Poly CCX 500

A guide to using your phone with Cloud Voice

Contents
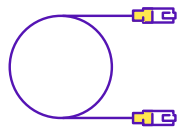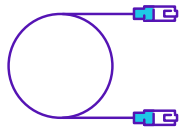
What's in the box?

We're here to help you get the best out of your new phone. Just follow the instructions below. Here's what you should find when you open the box.
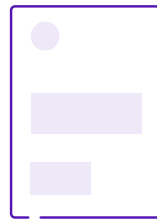
Got everything?

- Poly CCX 500 phone (pictured)
- Ethernet cable
- Handset cord
- Quick Start Guide
- Power adapter
- Wall mount bracket
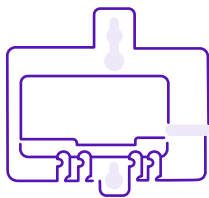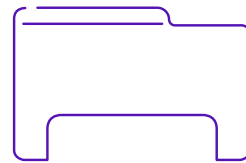- Base stand

Ethernet cable

Handset cord

Quick start guide

Power adapter

Wall mount bracket

Base stand

Poly CCX 500 and handset with handset cradle
(Available without cradle)

Let's get started

Set up your phone

Once you've unpacked your CCX 500, turn it upside down so you can see the ports. Then slot the phone stand into one of the slots, depending on which angle you prefer.

Get connected

Here's how to connect your cables.

Ethernet cable

Mains power adaptor
(Optional)

Handset

Headset (Optional)
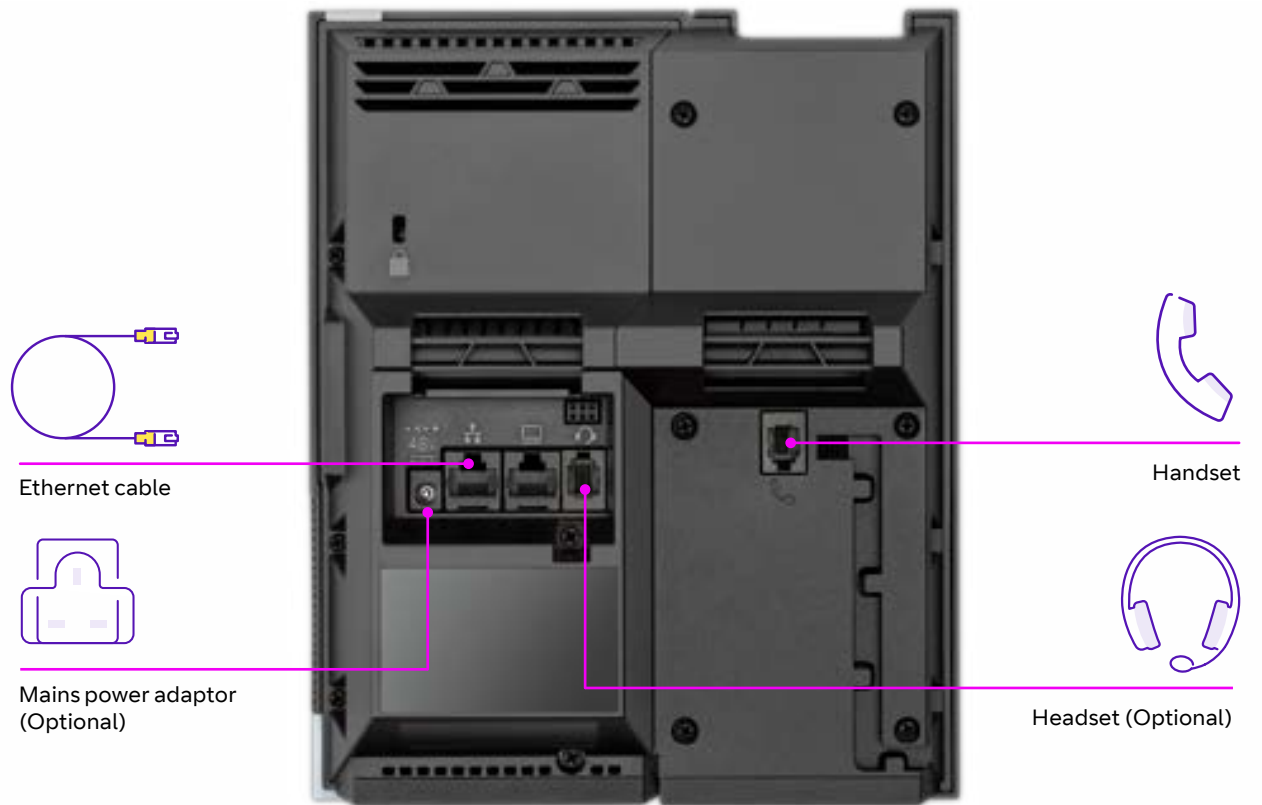
Check you're set up on Cloud Voice

