

Quick Start Guide

Intermedia Unite
Polycom VVX 500 | VVX 600



Welcome to Intermedia Unite.

What's in the box?

Polycom VVX 500/600

A. Phone

B. Handset

C. Handset Cable

D. Network Cable

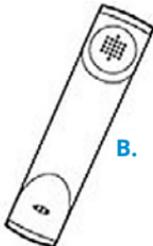
E. Stand

F. Quick Start Guide

G. AC Adapter (optional)



A.



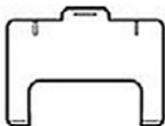
B.



C.



D.



E.



F.



G.

Guided Setup

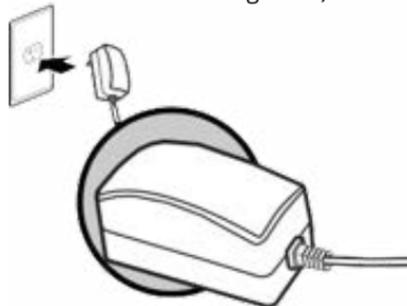
Connect Cables

Please follow the diagram to install your phone. Once plugged in, the phone will automatically download its configuration and start to work.

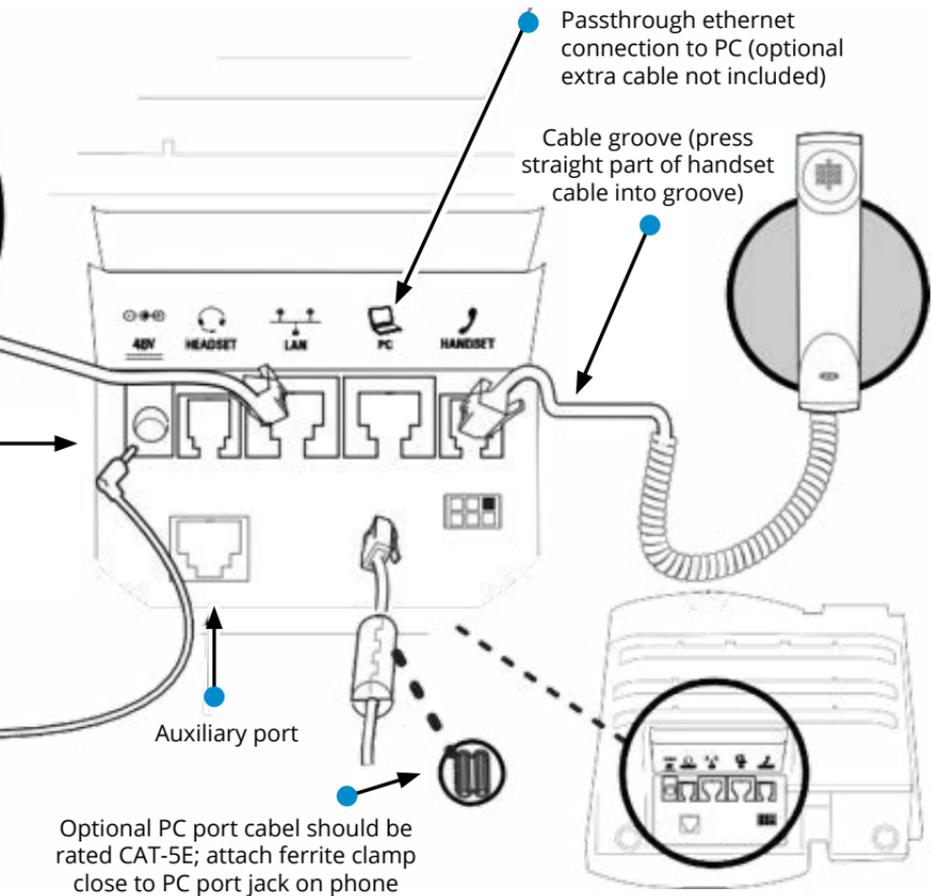
Once the phone has been plugged in and is operational, the voicemail box is functional with a default greeting.



Cable groove (press headset cable into groove)



AC power connection (optional accessory); use if Power over Ethernet (PoE) is unavailable



Voicemail Box Setup

RECORDING YOUR PERSONAL VOICEMAIL GREETING

1. Press the “Messages”  button, and press the “Connect” soft key.
2. Enter the PIN provided to you by your Administrator, followed by the # key.
3. Select option 3 for personal options.
4. Select option 1 to record your voicemail greeting.
5. Follow the voice prompts to record and check your greeting.

