

# Poly VVX 501 - Quick Start Guide

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## Your Desktop Device



### 1. Voicemail Indicator

1. The indicator is on the upper right corner of the phone. The light flashes red to indicate new messages.

### 2. Home

1. Home is the closest button to the top edge of the phone along the right edge. Press from any screen to return to home screen.

### 3. LCD Touchscreen

1. The LCD touchscreen is a smooth rectangular area in the top half of the center of the phone. The touchscreen provides useful information and access to advanced features.

### 4. Softkeys

1. These are displayed at the bottom of the LCD touchscreen, which is the smooth rectangular area in the top half of the center of the phone. These keys perform the labeled function. They are context-sensitive and may change depending on the state of the phone.

### 5. Function Buttons

1. Headset, Speaker and Mute keys. These keys are located along the right edge of the phone.

### 6. Volume Control

1. The volume key is located at the bottom of the phone below the dial pad. This key adjusts the volume of the handset, headset, speaker and phone's ringer.

### 7. Microphone

1. The microphone port is on the bottom, right-hand side of the phone.

### 8. Key Pad / Dial Pad

1. The dial pad is located on the bottom half of the phone.

### 9. Speaker

1. The speaker is the handset on the left-hand side of the phone. The speaker provides ringer and hands-free (speakerphone) audio output.



## Using Your Desktop Device

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### 1. Placing a Call

1. First, dial number. Then, pick up handset. For hands-free speakerphone – dial number, then press the **Speaker** button or press **Dial** softkey.



### 2. Answer a Call

1. Pick up handset. For hands-free speakerphone, press the **Answer** softkey or press the **Speaker** button.

### 3. Dial a Number From Your Directories

1. From the Home View, select **Directories**, then select **Contact Directory**. Select contact, then the number from the Contact Information Screen.

#### 4. Dial a Number From Your Recent Calls

1. From Home View, select **Directories**, then select **Recent Calls**. Press **Sort** or  to sort and order calls; Press **Type** or  to display only certain calls.

Select a call record to call the person. **Note:** The **Sort** and **Type** are examples of icons visible on the LCD touchscreen. The touchscreen is not accessible to visually impaired users.

#### 5. Placing a Call on Hold

1. From Lines, Calls or Active Call view, press the **Hold** softkey or function button. To retrieve the call, press **Resume** softkey or **Hold** function button again.

#### 6. Call Park / Call Retrieve

1. Call Park places a call on hold so that other users assigned to Call Park service can retrieve that call from any phone in office.
  - **To Park:** Press **Hold** and then \*68, or just press **Park** softkey (the **Park** softkey does the same thing as HOLD and \*68). Enter the extension where the call will be parked, and then press #.
  - **To Retrieve:** Pick up Handset, press \*88 or the **Retrieve** softkey. Enter the extension where the call was parked then #.

#### 7. Transferring a Call

- **Announced Transfer:** Press the **Transfer** softkey or function button to place active call on hold. Dial the number where you want to transfer the call. Once the third-party answers, announce the call and press **Transfer** softkey or function button.
- **Blind Transfer:** Press the **Transfer** softkey or function button to place active call on hold. Press **Blind** softkey. (If you don't see **Blind**, press **More** softkey.) Dial the number where you want to transfer the call.
- **Transfer to Voicemail:** Press the **Transfer** softkey or function button to place active call on hold. Next, enter \*55 and dial the party's extension, then #.

#### 8. Mute a Call

1. Press **Mute** function button to silence your phone's mouth piece and speaker. To turn mute off, press **Mute** again.

#### 9. Listening to Voicemail

1. Press **Messages** from Home View or press **Messages** function button. Press **Message Center**, then **Connect**. Your phone will ring your Voice Portal. Enter your passcode, then #. Follow voice prompts to listen to delete/save messages.

## 10. 3-Way Conferencing

1. Place the first call. Then, press the **Confrnc** softkey to place the next call and dial the number. The active call will be on hold. (If you don't see **Confrnc** softkey, press **More** softkey.) After the second call answers, press the **Confrnc** softkey again to join all parties in the conference. All parties will be disconnected when you exit the call.
  - Press **End Call** to remove you from the call, but keep the other participants connected.
  - Press **Manage** to manage each participant.
  - Tap **Split** to end the conference and hold all participants.

## 11. Forwarding Calls

1. Press the **Forward** softkey from Home or Lines view. Select forwarding type and enter the number where you want your calls forwarded and press **Enable** softkey. **Calls Forwarded** will be displayed on **LCD** screen. To turn off Call Forwarding, press **Forward** from Home or Lines view. Select Forwarding type, and press **Disable** softkey.

## Visual Call Park

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Visual Call Park is an optional Unified Communications functionality. Once requested, the appearance of the available Visual Call Parks are represented in the line keys / Busy Lamp Field (BLFs) on every phone that's in the customer's location. It is either vacant or occupied (with a parked call).

Everyone on the site sees the same parking spots and their status (whether a call is parked or not), and can either park a call in a vacant spot, or retrieve a call from an occupied spot.

For consistency, all phones in the location must be provisioned precisely the same way, in this case being the Poly VVX 501. The client must also select between 4 parking spots (up to 12 phones per site), or three parking spots (up to 16 phones per location).

Please Note: Visual Call Park is only available for the Poly VVX 501 desktop phone.

To use Visual Call Park, while on an active call:

1. Press the **Home** Button, so the Line Key view is displayed. Here you will see your available Visual Call Park spots.
2. Proceed to park the call at any vacant call park spot by tapping the **Visual Call Park** spot.



3. Once this is complete, the call will be parked and indicated by the letter “P” enclosed in a yellow circle.
4. Once the call is parked, everyone in the location can see the parked call occupying the parking spot.
5. Any user can then retrieve the call to his / her line freeing up that spot.



6. To retrieve the Parked Call, press the corresponding line key.

## Key Expansion Module

The Poly VVX Expansion Module broadens the usefulness of Poly VVX Desktop phones with additional multifunctional line keys.





## 1. Line Keys

1. Line buttons are located on the sides of the display. These buttons are used to view calls on a line or access speed dials or show call appearances.

## 2. Page Buttons

1. The Page buttons are used to switch pages of line key options.