










During a call

This section describes tasks you can perform when you are currently engaged in a call. Tap sequence and soft key names are in **Bold**. Function keys are identified by the icon that appears on the key or on the screen. *Phone number* means to dial a phone number or an extension number.

Task	Tap and Key Sequence
Create conference call with call on hold	Tap Conference + <i>phone number</i> + tap Conference .
End call	Tap End Call .
Hold call	Tap Hold .
Resume call	Tap Resume .
Park current call	Tap Park + <i>orbit number</i> + tap Park .
Split conference into 2 calls on hold	Tap Split .
Transfer call after consulting (attended transfer)	Tap Transfer + <i>phone number</i> + <i>consult with recipient</i> + tap Transfer .
Transfer call without consulting (blind transfer)	Tap Transfer + Blind + <i>phone number</i> .
Transfer call to another user's voicemail	Tap Transfer + tap Blind + <i>phone number</i> + press * .

Other tasks

This section describes tasks you can perform when not currently engaged in a call. Tap sequence and soft key name are in **Bold**. Function keys are identified by the icon that appears on the key or on the screen. *Phone number* means to dial a phone number or an extension number.

Task	Tap and Key Sequence						
Log in or out of a phone, station, or queues Change your status Record your agent greeting	Press * + tap  (Dial) + 98 + <i>extension</i> + <i>password</i> + # + [menu option] Menu options: <table border="1"> <tr> <td>1 Log on</td> <td>2 Log off</td> <td>3 Log on or off of a different station</td> </tr> <tr> <td>4 Change your status</td> <td>5 Record your agent greeting</td> <td>6 Log on or off of queues</td> </tr> </table>	1 Log on	2 Log off	3 Log on or off of a different station	4 Change your status	5 Record your agent greeting	6 Log on or off of queues
1 Log on	2 Log off	3 Log on or off of a different station					
4 Change your status	5 Record your agent greeting	6 Log on or off of queues					
Place a call	Do one of the following: <ul style="list-style-type: none"> • <i>Phone number</i> + tap  (Dial) + lift handset or press  key. • Tap a line + <i>phone number</i> + lift handset or press  key or tap  (Dial). • Tap New Call + <i>phone number</i> + lift handset or press  key. • Lift handset + <i>phone number</i>. 						
Answer call	Tap Answer .						
Create conference call	<i>Phone number</i> + tap Conference + <i>phone number</i> + tap Conference .						
Access voice mail	Tap Messages + tap Message Center + tap Connect + <i>follow voice prompts to listen to messages</i> .						
List all parked calls	Press * + 904 + tap  (Dial).						
List one parked call	Press * + 904 + <i>orbit number</i> + tap  (Dial).						
Pick up parked call	Press Tap a phone line + press * + 903 + <i>orbit number</i> .						
Page	Press * + 901 + <i>zone number</i> + tap  (Dial).						
Pick up held or alerting call <i>(on a station to which you have access)</i>	Press * + <i>pause</i> + 95 + <i>extension</i> .						
Pick up group call	Tap New Call + tap Pickup + tap More + tap Group .						

Polycom® VVX® 500 / 501 / 600 / 601

Business Media Phone

Quick Reference

These instructions highlight Polycom phone features. See the appropriate Polycom VVX® User Guide for more detailed instructions on using the touch screen, soft keys, function keys, and the phone menu.

These instructions apply to phones running Polycom UC Software 4.0.1 or later.


Polycom application firmware requirements for each model are listed on the SIP IP Phones information page available at the Genesys Testlab website, <http://testlab.inin.com>.



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Access voice mail

Received messages appear as either a message counter in the Home view, a Message icon on the status bar, a flashing Message Waiting Indicator LED on the phone or an audible alert (if your phone is on-hook).

1. Tap  on the status bar and tap **Message Center**.
2. If using multiple lines, tap the line with the message.
 - The display indicates the number of messages and their importance.
3. Tap **Connect** to retrieve the message and follow the prompts to listen to the message.
 - Or tap **Clear** to turn off the message indicator without listening to the message.

Voice mail is an optional feature that requires both Interaction Administrator and Polycom phone configuration. Contact your system administrator.

Hold and resume a call

During a call, tap **Hold** to place the call on hold. Tap **Resume** to retrieve the call.

Note: If multiple calls are on hold, tap the line key and then tap **Resume** to retrieve the first call on hold on that line.

Create a conference call

1. Call the first party using any method in **Place a Call**.
2. Tap **Conference** to place the first call on hold.
3. Call the next party using any method in **Place a Call**.
4. When second party answers, tap **Conference** to join both calls in a conference.
5. Repeat steps 3 and 4 to add more parties to the conference.

Join a conference call





Tap **Join** to create a conference call any time between an active call and a held call on the same line.