Your phone comes with everything you need to get set up on Cloud Voice.

Once your phone's connected to the network, it'll update its firmware. This might take some time, so please be patient. Once it's finished, it'll show this symbol: ☎

If something has gone wrong, you'll see this symbol: ☎

If this happens, just give us a call on **0800 389 0537** and we'll be able to help.

Once everything is updated and ready to go, your Cloud Voice number will show on the screen.

Your Cloud Voice number appears here

Connect your headset
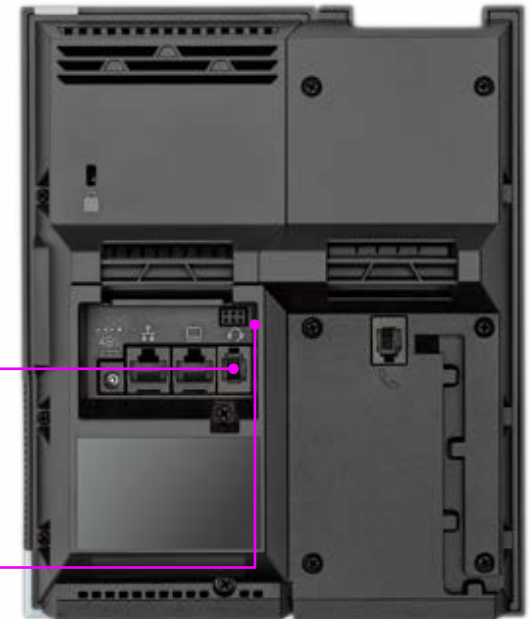
Your phone works with wired headsets, which usually connect through the RJ-9 port shown below. It also works with electronic hookswitch headsets, which tend to connect with the RJ-9 and serial ports. To add a headset just follow the instructions that come with it.

RJ-9 port

Note: Your phone supports wired headsets, including electronic hookswitch headsets (EHS).

