



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


Answering a call

Select Answer 

Placing a call on hold

Select Hold while  on an active call.


Retrieving a held call

Select Resume 

Ending a held call



Select Resume  then select Hang Up 

Enable Do Not Disturb

On the Home Screen, select DND 

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 Transfer



Blind Transfer

1. While on an active call, select Transfer




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

1. Press  or the transfer soft key.

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:

1. Select Forward.



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

To forward all incoming calls

1. Select Forward.



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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