



Poly CCX 600 Series

Phone User Guide

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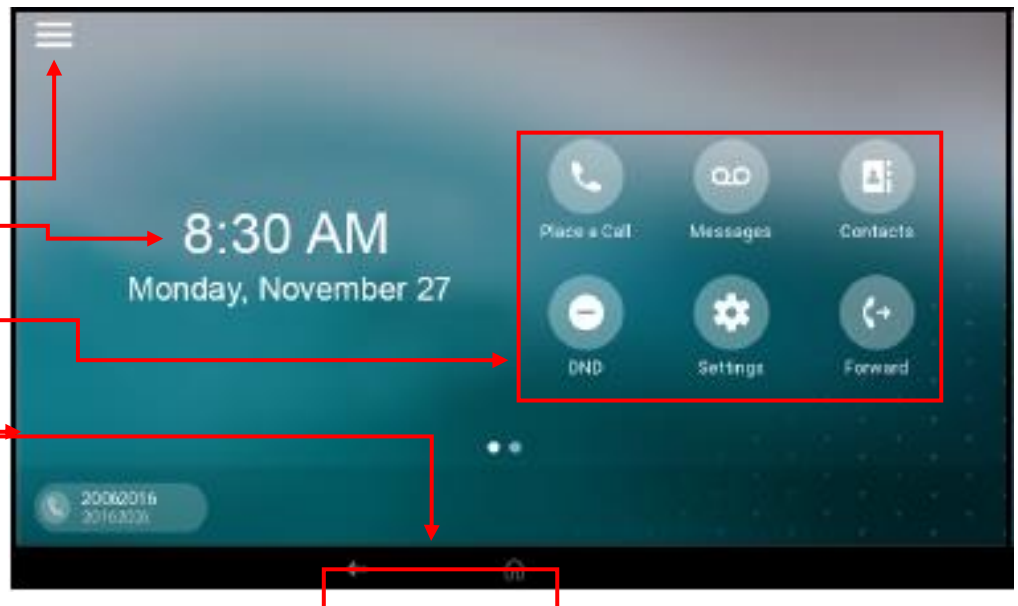


Poly CCX 600 Series Basic Phone Functions

Main Screen Views for Poly CCX 600 Touchscreen

When the phone is in the ready state, you will see this screen displaying:

- Menu Soft Key
- Current date and time
- Soft Keys for Place a Call, the Message Center, Contacts, DND, Settings, and Call Forwarding
- The Back and Home Soft Keys
- Your telephone number



You can press the Home soft key at any time to return to this screen



Dial Soft Key



End Call Soft Key



Answer Soft Key

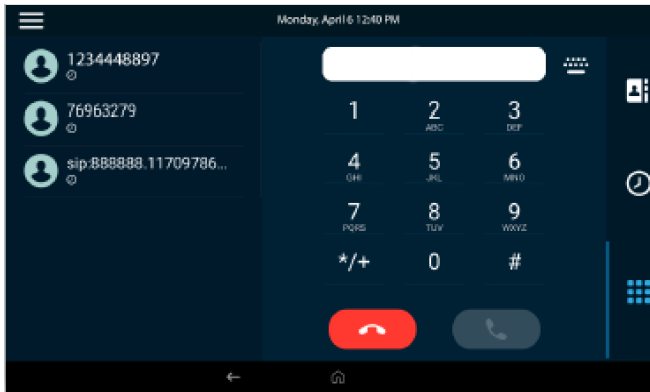


Hang Up Soft Key

Placing Calls

You can initiate phone calls using multiple methods:

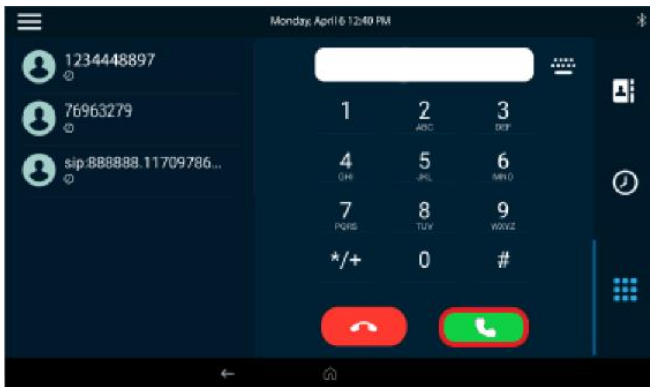
1. Pick up the handset and dial the number on the touchscreen keypad.



