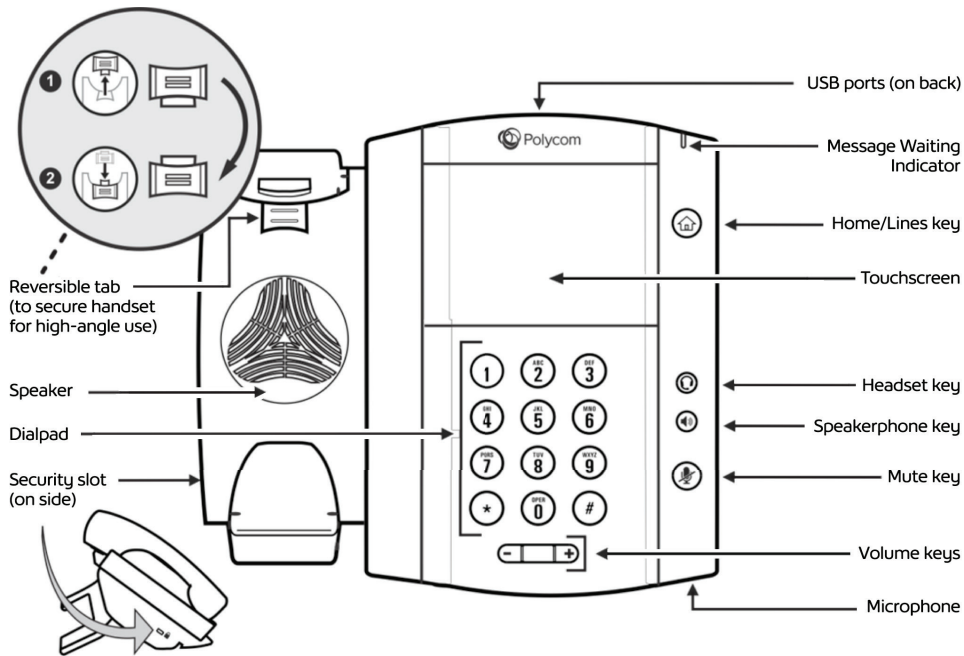


Polycom® VVX® 500 and 600 Series Business Media Phones user guide

The information in this guide applies to both the VVX® 500 and 600 phones. Configurations vary and the screen displays used in this guide may not reflect those on your phone. For more information please contact your Rogers Business Support Representative.

Viewing your phone keys and hardware



Feature	Description	Feature	Description
Reversible tab	Secures the handset in the cradle when your phone stand is positioned at a high angle. To secure the handset, remove the tab, reverse it so the protrusion points up, and re-insert it. Then, position the handset so the protrusion on the tab fits into the slot on the handset.	Message Waiting Indicator	Flashes red to indicate new messages.
Speaker	Provides ringer and speakerphone audio output.	Home and Lines Key	Press from any screen to display Home view. From Home view, press to display other phone views: Line and Call view.
Dialpad	Enables you to enter numbers, letters, and special characters. You can also use the dialpad keys to select menu items that have index numbers.	Touchscreen	The screen is touch-sensitive. Tap to select and highlight screen items. To scroll, touch the screen, and swipe your finger up, down, right, or left.
Security Slot	The connector on the left side of your phone that enables you to attach a laptop cable lock to your phone so you can secure it to a desktop. For more information on locking your phone to the desktop	Headset Key	Enables you to place and receive calls through a headset. The key glows green when an analog headset is activated, and blue when a USB or Bluetooth headset is activated.
USB Ports	Enable you to: <ul style="list-style-type: none"> • Attach a USB headset. • Attach a VVX Camera (from Rogers Business) to the top-most port. 	Speakerphone Key	Enables you to place and receive calls using the speakerphone. The key glows green when activated.
		Mute Key	Mutes local audio during calls and conferences. The key glows red when activated.
		Volume Key	Adjust the volume of the handset, headset, speaker, and phone's ringer.
		Microphone	Transmits sound to other phones.



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**.

Touchscreen will go into Sleep mode after 8hrs of idling. Message notification indicator will flash rapidly.

Phone views

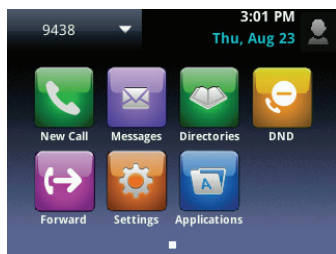
Your phone has four main Views: Home, Calls, Active Call, and Lines view (the default). You can access Home and Lines view at any time. If your phone has one or more calls, you can also access Calls or Active Call view. To change Views:

- For Home view, press .
- From Home view, press  to alternate between Home and Lines view, or, if you have one or more calls, between Home and either Calls or Active Call view.
- To switch between Lines and either Calls or Active Call view, swipe the screen

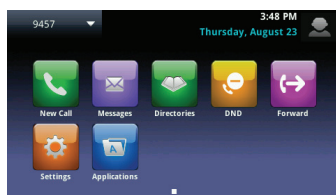
Home view

Home View displays icons you can tap to access phone functions. Touch and hold the Page Indicator (shown next) to display more or fewer icons. You can also swipe the screen to display more icons.

