



# Polycom® CX500 Lync™ Edition Phone

## Quick User Guide

For use with Microsoft® Lync™.

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## About Your Phone

The Polycom CX500 Lync Phone Edition uses Voice over Internet Protocol (VoIP) technology to provide many features not available on a traditional phone.

## Signing In to a CX500 Phone

You can sign in to any CX500 phone with your phone number or extension and your PIN authentication.

### To sign-in using your phone number and PIN:

- 1 In Desk Phone Setup, enter your phone number or extension, as shown next, and select **Next**.



- 2 Enter your six-digit PIN number and select **Sign in**.


After you sign in, you can start making calls, searching the Active Directory, and viewing local call logs.

## Making Calls

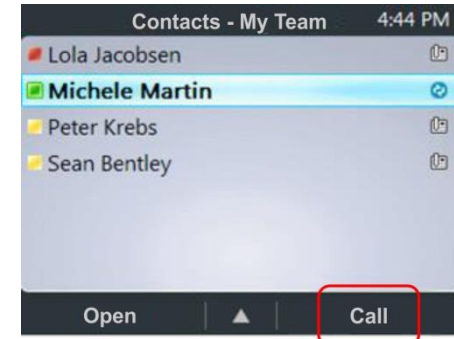
You can make phone calls in the following ways:

- Pick up the handset and dialing a contact.
- Call a contact from the Contact screen.
- Call a contact by searching for a contact in the Active Directory.


### To call from the Contacts screen:

- 1 From Home, select the **Contacts** icon .
- 2 From the Contact Groups screen, select the group of a contact.

- 3 Select a contact, and select **Call**, as shown next.

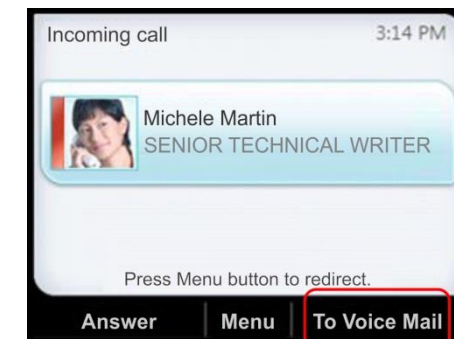


### To call by searching for a contact in the Active Directory:

- 1 From Home, select the **Search** icon .
- 2 Enter your contact's name or phone extension using the phone's keypad.  
To enter a contact's name, press the numbers on the keypad that correspond to the letters in your contact's name. For example, press 8669\*76484 to enter the name Tony Smith using the star key (\*) for the space between the first and last name.
- 3 When you find your contact, select **Call**.

## Answering and Holding Calls

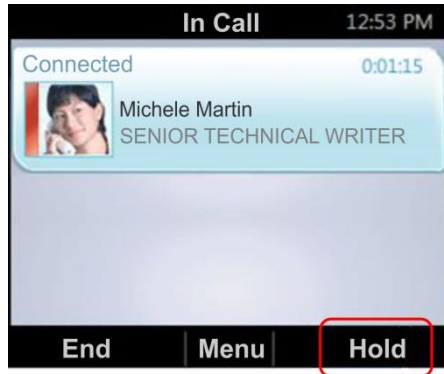
You can respond to incoming calls by picking up the handset, selecting **Answer**, or selecting **To Voice Mail** on the Incoming Call screen, as shown below.



After you answer an incoming call, the call is active. You can place multiple active calls on hold in the In Call screen.

#### To place an active call on hold:

- » Select **Hold**, as shown next.



#### To switch between active and held calls:

- » Press , select **Active Call**, select a held call, and select **Resume**.

You can also make new calls during an active call.

#### To make a new call during an active call:

- 1 From the **In Call** screen, select **Menu > New Call**. The active call is placed on hold.



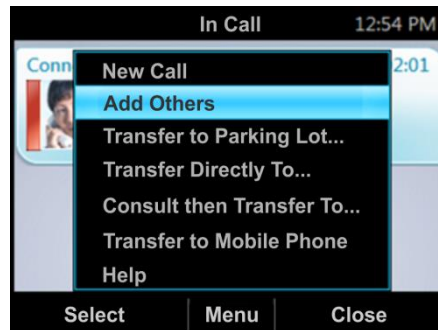
- 2 Enter a phone number or select a contact and select **Call**.

### Managing Conference Calls

You can add multiple participants to an active call to initiate a conference call.

#### To initiate a conference call:

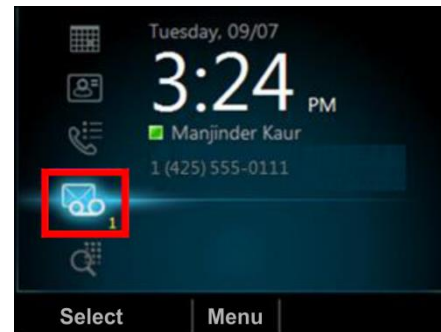
- 1 During an active call, select **Menu > Add Others**, as shown next. The active call is placed on hold.




- 2 Enter a phone number or select a contact and select **Add**.

### Checking Voicemail

If you have new voicemail messages, the number of messages displays below the voicemail icon on the Home screen, as shown next.



#### To check your voicemail:

- 1 On the Home page, select , or press and hold **1** on the keypad.
- 2 Enter your PIN number to hear your messages.

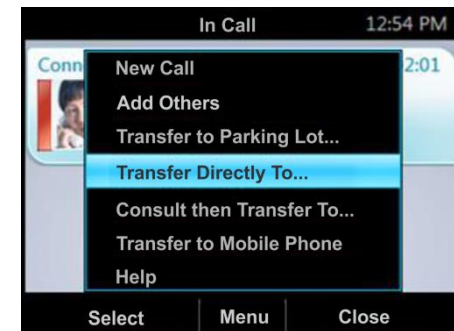
### Transferring Calls

You can transfer active calls directly to a contact. The following are two methods for transferring calls:

- **Transfer Directly To** Transfer the call directly to a contact without speaking to the contact first.
- **Consult then Transfer To** Speak with a contact before transferring the call.

#### To transfer a call:

- 1 In the **In Call** screen, select **Menu**, and select a transfer method. For example, select **Transfer Directly To**, as shown next.




- 2 Depending on your transfer method, do the following:
  - For **Transfer Directly To**, enter a phone number or select a contact, and select **Call**.
  - For **Consult then Transfer To**, enter a phone number or select a contact, select **Call**, and select **Complete Transfer** after you speak with the contact.

### Viewing Local Call Logs

You can view a history of incoming, outgoing, and missed calls on the Call Logs screen.

#### To view call logs:

- 1 From Home, select the **Call Logs** icon .
- 2 From the All Calls screen, select **Menu** and select the call log you want to view. For example, select **View Missed Calls**.