 500/VVX 600 está conforme com os requisitos essenciais e outras disposições da Directiva 1999/5/CE.

Slovensko [Slovenian]: Polycom (UK) Ltd izjavlja, da je ta VVX 500/VVX 600 v skladu z bistvenimi zahtevami in ostalimi relevantnimi določili direktive 1999/5/ES.

Slovensky [Slovak]: Polycom (UK) Ltd týmto vyhlasuje, že VVX 500/VVX 600 spĺňa základné požiadavky a všetky príslušné ustanovenia Smernice 1999/5/ES.

Suomi [Finnish]: Polycom (UK) Ltd vakuuttaa täten että VVX 500/VVX 600 tyyppinen laite on direktiivin 1999/5/EY oleellisten vaatimusten ja sitä koskevien direktiivin muiden ehtojen mukainen.

Svenska [Swedish]: Härmed intygar Polycom (UK) Ltd att denna VVX 500/VVX 600 står I överensstämmelse med de väsentliga egenskapskrav och övriga relevanta bestämmelser som framgår av direktiv 1999/5/EG.

この装置は、クラスＢ情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。
取扱説明書に従って正しい取り扱いをして下さい。　　　　ＶＣＣＩ－Ｂ

WARNING Electrical Safety

To avoid electric shock, do not connect safety extra low voltage (SELV) circuits to teleconference station network (TNV) circuits. LAN ports contain SELV circuit, and WAN ports contain TNV circuits. Some LAN and WAN ports both use RJ-45 connectors. Use caution when connecting cables.

This product is rated 48Vdc, 0.375A. When used with the optional external power supply (PSC18U-480, or similar rated PSU), the power supply shall be a Listed power supply with a LPS output, rated 48V, min. 0.38A.

Russian Compliance

VVX 500: Ministry of Information Technologies & Communication of the Russian Federation – Declaration of Conformity. Д- СПД-5520 valid until 15/11/2014.

New Zealand Telepermit

VVX 500: PTC 220/11/098

VVX 600: PTC 220/12/058

Special Conditions for this User Guide

- **PTC General Warning**

   The grant of a Telepermit for any item of terminal equipment indicates only that Telecom has accepted that the item complies with minimum conditions for connection to its network. It indicates no endorsement of the product by Telecom, nor does it provide any sort of warranty. Above all, it provides no assurance that any item will work correctly in all respects with another item of Telepermitted equipment of a different make or model, nor does it imply that any product is compatible with all of Telecom's network services.

- **Echo Cancellation**

   Echo cancellers are not normally required in the Telecom PSTN because geographic delays are acceptable where CPE return loss is maintained within Telepermit limits. However, those private networks making use of Voice over IP technology are required to provide echo cancellation for all voice calls. The combined effect of audio / VoIP conversion delay and IP routing delay can cause the echo cancellation time of 64 mS or more to be required.

- **Software Versions in the Polycom VVX 500 and Polycom VVX 600 VoIP Desktop Telephones When Used on the Telecom Network**
   - » The Polycom VVX 500 must be equipped with the software installed during the PTC testing (version 6.4.1.0008) for compliance to be guaranteed.
   - » The Polycom VVX 600 must be equipped with the software installed during the PTC testing (version 4.1.0.xxxx) for compliance to be guaranteed.

Australia

> Warning
> This equipment will not operate when mains power fails

WARNING FOR ALL POLCOM PHONES THAT USE HANDSETS

With respect to section 5.4.3.11 of the Australian Communications Authority as Telecommunications Technical Standard AS/ACIF S004 2006:

You should be aware that, under certain operating conditions, the handset earpiece may retain small metallic objects. If this occurs, these objects should be removed before using the handset.

Operating Ambient Temperatures

- Operating temperature: +32 to 104°F (0 to 40°C)

- Relative humidity: 5% to 95%, noncondensing

- Storage temperature: -40 to +160°F (-40 to +70°C)

Hearing Aid Compatibility (HAC)

This product is hearing aid compatible.

Waste Electrical and Electronic Equipment (WEEE)

All Polycom products that fall within the scope of the EU WEEE Directive carry the crossed wheelie bin symbol which advises customers not to recycle electronic products in the domestic waste stream but to recycle them safely as e-waste.

Restriction of Hazardous Substances Directive (RoHS)

All Polycom products comply with the requirements of the EU RoHS Directive. Statements of compliance can be obtained by contacting TypeApproval@polycom.com.

Polycom Take Back

In addition to any mandated take back requirement, Polycom offers free recycling of its branded products to business users. Detailed information is available at http://www.polycom.com/company/about-us/recycle-program.html.

Applies to VVX 600 Phones Only

Radiation Exposure Statement: The antenna used for this transmitter must be installed to provide a separation distance of at least 20 centimeters from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter.

FCC Radiation Exposure Statement: This portable device with its antenna complies with FCC's RF radiation exposure limits set forth for an uncontrolled environment. To maintain compliance this

transmitter must not be co-located or operating in conjunction with any other antenna or transmitter. FCC registration number: M72-VVX600.

This device complies with RSS-210 of Industry Canada. Operation is subject to the following two conditions: 1) This device may not cause interference, and 2) this device must accept any interference, including interference that may cause undesired operation of the device. Privacy of communications may not be ensured when using this telephone. Certification Number IC: 1849C-VVX600.

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3. SUPPORT SERVICES.

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4. TERMINATION.

Without prejudice to any other rights, Polycom may terminate this Agreement if you fail to comply with any of the terms and conditions of this Agreement. In such event, you must destroy all copies of the Software Product and all of its component parts. You may terminate this Agreement at any time by destroying the Software Product and all of its component parts.

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6. WARRANTY AND WARRANTY EXCLUSIONS.

6.1   Limited Warranty. Polycom warrants that (a) the Software Product will perform substantially in accordance with the accompanying documentation for a period of ninety (90) from the date of receipt by you, and (b) any Support Services provided by Polycom shall be substantially as described in applicable written materials provided to you by Polycom, and Polycom support engineers will make commercially reasonable efforts to solve any problem issues. Polycom does not warrant that your use of the Software Product will be uninterrupted or error free, or that all defects in the Software Product will be corrected. Polycom's sole obligation under this express warranty shall be, at Polycom's option and expense, to refund the purchase price paid by you for any defective software product which is returned to Polycom with a copy of your receipt, or to replace any defective media with software which substantially conforms to applicable Polycom published specifications. Any replacement Software Product will be warranted for the remainder of the original warranty period or thirty (30) days, whichever is longer.

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10.1 Governing Law. This Agreement shall be governed by the laws of the State of California, as such laws are applied to agreements entered into and to be performed entirely within California between California residents, and by the laws of the United States. The United Nations Convention on Contracts for the International Sale of Goods (1980) is hereby excluded in its entirety from application to this Agreement.

10.2 General. This Agreement represents the complete agreement concerning this license and may be amended only by a writing executed by both parties. If any provision of this Agreement is held to be unenforceable, such provision shall be reformed only to the extent necessary to make it enforceable.

10.3 Contact. If you have any questions concerning this Agreement, or if you desire to contact Polycom for any reason, please contact the Polycom office serving your country.

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