Split a conference call

During conference call, tap **Split** to place the calls on hold.

Do Not Disturb

If your phone is a Managed IP phone, your CIC administrator can enable Do Not Disturb (DND) synchronization between your phone setting and your CIC user status.


1. To enable Do Not Disturb, press the  key and tap  (DND).
2. To disable Do Not Disturb, press the  key and tap  (DND).

For more information, refer to CIC client help.

Distinctive ring

If your phone is a Managed IP phone, your CIC administrator can configure distinctive ring tones for incoming Internal, External, and Direct Dialed calls. This overrides Ring Type settings you make directly on your phone. For detailed information on updating ringtones, see the appropriate Polycom® VVX® *User Guide*.

Page a zone

1. Tap a phone line.
2. Press **★** + 901 + *zone number* and tap  (Dial).
(The phone beeps to prompt you to start talking.)
3. Complete page and hang up.

Tip: Zone numbers are station extensions, station group extensions, user extensions, or workgroup extensions.

Park a call

You can park a currently active call in a specific orbit, placing it on hold and removing it from your station.

1. During a call, tap **Park**.
2. Dial an orbit number and tap **Park** again.

Note: You can use any single digit to 9-digit number, and 10- digit numbers up to 4294967294. Avoid orbit numbers starting with 0 (zero). If the orbit number is already in use, you remain connected to the caller. Repeat this procedure and choose another orbit number.



Pick up a parked call

You can pick up a parked call from any other station.

1. Tap a phone line.
2. Press **★** + 903 + *orbit number*.

List parked calls

You can hear the details of parked calls: orbit number, who called, and how long the call has been on hold. Do one of the following:

- For all parked calls: Press **★** + 904 + tap  (Dial).
- For one parked call: Press **★** + 904 + *orbit number* + tap  (Dial).

Pick up a group call





You can answer a call that is ringing on any extension in your group by doing one of the following:

- If your phone is on hook, tap **New Call + Pickup + More + Group**.
- If your phone is off hook, tap **Pickup + More + Group**.

Note: If more than one call is ringing on the phones in your group, the oldest call (the first to ring) is chosen.

Place a call

Use any of the following methods to make a call:

- Dial a number, tap  (Dial) and then lift the handset or press the  key.
- Tap **New Call**, dial a number, and then lift handset or press the  key.
- Lift the handset and dial a number.
- Tap a line, dial a number, and then lift handset, or press the  key.

Transfer a call after consulting

Before you transfer a call, you can consult the party to whom you are transferring the call (attended transfer).

1. During a call, tap **Transfer** to put the call on hold.
2. Dial the number to which you want to transfer the call.
3. After consulting with the party to whom you are transferring the call, tap **Transfer** to complete the transfer.
 - Or tap **Cancel** to cancel the transfer before the call connects.

Transfer a call without consulting

You can transfer a call without consulting the party to whom you are transferring the call (blind transfer).

1. During a call, tap **Transfer** to put the call on hold.
2. Tap **Blind**.
3. Dial the number to which you want to transfer the call.

Transfer a call to voice mail

You can leave a message for another CIC user or transfer your current call directly to another CIC user's voice mail. Do one of the following:

- Press **★** after dialing a CIC user's extension number to leave a voice mail message.
- To transfer a call to another CIC user's voice mail, tap **Transfer** to put the call on hold. Tap **Blind**, dial the extension number, and press **★**.

Shared Lines Appearances

Your phone can be configured to display secondary “lines” for other user's extensions. †

When not in use, a shared line appears as a shadowed white and gray telephone icon with a green checkmark. A private line appears as a non-shadowed white and gray telephone icon with a green checkmark.



Shared Line



Non-Shared Line


If two phones share a line, an incoming call to that number causes both phones to ring. You can answer a call or pick up a call on hold on a shared line by tapping the line. A call can be answered on either phone but not both. Calls on shared lines can be transferred, put on hold, or added to a conference.

For more information on Shared Line Appearances, see *Configuration of IC Phone Features for Polycom Phones* in the CIC Documentation Library.

† A shared line is an optional feature configured on the server and might not be supported on your particular system. Contact your system administrator.

Two-Way Intercom Page

Your phone can be configured to work as intercom.‡

1. Press **★** + 900 + *extension number* and tap  (Dial).
 - If the number dialed is not busy, the intercom call is connected and you can start talking. (The receiving phone might play a tone to alert the person called.)
 - If the receiving phone is busy, then the call can be sent to voice mail, transferred, or disconnected like any other call.

2. Complete the conversation and hang up or tap **End Call**.

‡ Intercom paging is an optional feature that must be configured for both the sending and receiving phones, users and CIC stations. It might not be supported on your phone. Contact your system administrator.