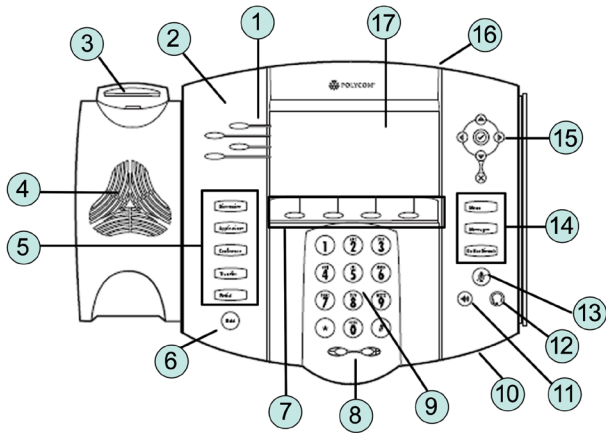




Altēva

COMMUNICATIONS.  
UNIFIED. SIMPLIFIED. IN THE CLOUD.

# QUICK USER GUIDE POLYCOM® IP 500-600



- |                      |                     |                     |
|----------------------|---------------------|---------------------|
| 1. Line Indicators   | 8. Volume Keys      | 14. Feature Keys    |
| 2. Line / Speed Dial | 9. Dial Pad         | 15. Display         |
| 3. Hookswitch        | 10. Hands-Free      | Control Keys        |
| 4. Speaker           | 11. Speakerphone    | 16. Message         |
| 5. Feature Keys      | 12. Headset         | Indicator           |
| 6. Hold              | 13. Microphone Mute | 17. Graphic Display |
| 7. Soft Keys         |                     |                     |

## CALL HOLD AND RESUME

- **Call Hold:** During a call press the **Hold** feature key or the “**Hold**” soft key
- **Call Resume:** Press the **Hold** feature key or the “**Resume**” soft key to resume the call

## CONFERENCE CALL

- Call the first party
- Press the **Conference** feature key or press the “**More**” soft key, then the “**Confrnc**” soft key. This will place the first call on hold
- Place a call to the second party
- Once the second party answers, press the **Conference** feature key or the “**Confrnc**” soft key again to join all parties in the conference

## CALL TRANSFER

- During a call, press the **Transfer** feature key or the “**Trnsfr**” soft key. This will place the active call on hold
- Place a call to the number to which you want to transfer the call
- After speaking to the second party, press the **Transfr** feature key again or the “**Transfr**” soft key to complete the transfer

## BLIND TRANSFER

- While on a call, press the “**Trnsfr**” soft key or the Transfer feature key
- Press the “**Blind**” soft key
- Dial the extension or phone number that you desire to transfer to
- Press the “**Send**” soft key to send the call immediately or wait until it sends automatically

## VOICEMAIL INITIAL SETUP

1. Press the **Messages** feature key
2. Enter in default Password
3. Enter in New Password
4. Re-enter in New Password
5. Record your name
6. Press 1 to Access your voice mailbox
7. Press 3 to record your no answer greeting
8. Listen to prompts to record your greeting

## CALL FORWARDING

1. From the idle screen, press the “**Forward**” soft key.
2. Select the forwarding type you want to enable:
  - a. **Always**—To forward all incoming calls
  - b. **No Answer**—To forward all unanswered incoming calls
  - c. **Busy**—To forward calls that arrive when you are already in a call
3. Enter a number to forward calls to
4. Press the Enable soft key

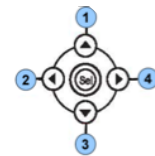
To disable call forwarding:

1. From the idle screen, press the “**Forward**” soft key
2. Select the forwarding type to disable
3. Press the “**Disable**” soft key

## CALL LISTS

Display Control Keys

1. Speed Dials
2. Received Calls
3. Missed Calls
4. Placed Calls



## TRANSFER TO VOICEMAIL

While on a call:

1. Press “**more**” soft key
2. Press “**Xfer 2 VM**”
3. Enter in extension and press “**Enter**” soft key