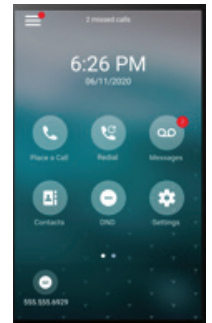# Poly CCX 500/505
QUICK START GUIDE

This guide covers the basic features and operation of the Poly CCX 500/505 business phone.

Home Screen
Displays menu options, keys and settings

In Call Display
Displays menu options and keys

HOW TO:

✓ Access Voicemail Messages

1. Go to **Messages.**
2. Select **Message Center**.
3. If you have multiple lines on your phone, select the line that has the new message.
4. From the **Messages** screen, select **Connect** and follow the prompts to access your messages.

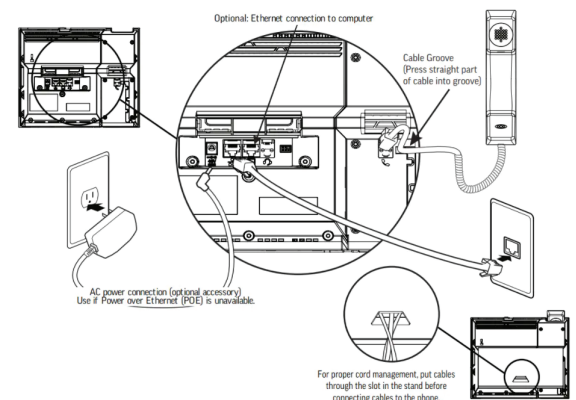### ✓ View Recent Calls

On the Home screen, Tap **Recent Calls**.

✓ Speed Dial

Speed Dials can only be added to the phone by the Admin or by using the Call Manager.

https://voice.myastoundphone.net

✓ Connect

CONNECT CABLES

Optional: Ethernet connection to computer

Cable Groove (Press straight part of cable into groove)

AC power connection (optional accessory) Use if Power over Ethernet (POE) is unavailable.

For proper cord management, put cables through the slot in the stand before connecting cables to the phone.

✓ Place a Call

- Pick up the handset, enter the phone number, and press the green key on the touchscreen.
- Select the **Speakerphone** or **Headset** key, enter the phone number, and press the green key on the touchscreen.
- Select **Place a Call**, enter the phone number and press the green key on the touchscreen.
- Select **Recent Calls** and choose a contact. The phone will dial the contact automatically.
- Press the **Line Key**, enter the phone number, and press the green key on the touchscreen.

✓ Answer a Call

- To answer with the handset, pick up the handset
- To answer with the speakerphone, press the speakerphone key or press the Answer on the touchscreen.
- To answer with a headset press the headset key.
- To Silence a call, press the Silence on the touchscreen.

✓ Hold & Resume a Call

You can have multiple calls on hold and resume a call at any time.

To Hold a Call:
- Select **Hold**

To Resume a Call:
- Select **Resume** or highlight the call and select Resume

✓ Transfer a Call

Consultative Transfer:
1. Tap Consult from the touchscreen
2. Enter a Number or Extension
3. Tap Complete Transfer after speaking with your contact

Blind Transfer:
1. Tap Transfer from the touchscreen
2. Enter a Number or Extension
3. Tap the green key on the touchscreen

✓ End Call

To End an Active Call:
- Replace the handset in the cradle, select the speakerphone or headset key, or press the **Hang Up**.

To End a Held Call:
1. Highlight the held call and select **Resume** then **Hang Up**

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