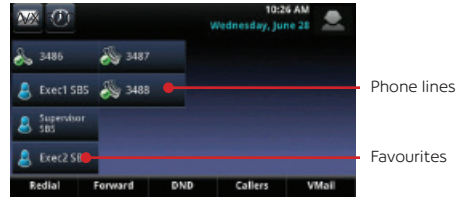
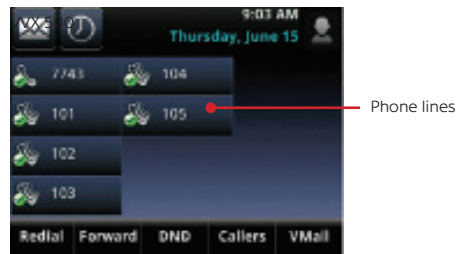
WX 500



WX 600

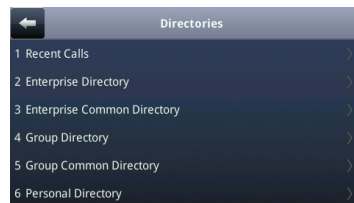


From Home View, tap the phone line to display your phone lines. To go back, tap **Close**.



Directories view

Directories view displays the following three options:





Recent Calls

This is a list of recent calls. You can select an entry and press the Dial key to call that number.


Viewing Recent Calls

To view your Recent Calls list, tap Directories from


Home view, and tap Recent Calls.

From the Recent Calls list, tap  to sort and order calls, tap  to display only certain calls, or tap a call record to call the person.

Tip: Viewing Recent Calls

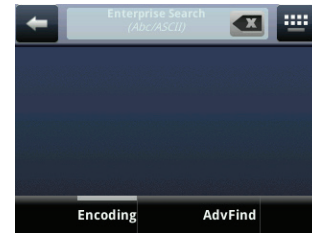
Tap  from Lines, Calls, or Active Call view.

Tip: Saving Recent Callers to Your Directory

From your Recent Calls list, tap  next to the call, and tap **Save**. Enter additional information and tap **Save**.

Enterprise Directory[^]

This is a searchable list of all the users within your company. You can select an entry and press the Dial key to call that number.

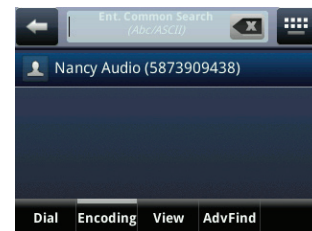


You can enter a name to search using the phone's dial pad or qwerty keyboard. To see the entire directory, enter* into the search box.

Note: If you do not wish to have your name and number listed in the Enterprise Directory, contact Rogers Business Technical Support at 1-877-742-9249 to have your privacy setting updated.

Enterprise Common Directory[^]

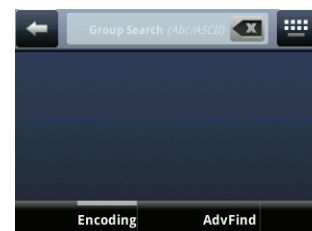
The Enterprise Common Directory allows the user to view the common contact (names and phone numbers only) of the enterprise.



Group Directory[◇]

This is the directory allowing the group users to view the common contacts (names and phone numbers only) within the same group.

Note: If you do not wish to have your name and number listed in the Enterprise Directory, contact Rogers Business Technical Support at 1-877-742-9249 to have your privacy setting updated.



[◇]VoIP phone emergency 9-1-1 features differ from traditional 9-1-1 services. Visit business.shaw.ca/smartvoice911 for more information.
[^]Customers are unable to add/modify/delete the contents Enterprise.

Group Common Directory^o

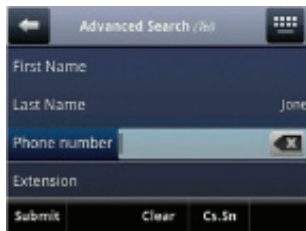
The Enterprise Common Directory allows the user to view the common contact (names and phone numbers only) of the enterprise.

Note: Only the Group Administrator can make changes to this directory.



Personal Directory^o

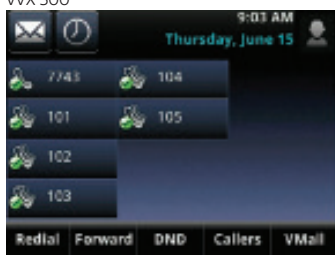
The Personal Directory enables users to view, add, modify or delete details the common contact (names and phone numbers only) of the enterprise.



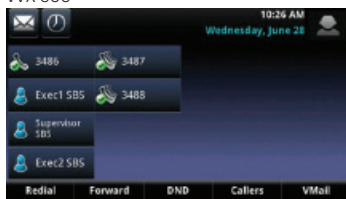
Lines view

Lines View displays phone Lines, Favorites and soft keys.

