ELEVATE
UNIFIED COMMUNICATIONS

EQUIPMENT REFERENCE GUIDE SERIES

YOUR GUIDE FOR:

Polycom VVX 5xx / 6xx

CloudBusinessPhone.com

Quick Start Guide

Hosted PBX Service

Polycom VVX 500 | VVX 600

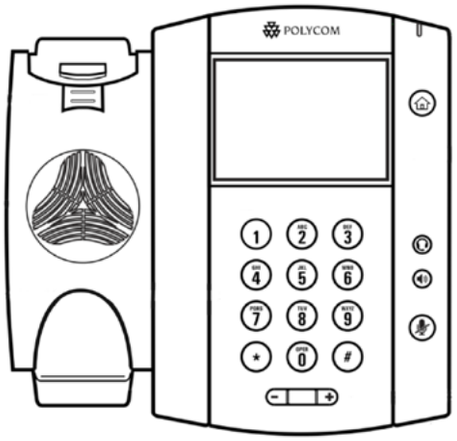


Welcome to your Hosted PBX service.

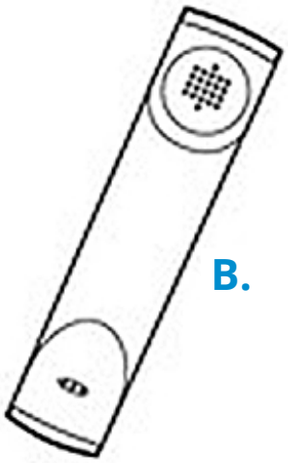
What's in the box?

Polycom VVX 500/600

A. Phone
B. Handset
C. Handset Cable
D. Network Cable
E. Stand
F. Quick Start Guide
G. AC Adapter (optional)



A.



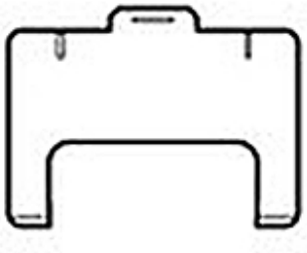
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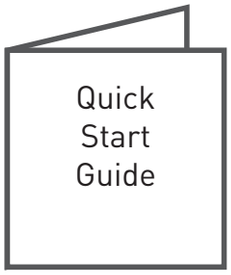
C.



D.



E.



F.



