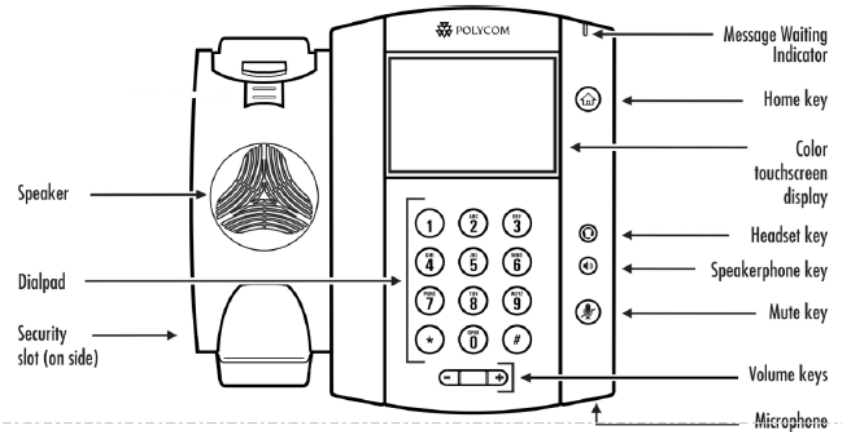This **Telephone Guide** describes the various features available to you. **Telephone Buttons and Icons** describe the physical buttons and keys on the phone, the **Touchscreen Overview** outlines basic functions, and **Telephone Features** describe the phone functionalities of **Nextera's Polycom VVX 500®**. The **Other Features** and **Access Code** sections describes even more features that are available by either entering a star [*] code or by accessing MyNextera – your on-line account manager. For more detailed information on how to use your phone, view the online tutorial at http://media.polycom.com/global/videos/vvx500-interactive-tutorial/index.html.

TELEPHONE BUTTONS & ICONS

Speaker	Provides ringer and hands-free (speakerphone) audio output.
Dialpad	These are the telephone dialing keys – and more. Enables you to enter numbers, letters, and special characters. You can also use the dialpad keys to select menu items that have index numbers.
Security Slot	The connector on the left side of your phone enables you to attach a laptop cable lock to your phone so you can secure it to a desktop.
Message waiting	Indicator flashes red to indicate new messages. Located top right of phone.
Home Key	Press the Home Icon from any screen to display Home View. From Home View press the Home Key to display other phone views.
Color Touchscreen	The screen is touch sensitive. Tap to select and highlight screen items. To scroll, touch the screen and swipe your fingers up, down, right, or left.
Headset Key	Enables you to place and receive calls through the headset. If you have a headset attached and wish to use it instead of the handset, press the button instead of picking up the handset. It will turn off your handset, turn on the headset, and will glow green when active.
Speakerphone Key	Enables you to place and receive calls through a headset. The key glows green when activated.
Mute Key	Mutes audio during calls and conferences. The key glows red when activated.
Volume	These are the plus and minus keys at the bottom center of the telephone. They're used to adjust the volume of the handset, headset, speaker, and phone's ringer. Pressing them while the phone is idle will adjust the ringer volume. Pressing them while on a call will adjust the call volume for the handset, headset or the speakerphone.

TOUCHSCREEN OVERVIEW

Phone Views	Your phone has four main views: Home, Calls, Active Call and Lines View (the default). To change views:
	For Home View, press the Home icon. From Home View press the Home icon to display Lines, Calls, or Active Call View. To switch between Views, swipe the screen.
Home Views	Home View displays icons you can tap into to access phone functions. Touch and hold ▢ to display fewer icons. Touch and hold ▢▢ or swipe the screen to display more icons. From Home View, tap the phone line to display your phone Lines and Favorites – contacts you can dial by tapping their name. To go back, tap Close.
Line Views	Line View displays phone Lines, Favorites, and Soft Keys. If your phone is idle, you can tap the phone Line to access the Dialer.
Entering Data	Use the onscreen keyboard or dialpad keys to enter information. To backspace, simply tap the "X" icon. To use the onscreen keyboard, tap the grid icon, and to type with dialpad keys, press key repeatedly to see the character options and then stop to select. To type other characters, tap Encoding or Mode. When using the dialpad keys, use the 1, #, and 0 keys.
About Calls	Only one call can be active at one time (others can be on hold). You can use the headset, speakerphone, or handset for any call. During a call, you have the option to change modes.
Cleaning the Touchscreen	The touchscreen requires very little maintenance. Periodically, however, you may need to clean it. Use a clean, dry, microfiber cloth—the kind you would use to clean glass surfaces. This type of cloth is available from office supply stores.
	Before you clean the screen, disable it so you don't activate phone functions while you wipe the touchscreen. To enable the touchscreen again, press any key on the phone console.

