

Using the Poly CCX600

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The Phone Face

Your Poly CCX600 provides the same functionality as your existing telephone and more.



Note: For information on specifications and power requirements visit the [Poly CCX600 Technical Data sheet](#).

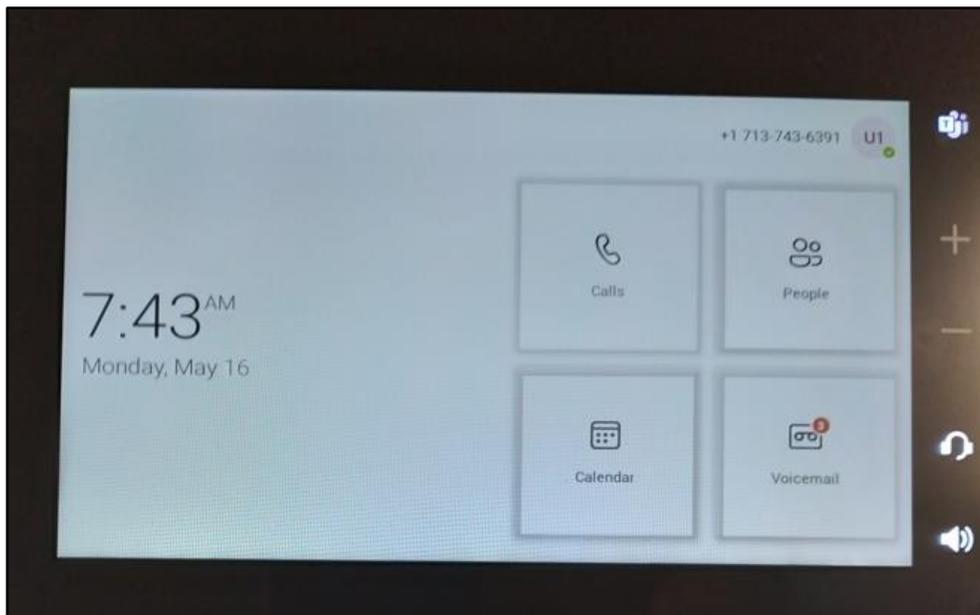
Navigating your Phone

Your phone has icons, status indicators, and user screens to help you navigate and understand important information on the state of your phone.

Accessing the Screens

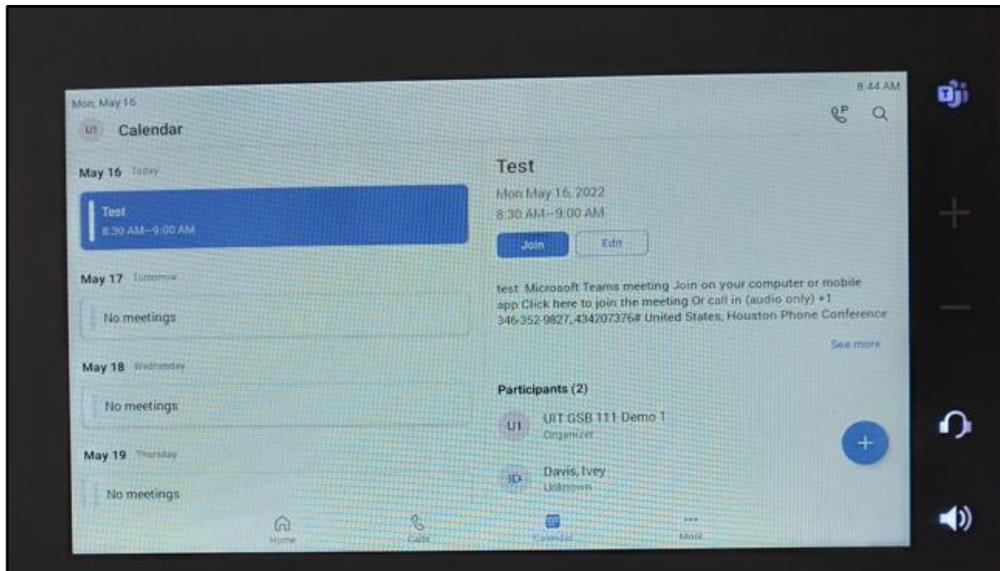
Home Screen

The **Home** screen displays icons to access assigned softkeys, lines, and favorite contacts.



