



Polycom VVX 600 Series

Phone User Guide

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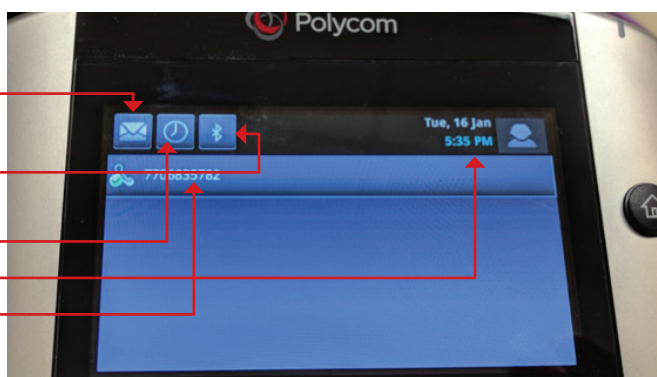


Polycom VVX 600 Series Basic Phone Functions

Main Screen Views for Polycom VVX 600 touch screen

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

- The Message Center button
- Bluetooth Radio shows enabled
- Recent Calls button
- Current date and time
- Your telephone number



There are no buttons next to this display, as you are able to access the features of this phone by pressing the icons directly on the screen.

Press **Home** button to get screen options.

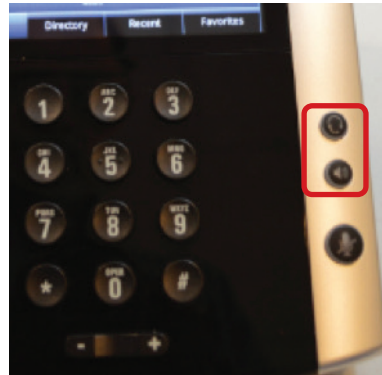




Polycom VVX 600 Series Basic Phone Functions continued

Placing a Call

1. Pick up the handset and dial the number on the keypad.
2. Use the headset or speakerphone buttons.
3. Choose from the list of numbers displayed, or scroll to older numbers further down the list, once a number is chosen, press the **green** button to complete the call.



4. The **red** button will take you back to the home screen.
5. You can choose numbers from the 4 buttons listed here:

- Dialpad
- Recent
- Directory
- Favorites





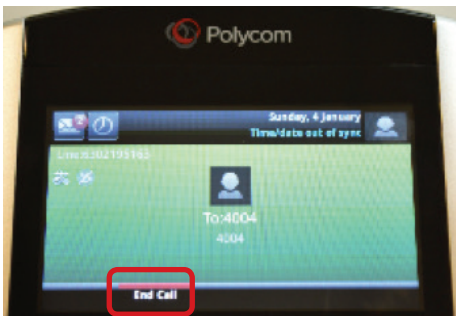
Polycom VVX 600 Series Basic Phone Functions continued

Placing and Ending a Call

1. Making a call from the home screen – Press the **Home** hard button. You will see the display as shown below.
2. Choose the **New Call** icon.
3. Choose a number from the list, or dial a number on the key pad, press the **green** phone button to start the call.

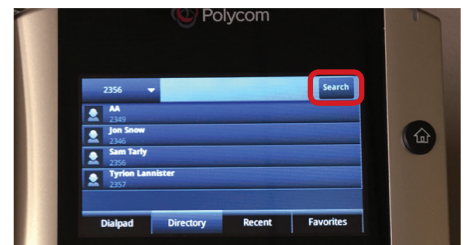


4. You may end the call by tapping the “**End Call**” button on the bottom of the screen.

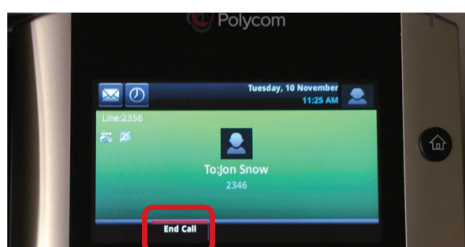
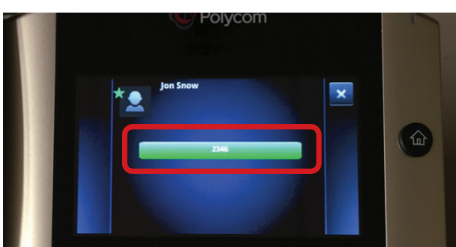


Local Directory

1. From the home screen, select the “**Home**” key.
2. Now select the “**Directory**” menu.
3. Now select any contact from the Directory or use the search filter narrow your search.



4. With the contact entry on the screen simply select the extension.
5. And now your call is connected, to end the call press the “**End Call**” key.