CHANGING THE PIN FROM THE PHONE

1. Press the “Messages”  button, and press the “Connect” soft key.
2. Enter the PIN provided to you by your Administrator, followed by the # key.
3. Select option 3 for personal options.
4. Select option 2 to change your PIN.
5. Enter the new PIN when prompted. Press # when done.

 Polycom

2090



New Calls



Messages

1

ABC

2

GHI

4

JKL

5

PQRS

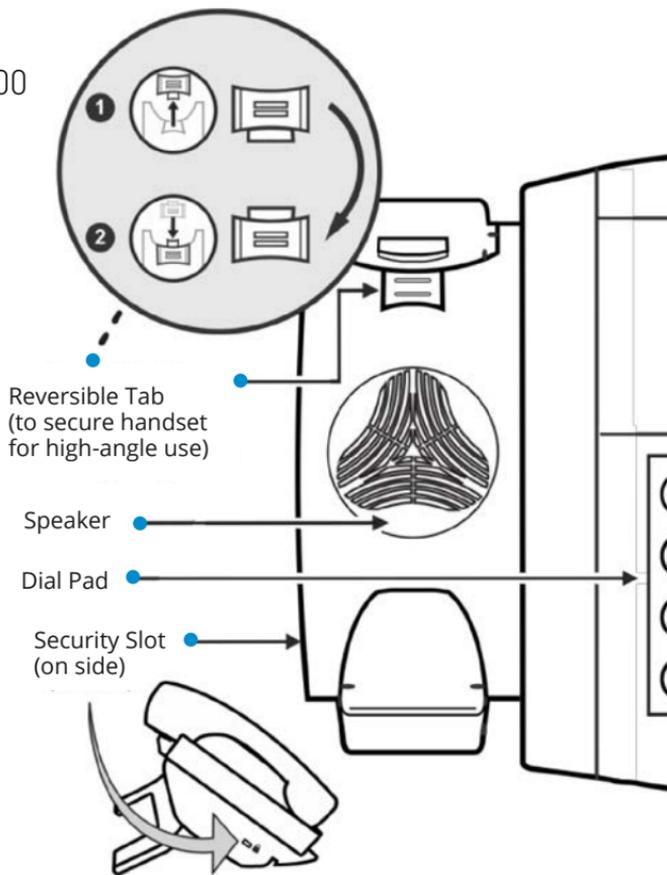
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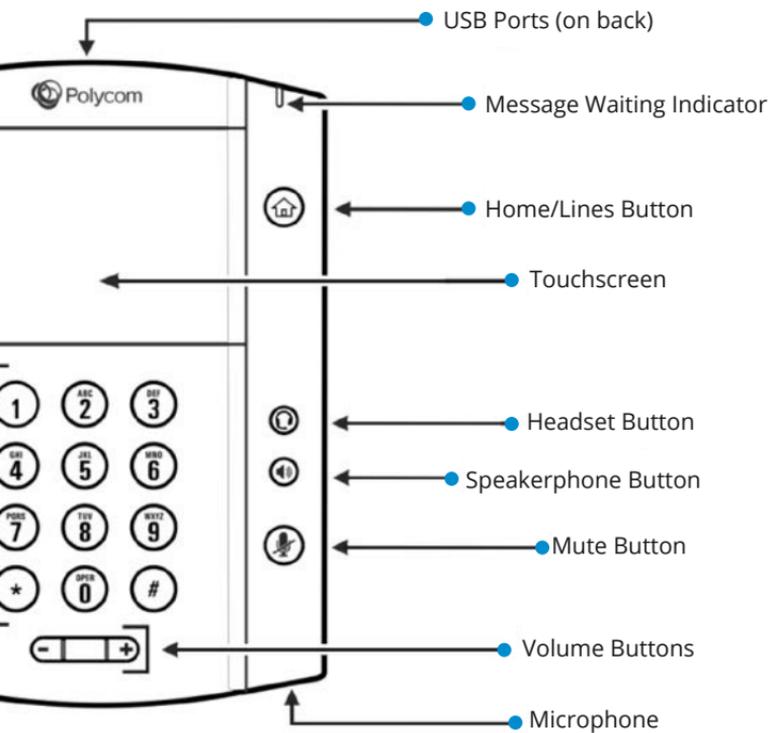
TUV

8

Features

Polycom VVX 500/600





Commonly Used Features

PLACING OUTGOING CALLS

When the phone is not in use:

1. Pick up the handset or press the “Speakerphone” button.
2. Dial an extension or telephone number.

When you are already on a call:

1. Press the “Hold” soft key.
2. Press the “New Call” soft key.
3. Dial an extension or telephone number.
4. Resume the original call by pressing the “Line” button that corresponds with that call, and press the “Resume” soft key.

