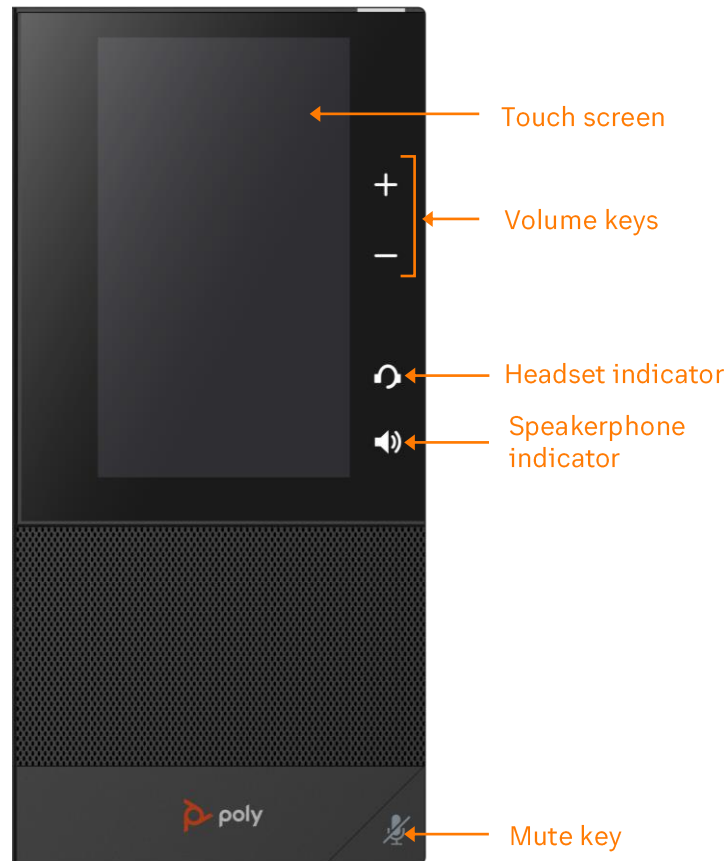


# Poly CCX 500 Quick Guide

## 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

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**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.
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## Answering a call

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- Select **Answer** .
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## Placing a call on hold

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- Select **Hold**  while on an active call.
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## Retrieving a held call

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- Select **Resume** .
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## Ending a held call

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- Select **Resume**  then select **Hang Up** .
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## Enable Do Not Disturb

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- On the Home Screen, select **DND** .
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## Starting a Conference call




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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.
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## Transferring a call

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**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.
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## Parking a call

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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.
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## Retrieving a Parked Call



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- Press **\***, followed by the park location.
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
## Forwarding Calls

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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.

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## Paging

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- Dial **\*84**, then follow the prompt.
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## Initiating an Intercom call

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- Press **\*85**, then follow the prompt.
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## Recording a call

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

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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.
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