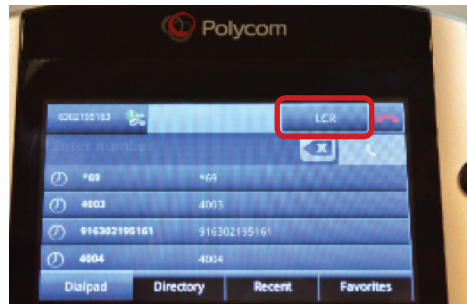
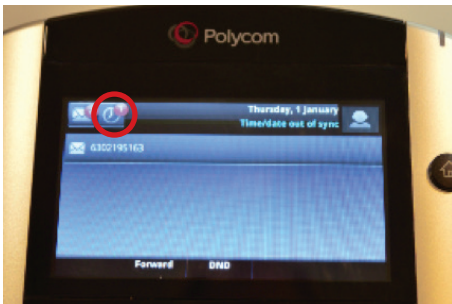
Polycom VVX 600 Series Basic Phone Functions continued

Missed Call/Last Call Received

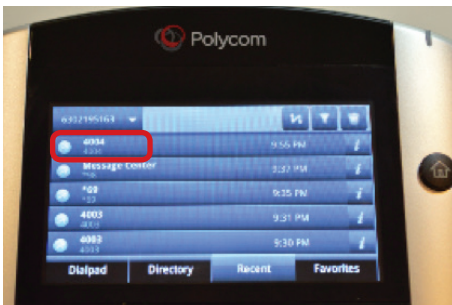
Missed call indicator is the balloon situated on the lists button.

By tapping on the lists button it will bring you to the recent call list.

Tap the LCR or Last Call Received button to go to the automated call response that describes the last call received and provides the option to return the call. The short cut *69 can also be used.



Tap the screen on the first number on the list to return the call that was missed.

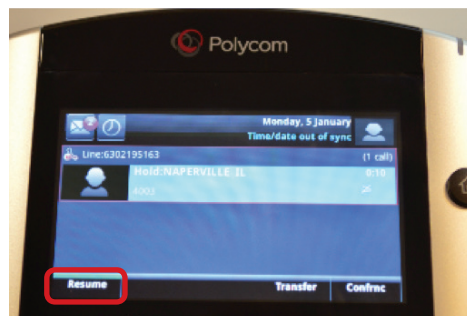


Hold and Resume

While connected to a call, place the call on hold by tapping the **Hold** soft key. The screen will show a **red "H"** to indicate the line is on hold.

Tap the **Resume** soft key to return to the caller.

The screen will indicate you are back on the call.





Polycom VVX 600 Series Basic Phone Functions continued

Answering an Incoming Call

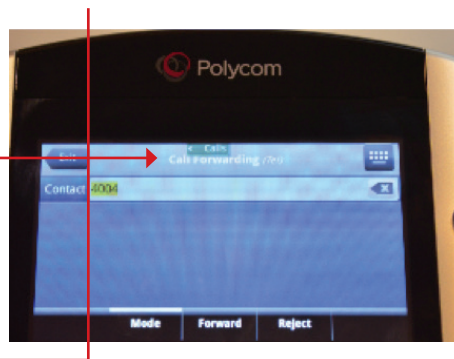
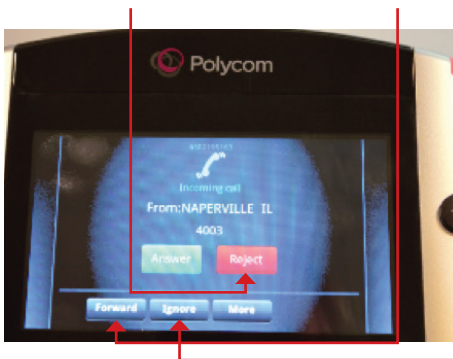
You have multiple options for answering an incoming call.

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



5. You may also take the following actions:

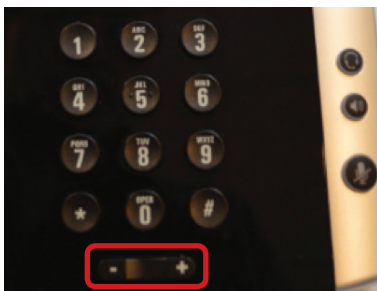
- Reject the call
- Forward the call
- Ignore the call



Adjusting Volume

Adjust the ringer volume, speaker volume and handset volume in the following ways:

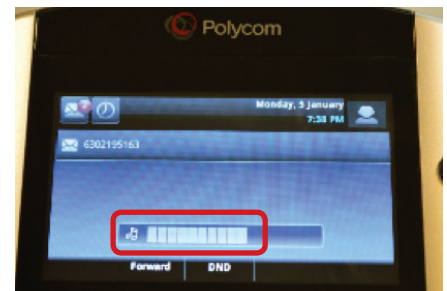
- Ringer volume – adjust volume up or down when the phone is on hook
- Speaker volume – adjust volume after speaker button has been activated
- Handset volume – adjust volume with the handset off hook



Volume control
– Softer, + Louder



To mute your phone (whether on the handset, speakerphone or headset) press the **Mute** button.



Volume guide: More bars equal louder volume.



