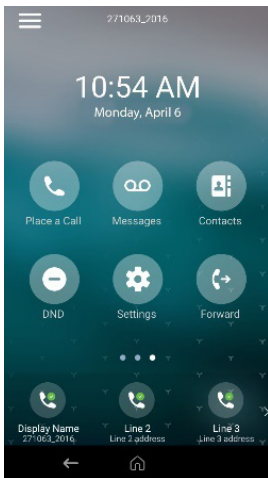


# POLYCOM® CCX BUSINESS MEDIA PHONES Quick Tips



These Quick Tips apply to Poly CCX 500 and CCX 600.





## HOME SCREEN

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

## PLACE A CALL

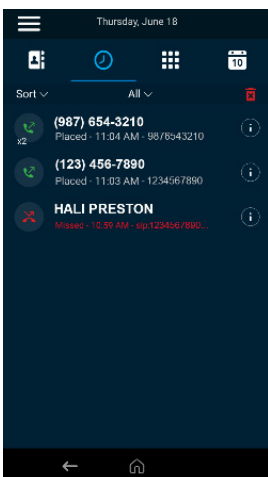
Place a call to a contact or a recent call from the **Home** screen.

Do one of the following:

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

For more information, visit [epb.com/customer-support/business-support](http://epb.com/customer-support/business-support) or call **423-648-1500**, option 2



## 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** .

## USING CALL PARK

Call Park allows you to place a call on hold that can be retrieved from any other phone that shares those same Park keys.

- While on an active call, press the **Home** key and then press a **Park** key that is not in use (if Park is not visible, press the home key).  
The call will be parked and the Park key will dial the extension of the recipient and tell them they have a call on Park.

## 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

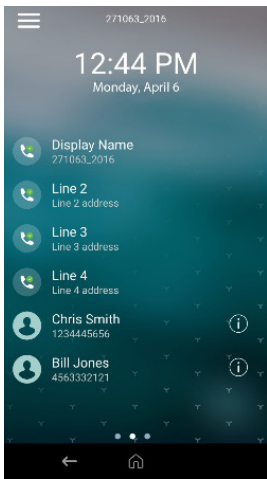
You can initiate a conference call with up to four participants

### Start a Conference Call

- Call a contact.
- Do one of the following:
  - Select **Add** to enter your contact's number.
  - Select a contact from **Contacts** or **Recent Calls**.
  - 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.