



## Polycom® VVX® 501 and Polycom® VVX® 601 Business Media Phones

### Quick User Guide

For use with Polycom® UC Software 4.1.2

The information in this guide applies to both the Polycom® VVX® 501 and Polycom® VVX® 601 Business Media Phones. Note that configurations vary and the screen displays used in this guide may not reflect those on your phone. See your system administrator for more information. For detailed information on how to use your phone, see the Polycom VVX 501 and Polycom VVX 601 Business Media Phones User Guide, available by navigating to your phone's Support page from the [Business Media Phones](#) Support page.

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### About the Touchscreen

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

### Phone Views

Your phone has four main Views: Home, Calls, Active Call, and Lines view (the default). You can access Home and Lines view at any time. If your phone has one or more calls, you can also access Calls or Active Call view.

To change Views:

- Tap Home view, press .
- From Home view, press  to alternate between Home and Lines view, or, if you have one or more calls, between Home and either Calls or Active Call view.
- To switch between Lines 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 the Page Indicator (shown next) to display more or fewer icons. You can also swipe the screen to display more icons.



From Home view, tap the phone icon to display your phone Lines and Favorites (shown next). To go back, tap **Done** (shown next).



### Lines View

Lines view displays phone Lines, Favorites, and soft keys.



If your phone is idle, you can:

- Tap the phone icon to access the Dialer.
- Swipe to switch between Lines view and the Browser (if enabled on your phone).

### Active Call View

If your phone only has one call—and it's active—you can access Active Call view.



### Calls View

If your phone has multiple calls, or one held call, you can access Calls view.



Call color indicates status:

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

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

### Entering Data

Use the onscreen keyboard or the dialpad keys to enter information. To backspace, tap .

To use the onscreen keyboard, tap .

To type with the dialpad keys, press a dialpad key repeatedly to view the character options and stop to select. To type other characters, tap **Shouting** or **Made**. When using the dialpad keys, use the 1, \*, 0, and # keys.

### About Calls

Only one call can be active at one time.

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

### Tip: Returning to Your Calls

If you navigate away from your calls, tap  to see Active Call or Calls view again.

### Tip: About Headsets

Your phone supports wired and wireless headsets, including electronic bookswitch (EBS) headsets. VVX 601 phones also support Bluetooth headsets. For connection directions, refer to your headset documentation. For more information, see Using Headsets with Polycom Phones, available from [thechannel.polycom.com/English/home](http://thechannel.polycom.com/English/home).

### Placing Calls

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

From Lines view: Tap the phone icon, enter the phone number, and tap .

From Home view: Tap **New Call**, enter the phone number, and tap .

### Shortcut: Placing Calls Quickly

Tap a recent call or Favorites, or tap a contact's phone number in the Contact Directory.

# Polycom 501 Admin Manual

**Patrick Vollmar**



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