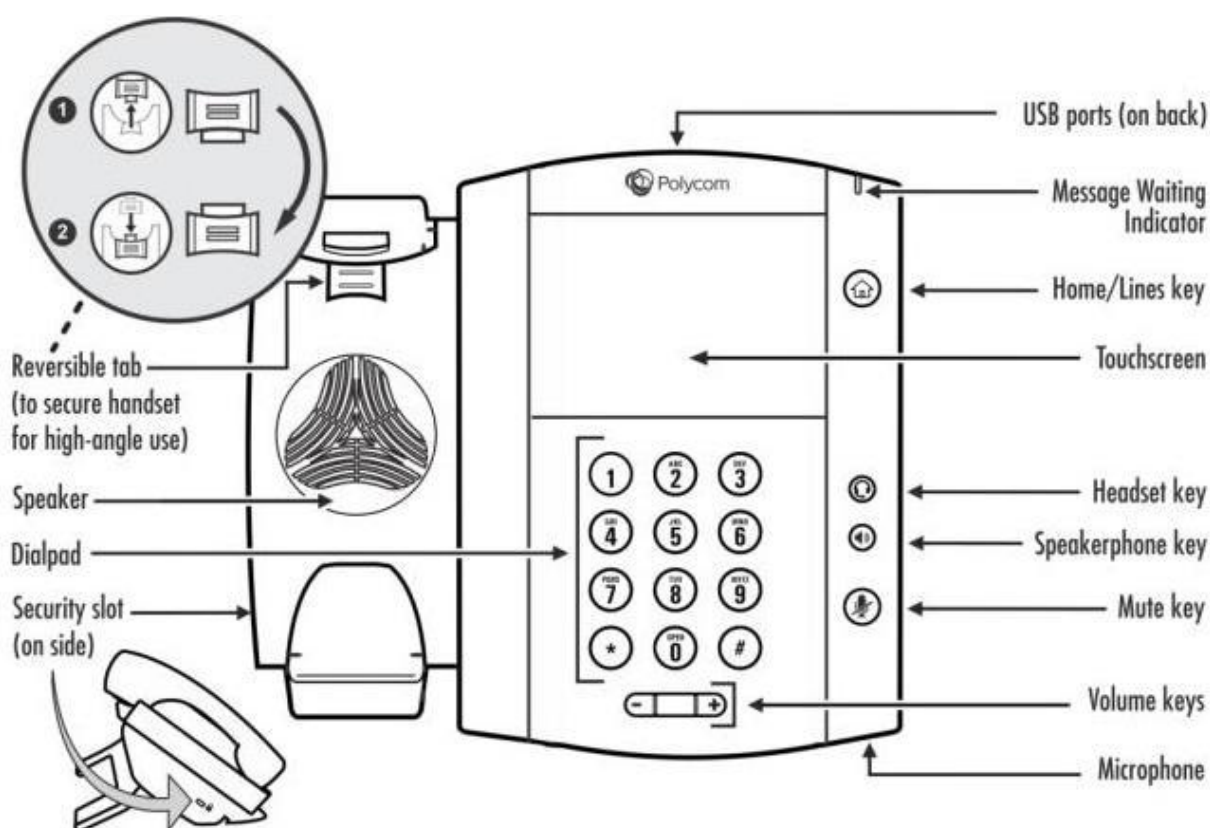


****Polycom 501/601**



Button	Functions
Speaker	Provides ringer and hands-free (speakerphone) audio output.
Dialpad	Enables you to enter numbers, letters, and special characters.
Message Waiting Indicator	Flashes red to indicate new messages.
Home Key	Press from any screen to display Home view. From Home view press button to display other views.
Touchscreen	Enables you to select items and navigate menus on the touch-sensitive screen. Tap the screen to select and highlight screen items. To scroll, touch the screen, and swipe your finger up, down, right, or left
Headset Key	Enables you to place and receive calls through a headset. The key glows green when an analog headset is activated.
Speakerphone Key	Enables you to place and receive calls using the speakerphone. The key glows green when activated.
Mute Key	Mutes local audio during calls and conferences. The key glows red when activated.
Volume Keys	Adjust the volume of the handset, headset, speaker, and phone's ringer.
Microphone	Activated when the speaker phone function is enabled.

