

Polycom VVX 1500

Polycom VVX 1500 IP Video Phone User Manual

Model: VVX 1500 (P/N: 2200-18061-025)

Brand: Polycom

1. INTRODUCTION

The Polycom VVX 1500 is an advanced IP video phone designed for business environments, offering a comprehensive Unified Communications (UC) solution. It integrates one-touch video calling, business applications, and robust IP telephony features, making it suitable for managers and knowledge workers.

Key features include:

- Enables simple and fast touch screen video and voice calls directly from the workspace.
- Flexible and future-proof connectivity supporting both H.323 video and SIP telephony simultaneously.
- Designed to lower travel expenses and provide quick return on investment.
- Enhances productivity by increasing remote collaboration and facilitating visual communication.
- Supports innovative third-party applications through a full browser and customizable Polycom API.



Figure 1: Front view of the Polycom VVX 1500 IP Video Phone with its screen open, displaying a video call interface.

2. PACKAGE CONTENTS

Verify that all items are present in your Polycom VVX 1500 package:

- Polycom VVX 1500 Console
- Handset
- Handset Cord
- Ethernet Cable (CAT 5E or better)
- Power Adapter (if not using Power over Ethernet - PoE)
- Quick Start Guide (this manual serves as the detailed guide)

3. SETUP INSTRUCTIONS

Follow these steps to set up your Polycom VVX 1500 IP Video Phone:

1. **Connect the Handset:** Plug one end of the coiled handset cord into the handset and the other end into the handset port on the back of the phone console.

2. Connect to Network:

- Connect one end of the Ethernet cable to the LAN port on the back of the phone.
- Connect the other end of the Ethernet cable to a network switch or router.
- *Note:* If your network provides Power over Ethernet (PoE), the phone will power on automatically.

3. **Connect Power (if not using PoE):** If PoE is not available, connect the power adapter to the power port on the back of the phone, then plug the adapter into a wall outlet.

4. **Initial Boot-up:** The phone will power on and begin its boot sequence. This may take a few minutes. The screen will display the Polycom logo and then proceed to load the operating system and network configuration.

5. Network Configuration:

- The phone is typically configured to obtain an IP address automatically via DHCP.
- If static IP configuration is required, access the phone's settings menu after boot-up (refer to Section 4.3 for menu navigation).



Figure 2: Side view of the Polycom VVX 1500 IP Video Phone, illustrating the angle of the screen and the general profile of the device.

4. OPERATING INSTRUCTIONS

4.1 Making and Receiving Calls

- **To Make a Call:** Lift the handset or press the Speakerphone button. Dial the number using the keypad and press the **Dial** or **Send** soft key on the screen.
- **To Answer a Call:** Lift the handset, press the Speakerphone button, or press the **Answer** soft key on the screen.
- **To End a Call:** Replace the handset or press the **End Call** soft key.

4.2 Video Calling

The VVX 1500 supports one-touch video calls. Ensure your network and the recipient's device support video communication protocols (H.323 or SIP video).

- **Initiating a Video Call:** When making a call, if the recipient's device supports video, a video icon may appear. Tap it to initiate a video session.
- **During a Video Call:** Use the on-screen controls to manage video (e.g., mute camera, switch views). The integrated camera is located above the display.

4.3 Navigation and Menus

The VVX 1500 features a large touchscreen display and physical navigation buttons.

- **Touchscreen:** Tap icons and options directly on the screen to navigate menus, select contacts, and manage calls.
- **Navigation Cluster:** Use the four-way navigation buttons and the central **Select** button to move through menus and confirm selections.
- **Soft Keys:** Context-sensitive buttons displayed on the screen directly above the physical buttons. Their function changes based on the current activity.
- **Home Button:** Returns to the main idle screen.

4.4 Call Features

- **Hold:** Press the **Hold** button or soft key to place an active call on hold. Press again to resume.
- **Transfer:** During an active call, press the **Transfer** soft key, dial the new number, and then press **Transfer** again (consulted transfer) or hang up (blind transfer).
- **Conference:** During an active call, press the **Conference** soft key, dial the third party, and then press **Conference** again to join all parties.
- **Mute:** Press the **Mute** button to mute your microphone during a call. The button will illuminate when muted. Press again to unmute.

