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.

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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 \(\text{Answer}\) or tap \(\text{Answer}\), pick up the handset, or press \(\text{Transfer}\). To answer a new call while on an active call, tap \(\text{Answer}\). The current call will be held.

Ending Calls
To end an active call, replace the handset, press \(\text{End Call}\), or press \(\text{Hang Up}\). To end a held call, navigate to Calls View and highlight the held call. Tap \(\text{Resume}\), and tap \(\text{End Call}\).

Holding Calls
From Lines, Calls, or Active Call View, tap \(\text{Hold}\). If you’re in Calls View, remember to highlight the call first.

To resume a held call, tap \(\text{Resume}\) from either Lines or Calls View.

Transferring Calls
From Lines, Calls, or Active Call View, tap \(\text{Transfer}\), and call the other party. When you hear the ringback sound, or after you talk with the other party, tap \(\text{Transfer}\). To cancel the transfer, tap \(\text{Cancel}\).

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 \(\text{Transfer}\) initially:
- To transfer to a directory entry: press \(\text{Directory}\), tap \(\text{Directories}\), and then tap \(\text{Contact Directory or Corporate Directory}\). 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 \(\text{Lines}\), then press the BLF you wish to call.
- To transfer to a favorite: tap \(\text{Favorites}\), and tap the favorite you want to call.

To make a blind Transfer: at the Dialer, tap \(\text{Blind}\), and call the person you want to transfer the call to. If you don’t see \(\text{Blind}\), tap \(\text{More}\) (at the top of the screen), and tap \(\text{Blind}\).

Forwarding Calls
To enable call forwarding, tap \(\text{Settings}\) from Home View, and tap \(\text{Features} > \text{Forward}\). Tap the forwarding type to enable, type a forwarding number, and tap \(\text{Enable}\).

To disable call forwarding, tap \(\text{Settings}\) from Home View, and tap \(\text{Features} > \text{Forward}\). Tap the forwarding type to disable, and tap \(\text{Disable}\).

Placing Conference Calls
Call the first party. From Lines, Calls, or Active Call View, tap \(\text{Conference}\). Dial and connect with the other party, and tap \(\text{Conference}\). From Lines or Calls View, you can:
- Tap \(\text{Hold}\) to hold the conference.
- Tap \(\text{End Call}\) to end the conference.
- Tap \(\text{Manage}\) to manage each participant (if available).
- Tap \(\text{Split}\) to end the conference and hold all participants.

Timesaver: Placing Conference Calls
If you have an active and held call, tap \(\text{Join}\) to set up a conference.

Using Do Not Disturb
To disable ringing, tap \(\text{Settings}\) from Home View, and tap \(\text{Features} > \text{Do Not Disturb}\). Tap \(\text{Enable}\) or \(\text{Disable}\).

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 \(\text{New Call}\) from Home View, and tap \(\text{Favorites}\).
- To make a contact a Favorite Navigate to your Contact Directory and tap the contact. Tap \(\text{Add to Favorites}\), and tap \(\text{Yes}\) 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 \(\text{Favorite Index}\) number in the Contact Directory.

Viewing Recent Calls
To view your Recent Calls list, tap \(\text{New Call}\) from Home View, and tap \(\text{Recent}\).

From the Recent Calls list, tap \(\text{To}\) sort and order calls, tap \(\text{To}\) to display only certain calls, or tap a call record to call the person.

Timesaver: Viewing Recent Calls
Tap \(\text{From}\) from Lines, Calls, or Active Call View.

Tip: Saving Recent Callers to your Directory
From your Recent Calls list, tap \(\text{Save}\). Enter additional information and tap \(\text{Save}\).

Contact Directory
To view your Directory Tap \(\text{Directories}\) from Home View. If a Corporate Directory is on your phone, tap \(\text{Contact Directory}\) on the Directory screen.

To add a contact Navigate to your Contact Directory and tap \(\text{Add}\). Type the contact’s information, and tap \(\text{Save}\). To make a contact a Favorite, enter a \(\text{Favorite Index}\) number.

To update contact information Navigate to your Contact Directory and tap the contact. Tap \(\text{Update}\), update the contact’s information, and tap \(\text{Save}\).

To delete a contact Navigate to your Contact Directory and tap \(\text{Search}\). Enter search criteria, and tap \(\text{Search}\).

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, \(\star\), indicates a Favorite.

Listening to Voice Mail
Tap \(\text{Messages}\) from Home View, and tap \(\text{Message Center}\). Tap \(\text{Connect}\) and follow the prompts.

Timesaver: Accessing Your Messages
Tap \(\text{From Lines, Calls, or Active Call View}\).

Muting the Microphone
During a call, press \(\text{Mute}\) so other parties can’t hear you. To disable Mute, press \(\text{Mute}\) again.

Adjusting Volume
To change call volume, press \(\text{Adjust Volume}\) during a call. To change the ringer volume, press \(\text{Adjust Volume}\) when the phone is idle or ringing.

Updating Ringtones
To change the incoming call ringtone, tap \(\text{Settings}\) from Home View, and tap \(\text{Basic} > \text{Ring Type}\). Tap the ringtone you want.
To set a ringtone for a contact, navigate to your Contact Directory and tap the contact. Tap \(\text{Update}\) the contact’s ring type, and tap \(\text{Save}\).