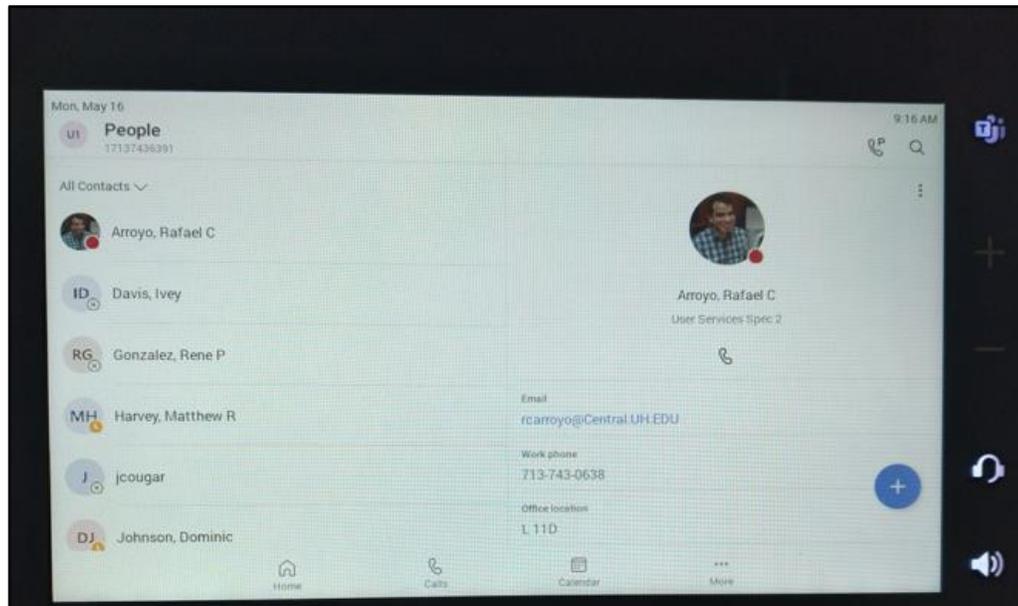
Meeting Screen

Meeting's view displays scheduled meetings for the current day. To view meeting details, select a meeting.



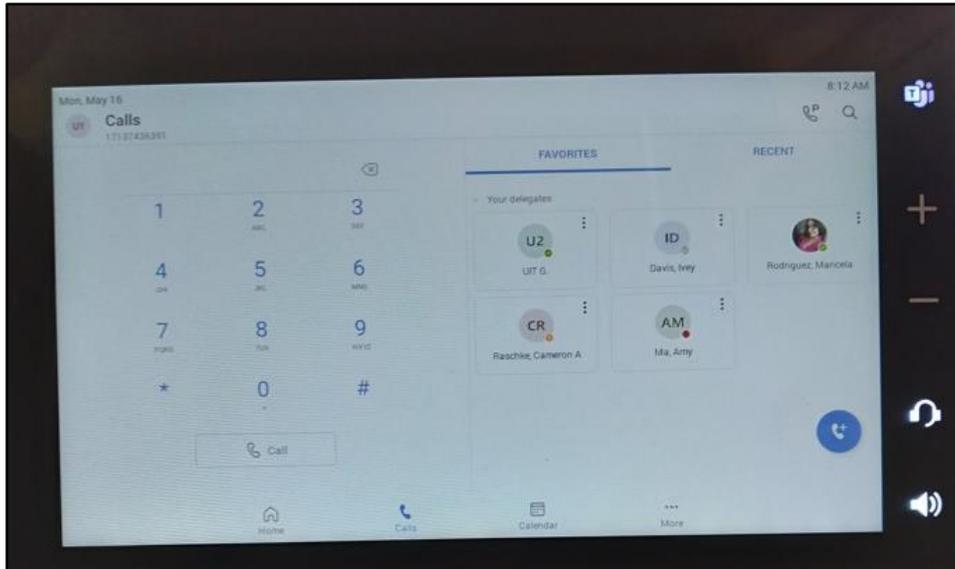
People Screen

Peoples view displays contact details and the ability to search the company directory.