ANSWERING AN INCOMING CALL

...On the Handset:

Pick up the handset to answer the call.

...On a Headset:

When a headset is connected, press the “Headset” button (or the “Answer” soft key) to answer the call.

...On Speakerphone:

Press the “Speaker” button (or the “Answer” soft key) to answer the call.

REJECTING AN INCOMING CALL

Press the “Reject” soft key to immediately send the caller to voicemail.

IGNORING AN INCOMING CALL

Press the “Ignore” soft key to send the caller to voicemail.

Note: The caller will continue to hear ringing for the specified amount of time, defined in the phone’s “No Answer Forwarding” setting.

ENDING A CALL

...On the Handset:

Press the “End Call” soft key.

...On a Headset:

Press the “Headset” button.

...On Speakerphone:

Press the “Speaker” button.

HOLD

Placing a Call On Hold:

- While on a call, press the “Hold” soft key.

Retrieving Calls On Hold:

- Press the “Resume” soft key to resume the holding call on that line.

TRANSFERRING CALLS

Blind Transfers:

1. While on a call, press the “Transfer” soft key.
2. Tap the “Blind” soft key.
3. Dial the desired phone number or extension number.
4. The call is automatically transferred.

Attended (Consultative or Warm) Transfers:

1. While on a call, press the “Transfer” soft key.
2. Dial the desired phone number or extension number.
3. Wait for the party to answer, and announce that you are transferring a call to them.
4. Hang up the phone to complete the transfer.

MUTE

1. To mute the microphone on an active call, press the “Mute” button.
2. To un-mute the microphone, press the “Mute” button again.

VOICEMAIL

1. Press the “Messages” button .
2. Enter your PIN when prompted.

VOLUME ADJUSTMENT

In-Call Volume:

- While on a call, press the “+” and “-” buttons to raise or lower the volume.

Ringer Volume:

- While the phone is not in use, press the “+” and “-” buttons to adjust the ringer volume on the phone.

CALL WAITING

When an inbound call rings in, you will hear a beep tone emitted by your phone.

To Answer the Second Call:

1. Press the “Answer” button to access that call. The current call will be placed on hold.
2. Once the second call has ended, resume the original call by pressing the “Resume” soft key or pressing the “Answer” button.

To Reject the Second Call:

- Press the “Reject” soft key to immediately send the caller to voicemail.

CALL WAITING (CONTINUED)

To Ignore the Second Call:

- Press the “Ignore” soft key to send the caller to voicemail.

Note: The caller will continue to hear ringing for the specified amount of time, defined in the phone’s “No Answer Forwarding” settings.

SPEAKERPHONE

While the phone is not in use:

- Press the “Speakerphone” button to activate the speakerphone and get dial tone for an outbound call.

While on a call on the handset / headset:

- Press the “Speakerphone” button to continue the current call on the speakerphone.

While a call on speakerphone is active:

- To hang up the current call, press the “Speakerphone” button.

FORWARDING CALLS

1. Press the “Forward” soft key OR
2. Press the “Home” button twice and press the “Forward” option.”
3. If “Always Forward” is currently disabled, “Always (Disabled)” will be displayed.
4. Press 1 for “Always.”
5. Enter / verify the contact number where calls will be forwarded.
6. Press the “Enable” soft key.

Disabling “Always Forward”:

1. If “Always Forward” is currently enabled, “Always (Enabled)” will be displayed.
2. Press 1 for “Always.”
3. Press the “Disable” soft key.

“Forward On Busy” and “Forward On No Answer” can be set in a similar manner.

DESKTOP AND MOBILE APPS



Seamlessly extend the features of your Unite service to your desktop and your Android or iOS mobile device for free. Receive your calls, manage your voicemail, and update settings and more.

Visit www.intermedia.net/uniteapps to learn more.

We are here to help.



www.intermedia.net/knowledgebase/voice



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