About Your Phone
The Polycom CX500 Lync Phone Edition uses Voice over Internet Protocol (VoIP) technology to provide many features not available on a traditional phone.

Signing In to a CX500 Phone
You can sign in to any CX500 phone with your phone number or extension and your PIN authentication.

To sign-in using your phone number and PIN:
1. In Desk Phone Setup, enter your phone number or extension, as shown next, and select Next.
2. Enter your six-digit PIN number and select Sign in.

After you sign in, you can start making calls, searching the Active Directory, and viewing local call logs.

Making Calls
You can make phone calls in the following ways:
- Pick up the handset and dialing a contact.
- Call a contact from the Contact screen.
- Call a contact by searching for a contact in the Active Directory.

To call from the Contacts screen:
1. From Home, select the Contacts icon.
2. From the Contact Groups screen, select the group of a contact.

To call by searching for a contact in the Active Directory:
1. From Home, select the Search icon.
2. Enter your contact’s name or phone extension using the phone’s keypad.
   To enter a contact’s name, press the numbers on the key pad that correspond to the letters in your contact’s name. For example, press 8669*76484 to enter the name Tony Smith using the star key (*) for the space between the first and last name.
3. When you find your contact, select Call.
After you answer an incoming call, the call is active. You can place multiple active calls on hold in the In Call screen.

To place an active call on hold:
» Select Hold, as shown next.

To switch between active and held calls:
» Press Select, select Active Call, select a held call, and select Resume.

You can also make new calls during an active call.

To make a new call during an active call:
1 From the In Call screen, select Menu > New Call. The active call is placed on hold.
2 Enter a phone number or select a contact and select Call.

Managing Conference Calls
You can add multiple participants to an active call to initiate a conference call.

To initiate a conference call:
1 During an active call, select Menu > Add Others, as shown next. The active call is placed on hold.
2 Enter a phone number or select a contact and select Add.

Checking Voicemail
If you have new voicemail messages, the number of messages displays below the voicemail icon on the Home screen, as shown next.

To check your voicemail:
1 On the Home page, select or press and hold 1 on the keypad.
2 Enter your PIN number to hear your messages.

Transferring Calls
You can transfer active calls directly to a contact. The following are two methods for transferring calls:
- Transfer Directly To Transfer the call directly to a contact without speaking to the contact first.
- Consult then Transfer To Speak with a contact before transferring the call.

To transfer a call:
1 In the In Call screen, select Menu, and select a transfer method. For example, select Transfer Directly To, as shown next.
2 Depending on your transfer method, do the following:
  - For Transfer Directly To, enter a phone number or select a contact, and select Call.
  - For Consult then Transfer To, enter a phone number or select a contact, select Call, and select Complete Transfer after you speak with the contact.

Viewing Local Call Logs
You can view a history of incoming, outgoing, and missed calls on the Call Logs screen.

To view call logs:
1 From Home, select the Call Logs icon.
2 From the All Calls screen, select Menu and select the call log you want to view. For example, select View Missed Calls.