



QUICK START GUIDE

Polycom VVX® 501 Business Media Phone



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Getting Started With Hosted PBX

Introduction

Welcome to Cogeco's Hosted PBX phone service. We designed the Polycom WX® 501 Business Media Phone to streamline your communications with easy-to-use features and a touchscreen that's simple to navigate. Below, we'll walk you through all its features including setting up your voicemail, display screen and making conference calls. We've also included useful, time-saving tips throughout this guide. **Let's get started.**

Setting up Voice Mail Greetings From Your Phone

The Hosted PBX Customer Portal Home page is the main screen for the portal where you can view your Call Manager settings and access a range of other services.

1. Dial feature code ***98** or Tap  from Lines, Calls, or Active Call view (see below).
2. Enter a PIN of your choice (at least 6 digits)
3. Re-enter PIN to confirm
4. Upon hearing the system voice prompt, record your name
5. Press **#** to confirm
6. Setting up the Greetings

Choose one of the following options:

Press 1

to record a personal greeting. Follow the voice prompts to complete the recording.

Press 2

to select system generated greetings that include your name. Greeting is automatically created.

Press 3

to select system generated greetings that include your phone number. Greeting is automatically created.

Press 4

to select system generated greetings that include both your name and telephone number. Greeting is automatically created.

Note: For use with Polycom® UC Software 4.1.3 Note that configurations vary and the screen displays used in this guide may not reflect those on your phone. See your system administrator for more information. For detailed information on how to use your phone, navigate to your phone Support page from the Business Media Phones Support page.

Press the pound key (#) to confirm.

After 3 unsuccessful attempts to log in, you will be locked out. Please contact technical support at [1-855-440-5602](tel:1-855-440-5602). Accessing the Voice Portal from a remote location is not offered.

VoIP 9-1-1 Service features may differ from traditional wireline 9-1-1 services. Visit cogeco.ca/911 for more information.



About the Touchscreen

Tap to select and highlight screen items. To scroll, touch the screen, and swipe your finger up, down, right, or left. To go back to a previous screen, tap Back.

Phone Views

Your phone has four main Views: Home, Calls, Active Call, and Lines view (the default). You can access Home and Lines view at any time. If your phone has one or more calls, you can also access Calls or Active Call view.

To change Views:

- For Home view press .
- From Home view, press  to alternate between Home and Lines view, or, if you have one or more calls, between Home and either Calls or Active Call view.
- To switch between Lines and either Calls or Active Call view, swipe the screen.

Home View

Home view displays icons you can tap to access phone functions. Touch and hold the Page Indicator (shown next) to display more or fewer icons. You can also swipe the screen to display more icons.

Example of Home view display icons



From Home view, tap the phone Line to display your phone Lines and Favorites (shown next). To go back, tap **Close** (shown next).

Example of phone lines and favorites



Lines View

Lines view displays phone Lines, Favorites, and soft keys.

Example of Lines view displays phone Lines, Favorites, and soft keys.



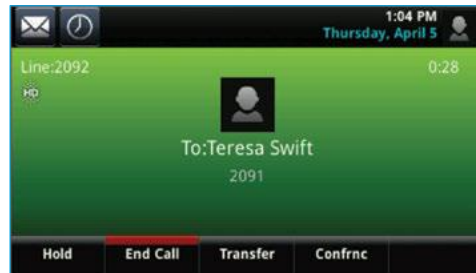
If your phone is idle, you can:

- Tap the phone Line to access the Dialer.
- Swipe to switch between Lines view and the Browser (if enabled on your phone).

Active Call View

If your phone only has one call—and it’s active—you can access Active Call view.

Example of Active Call view



Calls View

If your phone has multiple calls, or one held call, you can access Calls view.

Example of multiple calls, or calls on hold



Call color indicates status:

Dark green

Active call

Bright green

Active call is highlighted

Dark blue

Incoming and held calls


Bright blue


Incoming or held call is highlighted

Tap a call to highlight it. The soft keys control the highlighted call.

Entering Data



Use the onscreen keyboard or the dial pad keys to enter information.

To backspace, tap .


To use the onscreen keyboard, tap .

To type with the dial pad keys, press a dial pad key repeatedly to view the character options and stop to select. To type other characters, tap **Encoding** or **Mode**. When using the dial pad keys, use the **1**, *****, **0**, and **#** keys.

About Calls

Only one call can be active at one time. You can use the handset, speakerphone, or headset for calls. During a call, you can change modes by picking up the handset, or by pressing  or .