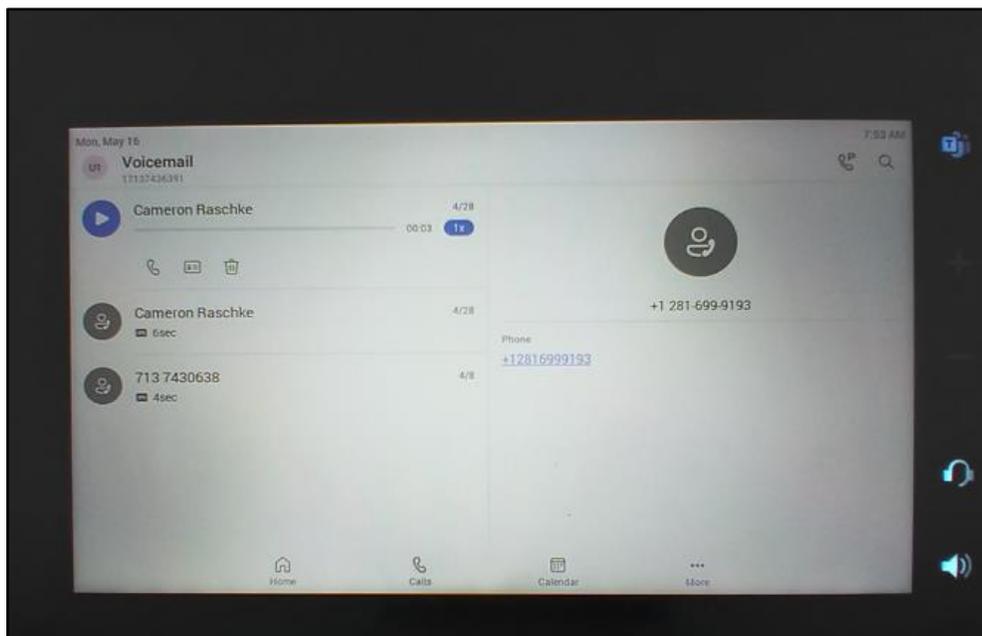
Call Screen

The **Calls** screen provides access to the phone dialer, your calls logs, and delegates.



Voicemail Screen

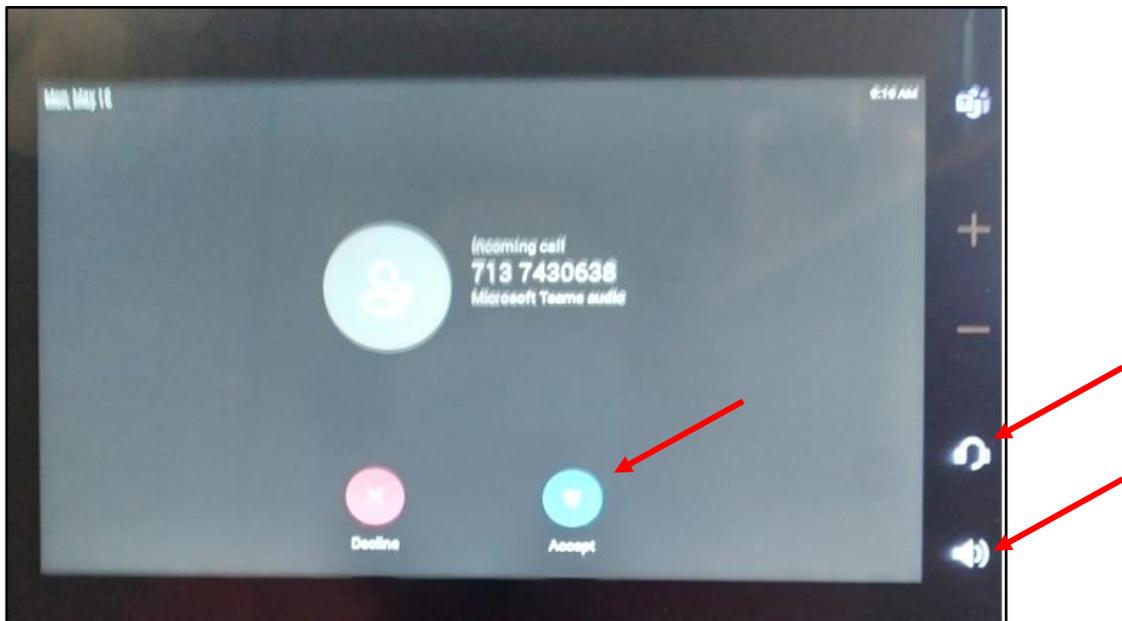
The **Voicemail** screen provides access to voice messages.



Answer a Call

To answer a call, choose one of the following:

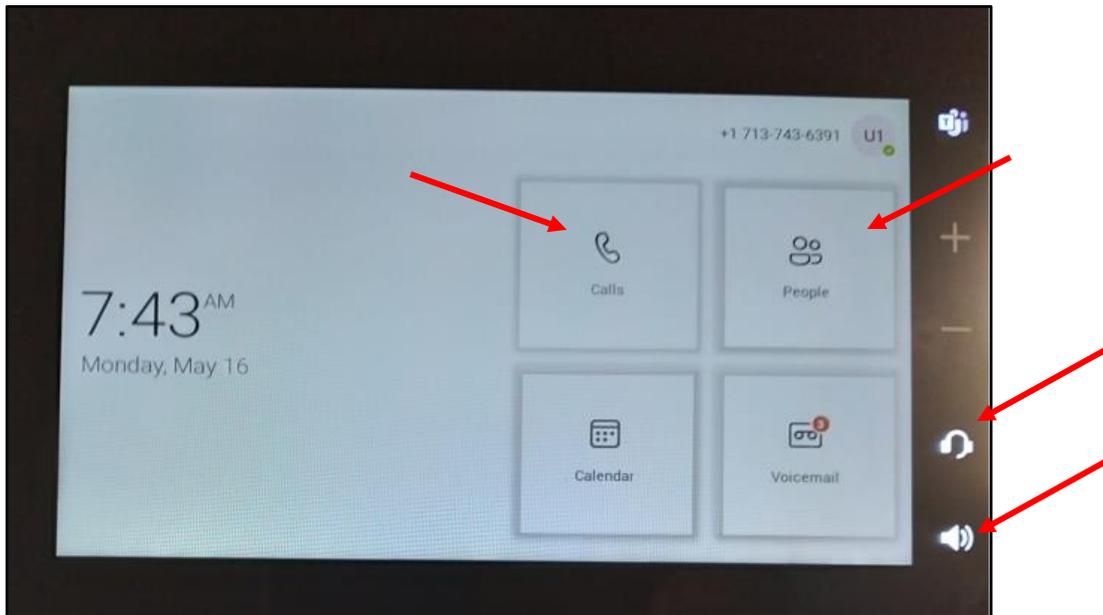
- Pick up the **Handset**.
- Tap the **Speakerphone** icon.
- Tap the **Headset** icon.
- Tap **Accept** on the phone screen.