5. MAINTENANCE

To ensure the longevity and optimal performance of your Polycom VVX 1500, follow these maintenance guidelines:

- **Cleaning:** Use a soft, lint-free cloth slightly dampened with water to clean the phone's surfaces and screen. Avoid abrasive cleaners, solvents, or aerosol sprays, as these can damage the finish or internal components.
- **Dust:** Regularly dust the phone, especially around the speaker and microphone grilles, to prevent accumulation that could affect audio quality.
- **Environment:** Keep the phone in a dry environment, away from direct sunlight, excessive heat, and moisture. Do not expose the phone to extreme temperatures.
- **Cables:** Ensure all cables are securely connected and not pinched or strained.

6. TROUBLESHOOTING

This section addresses common issues you might encounter with your Polycom VVX 1500.

Problem	Possible Cause	Solution
Phone does not power on.	No power from PoE or power adapter.	Verify Ethernet cable is securely connected to a PoE-enabled port. If using power adapter, ensure it is correctly plugged into the phone and a working wall outlet.
"Config Error" or "Network Down" message.	Network connectivity issue or incorrect configuration.	Check Ethernet cable connection to the phone and network switch/router. Ensure the network port is active and configured correctly for the phone. Verify DHCP server is operational or static IP settings are correct. Contact your IT administrator for network configuration assistance.
No dial tone or cannot make calls.	Phone not registered with SIP/H.323 server, or network issue.	Check network connection (see "Config Error" above). Verify SIP/H.323 registration status on the phone's display. Confirm account credentials and server settings with your VoIP service provider or IT department.
Video not working during a call.	Camera muted, network bandwidth, or recipient device incompatibility.	Ensure the camera is not muted on the phone's screen. Check network bandwidth and quality. Confirm the recipient's device supports video calls and is properly configured.

7. SPECIFICATIONS

Feature	Detail
Model Number	2200-18061-025
Product Dimensions (L x W x H)	7.5 x 7.1 x 5.9 inches (19.05 x 18.03 x 14.99 cm)
Item Weight	1.98 pounds (0.9 Kilograms)
Visible Screen Diagonal	7 inches (18 cm)
Color	Black
Telephone Type	Corded
Power Source	Corded Electric (supports PoE)
Dialer Type	Single Keypad
Answering System Type	Digital
Compatible Devices	H.323, SIP, IP Networks, PBX Systems
Conference Call Capability	3-way
Language	English
Manufacturer	POLYCOM AUDIO

8. WARRANTY AND SUPPORT

8.1 Product Warranty

Polycom products typically come with a limited hardware warranty. The duration and terms of the warranty may vary by region and point of purchase. Please refer to the warranty documentation provided with your product or visit the official Polycom website for detailed warranty information.

Note: This product is intended for business use and may require professional installation or configuration by an IT administrator or VoIP service provider.

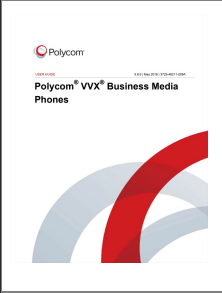
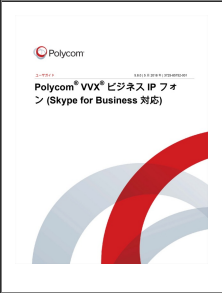
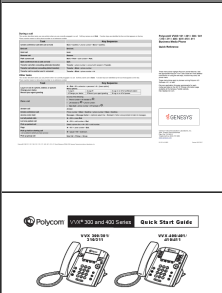
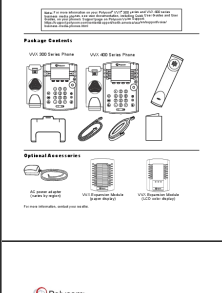
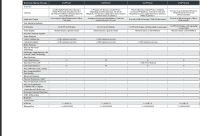
8.2 Technical Support

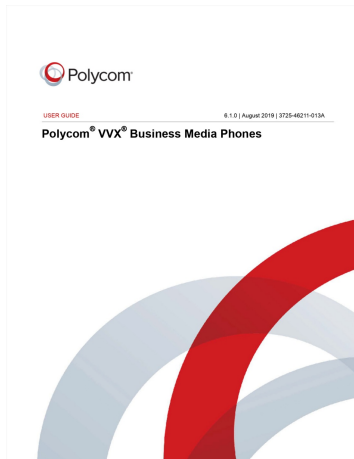
For technical assistance, configuration issues, or advanced troubleshooting, please contact your IT department or VoIP service provider. You can also find support resources, FAQs, and documentation on the official Polycom support website:

<https://support.polycom.com/>

When contacting support, please have your product model number (VVX 1500) and serial number ready. The serial number is typically located on a label on the bottom of the phone console.