Polycom VVX 600 Series Basic Phone Functions continued

Do Not Disturb (DND)

Tap the **DND** soft key.

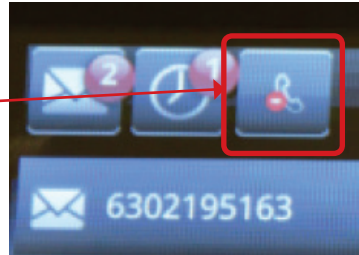


Or the **DND** icon from the Home screen.



NOTE: When DND is enabled any caller will be given a recording “**we’re sorry the person you are calling is currently not accepting calls.**” And then the caller will be disconnected.

Once you have enabled DND on that line, you will see the DND icon at the top left of the screen.



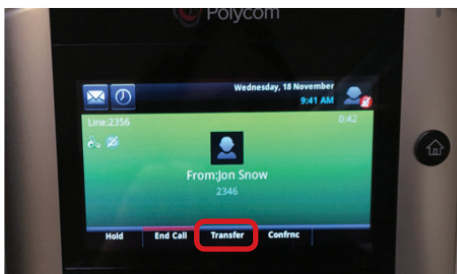
To remove DND from the line, Tap the **DND** soft key a 2nd time.



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 a live call that needs to be “Blind” transferred, press and hold the **Transfer** softkey.
2. In the Blind Transfer screen, type in the extension, or the full 10 digit number and then select the “**Send**” softkey or wait 5 seconds and the phone will automatically “send/dial” the number entered.
3. If the “transfer to” party does not answer, the user can select **Cancel** to get the call back to them.



Once the transfer takes place, your screen will return to the on-hook mode, ready for the next call.

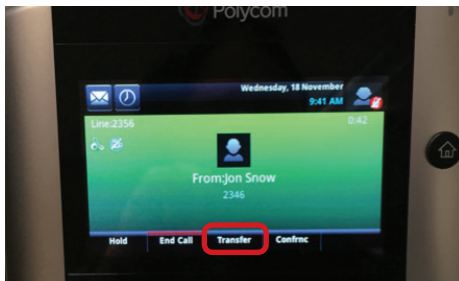


Polycom VVX 600 Series Basic Phone Functions continued

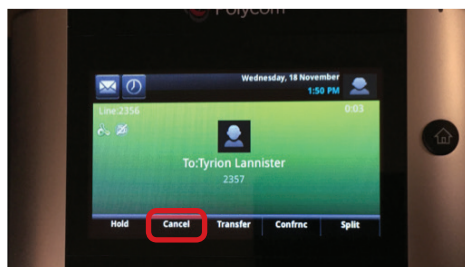
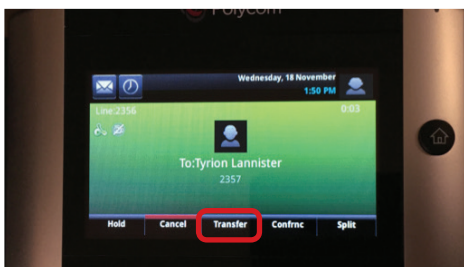
Warm (Attended) Transfer

Allows you to confirm that the person you want to transfer the call to is available and willing to take the call.

1. When on a live call that needs to be transferred, press and hold the **Transfer** soft key.
2. Now select the "Consultative" from the transfer selection.
3. Now enter the extension, or full 10 digit number or use the directory, Recent, Favorites of the person you are transferring the call to.



4. Once the person is confirmed available to take the call, then press the **Transfer** soft key to complete the transfer.
5. If the "transfer to" party does not answer or is unwilling to take the call, the user can select **Cancel** to get the call back to them.

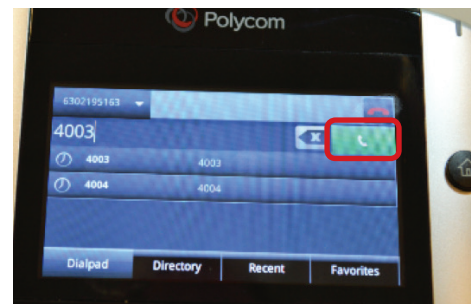
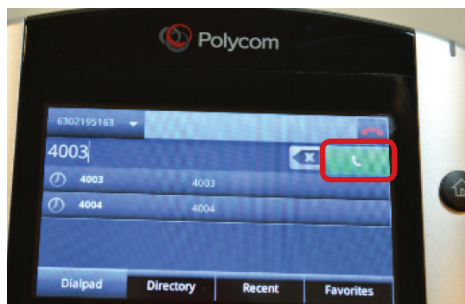
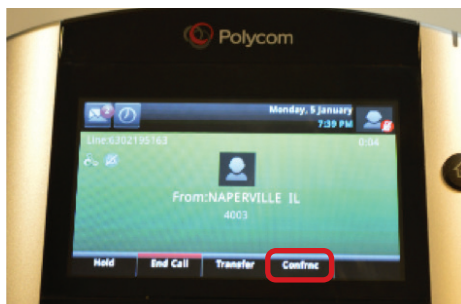




