Polycom® VVX® 500 Business Media Phone
Quick User Guide

For phones running Polycom® UC Software 4.0.1 or later

Basic Phone Features
Customizing Your Phone

Applies to phones running SIP 3.0.2 or later

For detailed information please consult the Star2Star Phone and Features Guide, available for view/download via the Star2Star Knowledge Base at:

https://support.star2star.com/

Touch Screen

Tap to select and highlight screen items. To scroll, touch the screen, and swipe your finger up, down, right, or left.

To go back to a previous screen, tap **Back**.

Phone Views

Your phone has four main Views: Home, Calls, Active Call, and Lines View (the default).

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.

Home View

Home View displays icons you can tap to access phone functions.

Touch and hold ▣ to display fewer icons. Touch and hold ▣ or swipe the screen to display more icons.

From Home View, tap the phone Line to display your phone Lines and Favorites (Contacts you may dial by tapping their name). To go back, tap **Close**

Lines View

Lines View displays phone Lines, Favorites and soft keys.

If your phone is idle, you can:

Tap the phone Line to access the Dialer.

Swipe to switch between Lines View and the Browser (if applicable).

Calls View

Calls View displays a list of all your calls.

Call color indicates call status:
Dark green: Active call
Dark blue: Incoming and held calls
Bright green: Active call is highlighted
Bright blue: Incoming or held call is highlighted

Tap a call to highlight it. The soft keys apply to the highlighted call.

Active Call View

If a phone Line has only one call and it is active, you may access Active Call View

Entering Data

Use the onscreen keyboard or the dial pad keys to enter information. To

backspace, tap ⌫

To use the onscreen keyboard, tap ▦

To type with the dial pad keys, press a key repeatedly to view the character options and stop to select.
To type other characters, tap **Encoding** or **Mode**. When using the dial pad keys, use the **1**, *****, **0**, and **#** keys.

Calls

Only one call can be active at one time.

You may use the handset, speakerphone or headset for calls. During a call, you can change modes by picking up the handset or by pressing ⊙ or ⊙.

Returning to your calls:
If you navigate away from your call(s), tap to see Active Call or Calls View again.

Placing Calls:

Pick up the handset, or press ⊙ or ⊙. Enter the phone number and tap ☎

From **Lines View**: Tap the phone Line, enter the phone number and tap ☎

From **Home View**: Tap **New Call**, enter the phone number and tap ☎

Note: You may place calls quickly by tapping a recent call or Favorite, or tap a contact's phone number in the Contact Directory.

Answering calls:

Press ⊙ or tap **Answer**, pick up the handset or press ⊙.

To answer a new call while on an active call, tap **Answer**. The current call will be held.

Ending calls:
To end an active call, replace the handset, press ⊙ or ⊙. Or, tap **End Call**

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D Keegan

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