TELEPHONE FEATURES

PLACING, ANSWERING, RETURNING TO CALLS & ENDING CALLS

Placing a call: Simply pick up the handset, tap the speakerphone or headset icon, enter the phone number and tap the green phone icon. To place calls quickly, just click on a recent or call or one of your favorites.

Answering calls: Press the headset icon or tap Answer and then just pick up the phone. To answer a new call while on an active call, tap Answer and the current call will be held.

To Return to your calls: If you navigate away from your calls, tap the arrow back on the Call icon to see Active Call or Calls View again.

Ending Calls: Hang up to end a call or tap End Call.

FAVORITES

Favorites are contacts you call most often. Favorites display in your Favorites list and Lines View. They also display when you tap the phone Line in Home View.

To view your Favorites list: Tap New Call from Home View and tap Favorites.

To make a contact a Favorite: Navigate to your Contact Directory and tap the contact. Tap Add to Favorites, and tap Yes to confirm.

To dial a Favorite: Tap the Favorite from Lines View or your Favorites list.

To reorder your Favorites list: Update the contact's *Favorite Index* number in the Contact Directory.

CALL HOLD AND RESUME

From Lines, Calls, or Active Views, tap Hold. If you're in Call View, remember to highlight the call first. To resume a held call, tap Resume from either Lines or Calls View.

REDIAL

The Redial function places a call to the last number dialed. To use the Redial function tap the number in the list that you want to call back. The phone will automatically search and start highlighting numbers from your recent call list.

MICROPHONE MUTE

The mute feature allows you to hear the other party, but they cannot hear you. During a call, press the mute button. The button turns red and a microphone on the screen indicates that the other party (or parties) cannot hear you. Microphone Mute applies to all modes: Handset, Headset, and Hands-free Speakerphone. You can still hear all other parties while mute is enabled. To turn off Microphone Mute, press again.

PLACING CONFERENCE CALLS

Call the first party. From Lines, Calls, or Active Call View, tap Confrnc. Dial and connect with the other party, and tap Confrnc.

From Lines or Calls View, you can:

· Tap Hold to hold the conference.   · Tap End Call to end the conference.   · Tap Split to end the conference and hold all participants.

USING THE SPEAKERPHONE

Press the speakerphone button and it will glow green and activate the speakerphone. If you're on a call and want to use the speakerphone instead of the handset or the headset, press the speakerphone button then hang-up the handset. Press it again and the speakerphone will hang-up. Lifting the handset or pressing the headset button while on the speakerphone will turn the speakerphone off and place the call on the handset or the headset.

INCOMING CALL RINGTONES

You can choose a distinctive ring tone for your phone to identify it when it rings. Or you can choose distinctive ring tones for different lines.

To select an incoming call ringtone for your phone or a line:

1. Tap Settings from Home view, and tap Basic > Ring Type.

2. If multiple lines are configured on your phone, tap the line where you want to apply a new ringtone.

3. From the Ring Type screen, tap the ringtone you want. To hear the ringtone before you change it, tap Play. The default ringtone is Low Trill.

To set a ringtone for a contact, navigate to your Contact Directory and tap the contact. Tap the pencil icon, update the contact's ring type, and tap Save.

RECORDING PHONE CALLS (if feature enabled)

Connect a USB flash drive to your phone. When call is active, tap Record then Start. Then can tap Stop or Pause. Recordings will be stored as a .wav file.

To play a .wav file that has been recorded, from Home view, tap Settings > Features > Removable Storage Device > Browse Recordings. Tap recording then Open > Play. If you're playing a file and an incoming call arrives, playing pauses and the phone rings. If you don't answer your phone, playback remains paused, and you have to tap Resume to continue playing the recording. If you decide to reject the incoming call, tap Resume, and playing will resume.

To rename a .wav file that has been recorded, from Home view, tap Settings > Features > Removable Storage Device > Browse Recordings. Tap recording then Rename and enter new name.

WORKING WITH SHARED LINES

If your phone shares a line with other phones, an incoming call to the shared line will cause all phones to ring. The call can be answered on any of the phones. You can transfer, hold, or set up a conference with calls on shared lines.

If you have an incoming call on a shared line, tap Silence to stop your phone from ringing. The call's visual notification will still display, and you'll still have the option to answer the call.