Related Documents - VVX 1500

	Polycom VVX Business Media Phones User Guide Comprehensive user guide for Polycom VVX Business Media Phones, covering setup, operation, features, and troubleshooting.
	Polycom VVX Business IP Phone (Skype for Business) User Guide Polycom VVX Business IP Phone (Skype for Business) User Guide
	Polycom VVX Business Media Phone Quick Reference Guide A quick reference guide for Polycom VVX 101, 201, 300, 301, 310, 311, 400, 401, 410, and 411 business media phones, detailing common call handling, transfer, conference, and voicemail functions.
	Polycom VVX 300 & 400 Series Business Media Phones Quick Start Guide A quick start guide for Polycom VVX 300 and 400 series business media phones, covering package contents, features, connections, and safety information.
	Polycom UC Software 5.6.0 Administrator Guide This administrator guide provides comprehensive instructions for installing, provisioning, configuring, and managing Polycom phones and UC Software version 5.6.0. It covers network settings, audio and video features, security, and troubleshooting for various Polycom VVX business media phones and related hardware.
	Polycom Desktop Phone Guide: VVX and SoundPoint Series A comprehensive guide to Polycom's VVX and SoundPoint series desktop IP phones, detailing features, specifications, and target applications for various business environments.



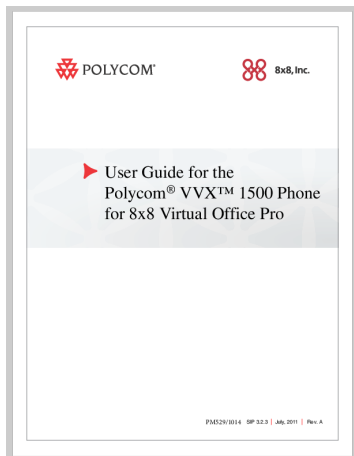
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Hardware..... 18 **VVX 1500**

Hardware.....

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[Polycom VVX 1500 Phone User Guide for 8x8 Virtual Office Pro](#)

Comprehensive user guide for the Polycom VVX 1500 Phone, detailing setup, features, customization, and troubleshooting for 8x8 Virtual Office Pro. Learn to maximize your business communication experience.

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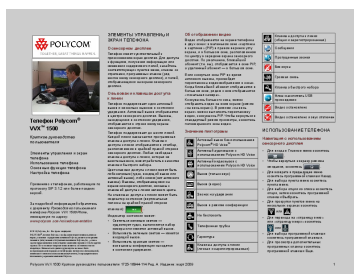


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Software 3.3.1 August 2010 ... bject to change without notice. ii About This Guide
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in an H.323 environment. In this environment, you will be able to co...

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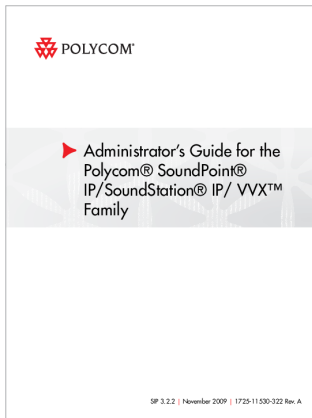
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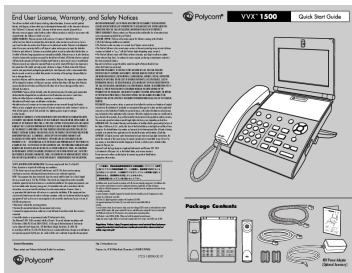
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Administrator's Guide for the Polycom SoundPoint IP/SoundStation IP/ VVXTM Family SIP 3.2.2 November 2009, 650, and 670 desktop phones, the SoundStation IP 6000 and 7000 conference phones, and the Polycom **VVX 1500** business media phone. The following related documents for SoundPoint IP/SoundStation IP/VVX...
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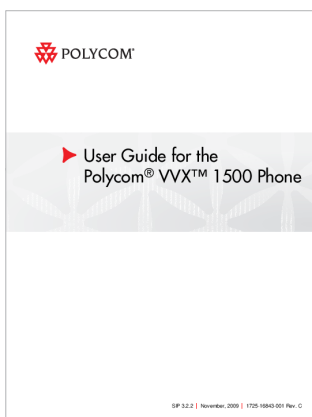