VX 500



VX 600



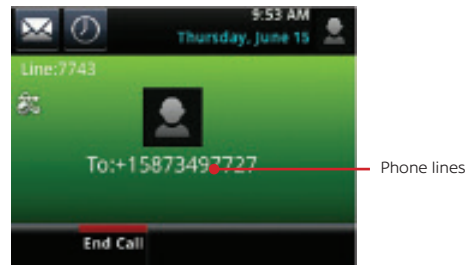
If your phone is idle, you can

- Tap the Phone Line to access the Dialer.
- Swipe to switch between Lines view

and the Browser (if enabled on your phone).

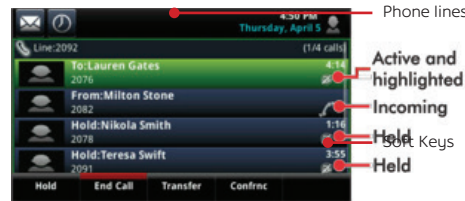
Active Call view

If your phone only has one call—and it's active—you can access Active Call view.



Calls view

If your phone has one or more calls, you can access Calls view. Call color indicates status:



- **Dark green**—Active call
- **Dark blue**—Incoming and held calls
- **Bright green**—Active call is highlighted
- **Bright blue**—Incoming or held call is highlighted

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

Entering data

Use the onscreen keyboard or the dialpad keys to enter information.

To backspace, tap **X**. 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.

Tip: Returning to your calls

If you navigate away from your call(s), press **< Calls** to see Active Call or Calls view again.

About calls

Only one call can be active at one time. You can use the handset, speakerphone, or headset for calls. During a call, you can change modes by picking up the handset, or by pressing **☎** or **📞**.

Placing calls*

Pick up the handset, or press **☎** 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 **📞**.

Tip: Placing calls quickly

Tap a recent call or Favorite, or tap a contact's phone number in the Contact Directory.

Answering calls

To answer with the speakerphone, press **☎** or tap **Answer**. To answer with the handset, pick up the handset. To answer with a headset, press **📞**. To answer a new call while on an active call, press **Answer**. The current call will be held.

Ending calls

To end an active call, replace the handset, press **☎**, or press **📞**. Or, press **End Call**. To end a held call, navigate to Calls view and highlight the held call. Press **Resume**, and press **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 sound, or after you talk with the other party, tap **Transfer**.

Forwarding calls

To enable call forwarding, press **Forward** from Home or Lines view. Select the

*VoIP phone emergency 9-1-1 features differ from traditional 9-1-1 services. Visit business.shaw.ca/smartvoice911 for more information.
^oCustomer Group Administrators have the ability to add/modify/delete the contents of the common contacts via the End User Portal.

forwarding type to enable, enter a forwarding number, and press **Enable**.

To disable call forwarding, press **Forward** from Home or Lines view, select the forwarding type to disable, and press **Disable**.

To enable per-call forwarding: As your phone rings, press **Forward**, enter the forwarding number, and press **Forward**.

Placing Conference Calls


Call the first party, and after the call connects, tap **Confrc**. Then, dial and connect with the second party and tap **Confrc** again. From Lines or Calls view, you can:

- Tap **Hold** to hold all participants.
- Tap **End Call** to remove yourself from the call, but keep the other participants connected.
- Tap **Manage** to manage each participant.
- Tap **Split** to end the conference and hold all participants.



Listening to Voicemail

Tap **Messages** from Home view, and tap **Message Center**. Tap **Connect** and follow the prompts or Dial *98.



Tip: Accessing your message centre

Tap  from Lines, Calls, or Active Call view.



Muting the microphone

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

Using Do Not Disturb

If you have a service that supports Do Not Disturb, you can enable or disable ringing. To enable or disable ringing, tap **DND** from Home or Lines view. When Do Not Disturb is enabled, the DND icon, , displays in the status bar. If you have a VVX 600, you can tap  to disable DND



Adjusting volume

To change call volume, press  during a call. To change the ringer volume, press  when the phone is idle or ringing.

Handling video calls

Your phone may be set up to receive video. If a Polycom® VVX® Camera (Provided by Rogers Business) is attached to your phone, you can send, as well as receive, video. You can exchange video with only one person at time.

If video is enabled on your phone, you can:

- **View video on the full screen**—Tap . To exit full screen mode, tap . (If the icon doesn't display, tap the screen to see it.)

If a VVX Camera is attached to your phone, you can tap Video and do the following:

- Tap **Stop Video** to stop sending video. To start sending video again, tap **Start Video**.
- Tap **Swap** to switch where video displays.

To stop sending video for all calls:

- Tap **Settings** from Home view, and tap **Basic > Video > Video Call Settings**. Tap **Auto Start Video Tx**, and disable the setting. When disabled, your phone won't automatically transmit video at the start of all calls.

To automatically view all incoming video on the full screen (if you have a camera or not):

- Tap **Settings** from Home view, and tap **Basic > Video > Video Call Settings**. Tap **Auto Video Full Screen**, enable the setting, and tap **Save**.