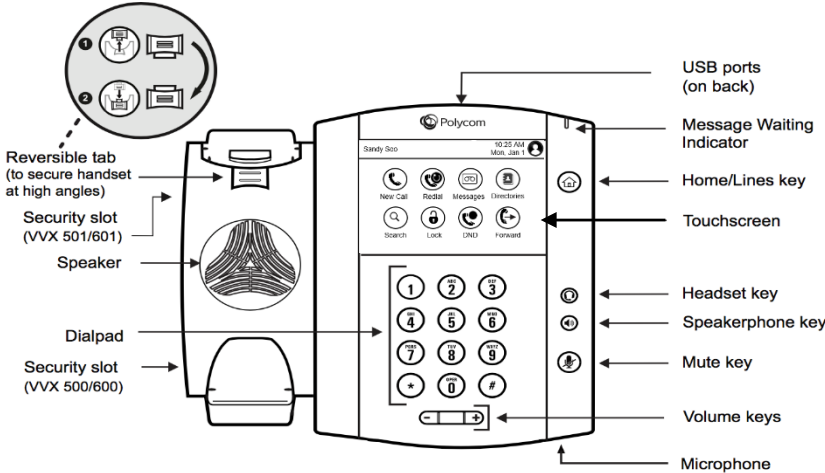


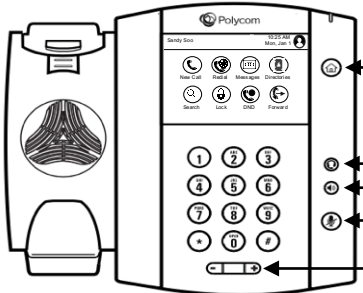
Basics



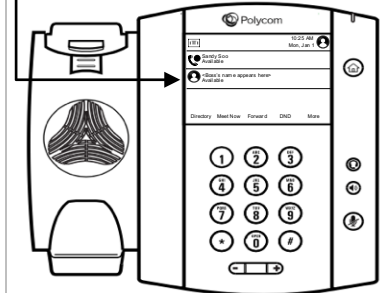
General Tips:

- Tap the Lock key on the touchscreen to lock the phone when you are away from your desk.
- Use the headset as it leaves your hands free to work on your computer/laptop or take notes during a call.
- Mute your microphone when you are not speaking, especially in a noisy environment.
- The volume key can be used to adjust the volume of the handset, headset, speaker and ringer.
- To learn more about the features of your Polycom VVX 501 and about Skype for Business, visit the NUS Portal <https://nusit.nus.edu.sg/skype/>.

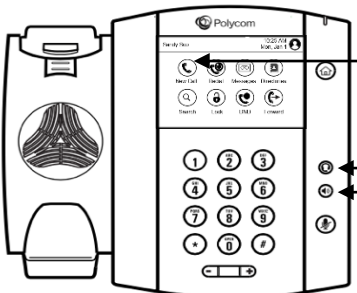
Home Screen Answer a Call Line Screen



- Boss's name and status will appear on your Line Screen by default.
- You can toggle between the home and line screens by pressing the Home key.
- Pick up the **handset** OR Press the **headset** button OR Press the **speaker** button
- When on a call, press the **Mute** key to mute yourself.
- When on a call, use the **volume** key to adjust the volume of the caller/speaker.



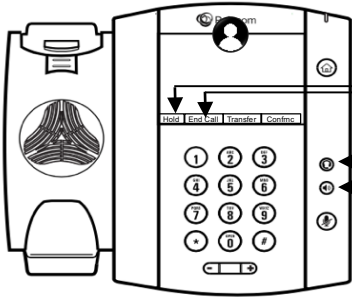
Place a Call



- Dial the phone number, tap the **New Call** key on the touch screen and:
 - Pick up the **handset** OR
 - Press the **headset** button OR
 - Press the **speaker** button
- To make a call on behalf of your Boss:
 - Tap and hold (2 to 3 seconds) the **Boss's name** on the home screen
 - The home screen display will change. On the new home screen, tap the **On behalf** key to dial a number on behalf of your boss.
 - Dial the desired extension or number.



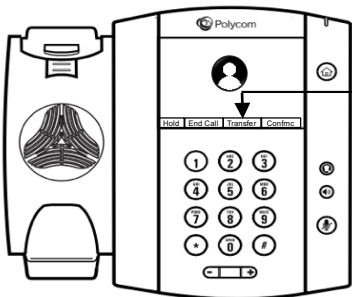
Hold, Resume and End a Call



- When on a call, tap **Hold** on the touch screen to put the caller on hold.
- When you tap **Hold**, the key name changes to **Resume**. Tap **Resume** to get back to the caller.
- To **end** a call:
 - Place the **handset**, back in the cradle OR
 - Press **End Call** OR
 - Press the **headset** button OR
 - Press the **speaker** button

- You can have multiple calls on hold at one time.
- All your active and held calls are displayed on the screen. Use the arrow keys or scroll to view all calls on your phone. The total number of calls is displayed on your line.
- A hold icon is displayed on the line of the held call, and a red LED light flashes on the line key.
- You can only end active calls. To end a held call, you must resume the call first.
- You can only press the headset or speaker buttons to end a call if you are using the headset or speaker phone on the call.

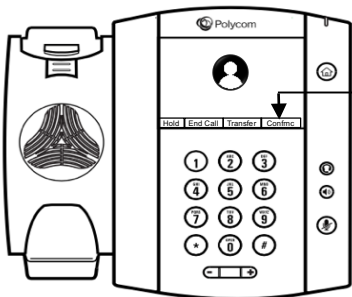
Consultative and Blind Transfer



- To **consult** and transfer a call:
 - Tap **Transfer** to initiate call transfer
 - Dial the desired number or extension, or choose a contact.
 - When the person answers, ask them if they are ready to take the call.
 - Tap **Transfer** once again to transfer the call.
- To **blind** transfer a call:
 - Tap and hold the **Transfer** key
 - Tap **Blind**
 - Dial the desired number or extension, or choose a contact.
 - Call is transferred automatically to the number you dialed.

- When you tap Transfer, the caller is put on hold automatically.
- If for some reason you can't transfer the call, you can go back to the caller by tapping Resume.
- If a contact does not answer the transfer or you want to remain speaking with the contact on your line, you can cancel the transfer before it is complete.

Conference



- To **conference** when on a call:
 - Tap **Confnc** to initiate conference
 - Dial the desired number or extension, or choose a contact.
 - When the person answers, ask them if they are ready for the conference.
 - Tap **Confnc** once again to bring all callers together.

- When you tap Confnc, the caller is put on hold automatically.
- You can conference one or more people using the steps given here.
- You can hang up anytime you like and leave the remaining people in the conference.
- The numbers/names of all conferenced parties will appear on your touchscreen.