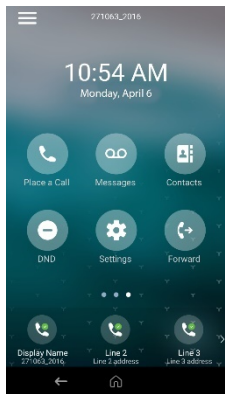




# Poly CCX Business Media Phones with OpenSIP Quick Tips

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These Quick Tips apply to Poly CCX 400, CCX 500, 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

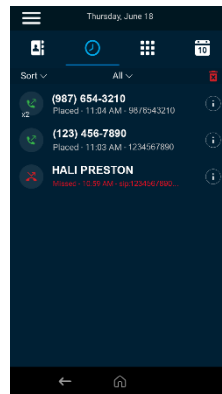
Place a call to a contact, a favorite, or a recent call from the **Home** screen.

- » 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

- » Select **Recent Calls**.



## 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

You can 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

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

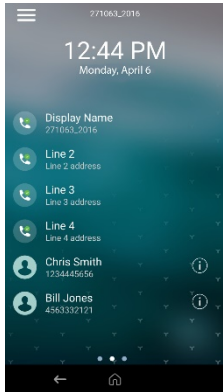
You can initiate a conference call with up to four participants

### 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

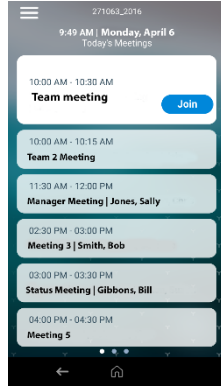
- » On the **Calls** screen, select two calls and select **Merge Calls** .



## Lines Screen

Displays phone lines, favorites, and conditional soft keys.

Available anytime.



## Meetings Screen



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

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.

## 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.

## 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.

## Enable Do Not Disturb

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

## Getting Help

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

## Polycom Documentation Library

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