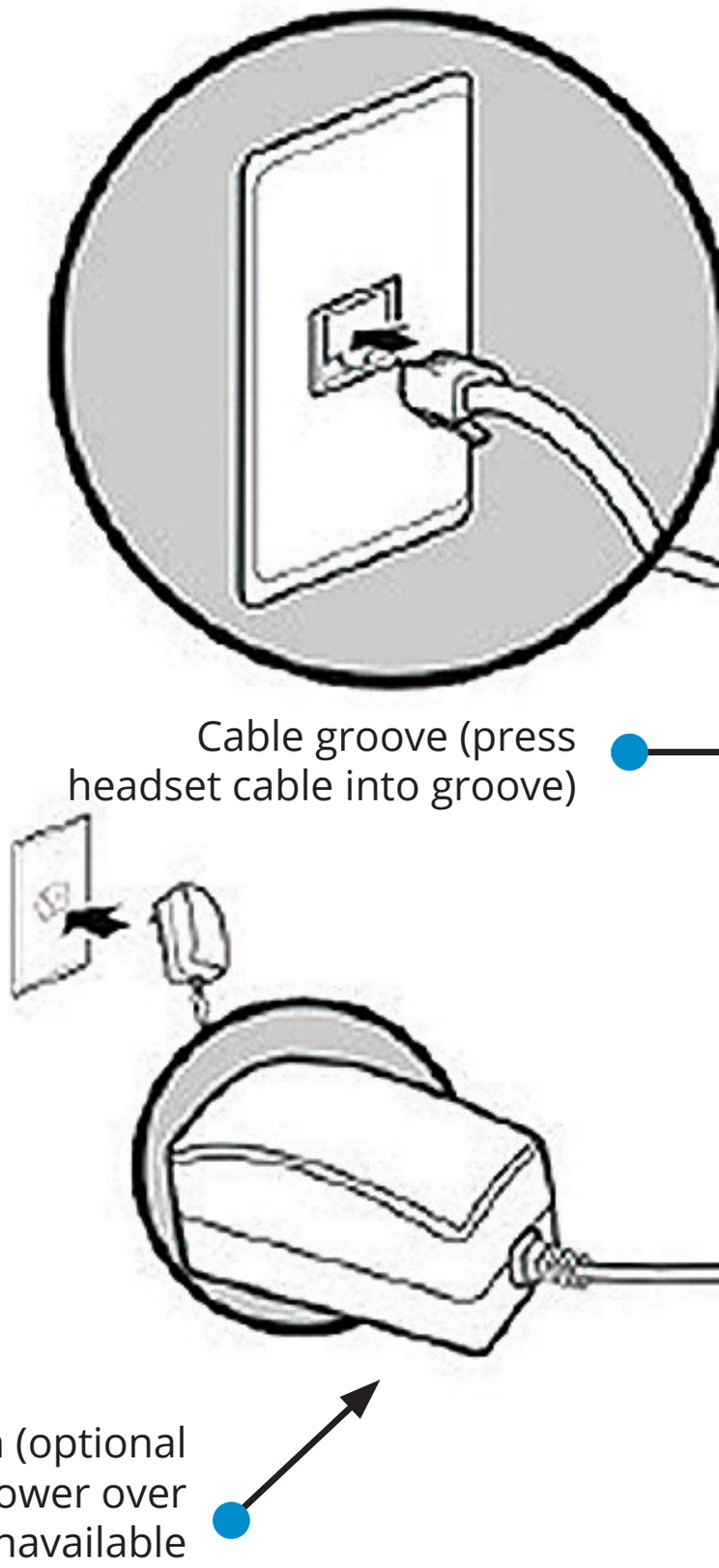
G.

