poly

Quick Tips for Poly CCX Business Media Phones with OpenSIP

These Quick Tips apply to Poly CCX 400, CCX 500, CCX 505, CCX 600, and CCX 700 business media phones configured for OpenSIP environments.

Home Screen

Displays menu options for the main menu, device functions, favorites, quick line access, and settings. Available anytime.
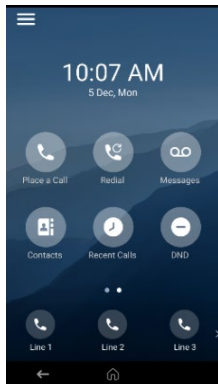
Place a Call

» Do one of the following:

➢ Select **Place a Call**, enter the phone number, and select **Dial** 📞.

➢ Select a favorite contact icon.

➢ Select **Contacts**, select a directory, choose a contact, and select **Dial** 📞.

➢ Select **Recent Calls** and choose a contact.
The phone dials the contact automatically.
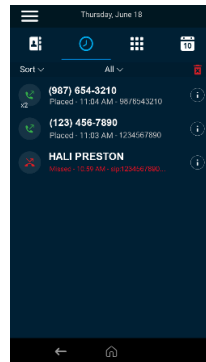
View Recent Calls

» Select **Recent Calls**.

Select Your Home Screen

1 Go to **Menu > Settings > Basic Preferences > Home Page**.

2 Choose the page you want to display as your **Home** screen.

Calls Screen

Displays all active and held calls. Available when you have active or held calls in progress.

Answer a Call

» Select **Answer** 📞.

Holding and Resuming Calls

Place an active call on hold and resume the call when you're ready.

Hold a Call

» Select **Hold** ⏸.

Resume a Call

» Select **Resume** ⏸.

Ending Calls

End an active call or a call that's on hold.

End an Active Call

» Select **Hang Up** 📞.

End a Call on Hold

» Select **Resume** ⏸ > **Hang Up** 📞.

Conference Calls

Initiate a conference call with up to four participants.

Start a Conference Call

1 Call a contact.

2 Do one of the following:

➢ Select **Add** to enter your contact's number.

➢ Select a contact from **Contacts** or **Recent Calls**.

3 Repeat for additional participants.

Join Two or More Calls into a Conference Call

» On the **Calls** screen, select two calls and select **Merge Calls** 🛠.

Lines Screen

Displays phone lines, favorites, and conditional softkeys. Available anytime.
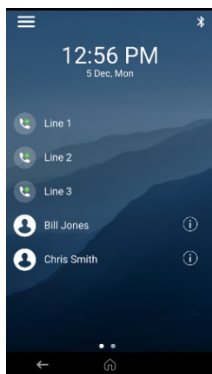
Forwarding Calls

Forward calls to a contact or forward all incoming calls to a contact.

Forward an Incoming Call

1 Select **Forward** ↱.
2 Enter your contact's number, then select **Forward** ↱.

Forward All Incoming Calls

1 Select **Forward** ↱.
2 If you have more than one line, select a line.
3 Choose one of the following:
   ➢ Always
   ➢ No Answer
   ➢ Busy
4 Enter a contact's number then select **Enable**.

   If you select **No Answer**, enter the number of rings before the phone forwards the call.

Meetings Screen

Displays all meetings for a day and enables you to join scheduled meetings. Available anytime.

Joining Scheduled Meetings

A meeting notification displays on the phone five minutes before a meeting starts, then again one minute before the meeting starts.

Join a Meeting from the Calendar

» Select **Calendar**, then select **Join** for your meeting.

Join a Meeting from the Meeting Reminder

» When the meeting reminder displays, select **Join**.

Join a Meeting from the Meetings Screen

» Select the meeting from the list, then select **Join**.

Managing Contacts

View and add contacts to the phone's contact directory.

View the Contact Directory

» Go to **Contacts > Contact Directory**.

Add a Contact to the Contact Directory

1 In the contact directory, select **Add** ＋.
2 Enter the contact's information and select **Save**.

   When you add a new contact to the contact directory, the phone marks it as a favorite.

Add or Remove a Favorite

1 Select **Contacts** from the **Home** screen.
2 Select **Info** ⓘ next to the contact.
3 On the **Details** screen, select **Favorite** ☆.

   The **Favorite** icon changes to yellow when you add the contact as a favorite. It changes to white when you remove the contact as a favorite.

Enable Do Not Disturb

» On the **Home** screen, select **DND** ⊖.

Listen to Voicemail

The **Messages** 👓 icon displays when new voicemail messages are available.

1 On the **Home** screen, select **Messages** 👓.
2 Go to **Message Center > Connect**.
3 If you have more than one line, select a line.
4 Follow the prompts.

Getting Help

Visit [Poly Support](#) for help with setting up and using your phone.

Poly Documentation Library

For more information on phone settings, see the *[Poly CCX Business Media Phones with OpenSIP User Guide.](#)*

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