Tip - Returning to Your Calls


If you navigate away from your call(s), tap  to see Active Call or Calls view again.

Placing Calls

Pick up the handset, or press  or . Enter the phone number, and tap .

Timesaver - Placing Calls Quickly


Tap a recent call, or tap a contact's phone number in the Contact Directory.

From Lines view: Tap the phone Line, enter the phone number, and tap .

From Home view: Tap New Call, enter the phone number, and tap .



Answering Calls

To answer with the speakerphone, press  or tap **Answer**.

To answer with the handset, pick up the handset. To answer with a headset, press .

To answer a new call while on an active call, tap **Answer**. The current call will be held.

Ending Calls

To end an active call, replace the handset, press , or press . Or, tap **End Call**.

To end a held call, navigate to Calls view and highlight the held call. Tap **Resume**, and tap **End Call**.

Holding Calls

From Lines, Calls, or Active Call view, tap **Hold**. If you're in Calls view, remember to highlight the call first.

To resume a held call, tap **Resume** from either Lines or Calls view.

Transferring Calls

From Lines, Calls, or Active Call view, tap **Transfer**, and call the other party. When you hear the ringback sound, or after you talk with the other party, tap **Transfer**.

Placing Conference Calls

Call the first party, and after the call connects, tap **Confrenc**. Then, dial and connect with the second party and tap **Confrenc** again.



From Lines or Calls view, you can:

- Tap Hold to hold all participants.
 - Tap End Call to remove yourself from the call, but keep the other participants connected.
 - Tap Split to end the conference and hold all participants.
-


Timesaver - Placing Conference Calls

If you have an active and held call, tap Join to set up a conference.


Viewing Recent Calls

To view your Recent Calls list, tap Directories from Home view, and tap Recent Calls. From the Recent Calls list, tap  to sort and order calls, tap  to display only certain calls, or tap a call record to call the person.

Timesaver - Viewing Recent Calls

Tap  from Lines, Calls, or Active Call view.

Tip - Saving Recent Callers to Your Directory

From your Recent Calls list, tap  next to the call, and tap **Save**. Enter additional information and tap **Save**.



Listening to Voicemail

Tap **Messages** from Home view, and tap **Message Center**. Tap **Connect** and follow the prompts.


Timesaver - Accessing Your Message Center

Tap  from Lines, Calls, or Active Call view.



Muting the Microphone

During a call, press  so other parties can't hear you. To disable Mute, press  again.

Using Do Not Disturb


If you have a service that supports Do Not Disturb, you can enable or disable ringing. To enable or disable ringing, tap **DND** from Home or Lines view. When Do Not Disturb is enabled, the DND icon, , displays in the status bar.

Adjusting Volume

To change call volume, press  during a call. To change the ringer volume, press  when the phone is idle or ringing.

Updating Ringtones

To change the incoming call ringtone, tap **Settings** from Home view, and tap **Basic >Ring Type**. Tap the ringtone you want.

To set a ringtone for a contact, navigate to your Contact Directory and tap the contact. Tap , update the contact's Ring Type, and tap **Save**.

Auto Attendant Greetings

Dial the Auto Attendant (AA) phone number
(E.g. 51#, 52#, 53# provided by Cogeco)

Upon hearing the IVR Prompt, press/key-in ***6** Enter PIN followed by **#**
(E.g. 1234#)

If entering the for system the first time, it will give you the option of choosing your PIN (a minimum of 4 digits is recommended). Re-enter the new PIN to confirm, followed by **#**.

To Record & Edit recordings for Business and Non-Business hours

Press 1

To change the configuration of your automated attendant

Press 1

To turn on/off your automated attendant

Press 2

To record or edit announcements used for your business-hours menu

- Press **#** to record your initial greeting
- When finished recording press **#**
- **Press 1** to save the recording
- **Press 2** to re-record/override
- **Press 3** to exit
- **Press 4** to continue recording

Press 3 - To record or edit announcements used for your non-business-hours menu (Note: this option will be only available if you have your attendant configured by Cogeco to provide your callers with options during Non-Business hours)

- Press **#** to record your initial greeting
- When finished recording press **#**
- **Press 1** to save the recording
- **Press 2** to re-record/override
- **Press 3** to exit
- **Press 4** to continue recording

Follow the voice prompts to complete the recording.
Press the (*) button to return to the previous menu.

Questions?

Please visit our HPBX FAQ page at [cogeco.ca](https://www.cogeco.ca)
or call us at 1-855-440-5602.