

# Polycom VVX 500 Cheat Sheet



## Attended Transfers

1. While on the call, press the Transfer button
2. Enter in the extension number or the outside number
3. Announce the call
4. Press the Transfer button, or press the Cancel button to be reconnected to the original caller

## Voicemail Transfers

1. While on the call, press the Transfer button
2. Enter "\*" + the extension number
3. Press the Send button
4. Press the Transfer button

## Hold

1. While on a call, press the Hold button
2. Press the Resume key to continue
3. If multiple calls are on hold, use the line keys to switch between them

## Primary Voicemail Retrieval

1. Press the Messages button (or dial \*97)
2. Dial your password

## Accessing Other Voicemail boxes

1. Dial \*98
2. Dial the extension
3. Dial the password

## Speed Dials

1. Press the Home button
2. Press the Directory button
3. Press Contact Directory
4. Highlight desired contact and select Dial

## Viewing Call History

1. Press left arrow for received calls
2. Press down arrow for missed calls
3. Press right arrow for placed calls

## Conference Calling

1. While on a call, press the Conference button
2. Dial the extension or external number
3. When the second party answers, press the Conference button again



## Call Parking

1. While on the call, press any of the Park buttons
2. To retrieve the call, press the same Park button

## Call Forwarding

1. Enabling Call Forwarding
  - a. Press the Forward button
  - b. Choose Always, No Answer or Busy option
  - c. Enter the phone number or extension to forward calls to
  - d. Press Enable
2. Disabling Call Forwarding
  - a. Press the Forward button
  - b. Choose Always, No Answer or Busy option
  - c. Press Disable

## Ring Volume

1. Press the "-" or "+" buttons located on the bottom of the keypad

## Call Volume

1. While on a call press the "-" or "+" buttons located on the bottom of the keypad

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