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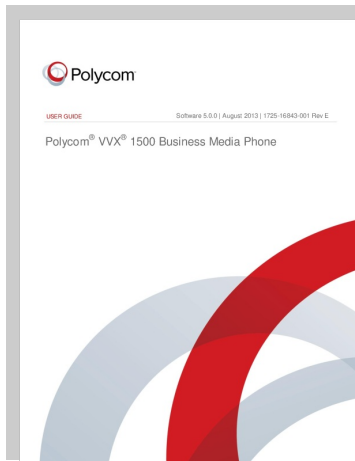


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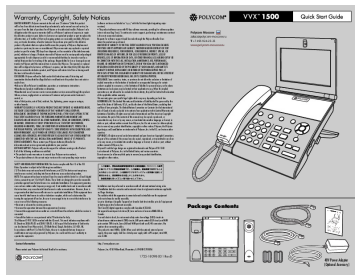


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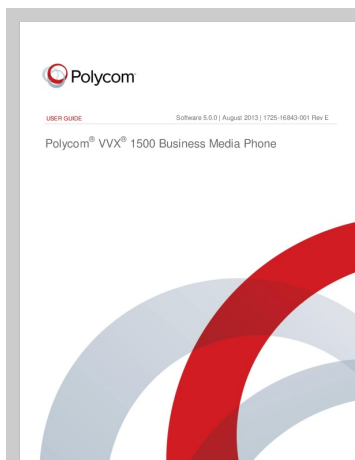


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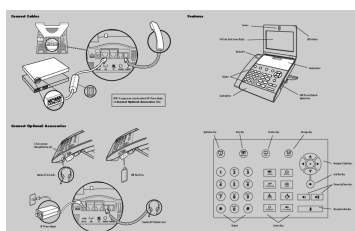
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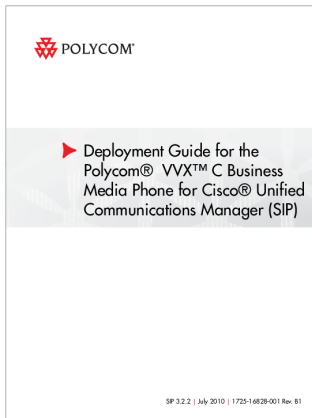


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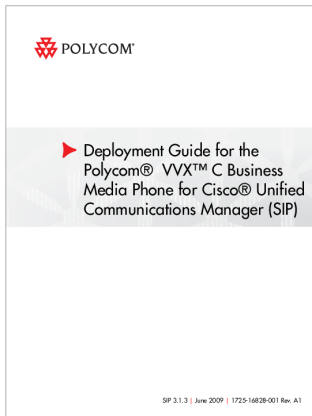
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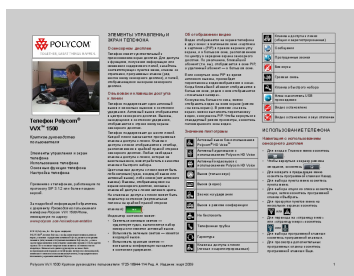
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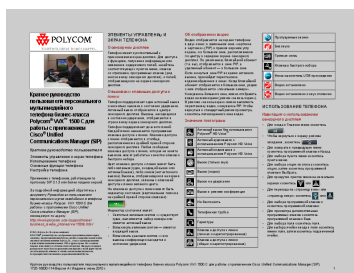