Make a Call

To make a call, choose one of the following:

- Tap **Calls** and use the phone **keypad** OR tap **Recent Calls** and choose a contact.
- Tap **People**, choose a contact and then tap the **phone** icon.
- Pick up the **Headset**, tap the **Headphone** or **Speakerphone** icon.



You no longer need to use a 9 to dial off-campus.

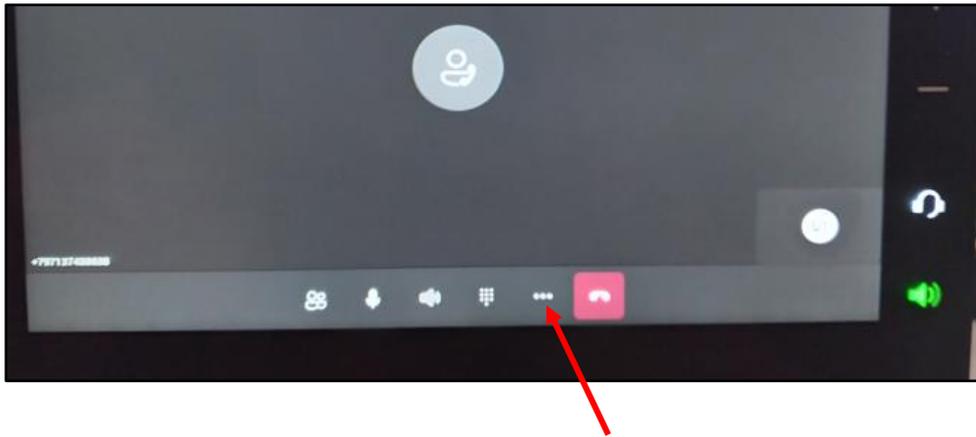
Long distance call: a domestic number + your long-distance code.

International call: 011 + an international number + your long-distance code.

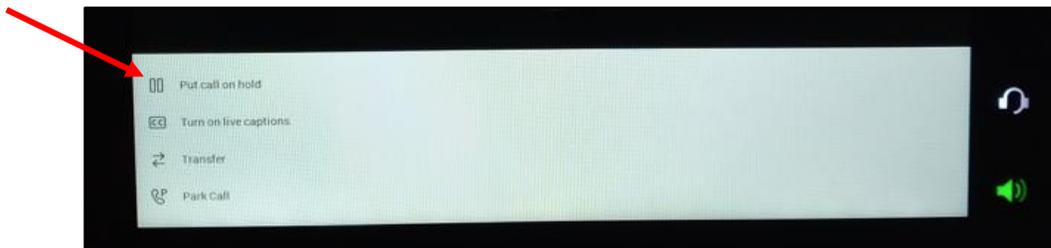
Put a Call on Hold

To put a call on hold:

