

USER GUIDE

Polycom VVX 501

Name:

Phone Number:

Extension:



Password:

VMail Pin:

Training Video Available | Please visit www.yiptel.com then click Resources, Training Center, and YipTel Cloud. For additional questions, call (800)752-6110 or email myservice@yiptel.com.

To Set Up And Access Your Voicemail | Press the **VMail** soft key. The system will then walk you through your voicemail setup. After you have completed that process, you can check your voicemail by pressing the **VMail** soft key and entering your chosen password.

To Remotely Access Your Voicemail | Call your direct phone number listed above and when you hear your greeting, press * followed by your VMail PIN.

To Answer Your Phone | Lift the handset, press the **Headset**  or **Speakerphone** button , or press the **Answer** soft key (this will move the call to your speakerphone unless you have your headset on default).

To Answer While On A Call | Press the **Answer** soft key. The first call will be automatically placed on hold and you will be connected to the second call. Similarly, resuming the first call will then put the second call on hold.

Polycom VVX 501 Layout



* your display layout may differ

Hold | Press the **Hold** soft key. To resume, press the **Hold** soft key again or select the **Resume** soft key. If you have multiple calls on hold, select the call you would like to resume using the touchscreen and perform the second step above.

Park | Press the **Park** soft key in the display and listen for the park code (typically 701). To complete the transfer to park, press the **Transfer** soft key. If your phone has dedicated park buttons, press the **Home** button and then select the one you wish to park the call on.


Unpark | Press **UnPark** in the display. Then enter the park number (i.e. 701) and press **Enter**. If your phone has dedicated park buttons, press the one correlating to the park number you wish to retrieve (it should be flashing green).

Supervised Transfer | (you would like to introduce the call) Press the **Transfer** soft key. Enter the extension or phone number of the person you wish to transfer the call to. Press the **Green Handset** in the upper-right portion of your screen or wait on the line until the 3rd party answers. When you are ready to complete the transfer, hang up. If the person you are transferring to is not available or you need to start over, press the **Back Arrow** in the upper left-hand portion of the display to return to the initial caller.

Blind Transfer | (you do not need to introduce the call) Press the **Transfer** soft key. Then select **Blind** from the upper-right portion of your screen. Enter the extension or phone number you wish to transfer to. Press the **Green Handset** at the top or wait and the call will be transferred.

Voicemail Transfer | Select the **TranVM** soft key. Enter the extension number you wish to transfer to and select **Enter**. The caller will bypass any ringing and will be sent straight to the voicemail of that extension.

Conference A Call | Select the **Confrc** soft key. Enter the extension or phone number you wish to have join the call and press the **Green Handset** or wait for the call to be placed. Once the 3rd party answers, select the **Confrc** soft key again to join the calls. In the display you will see **Active:Conference**.

Speakerphone | Enter a number and press the **Speaker**  button, press the **Speaker** button again to hang up.

Paging | Press the **Paging** button at the bottom of your display. Select the group you wish to page and select the **Page** button in your display.

Intercom | Press the **Home** button and then press the **Intercom** icon in your display. Enter the extension you wish to intercom and press the **Green Handset** icon to the right.

Company Directory | Press the **Home** button and then press the **Directories** icon in your display. If you have a **Directory** soft key configured, you can press that to view contacts. You can scroll through your directory by dragging your finger up or down on the list. To place a call, tap the contact and then press the **Green Handset** in your display.

Call Pick Up | To pick up a call ringing on any of the lines within your pickup group, enter ***11** and press the **Green Handset** icon in your display. If you have a **Pickup** button configured, press that button in your display.

Directed Call Pick Up | To pick up a specific ringing extension, enter ***12** followed by the **extension** and press the **Green Handset** icon in your display.