SoundPoint® VVX500

About the Touchscreen

Tap to select and highlight screen items. To scroll, touch the screen, and swipe your finger up, down, right, or left.

To go back to a previous screen, tap **Back**.

Phone Views

Your phone has four main Views: Home, Calls, Active Call, and Lines View (the default).

To change Views:

For Home View, press . From Home View,

press again to display either Lines, Calls, or Active Call View, depending on phone state.

To switch between Lines View and either Calls or Active Call View, swipe the screen.

Home View

Home View displays icons you can tap to access phone functions.

Touch and hold to display fewer icons.

Touch and hold or swipe the screen to display more icons.

Lines View

Lines view shows you each line on your phone, and how many calls each line has, and Favorites/Busy Lamp Field keys as shown below.

A green bar indicates a line with an active call. A flashing red bar indicates a line with one or more held calls.
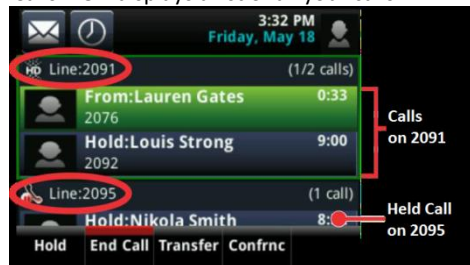
In the example above, line 2091 has two calls (one active, one held), and line 2095 has one held call.

The soft keys apply to the phone line that has the blue border (line 2091). To display the calls for a particular line, press and hold the phone line.

If your phone is idle, you can Tap the phone Line to access the Dialer.

Calls View

Calls View displays a list of all your calls.

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.

Active Calls View

If a phone Line has only one call—and it's active—you can access Active Call View.

Tip: Returning to Your Calls

If you navigate away from your call(s), tap Calls as shown below to see Active Calls or Calls View.

About Calls

Only one call can be active at one time.

You can use the handset, speakerphone, or headset for calls. During a call, you can change modes by picking up the handset, or by

pressing or .

Entering Data

Use the onscreen keyboard or the dialpad keys

to enter information. To backspace, tap .

To use the onscreen keyboard, tap .

To type with the dialpad keys, press a key repeatedly to view the character options and stop to select.

To type other characters, tap **Encoding** or **Mode**. When using the dialpad keys, use the **1**, *****, **0**, and **#** keys.

Placing Calls

Pick up the handset, or press or . Enter the

phone number, and tap .

Dialer

From **Lines View**, tap the phone Line; or from **Home View**, tap **New Call,** to hear a dial tone.

Then enter the phone number, and tap .

Timesaver: Placing Calls Quickly

Tap a recent call or Favorite, or tap a contact's phone number in the Contact Directory.

To go to the **Favorites** view of the **Home View** (shows "Close" in the top bar) tap the phone number in the upper left corner of the display.

Answering Calls

Press or tap **Answer**, pick up the handset, or press .

To answer a new call while on an active call, tap **Answer**. The current call will be held.

Ending Calls

To end an active call, replace the handset,

press , or press . Or, tap **End Call**. To end a held call, navigate to Calls View and highlight the held call. Tap **Resume**, and tap **End Call**.

Holding Calls

From Lines, Calls, or Active Call View, tap **Hold**. If you're in Calls View, remember to highlight the call first.

To resume a held call, tap **Resume** from either Lines or Calls View.

Transferring Calls

From Lines, Calls, or Active Call View, tap **Transfer**, and call the other party. When you hear the ringback sound, or after you talk with the other party, tap **Transfer.** To cancel the transfer, tap **Cancel**.

 Tip: Accessing Your Directories, BLFs and Favorites When You Transfer a Call

Instead of entering or selecting a number from the Dialer, you can select a directory entry, Busy Lamp Field, or a favorite to transfer the call to, after tapping **Transfer** initially:

- To transfer to a directory entry: press , tap **Directories**, and then tap **Contact Directory** or **Corporate Directory**. Search for the person, and then call them.
- To transfer to a **BLF**, tap the phone number in the upper left of the Dialer, to go a display of **Lines**, then press the **BLF** you wish to call.
- To transfer to a favorite: tap **Favorites**, and tap the favorite you want to call.

To make a blind Transfer: at the Dialer, tap **Blind**, and call 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**.

Forwarding Calls

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**.

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 **Manage** to manage each participant (if available).
- Tap **Split** to end the conference and hold all participants.

 Timesaver: Placing Conference Calls

If you have an active and held call, tap **Join** to set up a conference.

Using Do Not Disturb

To disable ringing, tap **Settings** from Home View, and tap **Features** > **Do Not Disturb.** Tap **Enable** or **Disable**.

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.

Viewing Recent Calls

To view your Recent Calls list, tap **New Call** from Home View, and tap **Recent**.

From the Recent Calls list, tap to sort and order calls, tap to display only certain calls, or tap a call record to call the person.

 Timesaver: Viewing Recent Calls

Tap from Lines, Calls, or Active Call View.

 Tip: Saving Recent Callers to your Directory

From your Recent Calls list, tap next to the call, and tap **Save**. Enter additional information and tap **Save**.

Contact Directory

- **To view your Directory** Tap **Directories** from Home View. If a Corporate Directory is on your phone, tap **Contact Directory** on the Directory screen.
- **To add a contact** Navigate to your Contact Directory and tap . Type the contact's information, and tap **Save**. To make a contact a Favorite, enter a *Favorite Index* number.
- **To update contact information** Navigate to your Contact Directory and tap the contact. Tap , update the contact's information, and tap **Save**.
- **To delete a contact** Navigate to your Contact Directory and tap the contact. Tap , and tap **Yes** to confirm.
- **To search for a contact** Navigate to your Contact Directory and tap **Search**. Enter search criteria, and tap **Search**.
- **To dial a contact from your Directory** Navigate to your Contact Directory and tap the contact. From the contact's information screen, tap the contact's phone number.
- A green star, , indicates a Favorite.

Listening to Voice Mail

Tap **Messages** from Home View, and tap **Message Center**. Tap **Connect** and follow the prompts.
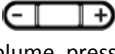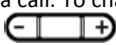
 Timesaver: Accessing Your Messages

Tap from Lines, Calls, or Active Call View.

Muting the Microphone

During a call, press so other parties can't hear you. To disable Mute, press again.

Adjusting Volume

To change call volume, press during a call. To change the ringer volume, press when the phone is idle or ringing.

Updating Ringtones

To change the incoming call ringtone, tap **Settings** from Home View, and tap **Basic** > **Ring Type.** Tap the ringtone you want.
To set a ringtone for a contact, navigate to your Contact Directory and tap the contact. Tap , update the contact's ring type, and tap **Save**.