# Polycom VVX500/501 OmniTalk User Guide

**Placing Calls:**

To place an external/out bound call, lift the handset or press the speaker button and dial the number that you wish to call. If you are only dialing using 7 digits (555-1234), you may wish to press the "dial" key to expidite the call. When dialing with 10 or more digits (228-555-1234 or 1-800-555-1234), pressing the "dial" key is not necessary.

To place in internal/intercom call, lift the handset or press the speaker button and dial the extension number that you wish to call, the press the "dial" key. (for Ext 1234, press 1234 "dial")

**Receiving Calls:**

To answer with the speakerphone, press or tap Answer.  To answer with the handset, pick up the handset.  To answer with a headset, press. To answer a new call while on an active call, tap Answer. The current call will be held.

**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.

**Direct to Voicemail Transfer:**

You can transfer a call directly into the voicemail of another extension. Depending on your firmware version from above will determine your transfer setup.
1. Press **Transfer**, navigate to the **Blind Transfer** option
2. Dial the recipient's mailbox number plus * (example: 400*)
3. Press Send

**Placing Calls on Hold:**

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.

## Call History:

To view your Recent Calls list, tap Directories from Home view, and tap Recent Calls. 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.

## Conference Calls:

You can set up a conference call with two other people. Depending on your phone system, you may be able to add more than two people to your call; ask your system administrator for the maximum number. Just as with other calls, you can hold and resume conference calls. In addition, you'll have the option to split a conference call—end the conference and place the people you were talking with on hold.

## To set up a conference call:

1. Call the first person.
2. From Active Call, Lines, or Calls view, tap Confrnc. The active call is held.
3. Using the Dialer, call the second person.
4. When the second person answers, tap Confrnc to join everyone in a conference. The Active Conference Screen displays, ash shown next:
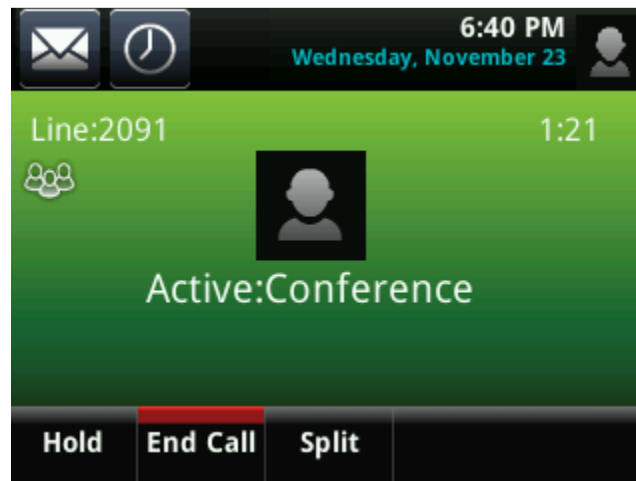
## Checking your voicemail box from a phone on site

1. Press the Messages Button, or dial *(star) and Your extension
2. Enter your password + "#" (Default is 0000)
3. Follow the prompts

**MAIN MENU OPTIONS:**

**1. new/old messages** ( *-asterisk=rewind; #=fast fwd. )
**2. change folders**
**3. advanced options**
1. leave msg. for another user
*. return to main menu
**0. mailbox options**
1. record unavailable greeting
2. record busy greeting
3. record name
4. record temporary greeting
5. change password
*. return to main menu
**\*. help**
**#. Exit**

## Mailbox Options after listening to a message:

**3. advanced options**
1. send reply
3. hear envelope (date/time, phone number of caller)
5. leave msg. for another user
*. return to main menu
**5. repeat current msg.**
**6. play next msg.**
**7. delete**
**8. forward to another user**
**9. save to folder**
0. new
1. old
2. work
3. family
4. friends
**\*. help**
**#. exit**