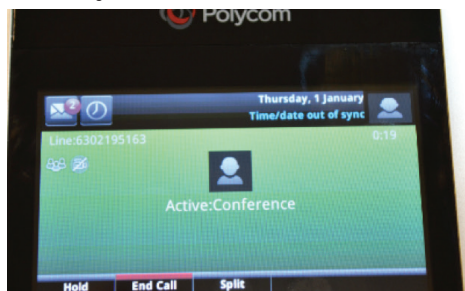
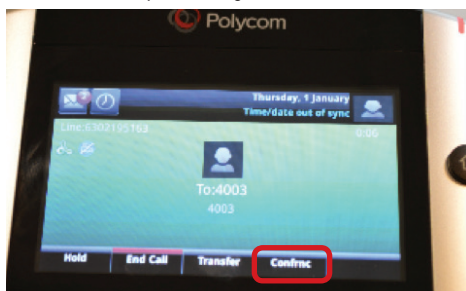
Polycom VVX 600 Series Basic Phone Functions continued

3 Way Conferencing

1. When on a call: Tap the **Confnc** soft key which will automatically place the person on hold.
2. Type in the extension, full 10 digit number or scroll down to the # of the person you are adding to the call and tap **Send** soft key (green phone icon) to connect.
3. Tap the **Send** soft key again to connect to that number.



4. To get all callers in the conference, press the **Confnc** key a 2nd time after the person you called answers.
5. The screen will show you have an active conference and both callers and you will be in the conference.



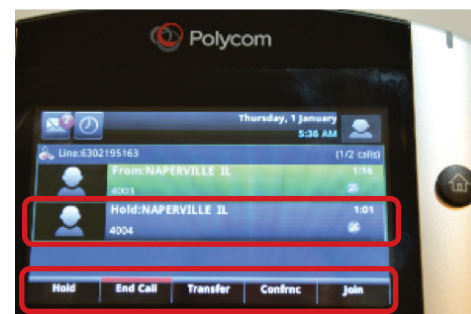
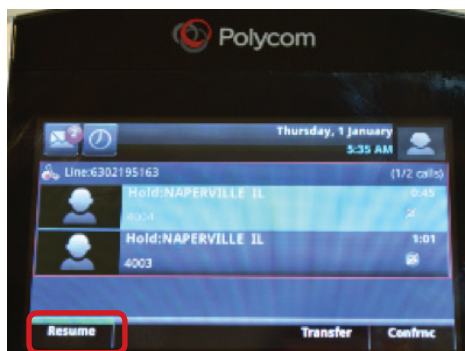
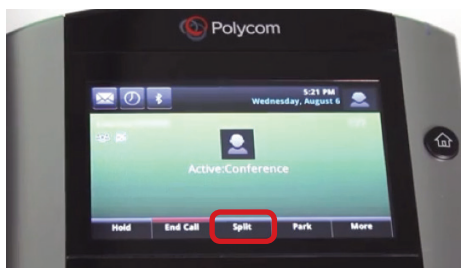
Split a 3 Way Conference Call

You can "split" the call to end the conference which allows 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 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.





Polycom VVX 600 Series Basic Phone Functions continued

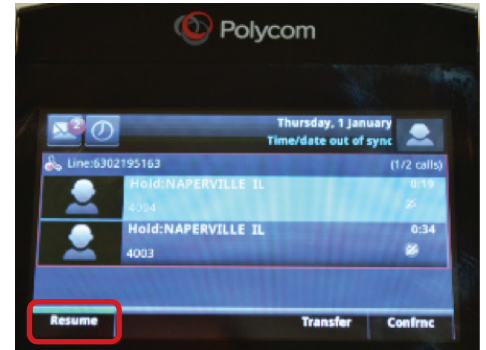
Call Waiting

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.

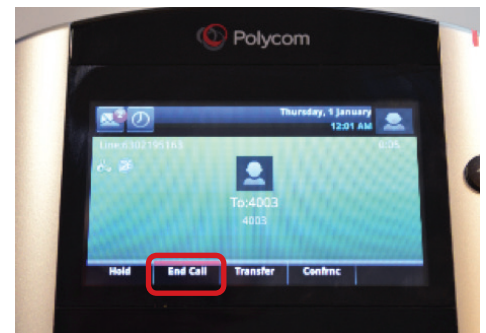
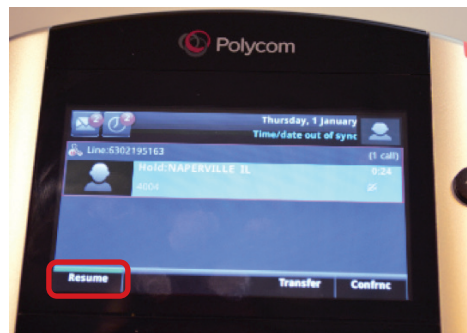
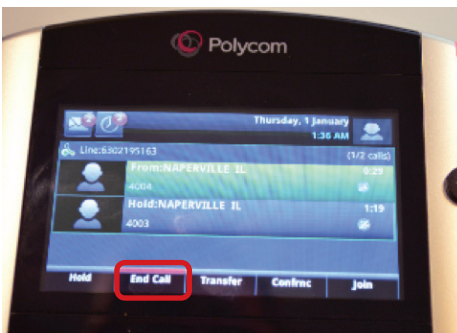
Return to the original call by tapping to that # on the list and pressing the **Resume** soft key.