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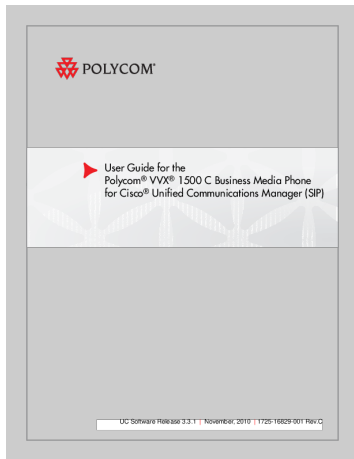


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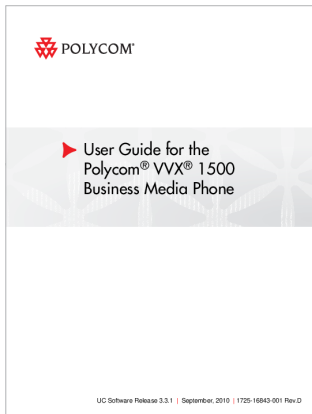
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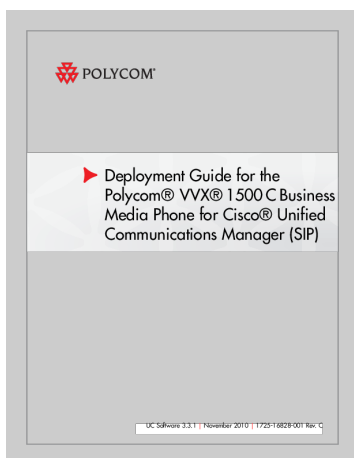
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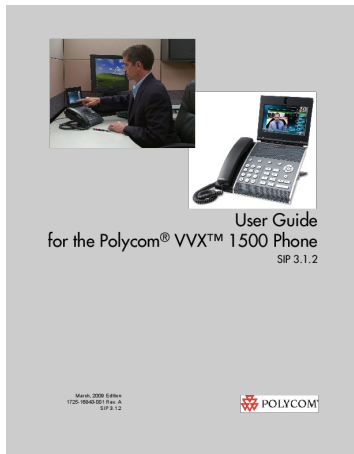


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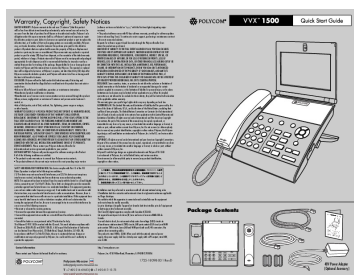


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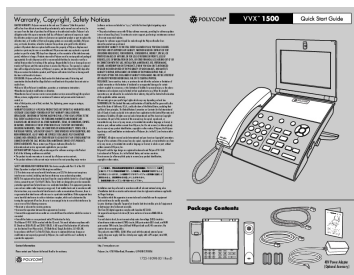


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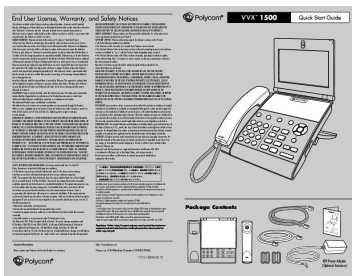


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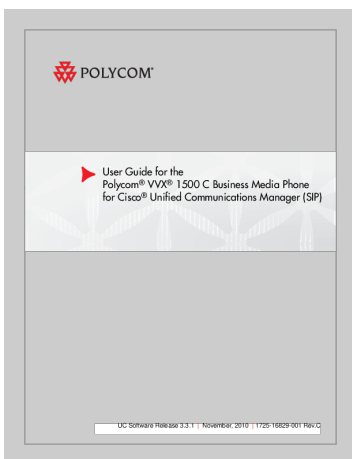
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http://www.polycom.com/support/voice/business_media_phones/vvx1500c.html 2009, Polycom, Inc. POLYCOM, Polycom Triangles Polycom Polycom, Inc....

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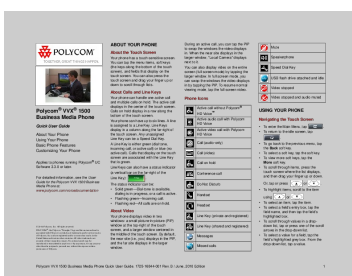


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Polycom VVXTM 1500 Phone Quick User Guide About Your Phone Using Your Phone Basic Phone Features Customizing Your Phone Applies to phones running SIP 3.1.2 or later. For detailed information, see the User Guide for the Polycom **VVX 1500** Phone at: www.polycom.com/voicedocumentation 2009, Polycom, Inc...

