



Important Touch Keys & Hard Keys on the Polycom VVX 500

- 1 – Display Control Key – Touch this key to view your Call History and any Contact Lists you have created. You can sort and filter.
- 2 – Voicemail Key – Touch the Message Key on the main screen OR Touch the Envelope icon above your ext key on the upper left screen of the phone. When prompted, enter your PIN # to manage your voicemail.
- 3 – Voicemail Indicator Light – This indicator will blink red when you have voicemails you have not accessed.
- 4 – Headset Key – Press this key to activate your headset, this key will light up when in use
- 5 – Speakerphone Key – Press this key to enable the speakerphone feature, this key will light up when in use
- 6 – Mute Key – Press this key to activate the MUTE feature on a call, this key will light up red when in use
- 7 – Home Key – Press this key to get back to your phone’s Home Screen

8 – Soft Keys – these soft keys are programmed touch keys for specific features, touch to enable/utilize such features.

9 – Volume Key – Change the volume for any setting on your phone by Pressing + or – to adjust volume.

10 – Line Keys – These are the buttons that allow you to access a specific extension. Whether it be your own or another user you have saved on your phone. These can also be programmed for speed dials. The first line key appearance is always your own extension.

Referencing #8 – **Soft Touch Keys**



Touch Hold – To put a call on Hold

**Calls on Hold will display “Hold” – Also, the entire running time of your call will be displayed regardless if it is on Hold or Active.

Resume Call – Touch Resume to get back to your held call

Held Calls – Will say “Hold”

Active Calls – Will have a green screen

Touch End Call – To End an active call

**Touch End OR hang up the receiver to end a call

Touch Transfer – To transfer a call

**After touching Transfer, you will hear a Dial Tone, dial the Ext. to Transfer the call to and then Touch Transfer one more time.

Touch Conference – To create a Conference Call

**Dial your first call, then Touch Conference – you will get a Dial Tone – then dial your 3rd party, when that party answers the call – Touch Conference again. All calls are now joined.

Once in a conference call – you will see the words “Cancel” or “Split”

Cancel – Touching this key while on a conference call will disconnect the newest call you joined to the Conf.

Split – Touching this key during a conference call will split both calls, automatically putting one call on Hold and the other will show on your screen green and active. This allows you to stop a conference call at any time and go back and forth between both calls without them hearing the other.

Touch More – For additional features or shortcuts for your phone, see your system Administrator to see which features are enabled for your phone.