EHS port

Getting to know your phone

Phone features and keys

|		
1	Reversible tab (behind handset)	Secures the handset in the cradle when you position your phone stand at a high angle.
		To secure the handset, remove the tab, reverse it so the protrusion points up, and reinsert it.
		Position the handset so the protrusion on the tab fits into the slot on the handset.
2	Message waiting indicator	Flashes to indicate you have an incoming call.
		Flashes red to indicate when you have new messages.
3	Touchscreen	Enables you to select items and navigate menus on the touch-sensitive screen.
4,5	Volume keys	Adjusts the volume of the handset, headset, speaker, and ringer.
6	USB port(s)	Enables you to attach a USB flash drive or USB headset.
		Poly CCX 500 phones include one USB-A port and one USB-C port.
7	Headset indicator	Displays when the phone is powered on.
		The icon glows green or blue when a headset is connected and activated.
8	Speakerphone indicator	Displays when the phone is powered on.
		The icon glows green when activated.
9	Speaker	Provides ringer and speakerphone audio output.
10	Mute key	Mutes local audio during calls and conferences.
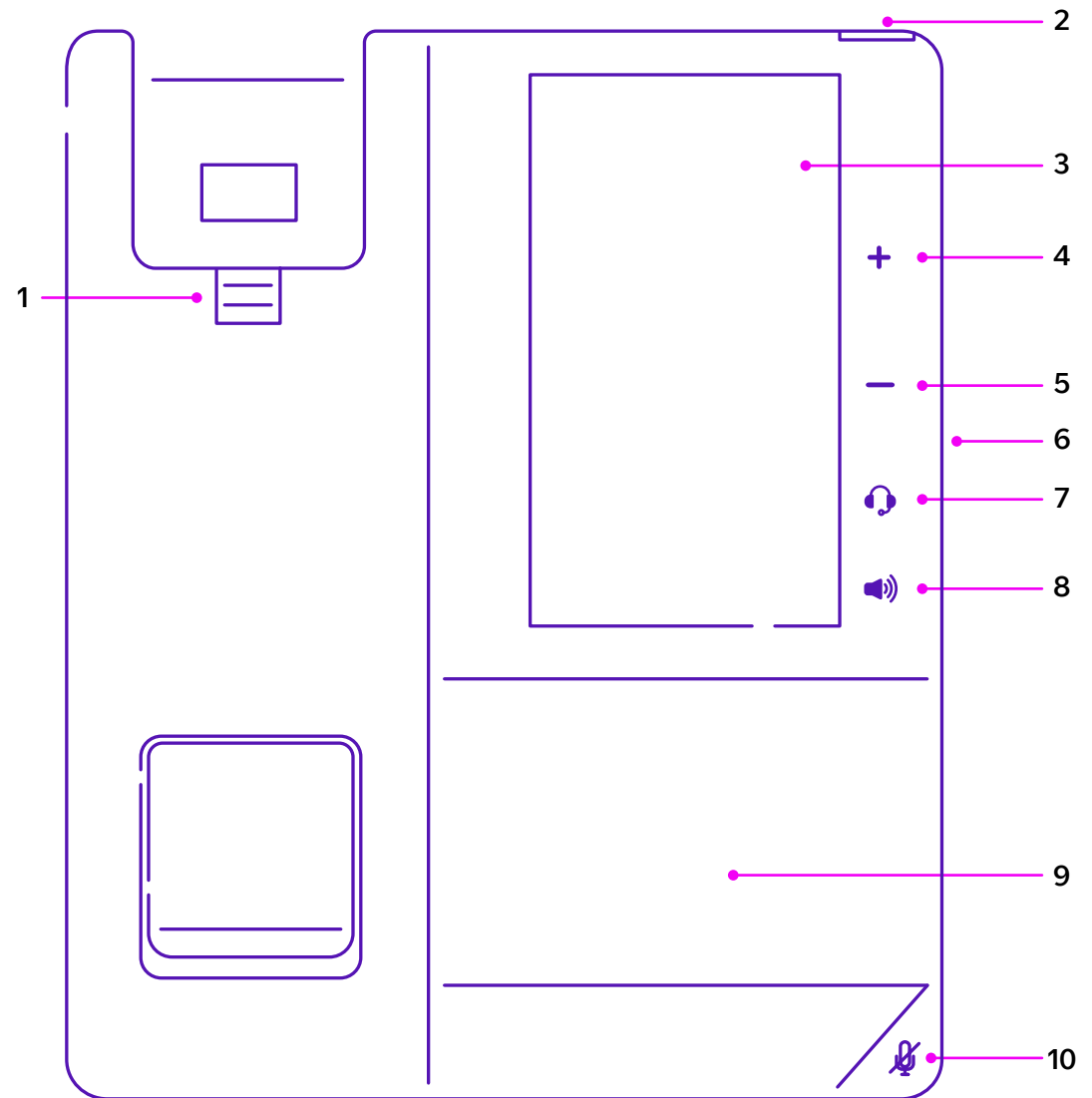
Phone display

Your Poly CCX 500 has three main display screen views – **Home**, **Calls** and **Lines**.

