



## Polycom® VVX® 500 Business Media Phone **Quick User Guide**

For phones running Polycom® UC  
Software 4.0.1 or later

Basic Phone Features  
Customizing Your Phone

Applies to phones running SIP 3.0.2 or  
later.

For detailed information please consult  
the Star2Star Phone and Features  
Guide, available for view/download via  
the Star2Star Knowledge Base at:

<https://support.star2star.com/>

### 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).

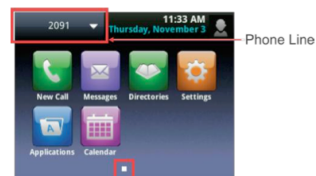
**Change Views:**  
For Home View, press

From Home View, press to display  
either Lines, Calls or Active Call View.

To switch between Lines View and  
either Calls or Active Call View, swipe  
the screen.

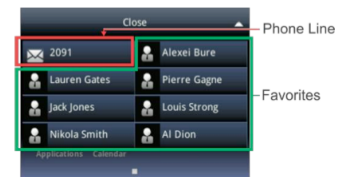
### Home View

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



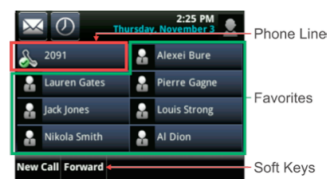
Touch and hold to display fewer  
icons. Touch and hold or swipe the  
screen to display more icons.

From Home View, tap the phone Line to  
display your phone Lines and Favorites.  
(Contacts you may dial by tapping their  
name). To go back, tap **Close**.



### Lines View

Lines View displays phone Lines,  
Favorites and soft keys.



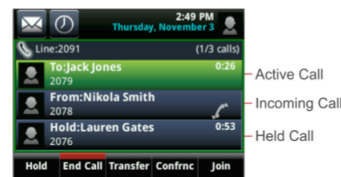
If your phone is idle, you can:

Tap the phone Line to access the  
Dialer.

Swipe to switch between Lines View  
and the Browser (if applicable).

### Calls View

Calls View displays a list of all your  
calls.



Call color indicates call status:

**Dark green:** Active call.

**Dark blue:** Incoming and held calls.

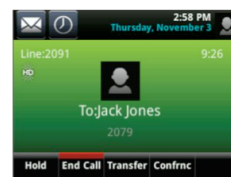
**Bright green:** Active call is highlighted.

**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  
is active, you may access Active Call  
View.



### 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.

### Calls

Only one call can be active at one time.

You may use the handset,  
speakerphone or headset for calls.  
During a call, you can change modes  
by picking up the handset or by

pressing or .

### 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 .

**Note:** You may place calls quickly by  
tapping a recent call or Favorite, or tap  
a contact's phone number in the  
Contact Directory.

### 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 . 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**.

For a **blind transfer**: From the dialer, tap **Blind** and place the call to the person you want to transfer to. **(Note)** If you don't see **Blind** on screen, tap **More**, then tap **Blind**.

#### Forwarding calls:

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

To disable call forwarding, tap **Settings** from Home View, and tap **Features > Forward**. Tap the forwarding type to disable, and tap **Disable**.

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

#### Star2Star Call Park and Retrieve

1. During an incoming call, tap **Park** on touch screen.
2. The caller is now parked in the first available park position.
3. The caller will hear music or message on hold if configured on your system.
4. Tap illuminated **Park** button to retrieve call.

#### 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 may:

Tap **Hold** to hold the conference.

Tap **End Call** to end the conference.

Tap **Manage** to manage each participant (if available).

Tap **Split** to end the conference and hold all participants.

**Note:** If you have an active and held call, tap **Join** to set up a conference.

#### Favorites

Favorites are contacts you call most often. Favorites display in your Favorites list and Lines View. They also display when you tap the phone Line in Home View.

#### Viewing your Favorites list:

Tap **New Call** from Home View and tap **Favorites**.

#### Making a contact a Favorite:

Navigate to your Contact Directory and tap the contact. Tap **Add to Favorites** and tap **Yes** to confirm.

#### Dialing a Favorite:



Tap the Favorite from Lines View or your Favorites list.

#### Reordering 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.

You may also tap  from Lines, Calls or Active Call View.

#### 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

##### Viewing your directory:

Tap **Directories** from Home View. If a


Corporate Directory is on your phone, tap **Contact Directory** on the Directory screen.

#### To add or edit a contact in your local phone directory:

Access the **Star2Star Web Portal** and navigate to the Individual Phone Settings section for your phone. Click the Speed Dials link to add contacts and other options to your phone. For more detailed instruction follow the **Star2Star Phone and Features Guide** available for view/download via the **Star2Star Web Portal**.

#### Adding a contact directly to phone:

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.

**(Note): If adding a contact directly into phone, be aware when rebooting the phone, that contact information will be lost.**

#### Updating contact information:

Navigate to your Contact Directory and

tap the contact. Tap , update the contact's information and tap **Save**.

#### Deleting a contact:

Navigate to your Contact Directory and


tap the contact. Tap  and tap **Yes** to confirm.

#### Searching for a contact:

Navigate to your Contact Directory and tap **Search**. Enter search criteria and tap **Search**.

#### Dialing 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.

**Note:** A green star  indicates a Favorite.


#### Listening to Voice Mail


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

#### Accessing your Message Center:

Tap  from Lines, Calls or Active Call View.

#### Muting the Microphone



During a call, press  so other parties cannot hear you. To disable

Mute, press  again.

#### Do Not Disturb

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

#### 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 desired ringtone.

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**.

#### Call Pickup

1. To pick up a call ringing a specific phone that is not ringing as part of a Ring Group, dial **\*8xxx** (xxx being the extension of the ringing phone).
2. For example your neighbor's phone extension 112 is ringing. You would dial **\*8112** to pickup that call.
3. To pick up a call on any ringing phone dial **\*8**.

#### Speed Dial

Use the Star2Star Web Portal <https://portal.star2star.com/> to configure speed dial buttons in individual phone settings.

When configured on your phone, press the designated speed dial key to dial out the preset number.