CALL TRANSFER

When you transfer a call to another party, you have the option to talk to the party before the transfer completes. If your phone supports a blind transfer, you can automatically transfer a call without talking to the other party. The call is automatically transferred after you dial the number of the party 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 party you want to transfer the call to.
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, you can connect with the person, and then 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 party you want to transfer the call to. If you don't see Blind, tap More (at the top of the screen), and tap Blind.
The call automatically transfers to the party you specified.

CALL FORWARDING

To enable call forwarding, tap Settings from Home View, and tap Features > Forward. Tap the forwarding type to enable, type a forwarding number, and tap Enable.

To disable call forwarding, tap Settings from Home View, and tap Features > Forward. Tap the forwarding type to disable, and tap Disable.

To enable per-call forwarding: As your phone rings, tap Forward, enter the forwarding number, and tap Forward again.

DIVERTING CALLS FROM A CONTACT TO ANOTER PARTY

The Divert option enables you to transfer all incoming calls from a particular contact to a third party. To divert incoming calls from a contact to a third party:

1. From Home view, tap Directories. If a Corporate Directory is available on your phone, tap Directories > Contact Directory.

2. From your directory, tap the contact whose calls you want to send to another party.

3. From the contact's information screen, tap the pencil icon.

4. From the Edit Contact screen, do the following:

   ○ Tap Divert Contact, and enter the number of the party to whom you want to divert the call.   ○ Tap Auto Divert and tap Enabled.   ○ Tap Save.

CALL PARK AND CALL PICK UP

Parking a call is very similar to putting a call on hold. The key difference is, when you put a call on hold you can only retrieve the held call from the phone that put the call on hold. With Call Park, you can put a call on hold and pick it up from ANY phone within the same Call Park Group. Through the Admin Portal, Call Park Groups can be created so specific groups of phones can park calls for each other. If you do not create specific Call Park Groups, all phones are automatically assigned to the Standard Call Park Group. To create a Call Park Group which allows specific phone to park calls for each other, login to the Admin Portal and click the Groups Tab then select Call Park Groups.

Call Pick Up: A service that allows subscribers to retrieve a call that has been placed on Call Park from another phone in the same business group. To pick up a parked call:
   1.   Select **New Call**
   2.   **Dial *99** and the Orbit Code that was provided when the call was parked (example: *99*111).
The Call Pick up is now complete.

REJECT

When a call comes in that you do not wish to answer and do not want it to keep ringing your phone, tap the 'Reject' soft key. This will send the call immediately to voicemail.

DO NOT DISTURB

When you enable Do Not Disturb (DND), you prevent your phone from ringing and send all incoming calls directly to voicemail. All calls you receive while DND is enabled will be logged to your Recent Calls list.
To enable or disable Do Not Disturb:
1. Tap Settings from Home view, and tap Features > Do Not Disturb.
2. Tap Enable or Disable.

By default, the Do Not Disturb feature applies to all lines on your phone. However, your phone may be set up so that you can enable the feature on a per-line basis. To enable or disable Do Not Disturb for a particular line:
1. Tap Settings from Home view, and tap Features > Do Not Disturb.
2. From the Line Select screen, tap the line to enable or disable Do Not Disturb on.
3. From the Do Not Disturb screen, tap Enable or Disable.

CONTACT DIRECTORY

You can store a large number of contacts in your phone's local Contact Directory. From your local Contact Directory, you can wiew contact information, search for contacts and dial contacts. If you can update your Contact Directory, you can also add contacts, update contact information, and delete contacts.

To view your Contact Directory:

From Home view, tap Directories. If a Corporate Directory is on your phone, tap Contact Directory on the Directory screen or Tap New Call from Home View, and tap Directory. From your Contact Directory, scroll to view contacts or enter search criteria to find one.

To view contact information:

From your Contact Directory, tap the contact. The contact's information screen, including the contact's name and phone number, displays. Additional information—such as a job title, label, or email address may also display.

To search for a contact:

1. From your Contact Directory, tap Search.

2. From the Search screen, enter search criteria and tap Search. If you're using the onscreen keyboard, tap the checkmark icon before you tap Search.

A list of search results is displayed. Tap Return to display your Contact Directory again.

To dial a contact:

1. From your Contact Directory, tap the contact you want to call.

2. From the contact's information screen, tap the contact's phone number.

To add a contact:

1. From your Contact Directory, tap the plus icon.

2. From the Add Contact screen, enter contact information.

CALL VIEW INDICATORS

Call color indicates status:

Dark green =Active call   **Dark blue** = Incoming and held calls   **Bright green** = Active call is highlighted.   **Bright blue** = Incoming or held call is highlighted.

