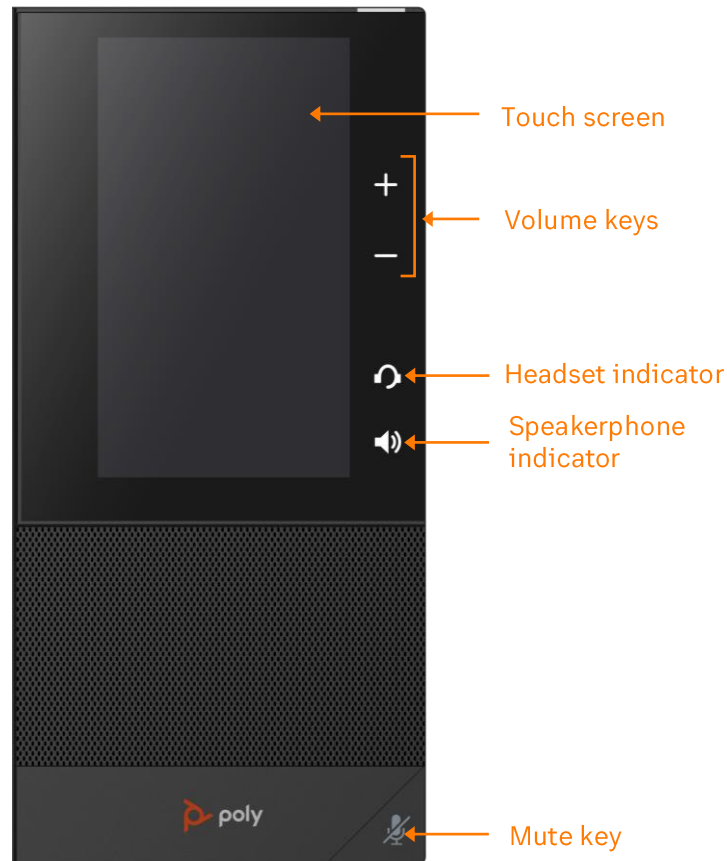


Poly CCX 500 Quick Guide

Deskphone Features






Feature Description

1. **Touch screen**—select items and navigate menus on the touch-sensitive screen.
2. **Volume keys**—adjusts the volume of the handset, headset, speaker, or the ringer.
3. **Headset indicator**—displays when the phone is powered on. The icon glows green or blue when a headset is connected and activated.
4. **Speakerphone indicator**—displays when the phone is powered on. The icon glows green when activated.
5. **Mute key**—mute or unmute the microphone during an active call.

Placing a call

Do one of the following:

- Select **Place a Call**, enter a phone number, and select **Dial** .
 - Select a favorite  contact icon.
 - Select **Contacts**, select a directory, choose a contact, and select **Dial** .
 - Select **Recent Calls** and choose a contact.
-

Answering a call

- Select **Answer** .
-

Placing a call on hold

- Select **Hold**  while on an active call.
-

Retrieving a held call

- Select **Resume** .
-

Ending a held call

- Select **Resume**  then select **Hang Up** .
-

Enable Do Not Disturb




- On the Home Screen, select **DND** .
-

Starting a Conference call



1. While on an active call, do one of the following:
 - Select **Add** to enter your contact's number.
 - Select a contact from **Contacts** or **Recent Calls**.
 2. Repeat for additional participants.
-

Transferring a call


Warm Transfer:

1. While on an active call, select **Consult** .
2. Dial the number of the other party or choose a contact, then select **Dial** .
3. When the destination party answers, provide the information, and confirm that they would like to take the call.
4. Select **Complete Transfer** .

Blind Transfer:

1. While on an active call, select **Transfer** .
2. Press the **Blind** soft key.
3. Dial the number of the other party or choose a contact, then select **Dial** .
4. The call is transferred immediately.

Voicemail Transfer:

1. Press  or the transfer soft key.
 2. Press the **Blind** soft key.
 3. Dial ***0** plus the extension number of the voicemail where you want to transfer the call.
-

Parking a call



1. While on an active call, dial **##*3**.
 2. Listen to the prompt indicating that the call has been parked. The prompt will also announce the extension where the call is parked.
 3. Note the park location. Example *802.
-

Retrieving a Parked Call


- Press *****, followed by the park location.
-

Forwarding Calls

To forward an incoming call:

1. Select **Forward** .
2. Enter the contact's number, then select **Forward** .

To forward all incoming calls:

1. Select **Forward** .
2. If you have more than one line, select a line.
3. Choose one of the following:
 - **Always**
 - **No Answer**
 - **Busy**
4. Enter a contact's number, then select **Enable**.

If you select **No Answer**, enter the number of rings before the phone forwards the call.

Paging

- Dial ***84**, then follow the prompt.
-


Initiating an Intercom call

- Press ***85**, then follow the prompt.
-

Recording a call

- While on an active call, dial ***9** to start the recording.
 - Press ***9** to end the recording.
-

Accessing Voicemail

1. On the Home screen, select **Messages** .
 2. You will be directly connected to the **Message Center**.
 3. Enter your passcode and follow the prompt.
-