

poly CCX500 Microsoft Teams IP Phone User Guide

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Poly

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Desk Phone Features



Feature Description

- 1. Touch screen—select items and navigate menus on the touch-sensitive screen.
- 2. Volume keys—adjusts the volume of the handset, headset, speaker, or the ringer.
- 3. Headset indicator—displays when the phone is powered on. The icon glows green or blue when a headset is connected and activated.
- 4. Speakerphone indicator—displays when the phone is powered on. The icon glows green when activated.
- 5. Mute key—mute or unmute the microphone during an active call.

Placing a call

Do one of the following

Select Place a Call, enter a phone number, and select Dial.



- Select Contacts, select a directory, choose a contact, and select Dial.
- · Select Recent Calls and choose a contact.

Answering a call



Placing a call on hold



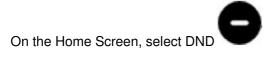
Retrieving a held call



Ending a held call



Enable Do Not Disturb



Transferring a call

Warm Transfer

- 1. While on an active call, select Consult
- 2. Dial the number of the other party or choose a contact, then select Dial.
- 3. When the destination party answers, provide the information and confirm that they would like to take the call.

4. Select Complete Transfe

Blind Transfer

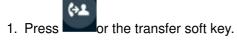


- 1. While on an active call, select Transfe
- 2. Press the Blind soft key.
- 3. Dial the number of the other party or choose a contact, then select Dial .



4. The call is transferred immediately.

Voicemail Transfer



- 2. Press the Blind soft key.
- 3. Dial *0 plus the extension number of the voicemail where you want to transfer the call.

Parking a call

- 1. While on an active call, dial ##*3.
- 2. Listen to the prompt indicating that the call has been parked. The prompt will also announce the extension where the call is parked.
- 3. Note the park location. Example *802.

Retrieving a Parked Call

Press *, followed by the park location.

Forwarding Calls

To forward an incoming call:



2. Enter the contact's number, then select Forward

To forward all incoming calls



- 2. If you have more than one line, select a line.
- 3. Choose one of the following:
 - 1. Always

- 2. No Answer
- 3. Busy
- 4. Enter a contact's number, then select Enable.

If you select No Answer, enter the number of rings before the phone forwards the call.

Paging

Dial *84, then follow the prompt.

Initiating an Intercom call

Press *85, then follow the prompt.

Recording a call

- While on an active call, dial *9 to start the recording.
- Press *9 to end the recording.

Accessing Voicemail

- 1. On the Home screen, select Messages
- 2. You will be directly connected to the Message Center.
- 3. Enter your passcode and follow the prompt.

Documents / Resources



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Manuals+,