2. Optionally, tap the headset or speakerphone buttons to make a call using a headset or the speakerphone.



3. Scroll down the list of recently called numbers, tap the number you wish to call, and press the Dial soft key.



Ending a Call

You can end an active call by returning the handset to its cradle, or by pressing the **Hang Up** soft key on the touchscreen. To end a held call, resume the call and then end it.

Answering an Incoming Call

You have multiple options for answering an incoming call.

1. Lift up the handset.
2. Tap the **Answer** soft key
3. Press the **Headset** soft key
4. Press the **Speakerphone** button

You may also take the following actions:

- Ignore the call
- Forward the call
- Decline the call

Do Not Disturb (DND)

Do Not Disturb enables you to set your phone to automatically reject calls when you don't want to be interrupted.

To enable Do Not Disturb, tap the DND icon on the home screen, select the line to enable DND and then tap Enable at the bottom of your screen (if you have multiple lines, you can select Set All in the bottom left corner).

When you're ready to begin receiving calls, disable Do Not Disturb by again tapping the DND icon on the home screen, selecting the line to disable DND, and tap Disable at the bottom of the screen (if you're disabling DND on multiple lines, you can select Clear All at the bottom of your screen).

NOTE: When DND is enabled, callers will receive a recording "We're sorry, the person you are calling is currently not accepting calls" and the call will then be disconnected.

Adjusting the Volume

Adjust the ringer volume, speakerphone volume, and headset volume in the following ways:

- Ringer volume – adjust volume up or down when the phone is on hook
- Speaker volume - adjust the volume after speakerphone button has been activated
- Handset volume – adjust the volume with the handset off hook



Blind (Unattended) Transfer

A blind transfer allows you to transfer a call from your phone to someone else without checking to see if that person is available to answer

1. When on an active call that needs to be “Blind” transferred, press the **Transfer** soft key
2. At the Blind Transfer screen, enter the extension or telephone number and hit the Dial soft key or wait 5 seconds for the transfer to automatically complete. After the transfer, your phone will return to the home screen, ready for your next call.

3 Way Conferencing

1. While on a call: Tap the **Add** soft key to place your active call on hold
2. Enter the extension or telephone number of the party you are adding to the call and tap the Dial soft key.
3. When the new party answers your call, tap the Merge soft key to combine the calls

Split a 3 Way Conference Call

You can “split” a conference call to end the conference, allowing you to talk to each line separately

1. Tap the Split soft key while on an active conference call.
2. Both lines are now on hold. Choose which line you want to talk to by tapping on the number on the screen. Press the **Resume** soft key to talk.

The other line will be on hold until the caller hangs up or you highlight that number and bring them back as a single caller. Once you have a single caller back, you have the usual soft key options for that line.

Call Waiting

When you are on a call and a second call comes in that you need to answer, let your current caller know that you will be putting them on hold.

Answer the new call by tapping the Answer soft key, which places your first call on hold

You can then place the new caller on hold, if desired, by pressing the Hold soft key.

Return to the original call by tapping that number on your screen and pressing the Resume soft key.

When finished with the first call, press the Hang Up soft key.

The second caller’s number now remains on the screen. Press the Resume soft key to reconnect to that caller.

When ending this call, you can wait for the caller to hang up, press the Hang Up soft key, or hang up the handset.

Accessing Voicemail

1. Press the Messages icon on the Home screen
2. Select Message Center, press the message type (urgent, new, or old) and then the Connect soft key
3. Once connected to the Messaging Center, follow the voice prompts.

While in the voicemail system, you will be guided through several prompts to:

- Record your name, Press # to save
- Record a personal greeting – Press 1
 - System generated name – Press 2
 - System generated name and phone number – Press 3
 - System generated no name – Press 4
- Send message – Press 2
- Go to greetings – Press 3
- Mailbox settings – Press 4
- Get deleted messages – Press 6
- Leave a voicemail – Press 7
- Helpful hints – Press 0
- Exit – Press *

For detailed instructions on using Voicemail go to <https://www.wowforbusiness.com/support/product-guides> and select Voicemail instructions.