

Unison Poly CCX 500

User Guide



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Poly CCX 500 Diagram



Phone Functions

02

Hamburger Menu Functions

The hamburger button allows you to quickly access functions on the phone including;

- › Going to the home screen
- › Placing a call
- › Contacts, Recent Calls, Redial
- › Settings including Bluetooth, Paging, Settings screen
- › Voicemail
- › DND

Enable Bluetooth

1. Using either the **Hamburger**  menu and select **Bluetooth** or the home button  and go to **Settings -> Basic-> Bluetooth**
2. Select either Bluetooth Radio **On**
3. A Bluetooth icon will appear in the phone status bar  once activated

Pairing a Headset or Smartphone

Pairing your Smartphone allows you to Answer or Reject an incoming call, end an active call on your smartphone, as well as mute and control the volume.

Pairing a headset allows you to Answer/Hangup calls, mute and adjust the volume of the call, provided your headset allows those functions

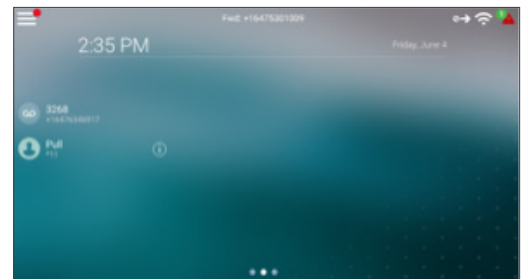
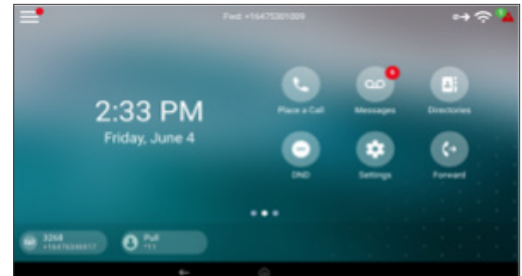
1. Press the  on the status bar on the phone
2. Press **Manage BT Devices**
3. Make sure your BT Device is in pairing mode
4. Press **Pair New Device**
5. Select your device from the list and follow on the onscreen prompts



Changing the Home Screen View

The phone has 3 different home views. You can always swipe the home screen left or right to switch between the different views as well

- › **Default:** This view is divided into 3 sections. A row on the bottom of the screen that contains speed dials and lines. The rest of the screen is split in half. Date/Time on the left and quick buttons for Settings, Messages, Directories, DND and Forward
- › **Lines View:** This view is like other Poly phones. The screen just shows lines, speed dials and favorite contacts



Return to the Home Screen

From any screen you can press the  button to return to the main/home screen



Call Functions

Answering Calls

- › If you are not on a call you can; Pick up the handset, Press  or , or press the  softkey
- › If you are on a call, press the  softkey, the other call will automatically go on hold

Making Calls

- › If you are not on a call you can; Pick up the handset, Press  or , or press  on the home screen
- › To place the call press the  softkey

End Calls

- › When on an active call you can; Return the handset to the cradle, Press  or  or press the  softkey
- › **Any call that is on hold will first need to be resumed and then ended as per above.

Hold Call

1. When on an active call press the hold button on the phone or the  softkey
2. To resume the call, press the hold button on the phone or the  softkey

Pull Call

1. When not on a call OR when a current call is on hold, press the  softkey or dial ***11**
2. The call will be pulled to the phone.



Transfer Call

1. When on an active call press the  softkey for blind transfer or  softkey for consultative/warm transfer
2. Enter the number to transfer to in the dialer screen and press the  softkey
 - › Your call will immediately be transferred if you selected blind transfer
 - › Press the  softkey once the line is picked up to complete a warm/consultative transfer

Conference Calls

1. When on an active call press the  softkey this will bring up the dialpad and the option to go into your Call History
2. Dial the number and press the  OR select the number from your Call History and it will automatically be dialed
3. When the other party picks up the call press the  button to combine into a conference
4. Repeat the process to add more people to the conference... up to five additional

If you have calls on hold or that come in and would like to join them into the conference use the list of the calls to the right that will appear and press the  button to join them into the conference

Enable/Disable DND

1. Press the  softkey or use the  button on the upper left corner
2. You will see your line keys change to
3. Repeat the process to turn DND off 

Retrieving Voicemail

You will know you have a voicemail as the voicemail indicator (upper right corner) will blink when the phone is not ringing. You will also get the number of voicemails in your VM box on the lower right corner of your screen

- › To access your VM press the  button OR dial ***98**



Call Logs and Directories

04

View Received/Missed/Placed Calls

From the home screen, press the directory button  and on the next screen the call log button on the right  OR press the  button on the upper left corner and select **Recent Calls**

You can do the following:

- › Change the types of calls (All, Missed, Received and Placed) listed
- › Dial the number by pressing the entry on the screen
- › Get info by pressing the  button beside the entry
- › Add the number and name to your local contacts by pressing the  button
- › Remove the entry from the call log by press the  button

Contact Directory

The Contact Directory are contacts that are stored in your phones memory and backed up to our servers. This directory IS NOT shared with your Unison Softphone

Please note that if we need to reinitialize your account due to technical issues your local contacts will be lost

Access the Contact Directory

You can access the Contact directory in one of 2 ways

1. Press the  button on the home screen
2. Press the  button, on the upper left corner and press Contacts

In Contact Directory you can

- › Search for Contacts
- › View information about a contact by pressing the  and delete it  or edit it 
- › Add a new contact by pressing  and pressing **Save** when done

You can put the following into a contact

- | | |
|--------------------------------|---|
| › First and Last Name | › Label if you don't want to use First and Last Name for speeddials |
| › Phone or Contact Number | › Assign a unique ring |
| › Email | › Auto Reject the call |
| › Job Title | › Divert it to another number |
| › Speed Dial or Favorite Index | |

