

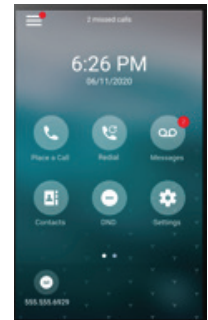
# Poly CCX 500

## QUICK START GUIDE



This guide covers the basic features and operation of the PolyPoly CCX 500 business phone.

**Home Screen**  
Displays menu options, keys and settings



**In Call Display**  
Displays menu options and keys



### HOW TO:

#### ✓ Access Voicemail Messages

1. Go to **Messages**.
2. Select **Message Center**.
3. If you have multiple lines on your phone, select the line that has the new message.
4. From the **Messages** screen, select **Connect** and follow the prompts to access your messages.

#### ✓ View Recent Calls

On the Home screen, Tap **Recent Calls**.

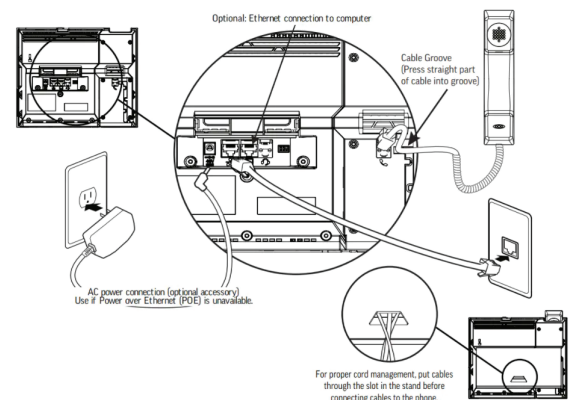
#### ✓ Speed Dial

Speed Dials can only be added to the phone by the Admin or by using the Call Manager.

<https://voice.myastoundphone.net>

#### ✓ Connect

##### CONNECT CABLES





## Place a Call

- Pick up the handset, enter the phone number, and press the green key on the touchscreen.
- Select the **Speakerphone** or **Headset** key, enter the phone number, and press the green key on the touchscreen.
- Select **Place a Call**, enter the phone number and press the green key on the touchscreen.
- Select **Recent Calls** and choose a contact. The phone will dial the contact automatically.
- Press the **Line Key**, enter the phone number, and press the green key on the touchscreen.



## Answer a Call

- To answer with the handset, pick up the handset
- To answer with the speakerphone, press the speakerphone key or press the Answer on the touchscreen.
- To answer with a headset press the headset key.
- To Silence a call, press the Silence on the touchscreen.



## Hold & Resume a Call

You can have multiple calls on hold and resume a call at any time.

To Hold a Call:

- Select **Hold**

To Resume a Call:

- Select **Resume** or highlight the call and select Resume



## Transfer a Call

Consultative Transfer:

1. Tap Consult from the touchscreen
2. Enter a Number or Extension
3. Tap Complete Transfer after speaking with your contact

Blind Transfer:

1. Tap Transfer from the touchscreen
2. Enter a Number or Extension
3. Tap the green key on the touchscreen



## End Call

To End an Active Call:

- Replace the handset in the cradle, select the speakerphone or headset key, or press the **Hang Up**.

To End a Held Call:

1. Highlight the held call and select **Resume** then **Hang Up**