- **Home** is the default view, but otherwise press **Home** ⌂ from any screen to get back to this screen.
- For the **Calls** screen: when on the **Home** screen, select **Place a Call**.
- For the **Lines** screen: from the **Home** screen, swipe left.

Home screen

The Home screen serves as a homepage. It has touch keys that will take you to some of the phone's most important functions with one tap.
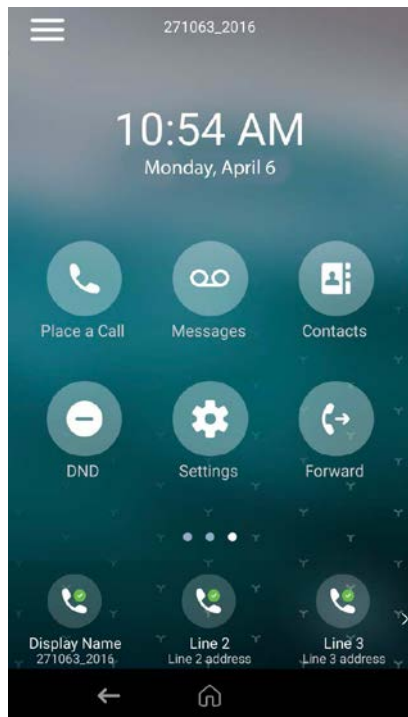
Calls screen

The Calls screen gives you access to the phone keypad, your call logs, and your contacts.

Lines screen

The Lines screen shows all the lines assigned to the phone, and your favourite contacts.

Icons and status indicators

Here's a table of the icons and status indicators that display on your phone screen.

Icon	Description
📞	Registered line
📵	Unregistered line
📞	Active call
⚡	USB device attached
↙	Missed call
↗	Placed call
↙	Received call
→	Call forwarding enabled
⛔	Do Not Disturb (DND) enabled
✳	Bluetooth
⚠	Configuration warning message
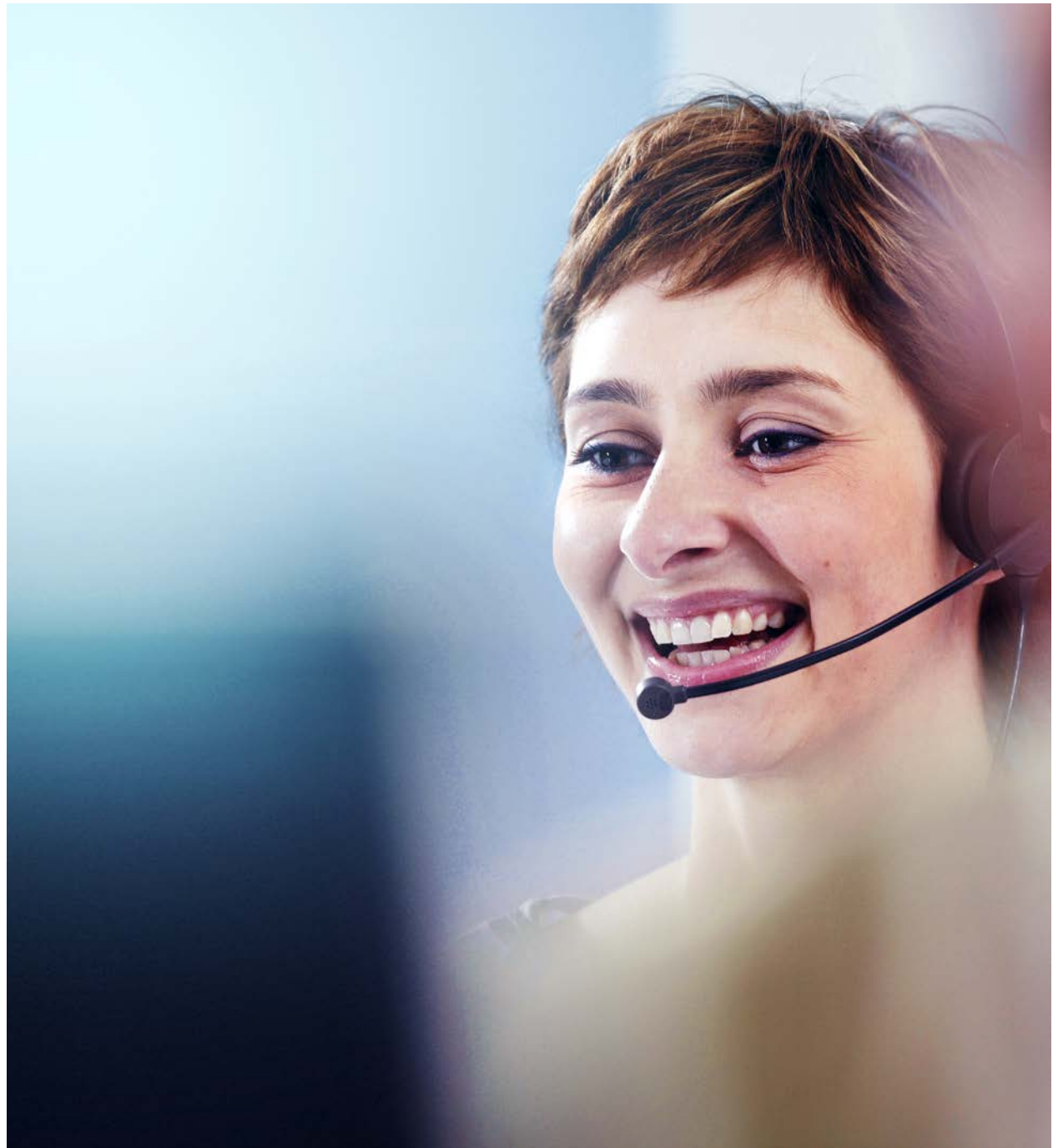
Using your phone