When done with the 1st call press the **End Call** soft key.

The 2nd caller's number now remains on the screen. Press the **Resume** soft key to reconnect to that caller.

When ending this call, wait for the caller to hang up, press the **End Call** soft key or hang up the hand set.



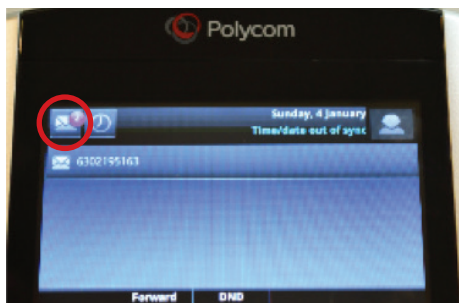


Polycom VVX 600 Series Basic Phone Functions continued

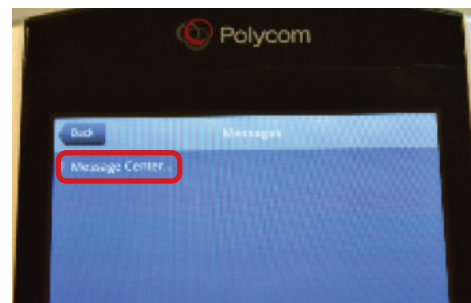
Accessing Voicemail

1. Press the **Messaging** icon on the main screen or on the Home screen.

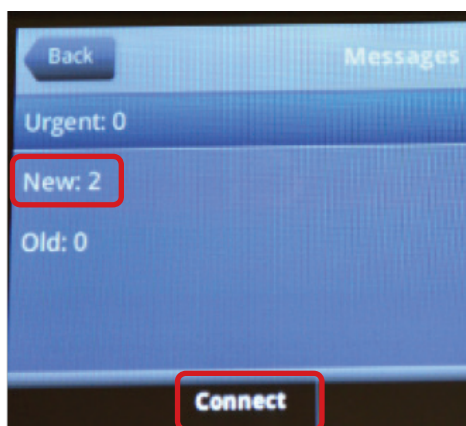
Note: the bubble with the number indicates you have new messages.



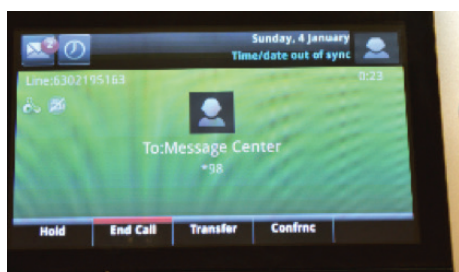
2. Select **Message Center**.



3. Press the message type (urgent, new, or old) and then the **Connect** soft key.



4. Once connected to the messaging center, follow the prompts.



While in the voicemail system you will be led through several prompts including the following options:

- Record name, Press # to save
- Record personal greeting - press **1**
 - System generated name - press **2**
 - System generated name and phone # - press **3**
 - System generated no name - press **4**
- Send message - press **2**
- Go to greetings - press **3**
- Settings - press **4**
- Get deleted messages - press **6**
- Leave 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.

Intercom

Allows you to call a person in your account using their speaker phone.

1. After pressing the home button, tap the **Intercom** soft key.
2. Choose the number you wish to connect to or enter it on the keypad and press the **green** phone icon.
3. There will be a quick beep. You can then speak to the person and they will hear you on their speaker phone. To end the call you must tap the **End Call** soft key.

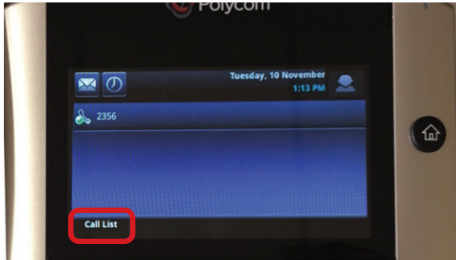




Polycom VVX 600 Series Basic Phone Functions continued

Call List

1. Press the “**Call List**” Key.



2. Select the desired option.

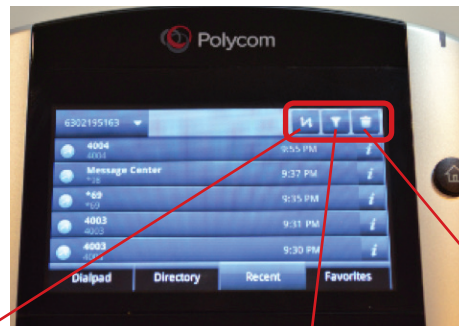


While in the “Call List” you will have multiple choices including the options:

- Dialpad – once a entry is selected pressing the key will dial the number
- Directory – see more info from Pg.4
- Recent – shows Missed Calls, Received Calls, Placed Calls
- Favorites – are the entries in your Contact Directory that you call most often

Call List - Recent

In the Recent list you can manage your call history with these three buttons.



