

Quick Tips for the Poly CCX Business Media Touchscreen IP Phones

These Quick Tips apply to Poly CCX 400, CCX 500, CCX 600, and CCX 700 business media touchscreen IP phones.


Home Screen





Displays menu options for the main menu, device functions, favorites, quick line access, and settings.

Available anytime.



Place a Call

Place a call to a contact, a favorite, or a recent call from the **Home** screen .




- » 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

You can view placed, received, and missed calls.

To view recent calls:

- » From Menu, scroll to  **Recent Calls**.
- » From Home Screen , select **Contacts**, select  to view **Recent Calls**



Answer a Call

- » Select **Answer** .

Holding and Resuming Calls

You can place an active call on hold and resume the call when you are ready.

Hold a Call

- » Select **Hold** .

Resume a Call

- » Select **Resume** .

Ending Calls

You can end an active call or a call on hold.

End an Active Call

- » Select **Hang Up** .


End a Call on Hold

- » Select **Resume**  → **Hang Up** .

Conference Calls

You can initiate a conference call with up to three participants

Start a Conference Call

- 1 Call a contact.
- 2 For your next call, do one of the following:
 - Select **Add** to enter your contact's number.
 - Select a contact from **Contacts** or **Recent Calls**.
- 3 On the **Calls** screen, select two calls and select **Merge Calls** .

Enable Do Not Disturb

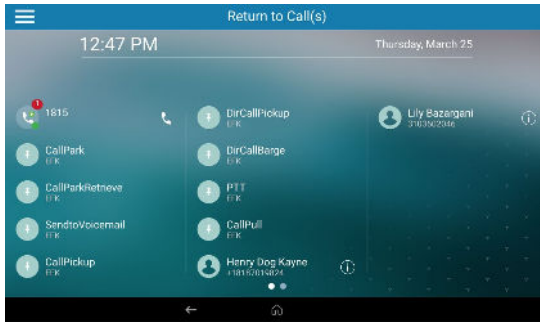
- » On the **Home** screen, select **DND** .



Lines Screen

Displays phone lines, favorites, and conditional soft keys.



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.



Menu (Hamburger) Screen



Displays menu options for settings and device information.

Available anytime.




Transfer Calls

You can transfer calls to any contact by using either a Blind or a Consultative transfer.

To Blind transfer a call:

1. On an active call, touch the **Transfer** .
2. Dial a number or select a contact, touch . The call is transferred immediately.

To Consult or Warm transfer a call:


1. On an active call, touch **Consult** . The phone places the caller on hold while you transfer the call.
2. Dial a number or select a contact, touch .
3. When the recipient answers, introduce the caller, then touch **Complete Transfer**  to transfer the call.

If the recipient either does not answer your call, or cannot accept the call transfer and hangs up before you transfer the call, the original caller stays on hold. You can resume that call or try to transfer to another recipient.


Managing Contacts

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

View the Contact Directory




1. From the **Home** screen , select **Contacts**
2. Select **Contact Directory**.

Add a Contact to the Contact Directory

- 1 In the contact directory, select **Plus Sign** .
- 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 **Contact Directory** from the list
- 3 Select **Info**  next to the contact.
- 4 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.

Accessing Voicemail

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

- 1 On the **Home** screen, select **Messages** .
- 2 You will be directly connected to the **Message Center**.
- 3 Enter your passcode and follow the prompts.

For additional information, please visit the [Masergy IP Phones](#) web page.