Time and date

Cloud Voice automatically sets time and date, but you can easily change the format in phone by going into **Settings** and changing your preferences.

Making calls

From the **Home screen**, press **Place a call**, enter the contact's number, then press **Dial.**

Answering calls

To answer a call, press the **Answer** soft key, or press the **Speakerphone** key 🔊. If you're using a headset, press the **Headset key** 🎧.

If you're already on a call when you receive another one, press the **Answer** soft key to pick up the new call and place the original one on hold. Both calls will be displayed on your phone screen. You can go back to the first call by selecting it on your screen and pressing the **Resume** soft key.

Transferring calls

You can transfer a call in two ways: by **blind transfer**, which transfers your active call as soon as the recipient's line starts ringing, or by **consultative transfer**, which allows you to speak with the recipient before you complete the transfer manually.

To use blind transfer:

- During a call, select **Transfer**, then dial a number or select a contact from **Recent Calls** or **Contacts**. The call will transfer as soon as the recipient's line connects.

To use consultative transfer:

- During a call select **Consult**; the phone places your caller on hold while you transfer. Dial a number or select a contact from **Recent Calls** or **Contacts**. When the recipient answers you can speak to them, then select **Complete Transfer** to transfer the call.

- If the recipient either doesn't answer, or can't accept the call and hangs up before you transfer the call, the original caller stays on hold. You can resume that call, or try to transfer it to another recipient.
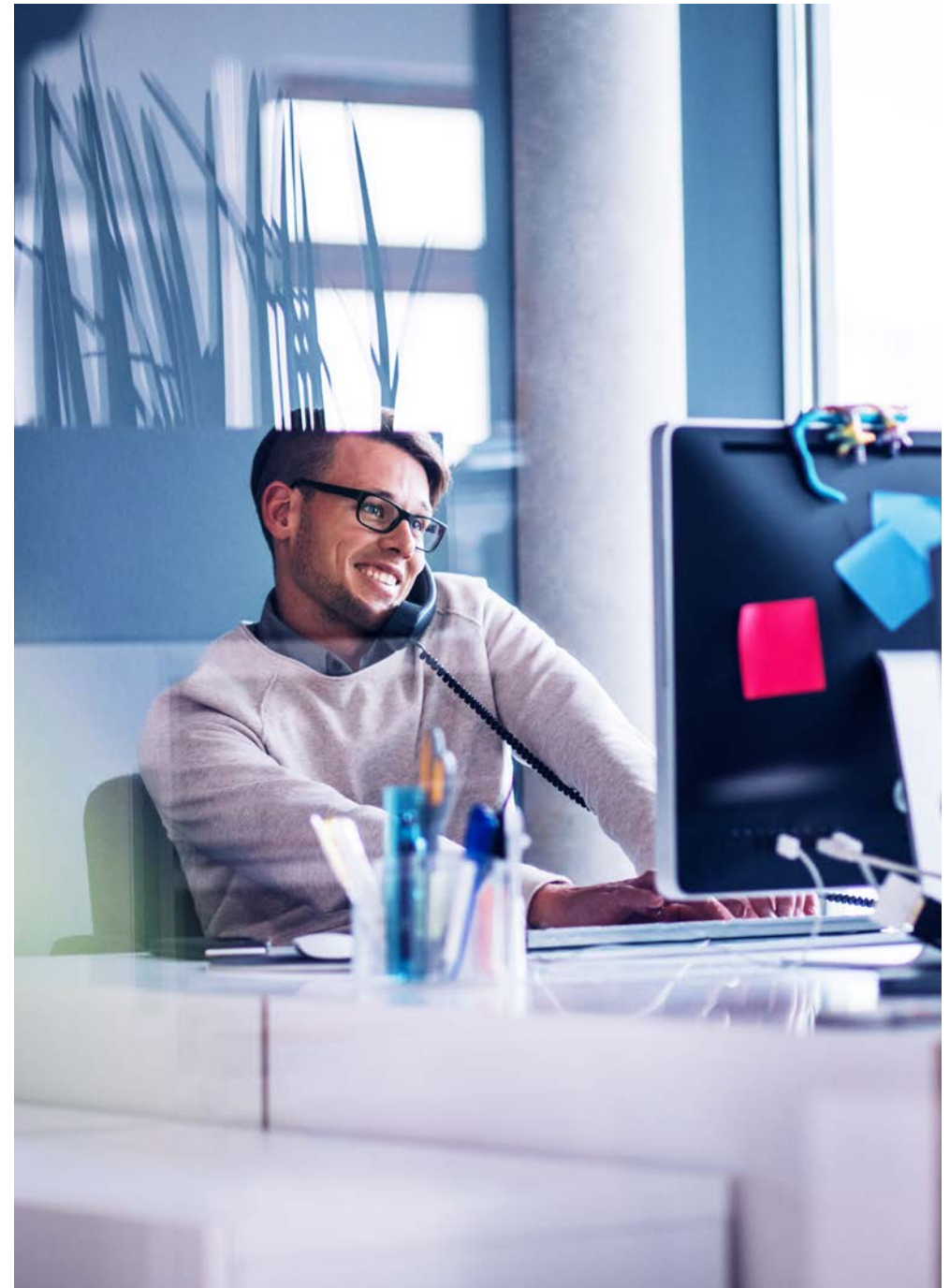
Ending calls

You can end an active call in one of four different ways – by hanging up, pressing the **Speakerphone** key 🔊, pressing the **Headset** key 🎧 if you're using a headset, or by pressing the **End Call** soft key.

To end a held call, navigate to the **Calls screen** and highlight the held call. Press **Resume**, and then press the **End Call** soft key.

Conference calls

To start a conference call – while in an active call, select **Add**. The phone places your first call on hold and opens the keypad. Dial a second number or choose a contact, and select **Merge Calls** to start a conference call. To end the conference call, select **End Call**.

