

# UNDERSTANDING POLYCOM® VVX® 500

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# FORWARDING ALL CALLS TO ANOTHER PERSON

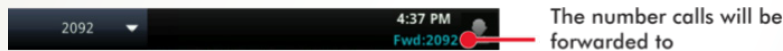
You can set up your phone to forward all calls to another number, even if the Do Not Disturb feature is enabled on your phone. Call forwarding is not available on shared lines.

### To forward all calls to another person:

- From Home view, select **Forward**. (You can also tap **Settings** from Home view, and tap **Features > Forward**, or if your phone is idle, tap the **Forward** from Lines view.)
- If your phone is set up with multiple lines, tap the line to apply forwarding to.
- From the Forwarding Type Select screen, tap the forwarding type you want:
  - **Always** - To forward all incoming calls.
  - **No Answer** - To forward all unanswered incoming calls.
  - **Busy** - To forward calls that arrive when you're already in a call.
- Enter the forwarding number, and tap **Enable**. If you selected the **No Answer** option, you can enter the number of rings before your phone forwards the call. Polycom recommends that you enter a value of 2.

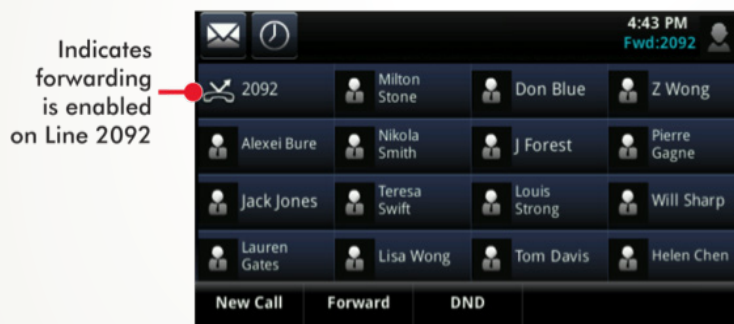
The forwarding number you chose scrolls in the status bar, as shown next.

Figure 13: Displaying the Call Forward Number in the Status Bar



If a phone line is idle, Lines view displays the forwarding icon, , next to the phone line, as shown next.

Figure 14: Viewing the Call Forwarding Icon in Lines View



### To disable call forwarding:

- 1 From Home view, tap **Forward**.
- 2 If your phone is set up with multiple lines, tap the line to disable forwarding for.
- 3 From the Forwarding Type Select screen, tap the forwarding type to disable, and tap **Disable**.

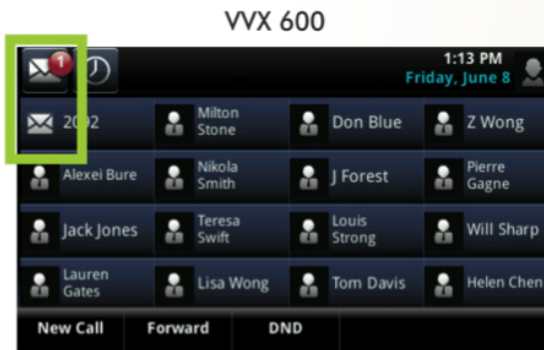
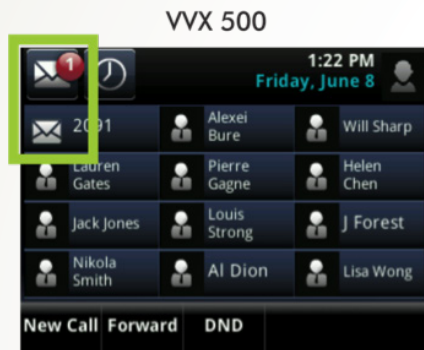
# LISTENING TO VOICEMAILS

Your phone may indicate new voicemail messages by the following:

- A message counter in Home view, as shown next. The counter indicates the number of new messages you have.



- A message counter in the status bar (shown next). The counter displays on the Message icon, . If you have new messages, the Message icon also displays next to the phone line in Lines view, as shown next.



- A flashing Message Waiting Indicator, located at the top-right of your phone.
- An audible alert (if your phone is on-hook).



**Note: Temporarily Removing Message Indicators**

To temporarily remove the message indicators, tap, and tap **Message Center** (or tap **Messages** from Home view, and tap **Message Center**) and tap **Clear**. After a period of time—usually about an hour or two—the message indicators will appear again.

**To listen to voicemail messages:**

- 1 On the status bar, tap, and tap **Message Center**. Or, from Home view, tap **Messages**, and tap **Message Center**.
- 2 If multiple lines are configured on your phone, the Line Select screen displays. Tap the line that has the message.
- 3 From the Messages screen, tap **Connect** and follow the prompts.

# TRANSFERRING CALLS

When you transfer a call to another person, you have the option to talk to the person before the transfer completes.

If your phone supports a blind transfer, you can automatically transfer a call without talking to the other person. The call is automatically transferred after you dial the number you're transferring the call to.


## To transfer a call:

- 1 From Active Call, Lines, or Calls view, tap **Transfer**. The active call is held.
- 2 From the Dialer, place a call to the person you want to transfer the call to.



### User Tip: Accessing Your Directories and Favorites When You Transfer a Call

Instead of entering or selecting a number from the Dialer, you can select a directory entry or a favorite to transfer the call to:

- To transfer to a directory entry: After you tap **Transfer**, press,  tap **Directories**, and then tap **Contact Directory** or **Corporate Directory**. Search for the person, and then call them.
- To transfer to a favorite: After you tap **Transfer**, tap **Favorites**, and tap the favorite you want to call.

- 3 When you hear the ring-back sound, tap **Transfer** to complete the transfer. Or, if you want to talk with the person before the transfer completes, connect and talk with the person, and tap **Transfer**. To cancel the transfer before the call connects, tap **Cancel**.

## To perform a blind transfer:

- 1 From Active Call, Lines, or Calls view, tap **Transfer**. The active call is held.
- 2 From the Dialer, tap **Blind**, and place a call to the person you want to transfer the call to. If you don't see **Blind**, tap **More** (at the top of the screen), and tap **Blind**.



### User Tip: Accessing Your Directories and Favorites When You Transfer a Call

Instead of entering or selecting a number from the Dialer, you can select a directory entry or a favorite to transfer the call to:

- To transfer to a directory entry: After you tap **Blind**, press,  tap **Directories**, and then tap **Contact Directory** or **Corporate Directory**. Search for the person, and then call them.
- To transfer to a favorite: After you tap **Blind**, tap **Favorites**, and tap the favorite you want to call.

The call automatically transfers to the person you specified.



### Timesaver: Completing a Transfer

If you're using a handset, complete a transfer by replacing the handset.