



## POLYCOM™ VVX501-601

### QUICK USER GUIDE

## BASIC PHONE FEATURES

### 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).

#### To change Views:

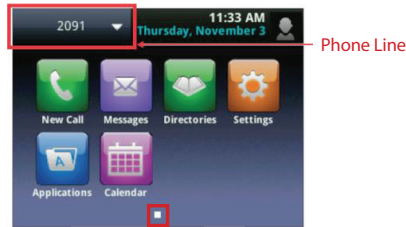
For Home View, press .



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.

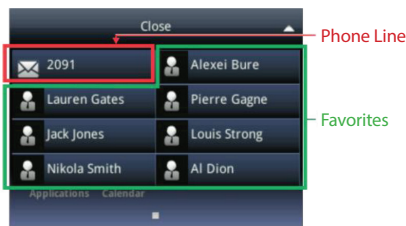
### HOME VIEW

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



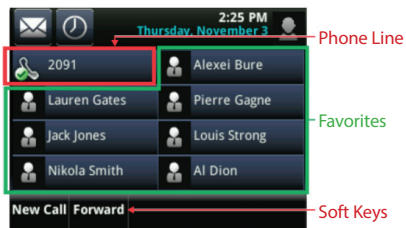
Touch and hold  to display fewer icons. Touch and hold  or swipe the screen to display more icons.

From Home View, tap the phone Line to display your Phone Lines and Favorites - dial a contact by tapping their name. To go back, tap **Close**.



### LINE 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.

### CALLS VIEW

If your phone has one or more calls, you can access Calls View.

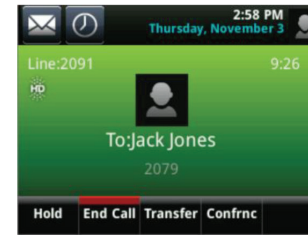
Call colour indicates status:

- **Dark Green:** Active call
- **Bright Green:** Active call is highlighted
- **Dark Blue:** Incoming/Held call
- **Bright Blue:** Incoming/Held call is highlighted


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


### ACTIVE CALL VIEW

If a Phone Line has only one call - and it's active - you can access Active Call View.



### 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 key repeatedly to view the character options and stop to select.

To type other characters, press **Encoding** or **Mode**. When using the dialpad keys, use the **1**, **\***, **0**, and **#** keys.

### PLACING CALLS

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

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 .

### ANSWERING CALLS

Press  or tap **Answer** and pick up the handset.

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 tap **End Call**.

To end a held call, navigate to Calls View and highlight the held call. Press **Resume**, and tap **End Call**.

### HOLDING CALLS

From Lines, Calls or Active Call View, tap **Hold**. If you're in Calls View, remember to highlight the call first.

To resume a held call, tap **Resume** from either Lines or Calls View.

### TRANSFERRING CALLS

From Lines, Calls or Active Call View, tap **Transfer** and call the other party. When you hear the ringback tone, or after you talk with the other party, tap **Transfer**.

### FORWARDING CALLS

To enable Call Forwarding, tap **Settings** from Home View and tap **Features > Forward**. Tap the forwarding type to enable, enter a forwarding number and tap **Enable** (or dial **\*72** and follow the prompts).

To disable Call Forwarding, tap **Settings** from Home View and tap **Features > Forward**. Tap the forwarding type and tap **Disable** (or dial **\*73**).

### PLACING CONFERENCE CALLS

Call the first party. From Lines, Calls or Active Call View tap **Confrnc**. Dial and connect with the second party and tap **Confrnc** again.

**From Lines or Calls View, you can:**

- Tap **Hold** to hold the conference.
- Tap **End Call** to end the conference.
- Tap **Manage** (if available) to manage each participant.
- Tap **Split** to end the conference and hold all participants.

### LISTENING TO VOICEMAIL

Tap **Messages** in Home View and tap **Message Center**. Tap **Connect** and follow the prompts.

Alternately, you can dial **\*98** and enter your password to retrieve your messages.

### MUTING THE MICROPHONE

During a call, press  so other parties can't hear you. To disable Mute, press  again.

### USING 'DO NOT DISTURB'

To disable ringing, tap **Settings** from Home View, and tap **Features > Do Not Disturb**. Tap **Enable** or **Disable**.