



Polycom® VVX® 500 Business Media Phone

Quick User Guide for 8x8 Virtual Office

For phones running Polycom® UC Software 4.0.1 or later

Configurations vary and the screen displays used in this guide may not reflect those on your phone. See your system administrator for more information. For detailed information on how to use your phone, see the User Guide for the Polycom VVX 500 Business Media Phone for 8x8 Virtual Office at: <http://www.8x8.com/Support/BusinessSupport/Documentation.aspx>.

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About the Touch Screen



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**.

Phone Views

Your phone has four main views: Home, Calls, Active Call, and Lines view (the default).

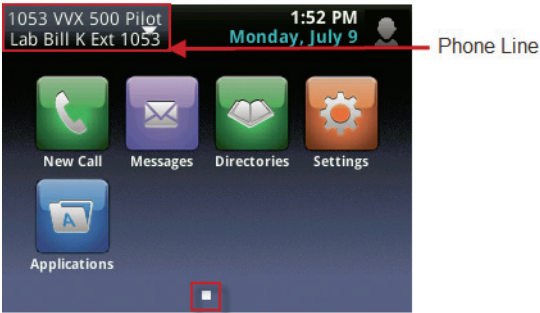
To change views:

- For Home view, press .
- Press  again to display either Lines, Calls, or Active Call view.
- To switch between Lines, Calls or Active Call view, swipe the screen left or right.

Note: If your phone is idle, you can access Home and Lines view. If your phone has only one call—and it’s active—you can access Home, Lines, and Active Call view. If your phone has multiple calls, or one held call, you can access Home, Lines, and Calls view.

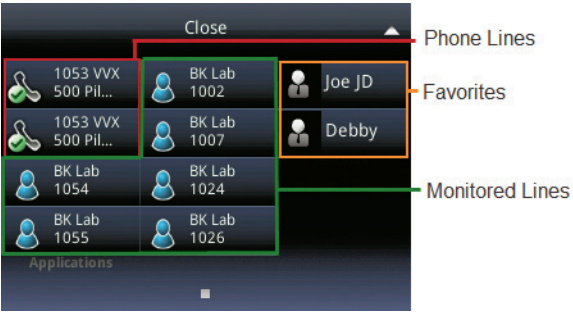
Home View

Home View displays icons you can tap to access phone functions.



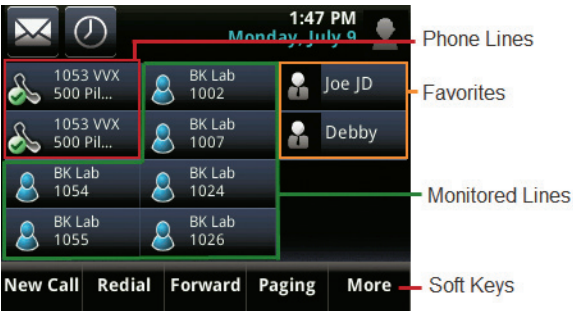
Touch and hold  to display fewer icons. Touch and hold  or swipe the screen to display more icons.

From Home View, tap the phone line to display your phone lines, monitored lines (if BLF Keys are enabled), and Favorites (Speed Dial Keys) . — These contacts you can dial by tapping their name. To go back, tap **Close**.



Lines View

Lines View displays your phone lines, monitored lines (if enabled), favorites, and soft keys.



A monitored line (BLF Key) will show a flashing green bar if it is ringing and a solid red bar if it is on a call.

If your phone is idle, you can:

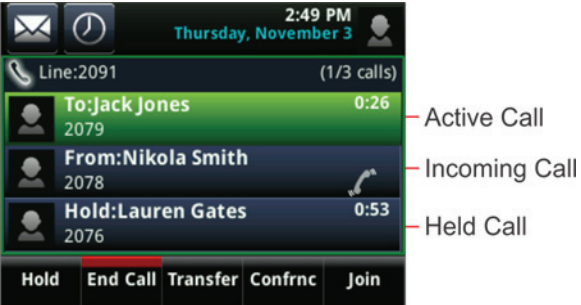
- Tap the phone line to access the dialer.
- Tap a favorite or an idle monitored line to speed dial to that extension.
- Tap a ringing monitored line to pick up a call (if pickup is enabled).

Note: A monitored line (BLF Key) is part of the 8x8 Virtual Receptionist add-on.

Calls View

You can access Calls view if your phone has multiple calls in progress, or you have one held call.

Calls view displays a list of all your calls.