1. During an active call, tap the **three dots**.

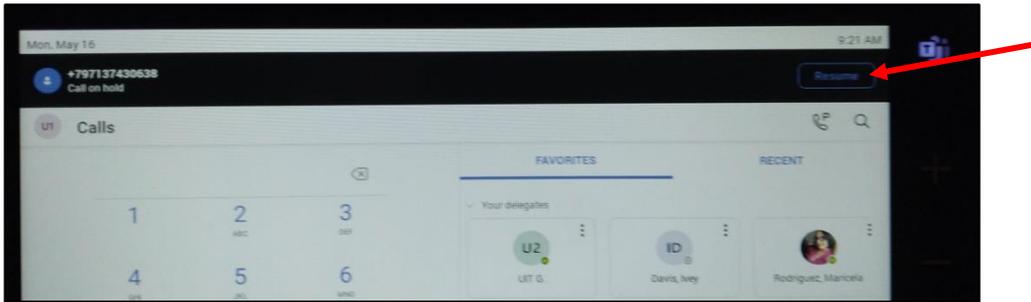


2. Tap **Put call on hold**.

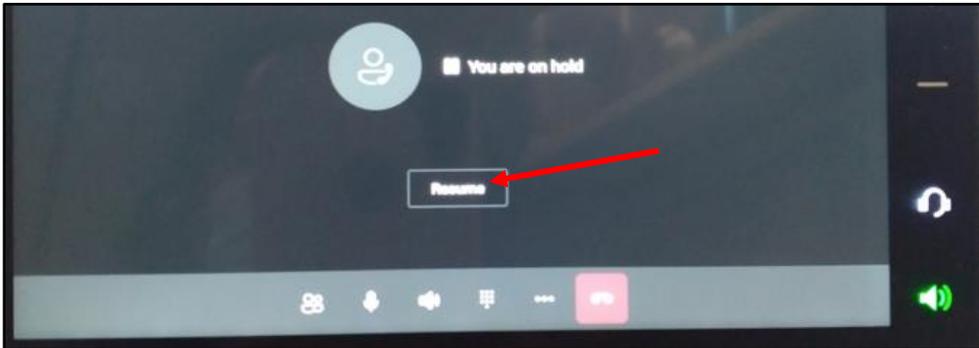


To retrieve a call from hold you can either:

- Tap **Resume** from the Call screen.



- Tap **Resume** from the active call screen.

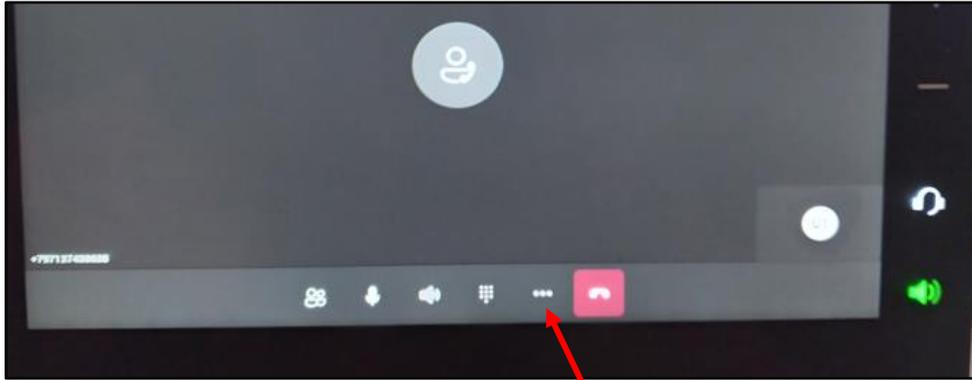


Transferring a Call

Transfer a Call Using Blind Transfer

When you use Blind call transfers, calls transfer as soon as the recipient's line connects.

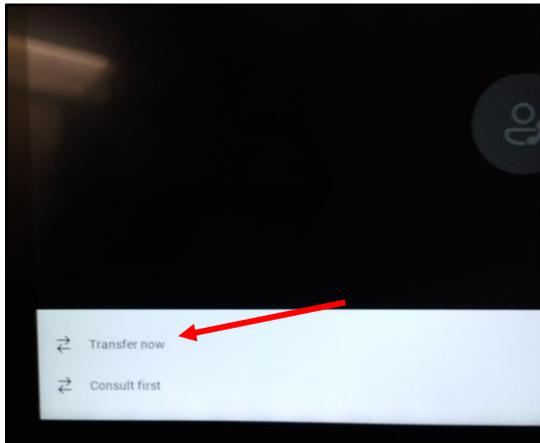
1. During an active call, tap the **three dots**.



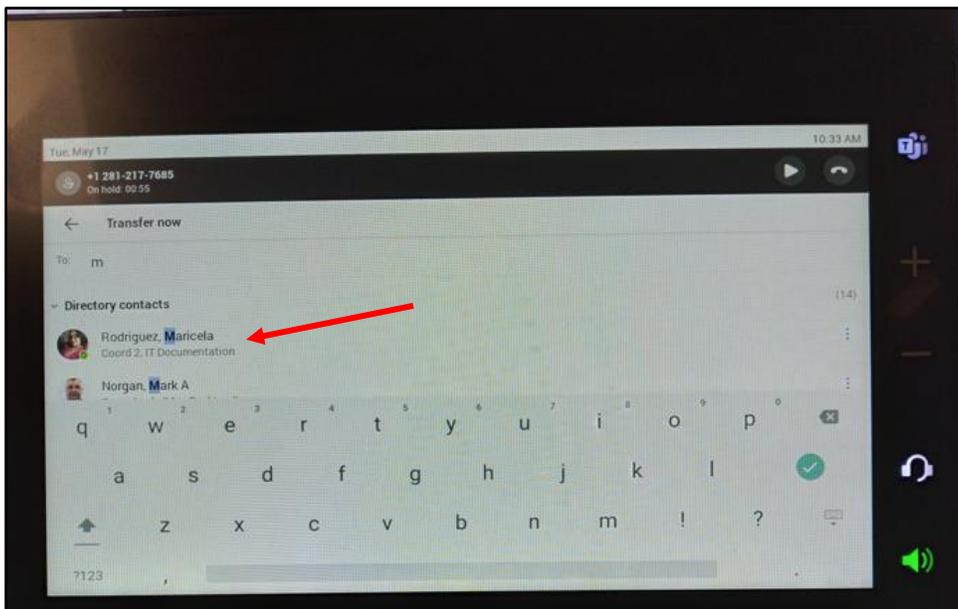
2. Tap **Transfer**.



