



## 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**.

# Polycom 321 User Guide

**RJ Alexander**



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