**** Click for Video Tutorial**

****Placing a Call:** (3 methods)

1. Pick up the **handset** enter extension or phone number
2. Press **Speaker** button and then dial extension or phone number
3. Press **New Call** soft key and dial accordingly

****Mute a Call**

1. While active on a call press the **Mute Key**
2. Press the **Mute key** again to unmute the microphone.

****Holding a Call**

1. Select **Hold** from your screen
2. Select **Resume** from your screen

****Transfer a Call Using Extension**

Consultative (ability to notify recipient prior to completing a transfer) ***Default**

1. While active on a call
 2. Select the **Transfer** from screen
 3. Input **Extension** you wish to transfer call to
 4. Press **Send** or wait till Auto Send
 5. Notify recipient, then select **Transfer** or **hang up**
- Blind** (transfers the call automatically without notifying the recipient)

1. While active on a call
2. Select the **Transfer** from screen
3. Select **Blind** on top right of screen
4. Input **Extension** you wish to transfer call to
5. Press **Green** phone icon or wait till Auto Send

****Accessing Voicemail**

Message Waiting Indicator will be **flashing** until Voicemail is cleared. Also, mail icon will appear next to your extension/name.

- Select **Messages** icon on the top of your screen
Or
- Dial ***** plus **your extension**; example (*101).

****3-Way Calling**

1. When active on a call.
2. Press **Confrnc**. The active call is held.
3. Using the **Dialer**, call the second person.
4. When the second person answers
5. Then **Confrnc** to join everyone in a conference. The Active: Conference screen displays

****Transfer a Call using Speed Dial (Line Keys)**

Consultative (ability to notify recipient prior to completing a transfer) ***Default**

1. While active on a call
 2. Select the **Transfer** from screen
 3. Select your **extension on the upper Left**
 4. Select **user on screen** you wish to transfer to
 5. Notify recipient, then select **Transfer** or **hang up**
- Blind** (transfers the call automatically without notifying the recipient)
1. While active on a call
 2. Select the **Transfer** from screen
 3. Select **Blind** on top right of screen
 4. Select your **extension on the upper Left**
 5. Select **user on screen** you wish to transfer to
 6. Transfer is complete, **hang up**

****Transfer into Voicemail**

1. While active on a call
2. Select the **Transfer** from screen
3. Select **Blind** on top right of screen
4. Type in the **Extension plus *** and then press the green **SEND** button on screen; example (101*)
5. Call is transferred directly to voicemail

****Call Forwarding**

Forwarding calls internally or externally.

1. From the main screen select **Forward**, then define your preference
 - **Always** - forwards all calls
 - **No Answer** - forwards calls after defined rings with no answer
 - **Busy** - will forward calls when active on the phone or in DND
2. Input the destination Extension or External number
3. Select **Enable** to save the settings

****Call History**

Select the clock on top of screen
Click flashlight next to trash can
Select the option you wish to see

****Transfer a Call Using Directory**

Consultative (ability to notify recipient prior to completing a transfer) ***Default**

1. While active on a call
 2. Select the **Transfer** from screen
 3. Select **Directory** on screen
 4. Select **User** you wish to transfer call to
 5. Select **Extension of User**
 6. Notify recipient, then select **Transfer** or **hang up**
- Blind** (transfers the call automatically without notifying the recipient)
1. While active on a call
 2. Select the **Transfer** from screen
 3. Select **Directory** on screen
 4. Select **User** you wish to transfer call to
 5. Select **Extension of User**
 6. Transfer is complete, **hang up**

****Parking a Call**

1. While active on a call
2. Select **Home** button (house)
3. Select **Park** button (on screen)
4. **Call user** extension to notify the call is on Park button.

****Picking a call up from Park**

1. Identify the **Park** location
2. Select **Line Key of Call on Park**

****Transfer with Sidecar**

1. While active on a call select **Transfer**
2. Select the **User button** on the side Car
3. Call is **transferred** directly to user

Polycom VVX 501/601 Guide

For Support please email
support@hungerford.tech or call 616-949-4020



****Click Blue Links for Video Tutorials**