Sort by Call Time or Name and by ascending or descending.



Sort by Call Type.



Clear to clear calls from the list.




Polycom VVX 600 Series Basic Phone Functions continued

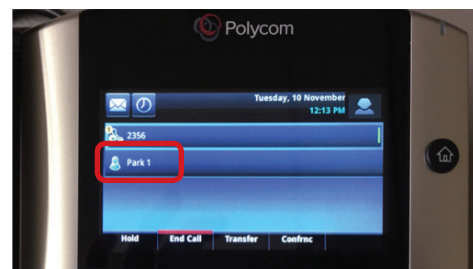
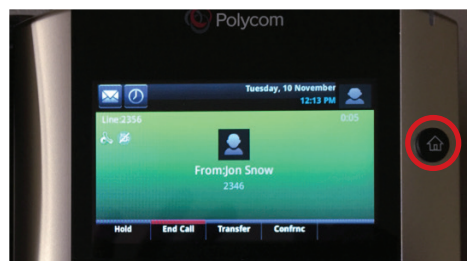
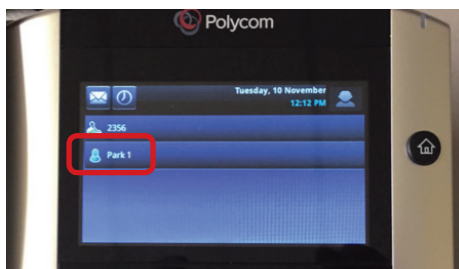
Enhanced Call Park


First identify what orbit & where your Call Park key has been set. (See *example below*).

While connected to a call, to place the call on Park press the **"Home"** key.

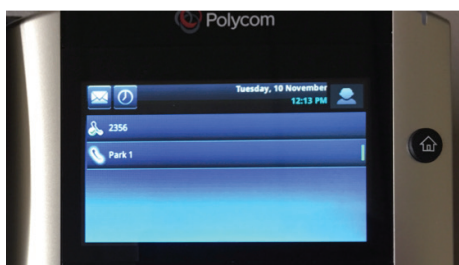
Once on the "Home Screen" you can select the **"Park"** key to place the caller on Park.

Note: When the Park orbit is not in use the key will not display any light and the user  icon will be displayed.



With the call on "Park" each phone subscribed to the same Park orbit will then be updated with a off hook  icon & the key will also have a flashing **green** light.

To retrieve the Parked call simply select the **Park** soft key to return the caller to the desired phone.





Polycom VVX 600 Series Basic Phone Functions continued

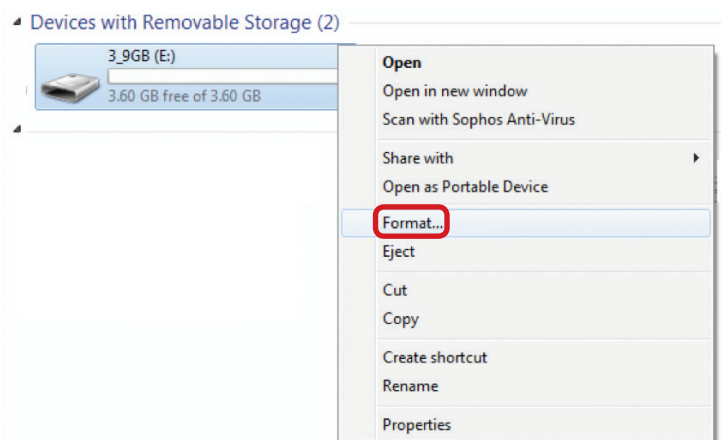
USB Call Recording

Note: USB flash drives with 32GB < and less are compatible with the Polycom Phone.
(This is due to the FAT32 partition format requirement)

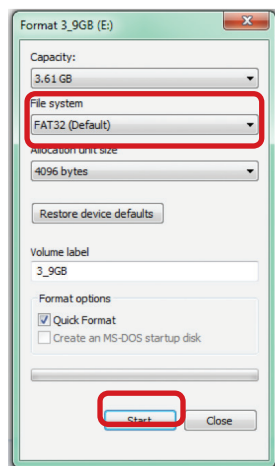
- Recordings are saved in the .wav file extension
- Recordings Bit rate is 256 kbps
- Recordings file size is 1.8MB per min
- USB memory sticks MUST be formatted FAT32 (see below for formatting instructions)