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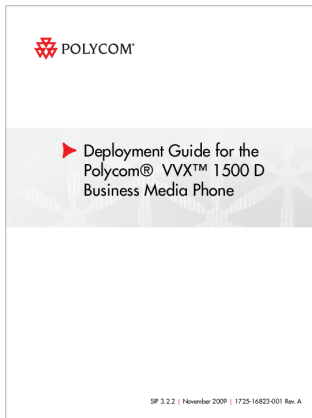


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Polycom **VVX 1500** Business Media Phone Quick User Guide About Your Phone Using Your Phone Basic Phone Features Customizing Your Phone Applies to phones running Polycom UC Software 3.3.0 or later. For detailed information, see the User Guide for the Polycom **VVX 1500** Business Media Phone at: www.polyco...

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guide explains how to deploy the Polycom **VVX 1500** D Business Media Phone in an H.323 environment. In this environment, you will be able to co...

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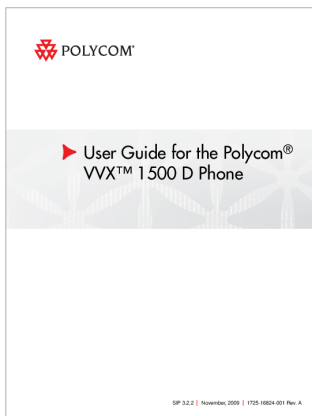
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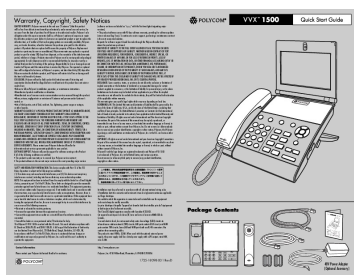
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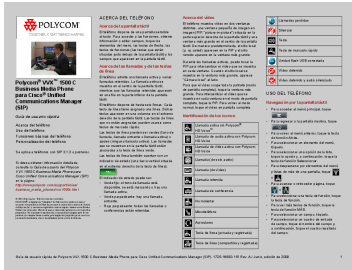
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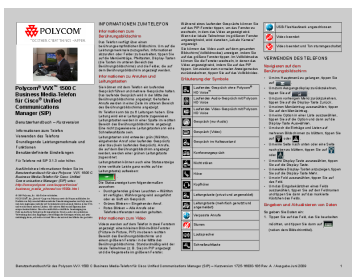
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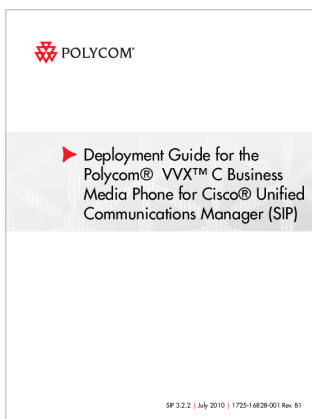
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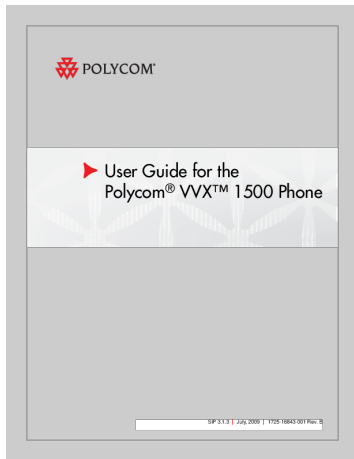
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Telepresence and Video D setup maintenance en

Deployment Guide for the Polycom VVXTM C Business Media Phone for Cisco Unified Communications Manag ... bject to change without notice. ii About This Guide This guide explains how to deploy the Polycom **VVX 1500 C** Business Media Phone in a Cisco Unified Communications Manager environment. In this envir...