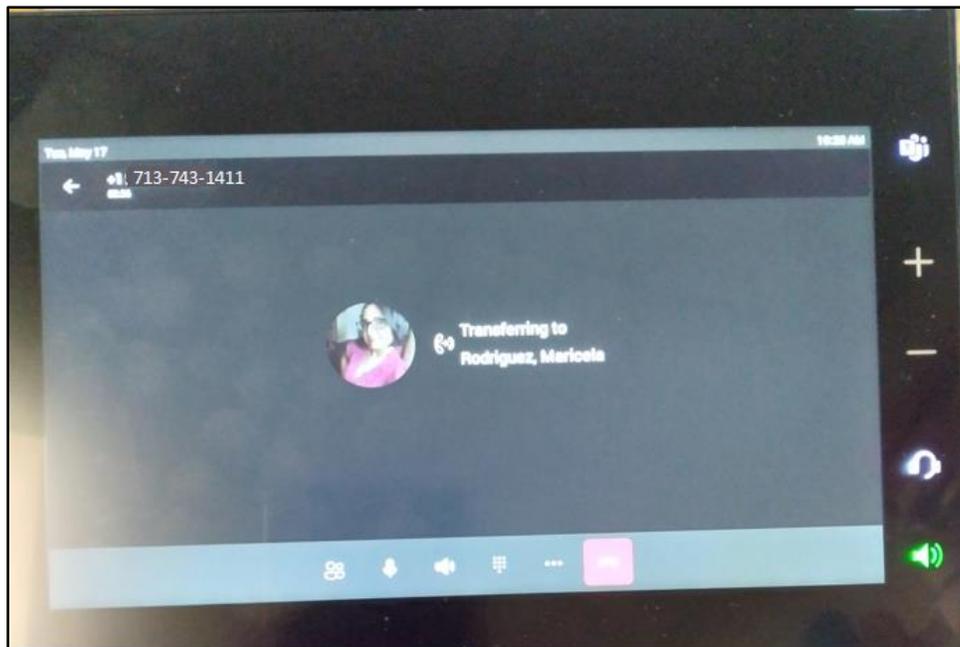
3. Tap **Transfer now**.



4. Search for a **contact** and tap the **name**.



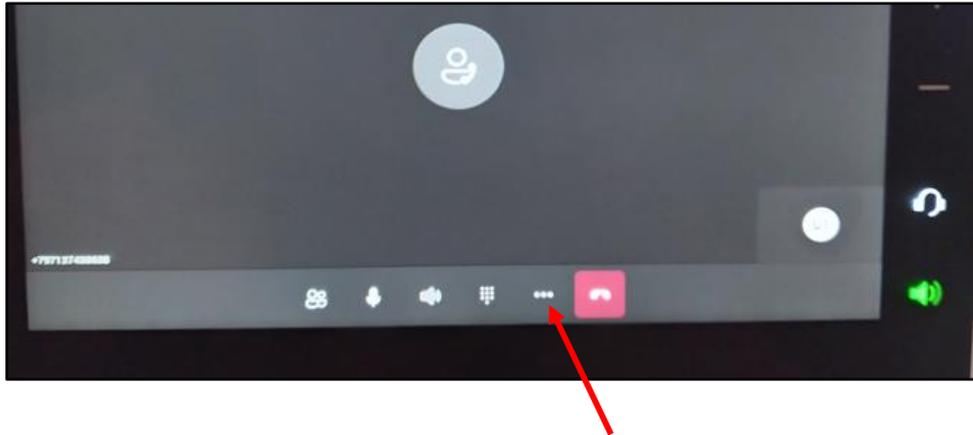
Note: The call transfers as soon as the recipient's line connects.



Transfer a Call Using Consultative Transfer

When you use consultative call transfers, you can speak with the recipient and then manually complete the transfer.

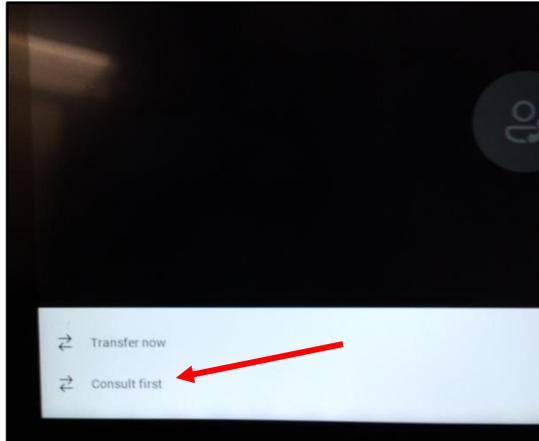
1. During an active call, tap the **three dots**.