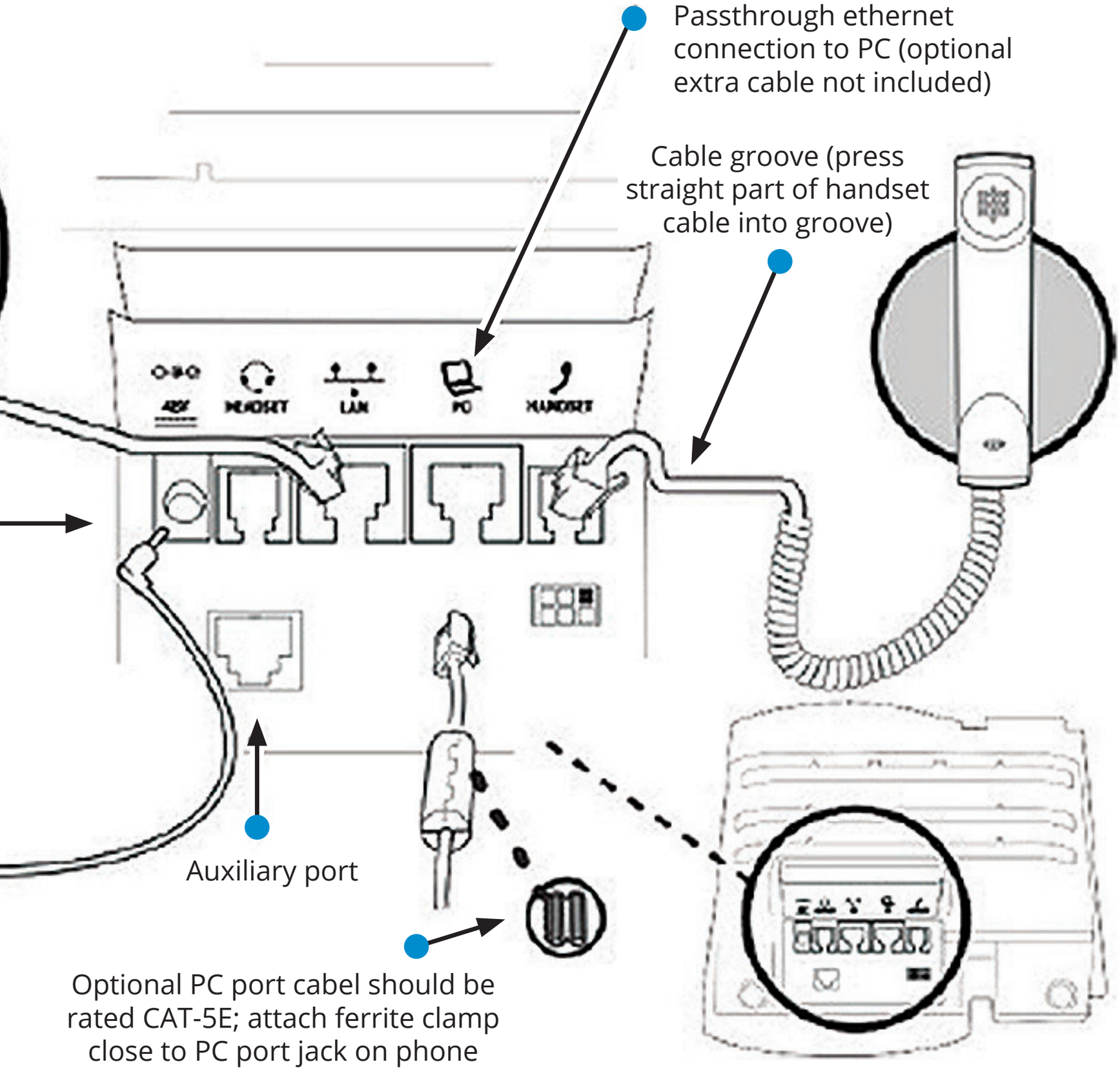
Guided Setup

Connect Cables

Please follow the diagram to install your phone. Once plugged in, the phone will automatically download its configuration and start to work.

Once the phone has been plugged in and is operational, the voicemail box is functional with a default greeting.




Passthrough ethernet connection to PC (optional extra cable not included)
Cable groove (press straight part of handset cable into groove)
Auxiliary port
Optional PC port cabel should be rated CAT-5E; attach ferrite clamp close to PC port jack on phone

Voicemail Box Setup

RECORDING YOUR PERSONAL VOICEMAIL GREETING

1. Press the Messages button ✉, and press the “Connect” soft key.
2. Enter the default PIN of 0000.
3. Select option 8 for User Options.
4. Select option 1 to record the unavailable greeting.
5. Follow the voice prompts to record and check your greeting.

CHANGING THE PIN FROM THE PHONE

1. Press the Messages button ✉.
2. Enter the default PIN of 0000.
3. Select option 8 for User Options.
4. Select option 3 to change the PIN.
5. Enter the new PIN when prompted.

Your new PIN:

- Must be between 6 and 10 digits and must not start with “0”.
- Must not contain sequential or repeating digits, such as “123” or “111”.