How to format a USB memory stick to FAT32

- Navigate to the USB Drive in Windows
(via My Computer)
 - Right click and select **“Format”**



- Confirm File system is “FAT32”
- Click **“Start”**





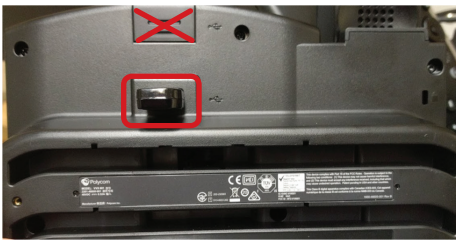
Polycom VVX 600 Series Basic Phone Functions continued

USB Call Recording

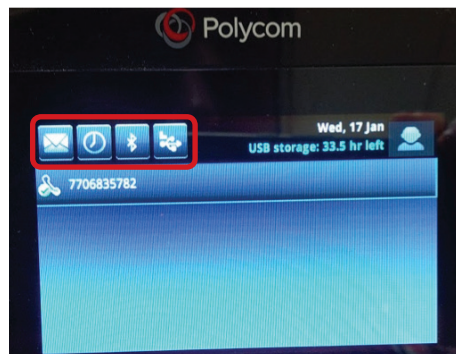
Use of Call Recording is subject to your compliance with applicable law and the WOW! Business Customer Agreement General Terms and Conditions located at wowforbusiness.com.

To activate call recording login to your Business Comm Portal, click on **Settings**, select “**Device Settings**,” change “**Local USB Call Recording**” from “**No**” to “**Yes**.”

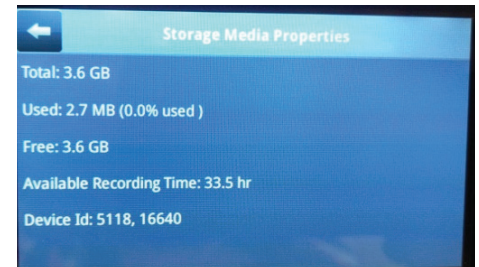
The VVX 600 series phones has 2 USB ports, the USB flash drive can only be placed in the “rear back” of the phone, as seen in the image below.



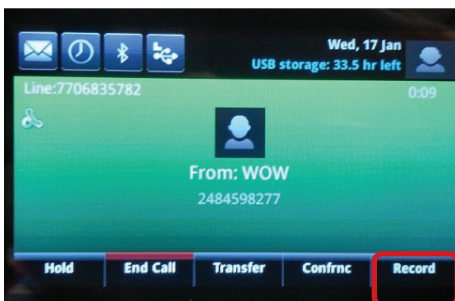
Once the USB stick has been detected you will see a USB ICON on your phone, which if selected will identify the storage size as seen in the screenshots to the right.



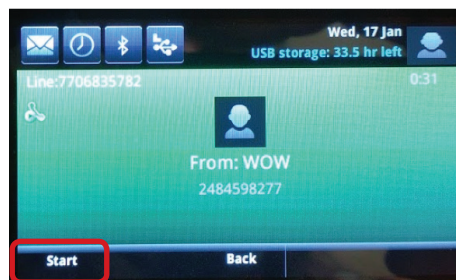
You can also view the storage by navigating to HOME-SETTINGS- FEATURES-STORAGE MEDIA PROPERTIES (as seen below).



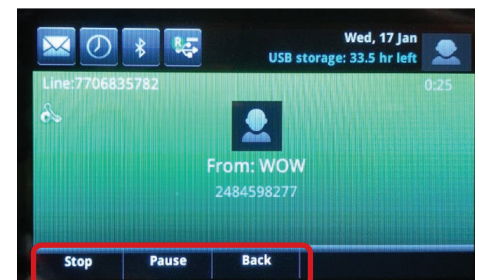
Once in a active call you will now see a “Record” softkey.



In the “Record” menu you then have a option to start the recording or go back to the normal active call menu.



When you are recording you have 3 options “Stop” recording “Pause” and resume the recording or “Back” to the previous menu.





Polycom VVX 600 Series Basic Phone Functions continued

USB Background images

Note: USB flash drives with 32GB < and less are compatible with the Polycom Phone.
(This is due to the FAT32 partition format requirement). See page 14 on how to format USB stick.

