



# Skype for Business Phone Service Polycom Touch Screen Phone (VVX501)



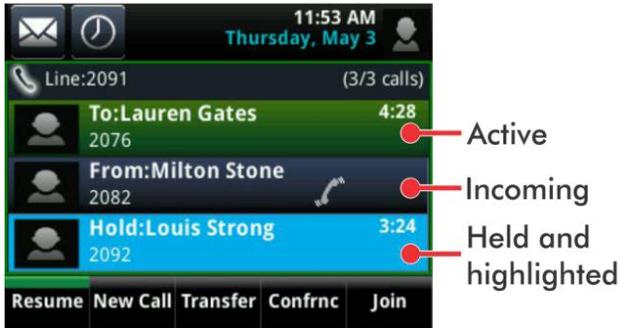
## How to answer a phone call:



When someone calls you, an alert appears on the telephone's screen and an audible ringing notification plays. To answer the call, do one of the following:

- To use the handset, pick up the handset.
- To use the speakerphone, press the physical **Speaker Phone button** or tap **Answer**.

## How to manage multiple calls:



## How to call by contact or username:

1. Find a contact by selecting a favorite on your main screen by touching the contact, or selecting **Contacts** using the touch screen. Navigate to the contact by touching, swiping and selecting on the screen. *Note: Both favorites and contacts are set up through the desktop software interface.*
2. Pick up the phone's handset.
3. To end the call, hang up the phone or select **End Call** using the touch screen.

## Transfer quick reference:

To directly transfer	(While on a call) <b>touch Transfer</b> > enter the number or <b>touch Contacts</b> and <b>touch a contact</b> > touch <b>Dial</b>
To transfer and speak to the person first	(While on a call) <b>press and hold Transfer</b> > touch <b>Consultative</b> > enter the number or <b>touch Contacts</b> and <b>touch a contact</b> > touch <b>Dial</b> If the person accepts the call, <b>touch Transfer</b> . If not, touch <b>Cancel</b> .
To transfer straight to a person's voicemail	(While on a call) <b>touch Transfer</b> > <b>touch Contacts</b> and <b>touch a contact</b> > touch <b>More</b> > <b>touch Info</b> > Swipe up and <b>touch Voicemail</b> > touch <b>Dial</b>

## How to call a phone number:

The best option for dialing is to enter the number and then pick up the phone's handset.

1. Enter the number using the keypad. Use the back arrow on the touchscreen if you make a mistake.

### Ways to dial:

- *###-###-#### for all numbers, local and long distance*
- *011-##-###... for international*

2. To take the call with the handset, lift it from the receiver. To take the call over speakerphone, touch the green phone icon or press the physical speaker phone button. 
3. To end the call, hang up the phone or select **End Call** using the touch screen. 

### To call on behalf of a group number:

If you are set up to answer multiple numbers, you can choose which number the call is originating from by pressing and holding the group number on the phone screen and choose **On behalf of**. Enter the number and press the **green dial button**.

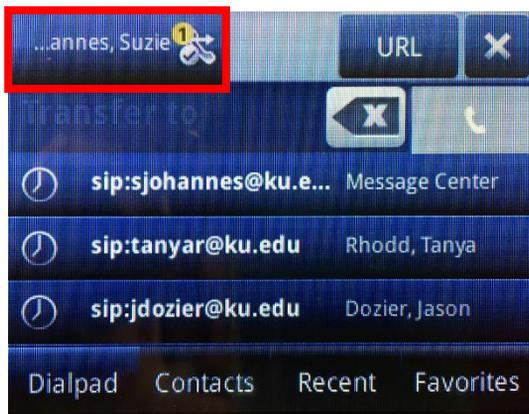
## How to place a call on hold:

1. Select **Hold** using the touch screen.
2. Select **Resume** using the touch screen to continue the call.

## How to “blind” transfer a call:

*Note: With this method, you will not be able to first speak to the person before transferring the call.*

1. Touch **Transfer** using the touch screen.
2. Enter the 10-digit number, starting with area code, and touch the **green phone icon**. Or, you can select a favorite contact by touching your name in the upper left-hand corner to access your favorites. Or, touch **Contacts** to view your entire contact list. Touch the contact and touch **Dial**.



3. The call will automatically be transferred to the number.

## How to park a call:

When you park a call, you place the call on hold and receive a three- or four-digit number that can be dialed by anyone using Skype for Business phone service to answer the call. *Note: Use the Park option to switch from your computer & headset to your desk phone, and vice versa.*

1. With the call under way, select **Park**.
2. You will see the number to retrieve the parked call. Anyone using Skype for Business can dial that number using a phone or the interface to retrieve the call. If you want to pick the call back up, select **Retrieve**.



Touch **Transfer** to forward a call to a number or contact without speaking. Touch and hold to get the option to talk to the person first.

## How to “consultative” transfer a call:

*Note: With this method, you will be able to first speak to the person to whom you are transferring the call.*

1. Touch and **hold Transfer** on the touch screen.
2. Select **Consultative** using the touch screen.
3. Dial the 10-digit number, starting with area code, and touch the **green phone icon**. Or, you can select a favorite contact by touching your name in the upper left-hand corner to access your favorites. Or, touch **Contacts** to view your entire contact list. Touch the contact and touch **Dial**.
4. Once you have talked to person, touch **Transfer** to transfer the call. Or, touch **Cancel** to talk to the caller again.

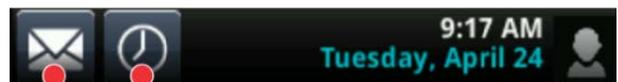
## How to create conference call:

*Note: You will not be able to first speak to the person or people who you are conferencing in.*

1. Once you have initiated a call with the first number, touch **Confrnc** using the touch screen.
2. Dial the 10-digit number, starting with area code, and touch the **green phone icon**. Or, you can select a contact by touching **Contacts**, touching a contact, and touching **Dial**.

## How to check voicemail:

By default, you will receive email messages for any missed calls or voicemails in the email inbox associated with the number. Or, using the phone:



Tap to see recent calls

Tap to access messages