



The Poly CCX 500 phone combines with your MS Teams profile to access your Call Lists, Contacts, Voicemail and Calendar meetings using the interactive 5" touch screen. These are available in Handset or Headset Only models.

Signing in

1. Tap **Sign in**
2. Enter your username and password and tap **Sign in**.

Signing in from another device

1. In a Web Browser, enter the URL provided.
2. Enter the code provided and sign into your Microsoft account.



Signing out

1. On your screen, go to the Menu option.
2. Tap Settings and then tap Sign out.

Making Calls from the Phone

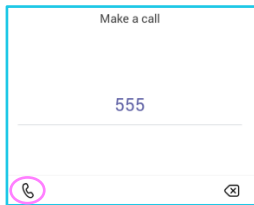
1. Lift the **Handset** to start a call.
2. Alternatively, use the **Headset** or **Speakerphone** icon on the and select **Make a Call**.



Note: Some steps, screenshots and options may differ slightly depending on the application, browser, operating system and software version you are using.

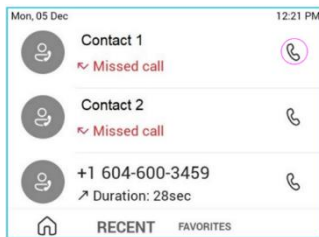
Dialling a Phone Number

1. On your screen select the **Make a Call** icon and then select the **Dialpad** icon.
2. Dial the number and select the **Call** icon to place the call.



Making a call using your contact list

1. On your screen, select the **Make a Call** icon.
2. Using the **Favourites**, **Speed Dial** or **Recent Calls** list **Search** for a contact.
3. Click on the contact and select the **Call** icon besides the contact.



Answering a call

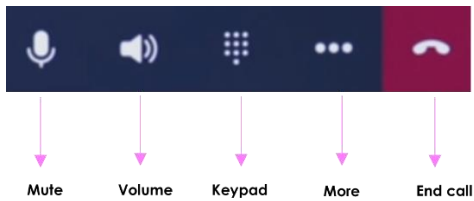
1. You will receive a notification asking you to either accept or decline a call.
2. To answer lift the **Handset** and press the **Headset** key or the **Speakerphone** key.
3. Tap the **Call** icon on the screen to accept the call.
4. Alternatively, decline the call to redirect the call to **Voicemail**.

Disconnecting a call

1. Press the **End Call** icon on screen and replace the **Handset**.
2. If active press the **Headset/Speakerphone** icon.

While on an active call

You can use the In Call options for additional call handling.



Putting a call on hold

1. During a call, tap on **More** options.
2. From the list click on **Put Call on Hold**, this is where the caller will hear music or the hold tone.
3. Tap on **Resume** to return to the call.

Transferring a call (unannounced)

1. In a call, tap **More** options and select **Transfer**.
2. Click on **Transfer Now** and type a number or select a contact to transfer the call.
3. You will be disconnected once the call is answered or alternatively tap on the **End Call** icon.

Transferring a call after consulting (announce transfer)

1. During a call, tap **More** options and tap on **Transfer**.
2. Tap on **Consult First** then type a number or select a contact to initiate the call.
3. Once your colleague has answered the call, tap **Transfer** and then **OK** to complete the call transfer.

Forwarding a call

1. Go to the **Menu** then settings and click on **Calling**.
2. Enable call forwarding and tap the **Forward** to field to select **Voicemail** to send calls to mailbox or select **Contact/Number** or **My Delegates** (if programmed).

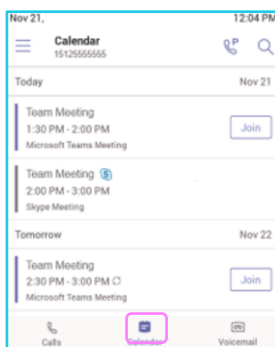
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Conference calling

1. While active on a call, tap **Add People**.
2. Then tap on **Add User** and search for the user and click on the **Tick** to initiate the call. Repeat the process to add more participants.
3. Using the **Conference Key**, you can view the participant list, re-invite participants, mute and remove participants.
4. Tap **End Call** to leave without cancelling the conference. This will keep the other participants connected to the call.

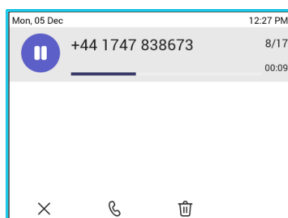
Calendar and meetings

1. Schedule, join and view meeting information go to the calendar through the **Calendar** menu.
2. To go to the calendar, select the **Teams** button or click on the **Calendar** icon.



Checking your voicemail

1. To view your voicemails, tap the **Voicemail** menu, select a message from the list.
2. If enabled, you can read the transcribed message from your phone.



People and contact lists

1. Tap the people **Menu** and then tap the **Arrow** key, select a group to view all users in that group.
2. Add a new contact by tapping on the **Add New** icon, search for a user in your directory, select the group to add them to and save the change.
3. Contacts can also be saved as speed dials or favourites.

Updating presence status

1. To show if you are available or not for a call select **Menu**.
2. Tap on your current status and choose a new status from the list.

Setting a status message

1. To add a status message, select **Menu** and click on **Set status message**.
2. Enter a message and select **Submit**.

Phone lock

1. To lock your phone while you are away from your desk, click on **Menu** and go to **Settings** then **Device Settings**.
2. Enable the option and set a 6-digit PIN, then select the timeout period required.

Learn more

- [Getting started with CCX600 >](#)

Discover more at the [BT support centre >](#)