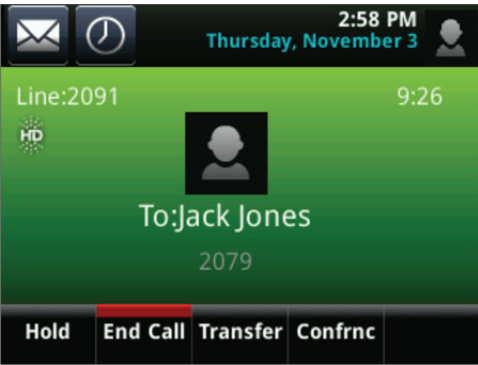
Call color indicates status:

- 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 apply to the highlighted call.

Active Call View

If a phone line has only one call—and it’s active—you can access Active Call View.




If your phone is on a live call you can:

Swipe the screen right to reveal the Lines view, then you can

- Tap an idle monitored line to transfer your live call to that extension.

Entering Data

Use the onscreen keyboard or the dial pad keys to enter information. To backspace, tap .



To use the onscreen keyboard, tap .


To type with the dial pad keys, press a key repeatedly to view the character options and stop to select.

To type other characters, tap Encoding or Mode. When using the dial pad keys, use the 1, *, 0, and # keys.

About Calls


Only one call can be active at a 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 .

Tip: Returning to Your Calls
If you navigate away from your call(s), tap  to see Active Call or Calls View again.

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 .

Timesaver: Placing Calls Quickly
Tap a recent call, monitored line (if enabled), or favorite, or tap a contact’s phone number in the contact or corporate directory.



Redial

To redial the last call, tap **Redial**.

Recording Call (Optional Service)

Tap **CallRecord** during a live call.

Answering Calls

Press  or tap **Answer**, pick up the handset, or press .

To answer a new call while on an active call, tap **Answer**. The current call will be held.

Ending Calls

To end an active call, replace the handset, press , or press . Or, tap **End Call**.

To end a held call, navigate to Calls View and highlight the held call. Tap **Resume**, and tap **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 ring back sound, or after you talk with the other party, tap **Transfer**.

Alternatively, you can tap the **BlindXfer** key to transfer without talking to the other party first.

Timesaver: Instant Call Transfer to Monitored Lines
If you have monitored Lines (BLF Keys) enabled, while on an active call, swipe the screen to the right to show the Lines View. Then simply tap the monitored line to instantly transfer the call to that line.

To transfer a live call to voicemail

Tap **xfrVM**, during a live call then dial the extension number and press #.

Parking Calls

To park a live call, tap **More** then tap **Park**.

1. Listen to the message which identifies the extension the call is parked to.
2. Then notify the intended recipient(s).

To pick up the parked call the recipient dials the extension that the call was parked to.

Forwarding Calls

Tip: Use Virtual Office for Call Forwarding
8x8 recommends using Virtual Office Online call forwarding instead of phone-based call forwarding so your call forwarding instructions are stored online instead of on your phone. If you set your call forwarding rules on your phone, they will not be in effect if your phone is disconnected from an Internet connection.

To enable online call forwarding (Virtual Office):

1. Log on to your Virtual Office Online dashboard at [http:// virtualoffice.8x8.com](http://virtualoffice.8x8.com).
2. Select **Settings** then **Call Forwarding**, then select the **My Rules** tab.
3. Update your Call Forwarding Rules and press **Save**.

You can return to Virtual Office Online at any time to update your Call Forwarding Rules.

To enable call forwarding (phone based):

Tap **Settings** from Home View, and tap **Features** > **Forward**. Tap the forwarding type to enable, type a forwarding number, and tap **Enable**.

To disable phone-based call forwarding, tap **Settings** from home view, and tap **Features** > **Forward**. Tap the forwarding type to disable, and tap **Disable**.

Timesaver: Accessing Phone-based Call Forwarding
Tap **Forward** from Lines View then the forwarding type to enable or disable.

To enable per-call forwarding:

As your phone rings, tap **Forward**, enter the forwarding number, and tap **Forward**.

Intercom

- To intercom an extension, tap **Intercom** from Lines View, dial the number you wish to Intercom to and then tap **Enter**.

If you are receiving an intercom call, the phone rings, then automatically connects to your speakerphone.

Paging (If Enabled)

Paging enables you to intercom to all extensions in a pre-defined group at once.

- To page a group of extensions, tap **Paging** from Lines View, select the group you want to page, then tap **Page**. You can then begin speaking.

If you are receiving a paging call, the phone beeps, then automatically connects to your speakerphone.

