



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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