

Polycom® VVX 500 business media phones offer:

- Simplicity and ease of use for today’s busy managers and knowledge workers. The Polycom VVX 500 is a powerful, expandable office phone with a multi-touch, gesture-based user interface that makes navigation intuitive and easy.
- Maximized productivity by complementing the applications on the user’s computer. Users can view their Outlook calendars on the phone and receive meeting reminders while still having access to their corporate directory – all while waiting for their PCs to boot.
- Best-in-class deployment and administration with its enterprise-grade, web-based, intuitive configuration method. This allows administrators to easily set up and maintain a large number of phones throughout the organization.
- Personalized information at a glance with built-in web applications and even a digital photo frame. Plus, the Polycom VVX 500 is ready for future expansion modules and accessories for applications like video conferencing and even wireless networking.

Feature Codes

Call Forwarding Always Activation.....	*72
Call Forwarding Always Deactivation.....	*73
Call Forwarding Busy Activation.....	*90
Call Forwarding Busy Deactivation.....	*91
Call Forwarding No Answer Activation.....	*92
Call Forwarding No Answer Deactivation.....	*93
Call Park.....	*68
Call Park Retrieve.....	*88
Call Pickup.....	*98
Call Recording (if enabled).....	*44
Call Retrieve.....	*11
Call Return.....	*69
Call Waiting Cancel.....	*70
Calling Line ID Delivery Blocking per Call....	*67
Calling Line ID Delivery per Call.....	*65
Clear Voice Message Waiting Indicator.....	*99
Direct Voicemail Transfer.....	*55
Do Not Disturb Activation.....	*78
Do Not Disturb Deactivation.....	*79
Voice Portal Access.....	*62
Last Number Redial.....	*66

Note: Some of these codes may not be available to all users. See your group administrator to add features.



Futiva Hosted Communications
Route 142 East, Dahlgren, IL 62828
Phone: 844-2Futiva (844-238-8482)
Web: futiva.biz
Email: support@futiva.biz



Polycom® VVX® 500

The Polycom VVX 500 performance business media phone unifies superior voice capabilities and applications into a simple-to-use, yet high performance unified communications (UC) solution. It is the ideal, all-in-one knowledge worker productivity tool, built to integrate seamlessly into a wide range of UC environments.

Futiva Quick Start Guide



Polycom® VVX® 500

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Get to Know Your Phone

In Idle state, your touchscreen will display your extension and the soft keys. The **Home** screen is displayed when you press the **Home** key. From here, you can initiate new calls and access your messages, directories, settings and applications.

The Basics

Set up Voicemail

- ✓ Initiate a call.
- ✓ Tap **Envelope** icon. (You may also dial *62, or your extension.)
- ✓ At prompt, enter in a unique pass code, then press #.
- ✓ Re-enter your pass code, then press #.
- ✓ Follow instructions to record your name.
- ✓ Follow prompts to:
 - Access voicemail box.
 - Access greetings menu.
 - Change call forwarding options.
 - Make a call.
 - Change pass code.

Retrieve Voicemail Messages

- A red “message waiting” indicator light notifies you when you have a new voicemail message. If you have more than one message, the count will be displayed near the message icon.
- ✓ To check your voicemail, initiate a call, then tap the **Envelope** icon. (You may also dial *62, or your extension.)
 - ✓ Enter your voicemail pass code, then press #. (If you forgot your pass code, please contact your system administrator.)
 - ✓ Follow the audio prompts.

Answer a Call

To answer a call, simply pick up the handset or press the **Answer** soft key, **Speakerphone** key or **Headset** key.

Place a Call

To place a call, simply pick up the handset or press the **New Call** soft key, **Speakerphone** key or **Headset** key. Then dial the number.

Other Features

Other Ways to Place a Call

To dial a recently placed call:

- ✓ Access the **Recent Calls** list.
 - From the Idle screen, tap your extension or the **Callers** soft key. The **Recent Calls** list will appear.
 - From **Home** screen, tap **Directories**, then tap **Recent Calls**.
 - ✓ Tap the contact you want to call — the call is automatically placed.
- To call from your **Directory**:
- ✓ Access your **Directory**.
 - From the Idle screen, tap the **Direct** soft key or tap the extension, then tap **Directory**.
 - From the **Home** screen, tap **Directories**.
 - ✓ Tap the Contact you want to call — the call is automatically placed.

Hold and Resume a Call

- ✓ To hold, press the **Hold** key or the **Hold** soft key.
- ✓ To resume, press the **Hold** key or the **Resume** soft key.

To Park a Call

- ✓ Press the **Park** soft key.
- ✓ Follow the voice prompt and select an extension in which to park the call.
- ✓ Press the # key. (To park the call to your current extension, simply press the # key).

To Retrieve a Parked Call:

- ✓ Dial *88 from the extension you wish to take the call from.
- ✓ Follow the voice prompt by dialing the extension to which your call has been parked.
- ✓ Press the # key.

Access Call Lists

- Call History** can be accessed using the **Navigation** keys.
- ✓ To see recently received calls, press the left arrow key.
 - ✓ To see recently placed calls, press the right arrow key.
 - ✓ To see missed calls, press the down arrow key.
 - ✓ To dial a number, scroll to the desired number, then press the **Dial** soft key or the **Select** button.

Make a Three-way Call

- After first call is connected:
- ✓ Press the **More** soft key, then the **Confnc** soft key. The active call will be placed on hold.
 - ✓ Dial new party.
 - ✓ When call connects, press the **Confnc** soft key again to join the calls.

Do Not Disturb

- ✓ To enable **Do Not Disturb**, press the **DND** soft key.
- ✓ To disable, press the **DND** soft key again.

Transfer a Call

After the first call is connected, tap the **Transfer** soft key —the active call is placed on hold.

- ✓ To transfer the call unannounced:
 - Tap **Blind** in the upper right-hand corner.
 - Dial the number or extension.
 - The call will transfer automatically.
- ✓ To announce the transfer:
 - Dial the number or extension.
 - When the second party answers, announce the transfer.
 - Tap **Transfer** again to complete the transfer.
- ✓ To transfer to voicemail:
 - Dial *55.
 - Dial the extension, followed by #.
 - A confirmation will announce the transfer is complete.

Call Forwarding

- ✓ Press **Home** key.
 - ✓ Tap the **Forward** icon. Tap your choice:
 - **Call Forwarding Always.**
 - **Call Forwarding No Answer.**
 - **Call Forwarding Busy.**
 - ✓ Enter destination number, then tap the **Enable** soft key.
 - ✓ To disable, follow same directions, then tap the **Disable** soft key.
- Shortcuts:
- ✓ Pick up handset and dial:
 - *72 = **Call Forwarding Always.**
 - *90 = **Call Forwarding Busy.**
 - *92 = **Call Forwarding No Answer.**
 - ✓ Enter destination number, followed by#.
 - ✓ To deactivate, pick up handset and dial:
 - *73 = **Call Forwarding Always.**
 - *91 = **Call Forwarding Busy.**
 - *93 = **Call Forwarding No Answer.**