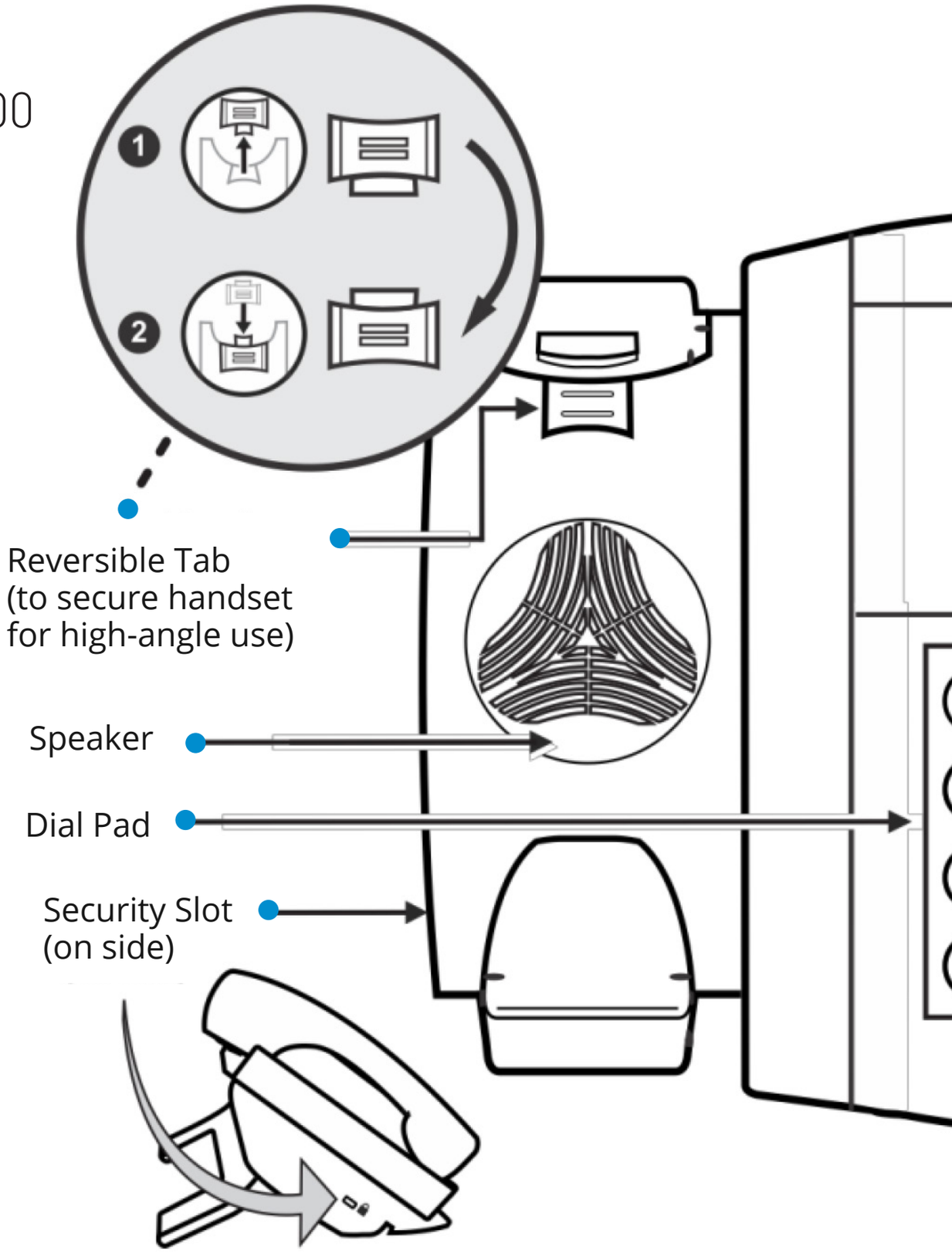
LOGGING INTO YOUR VOICEMAIL BOX VIA THE WEB

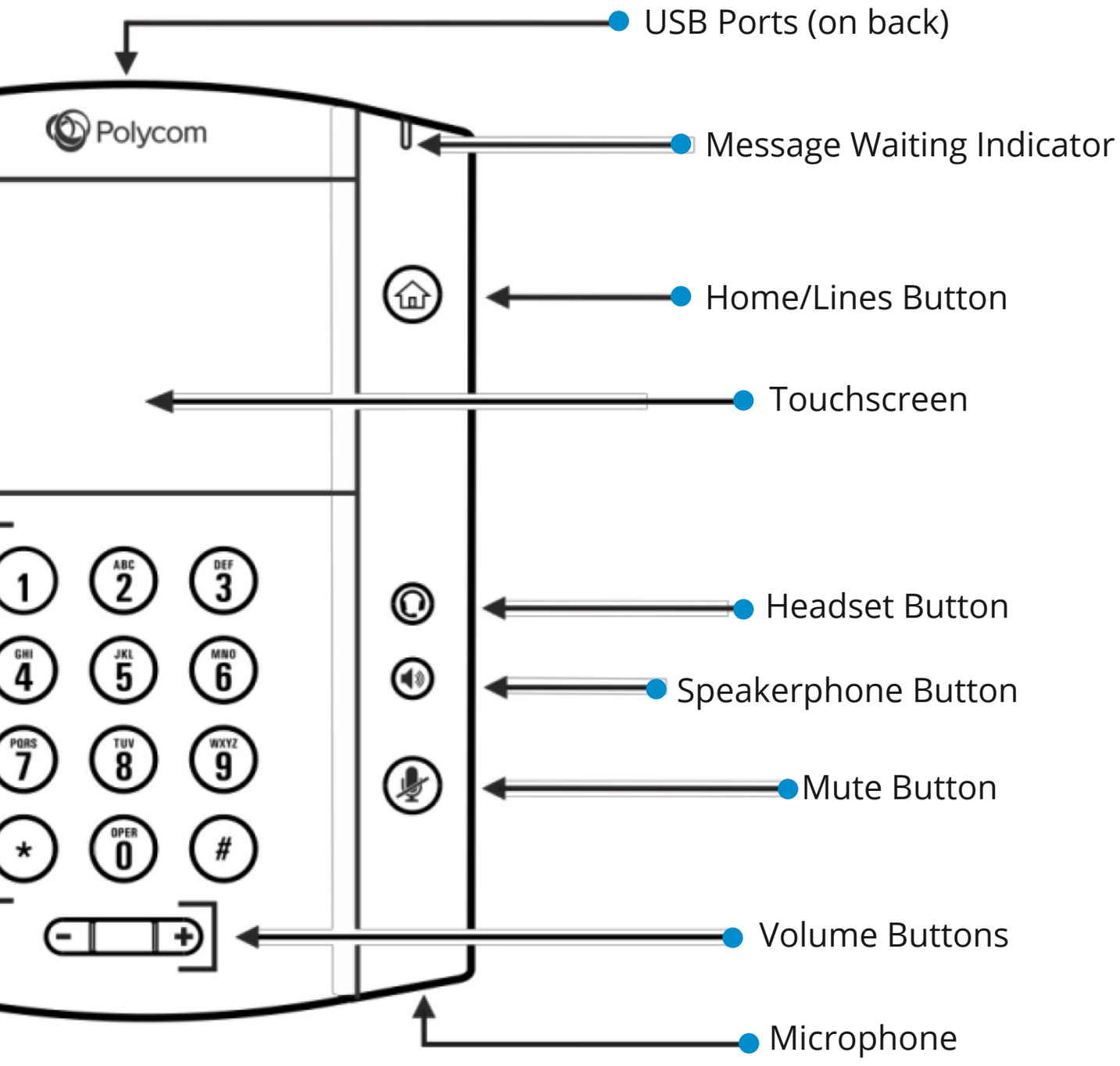
1. Go to cp.serverdata.net/voice/.
2. Enter your Phone Number and PIN/Password.
3. Click LOGIN.


Polycom
2090
New Calls
Messages
1
ABC
2
GHI
4
JKL
5
PQRS
7
TUV
8

Features

Polycom VVX 500/600




USB Ports (on back)
Message Waiting Indicator
Home/Lines Button
Touchscreen
Headset Button
Speakerphone Button
Mute Button
Volume Buttons
Microphone
Polycom
1
2 ABC
3 DEF
4 GHI
5 JKL
6 MNO
7 PQRS
8 TUV
9 WXYZ
*
0 OPER
#

Commonly Used Features

PLACING OUTGOING CALLS

When the phone is not in use:

1. Pick up the handset or press the “Speakerphone” button.
2. Dial a 3-digit extension or telephone number.

When you are already on a call:

1. Press the “Hold” soft key.
2. Press the “New Call” soft key.
3. Dial a 3-digit extension or telephone number.
4. Resume the original call by pressing the “Line” button that corresponds with that call, and press the “Resume” soft key.

ANSWERING AN INCOMING CALL

...On the Handset:
Pick up the handset to answer the call.

...On a Headset:
When a headset is connected, press the “Headset” button (or the ”Answer” soft key) to answer the call.