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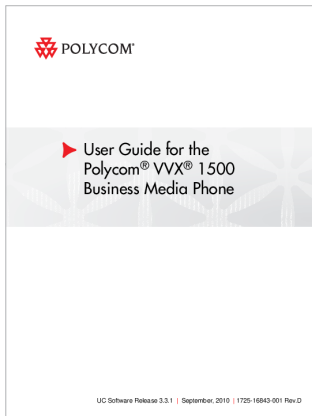


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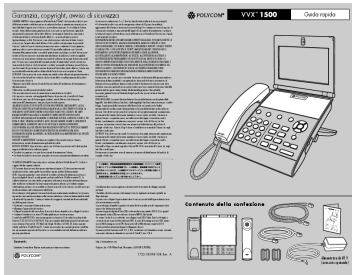


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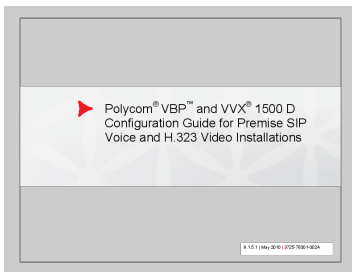


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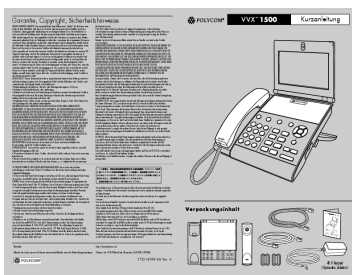


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VBP and VVX 1500 D Configuration Guide for Premise SIP Voice H 323 Video Installations Mike Reiman VVX1500 config guide premise 9 1 5 support polycom content dam products Telepresence Polycom setup maintenance en

Polycom VBPTM and **VVX 1500** D Configuration Guide for Premise SIP Voice and H.323 Video Installations 9.1.5.1 May 2010 3725-78301-002A VBP and **VVX 1500** D Configuration Guide Goal The goal of this guide is to configure the Polycom Video Border Proxy VBPTM to support SIP voice and H.323 video w...

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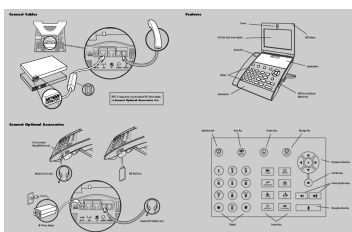


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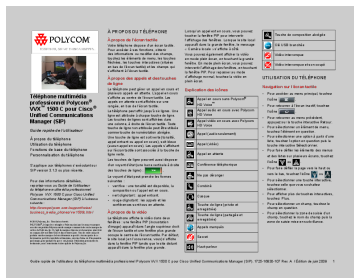


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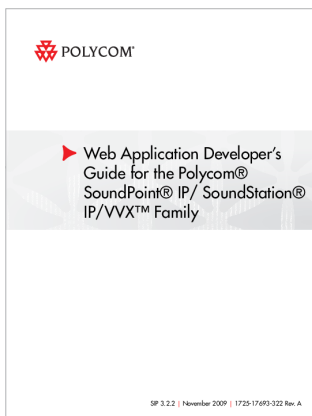
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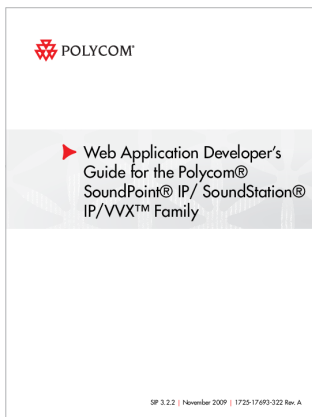
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Web Application Developer s Guide for the Polycom SoundPoint IP/ SoundStation IP/VVXTM Family SIP 3. ... and the Microbrowser available on certain SoundPoint IP and SoundStation IP phones, and the Polycom **VVX 1500** phone running SIP 3.1.3 or earlier. It also provides an overview of the Web Server and the ...
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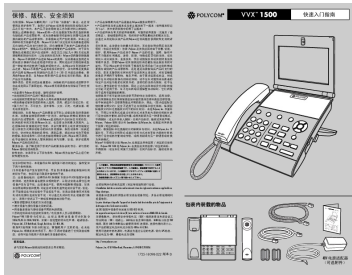
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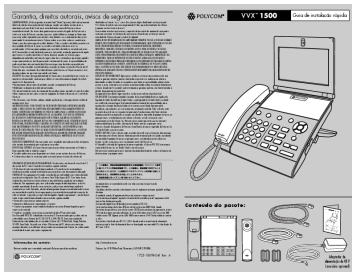


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