Tap a call to highlight it. The soft keys apply to the highlighted call.

VOICE MAIL

When a caller has left a voice message for you, your telephone will flash the red light at top right of your phone, it will identify the number of messages on the envelope icon and give a stutter dial tone.

To listen to voicemail messages:
1. On the status bar, tap the message envelope and tap Message Center. 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 and follow the prompts.

To check for voicemail messages:
Your phone may indicate new voicemail messages in 4 different ways.
1. A message counter in Home view indicates the number of new messages you have.
2. A Messages envelope on the status bar, (if you have more than one new message) has a counter indicating the number of new messages you have.
3. A flashing Message Waiting Indicator.
4. A stutter dial tone.

Many options such as Personalized Name announcements, hands free and timesavers, greetings, and group lists are available with VoiceMail. Please refer to Nextera's VoiceMail User Guide.

CALL LISTS

Your phone maintains lists of missed, received, and placed calls. Each list can hold up to 100 entries.

From Home view, tap **New Call**, and tap **Recent**. You may also be able to access Recent Calls by tapping **Directories** from Home view, and tapping **Recent Calls**.

The Recent Calls list displays calls in one of the following ways:

. Missed Calls only   . Placed Calls only   . Received Calls only   . All Calls (Missed, Placed, and Received)

You can choose the type of list to display, and sort and order calls in various ways. By default, the list displays all calls. Icons display next to a call, depending which type of call it is.

OTHER FEATURES

These features are not immediately accessible via a button or soft key on the telephone set but are available by dialing access codes and/or by accessing the MyNextera on-line Account Manager.

Call Forwarding Busy: Allows you to forward all your incoming calls to a different phone number if your phone is currently busy.

Call Forwarding No Answer: Allows you to forward all your calls to a different phone number when you do not answer your phone.

Call Return: Same as Redial key.

Caller ID Block: Block your name and number from being shown on all calls by turning Caller ID Block on in the MyNextera online account manager.

Anonymous Rejection: Reject Calls from anonymous parties who have restricted their Caller ID. Calls from Anonymous Callers do not ring and you are not notified of the call.

Reminder Call: Allows you to schedule an announcement to ring on your phone. Reminders can be set for a one-time situation up to 24 hours in advance or can be regular reminders that are repeated at the same time every day, every weekday or a specific day of the week.

Selective Call Rejection: Allows you to create a list of up to 10 numbers from which incoming calls are automatically rejected. When the parties on the list attempt to call, they will receive a recorded announcement.

Speed Call: Speed Calling allows you to dial a pre-defined number by simply dialing either one or two digits. Speed Dial 8 allows you to set up to eight speed dial numbers that can be dialed with a push of a button. Speed Dial 30 allows you to set up to 30 speed dial numbers that can be called with the push of two buttons.

Follow-Me: Allows you to customize where an in what sequence incoming calls will be forwarded to make sure you never miss a call. You can choose to set phone numbers to ring simultaneously, in sequence, or the combination. For example, you may want to ring your business phone and cell phone simultaneously for a period of time and, if neither is answered, try the home phone, and if that isn't answered then forward to voicemail.

Uniform Call Messaging: Allows you to control all of your messages – voicemail, email and fax. See the UCM guide for more information.

FEATURE ACCESS CODES

These features can be activated and deactivated via the use of access codes by dialing a * and a 2 or 3-digit number.

*77 Anonymous Call Rejection Activation	*82 Caller ID Delivery Per Call	Reminder Calls
*87 Anonymous Call Rejection Deactivation	*78 Do Not Disturb Activation	*310 Individual Reminder Call Activation
*72 Call Forwarding Always Activation	*79 Do Not Disturb Deactivation	*313 Individual Reminder Call Verify
*73 Call Forwarding Always Deactivation	*66 Last Number Redial	*311 Individual Reminder Call, Cancel All
*90 Call Forwarding Busy Activation	*60 Selective Call Rejection	*312 Individual Reminder Call, Cancel One
*91 Call Forwarding Busy Deactivation	*74 Speed Call 8	*314 Regular Reminder Call Activation
*92 Call Forwarding No Answer Activation	*75 Speed Call 30	*317 Regular Reminder Call Verify
*93 Call Forwarding No Answer Deactivation	*86 VoiceMail Access	*315 Regular Reminder Call, Cancel All
*67 Caller ID Block Per Call		*316 Regular Reminder Call, Cancel One