LCR - Last Call Return

1. Tap **LCR**.
2. You can pick up the handset first, then tap **LCR** to place the call on your handset.

Auto Attendant

To access the Auto Attendant:

1. Tap **AA**.
2. Follow Auto Attendant voice prompts.

Placing Conference Calls

Call the first party. From Lines, Calls, or Active Call View, tap **Confrnc**. Dial and connect with the other party, and tap **Confrnc**.

From Lines or Calls View, you can:

- Tap **Hold** to hold the conference.
- Tap **End Call** to end the conference.
- Tap **Split** to end the conference and hold all participants.
- Tap **Join** to join together 2 held calls.

Timesaver: Placing Conference Calls
If you have an active and held call, tap **Join** to set up a conference.



Favorites (Speed Dial Keys)


Favorites are contacts you call the most often. Favorites display in your favorites list and lines view as speed dial keys. They also display when you tap the phone line in home view.


- **To view your favorites list:** Tap **New Call** from Home View, and tap Favorites.
- **To make a contact a favorite:** Navigate to your Contact Directory and tap the contact. Tap **Add to Favorites**, and tap **Yes** to confirm.
- **To speed dial a favorite:** Tap the **Favorite** (Speed Dial Key) from Lines View or from your Favorites list.
- **To reorder your favorites list:** Update the contact’s favorite Index number in the Contact Directory.

Viewing Recent Calls




To view your Recent Calls list, tap **New Call** from Home View, and tap **Recent**.

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.


Timesaver: 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**.

Contact Directory

- **To view your directory:** Tap Directories from Home View. If a Corporate Directory is on your phone, tap Contact Directory on the directory screen.
- **To add a contact:** Navigate to your Contact Directory and tap . Type the contact’s information, and tap Save. To make a contact a Favorite, enter a Favorite Index number.
- **To update contact information:** Navigate to your Contact Directory and tap the contact. Tap  update the contact’s information, and tap Save.
- **To delete a contact:** Navigate to your Contact Directory and tap the contact. Tap , and tap Yes to confirm.

- **To search for a contact:** Navigate to your Contact Directory and tap Search. Enter search criteria, and tap Search.
- **To dial a contact from your directory:** Navigate to your Contact Directory and tap the contact. From the contact’s information screen, tap the contact’s phone number.


Tip: What Does a Green Star Mean?
A green star, , indicates a Favorite (Your top ranked Favorites appear as Speed Dial Keys).

Corporate Directory

- **To search your Corporate Directory:** Tap Directories from Home View then **Corporate Directory**.
- Alternatively, tap **Applications** from the Home View, then **Corp Directory**. to Scroll through your Corporate Directory
- **To dial a contact from your Corporate Directory:** Navigate to your Corporate Directory and then tap the contact. From the contact’s information screen, you can tap the contact’s phone number.

Listening to Voicemail



Tap **Messages** from Home View, and tap **Message Center**. Tap **Connect** and follow the prompts.

Timesaver: Accessing Your Message Center
Tap  from Lines, Calls, or Active Call View.

Call Queues (If Enabled)

- **To access your Call Queues:** Tap Applications from Home View, then tap **Call Queues**.
- **To log into a Call Queue:** Tap the **Log In** button.
- **To log out of a Call Queue:** Tap the **Logout** button.

Muting the Microphone

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

Using Do Not Disturb

To disable ringing, tap **Settings** from Home View, and tap **Features > Do Not Disturb**. Tap **Enable** or **Disable**.


Timesaver: Using Do Not Disturb
To disable ringing, from the Lines View, tap **More > DND**. Tap **DND** again to re-enable ringing.

Adjusting Volume

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

Updating Ringtones

To change the incoming call ringtone, tap **Settings** from Home View, and tap **Basic > Ring Type**. Tap the ringtone you want.

To set a ringtone for a contact, navigate to your Contact Directory and tap the contact. Tap  update the contact’s ring type, and tap Save. Note: This local information may not always persist during a major upgrade to your phone.

Notes:
Monitored Lines: (BLF Keys) are part of an optional add-on called Virtual Receptionist, and are managed by your PBX administrator. Up to 6 can be configured.

Line Appearance Keys: (2 standard) can independently handle live calls. With the Virtual Receptionist add-on up to 6 Line Appearance Keys can be configured. These are also managed by your PBX administrator.

Speed Dial Keys: Your Favorites can be added and changed on your set by designating personal directory entries as favorites and then by ranking them. Your top ranked favorites are displayed as speed dial keys. These can be added up to the VVX set’s limit of 12 total line keys, and speed dial keys are displayed where line keys are not being used by BLF Keys or Line Appearance Keys.