Contact directory

Your contact directory is managed by Cloud Voice. Take a look at the user feature guide to find out more.

You can also add people to your contact directory from your phone, to make it easier to find and ring them, rather than trying to remember telephone numbers. To add someone to your contact directory, go to your **Home screen** and press **Contacts**. Select a directory and press **Add**. In the **Add a Contact** screen, you can enter a new contact's first and last name, their phone number, their job title, email address, and a few other optional details.

If you want to ring a contact, go into **Contacts** from the **Home screen,** and select a contact to ring them. Or you can press **Place a Call** from the **Home**

screen, press **Contacts**, and then select a contact to call them.

To use the search feature, press **Contacts** from the **Home screen**, select a directory, and in the search field enter the contact's name.

Changing your ringtone

One way to personalise your phone is to change the ringtone. If you'd like to change your ringtone, from the **Home screen** select **Settings**, **Basic**, and then **Preferences**. Select **Ring Type**, and then choose a ringtone. You can select **Play** to hear the ringtone first.

If you want a specific ringtone for individual contacts, select the contact from your directory, and press **Edit**. In the **Edit** screen, press **Ring Type** and select a ringtone.

Voicemail

To access your voicemail, from the Home screen go to **Messages**, and select **Message Center.** If you have multiple lines on your phone, select the one that has the new message. From the **Messages** screen, select **Connect**, then follow the prompts to hear your messages.

General information

Important – 999 or 112 emergency calls

- Your Cloud Voice number is registered to a specific address, so when you make a 999 or 112 call from your phone number, that's the address the emergency services will see.

- If you use Cloud Voice at a different address, the registered address won't automatically change. So if your work location changes, please let your administrator know so they can update your registered address.

- You might not be able to make 999 or 112 calls if there's a power or network failure, or you're using the service from an app or mobile phone.

Safety information

Do not open the handset or the base. This could expose you to high voltages or other risks. If your phone needs to be repaired, call us on 0800 389 0537 and we'll be able to help.

Cleaning

Clean the handset and base with a damp (not wet) cloth, or an antistatic wipe. Never use household polish as this will damage the product. Never use a dry cloth as this may cause a static shock.

Environmental

- Do not expose to direct sunlight.

- Make sure your phone is on a dry, flat surface, not on a carpet or anything which has fibres. Make sure it can always get a free flow of air over its surfaces.

- Do not submerge any part of your product in water and do not use it in damp or humid conditions, such as bathrooms.

- Do not expose your product to fire, explosive or other hazardous conditions.

- There's a slight chance your phone could be damaged by an electrical storm. Should this happen, contact your BT service desk.

Product disposal instructions

- The symbol shown here and on your phone means your product is classed as electrical or electronic equipment. You shouldn't throw it away with other office waste once at the end of its working life.

- The Waste of Electrical and Electronic Equipment (WEEE) Directive (2002/96/EC) has been put in place to recycle products using best available recovery and recycling techniques to minimize the impact on the environment, treat any hazardous substances and avoid the increasing landfill.

- Business users should contact their suppliers and check the terms and conditions of the purchase contract and ensure that this product is not mixed with other commercial waste for disposal.

Guarantee

Your Poly CCX 500 is guaranteed for a period of 12 months from the date of purchase. Your guarantee covers the repair or replacement of your phone or any of its parts (other than batteries) if they're faulty or below standard, or they break because of bad workmanship or materials. If your product is more than 28 days old, it might be replaced with a refurbished or repaired product.

The conditions of this guarantee are:
- The guarantee shall only apply to defects that occur within the 12-month guarantee period.

- You provide proof of purchase.

- You'll need to return your phone to us according to our instructions.

- We don't cover any faults or problems that are caused by accidents, misuse, fair wear and tear, neglect, or if you've tried to repair the equipment yourself.

This guarantee does not affect your statutory rights.

BT