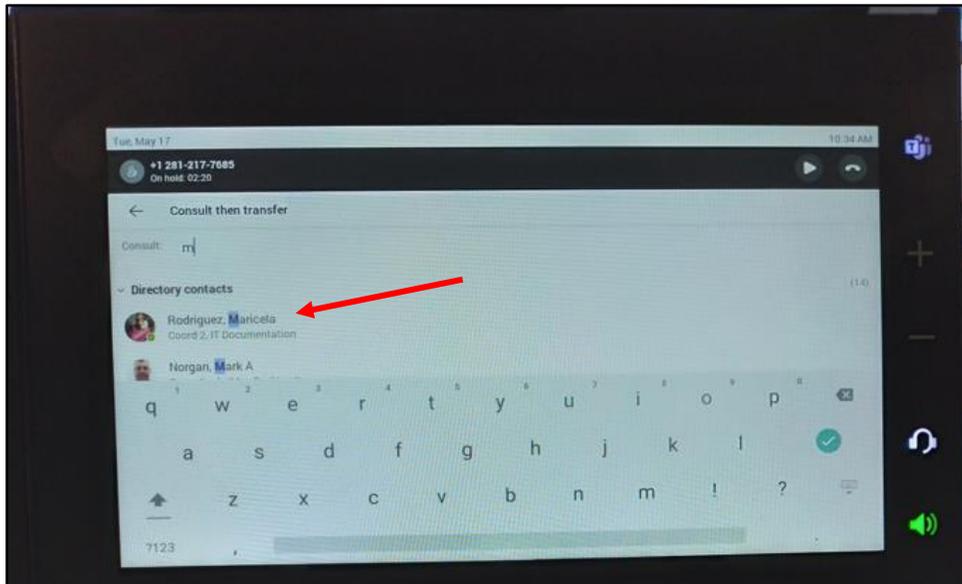
2. Tap **Transfer**.



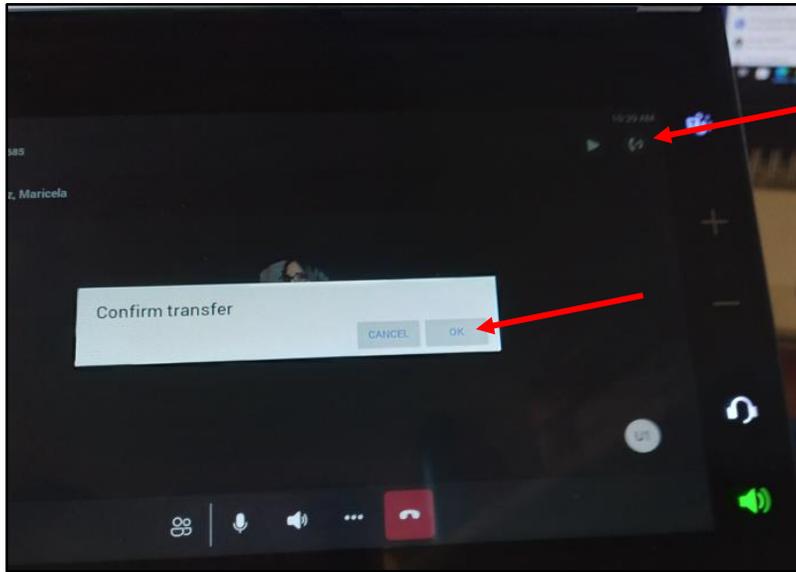
3. Tap **Consult first**.