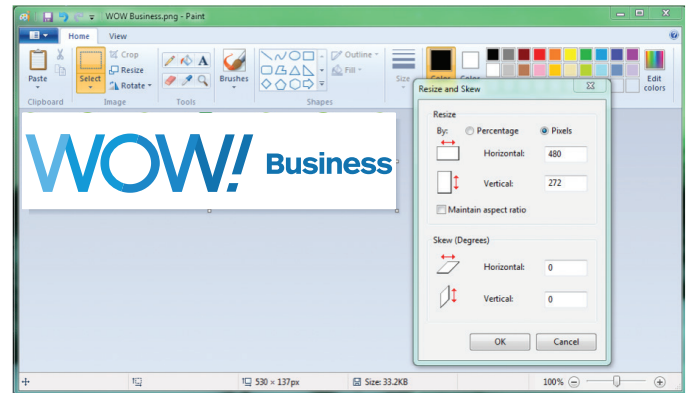
Phone Model	Optimal background image size (in pixels)
VVX600, 601	480 x 272 pixels

- Compatible file extensions JPEG, BMP, PNG
- Images larger than the listed optimal size will be cropped to fit the background display. (If you want to use an image larger than 600 KB, you need to use the [Picture Frame](#) method)
- Images smaller than the listed optimal size will be centered and surrounded by black space
- It is recommended to use resize your image to the correct pixel size so they appear correct on the screen

You can use any image you want, such as a logo but if you would like to resize your image (using Windows) see the steps below:

- Click “resize” within MS Paint
- Uncheck “Maintain aspect ratio”
- Under Resize select “Pixels”
- Resize the image to “480x272”

Once edited save your file to your USB stick.

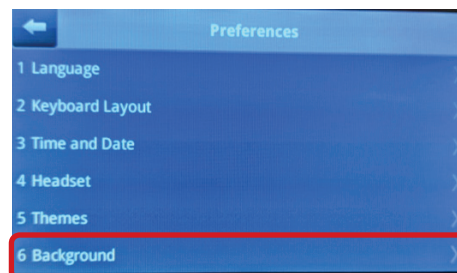
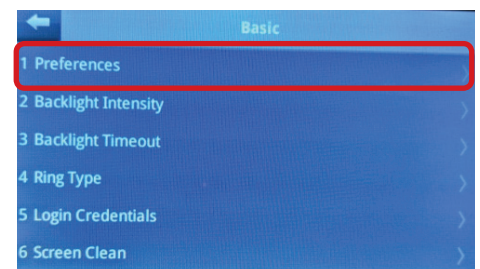
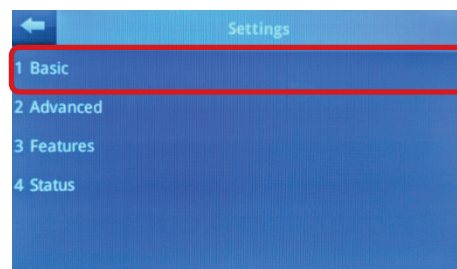


The VVX 600 series phones has 2 USB ports, the USB flash drive can only be placed in the “rear back” of the phone, as seen in the image below.



To locate the “Background image”

Home-Settings-Basic-Preferences-Background

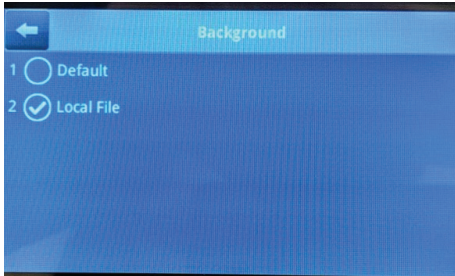




Polycom VVX 600 Series Basic Phone Functions continued

USB Background images

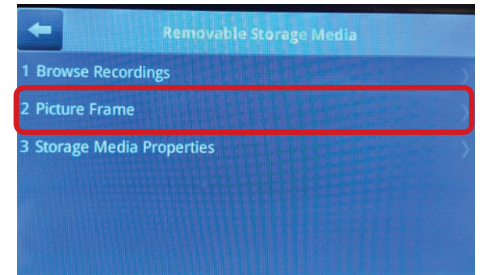
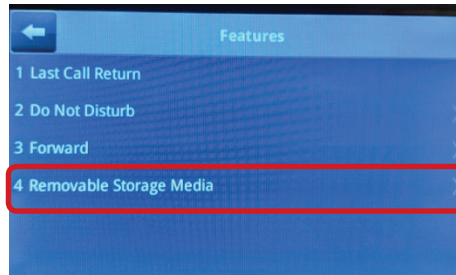
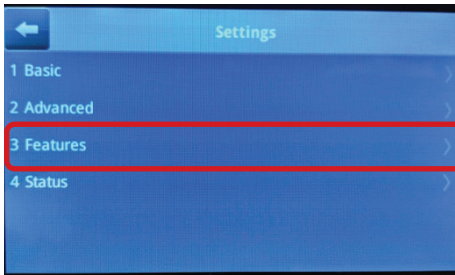
From the “Background” menu you can select the “**Local File**” from the USB stick. If you want to remove the new “Background” image simply select “**Default**”.



USB Background images (Picture Frame)

To locate the “Background image” select

Home-Settings-Features-Removable Storage Media-Picture Frame



This view will provide a “Picture Gallery” to view from.

These buttons “Play/ Pause” a slideshow of images from the USB stick.

This closes the “Picture Frame” menu.

This option sets the current image as the “Background” image.



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