...On Speakerphone:
Press the “Speaker” button (or the “Answer” soft key) to answer the call.

REJECTING AN INCOMING CALL

Press the “Reject” soft key to immediately send the caller to voicemail.

IGNORING AN INCOMING CALL

Press the “Ignore” soft key to send the caller to voicemail.
Note: The caller will continue to hear ringing for the specified amount of time, defined in the phone’s “No Answer Forwarding” setting.

ENDING A CALL

…On the Handset:
Press the “End Call” soft key.

…On a Headset:
Press the “Headset” button.

…On Speakerphone:
Press the “Speaker” button.

HOLD

Placing a Call On Hold:

- While on a call, press the “Hold” soft key.

Retrieving Calls On Hold:

- Press the “Resume” soft key to resume the holding call on that line.

TRANSFERRING CALLS

Blind Transfers:

1. While on a call, press the “Transfer” soft key.
2. Tap the “Blind” soft key.
3. Dial the desired phone number or extension number.
4. The call is automatically transferred.

Attended (Consultative or Warm) Transfers:

1. While on a call, press the “Transfer” soft key.
2. Dial the desired phone number or extension number.
3. Wait for the party to answer, and announce that you are transferring a call to them.
4. Hang up the phone to complete the transfer.

MUTE

1. To mute the microphone on an active call, press the “Mute” button.
2. To un-mute the microphone, press the “Mute” button again.

VOICEMAIL

1. Press the “Messages” button ✉.
2. Enter your PIN when prompted.

VOLUME ADJUSTMENT

In-Call Volume:

- While on a call, press the “+” and “-” buttons to raise or lower the volume.

Ringer Volume:

- While the phone is not in use, press the “+” and “-” buttons to adjust the ringer volume on the phone.

CALL WAITING

When an inbound call rings in, you will hear a beep tone emitted by your phone.

To Answer the Second Call:

1. Press the “Answer” button to access that call. The current call will be placed on hold.
2. Once the second call has ended, resume the original call by pressing the “Resume” soft key or pressing the “Answer” button.

To Reject the Second Call:

- Press the “Reject” soft key to immediately send the caller to voicemail.

CALL WAITING (CONTINUED)

To Ignore the Second Call:

- Press the “Ignore” soft key to send the caller to voicemail.

Note: The caller will continue to hear ringing for the specified amount of time, defined in the phone’s “No Answer Forwarding” settings.

SPEAKERPHONE

While the phone is not in use:

- Press the “Speakerphone” button to activate the speakerphone and get dial tone for an outbound call.

While on a call on the handset / headset:

- Press the “Speakerphone” button to continue the current call on the speakerphone.

While a call on speakerphone is active:

- To hang up the current call, press the “Speakerphone” button.

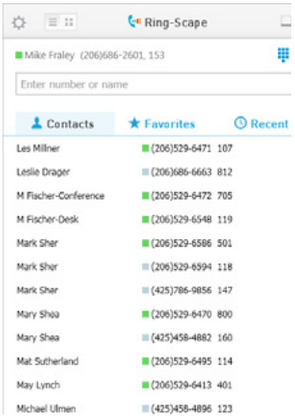
FORWARDING CALLS

1. Press the “Forward” soft key OR
2. Press the “Home” button and the “Right Arrow” button to navigate to “Forward”, and select it.
3. If “Always Forward” is currently disabled, “Always (Disabled)” will be displayed.
4. Press 1 for “Always”.
5. Enter / verify the contact number where calls will be forwarded.
6. Press the “Enable” soft key.

Disabling “Always Forward”:

1. If “Always Forward” is currently enabled, “Always (Enabled)” will be displayed.
2. Press 1 for “Always”.
3. Press the “Disable” soft key.

“Forward On Busy” and “Forward On No Answer” can be set in a similar manner.



FREE

Download Ring-Scape for increased desktop productivity:

https://www.serverdata.net/visitor/voice/ringscape/index.asp

We are here to help.



http://controlpanel.msoutlookonline.net/support/kb/

PolycomVVX5xx-6xx-PLR-QS-001