4. Search for a **contact** and tap the **name**.

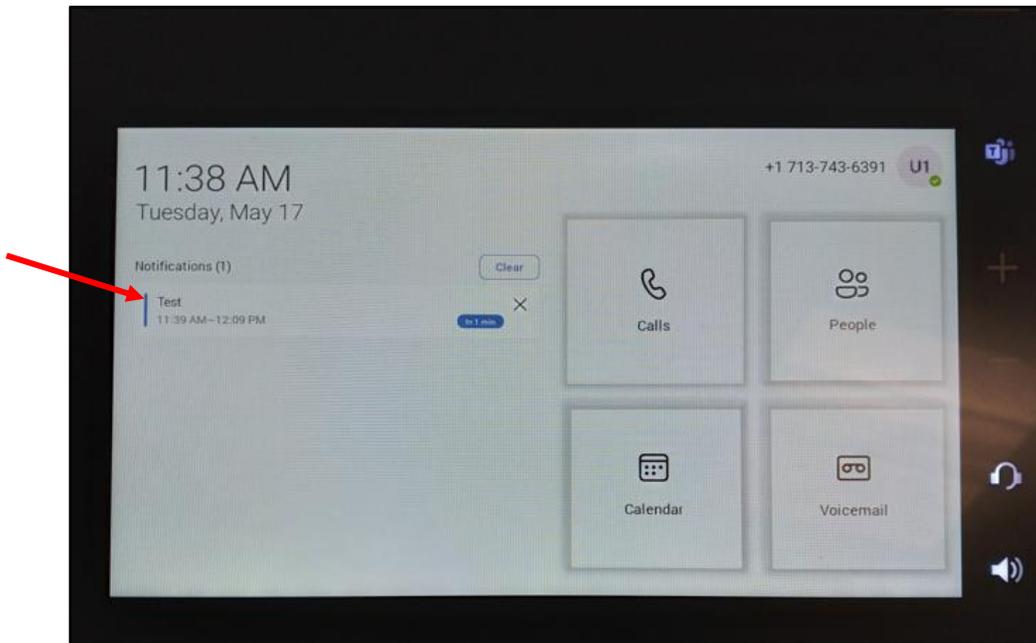


5. **Consult** with the contact and then tap the **phone** icon.
6. Tap **OK** to confirm transfer.



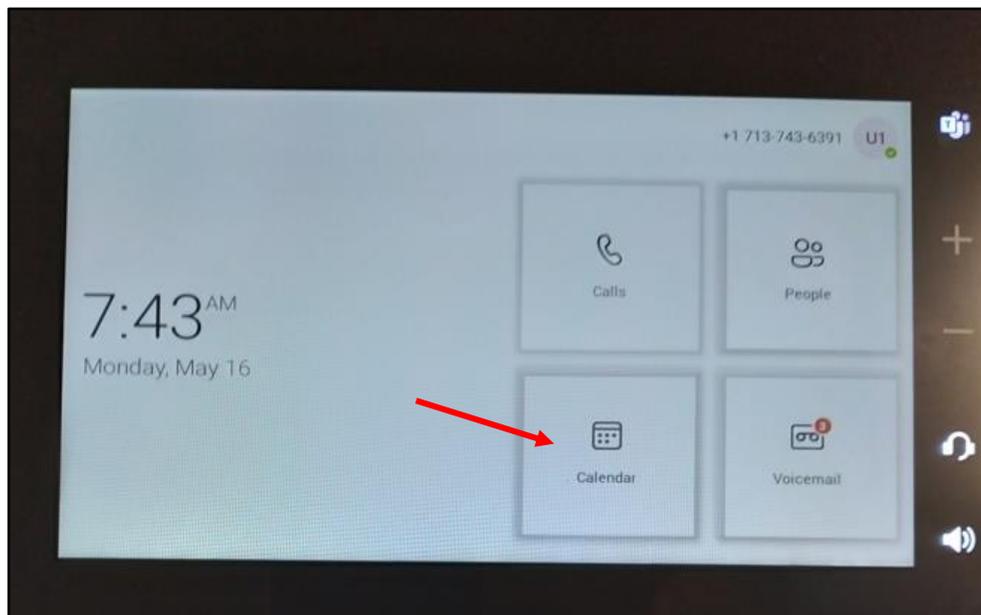
Join Scheduled Meetings

A meeting notification displays on the phone five minutes before a meeting starts, then again one minute before the meeting starts.

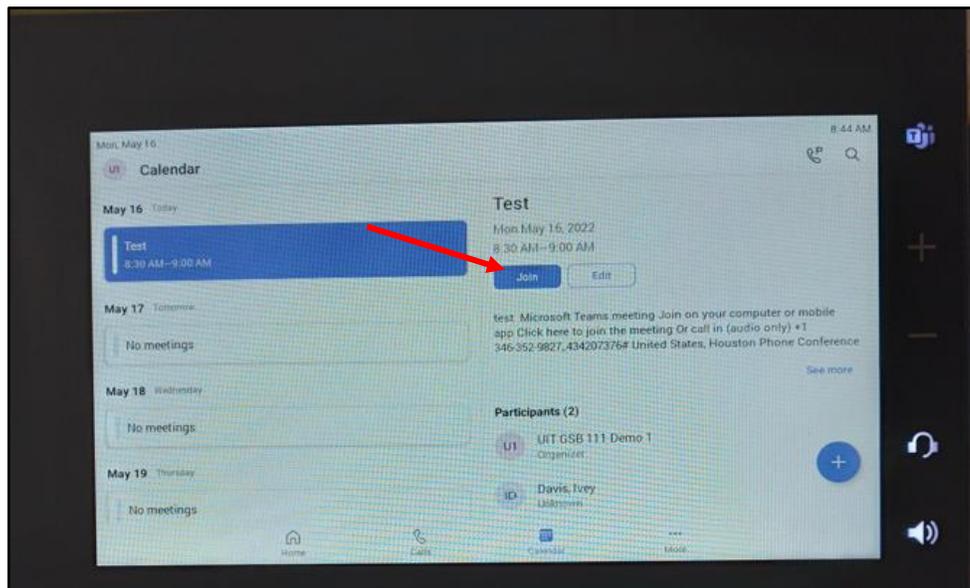


Join a Meeting from the Calendar

1. Tap **Calendar** from the Home screen.



2. Tap Join.

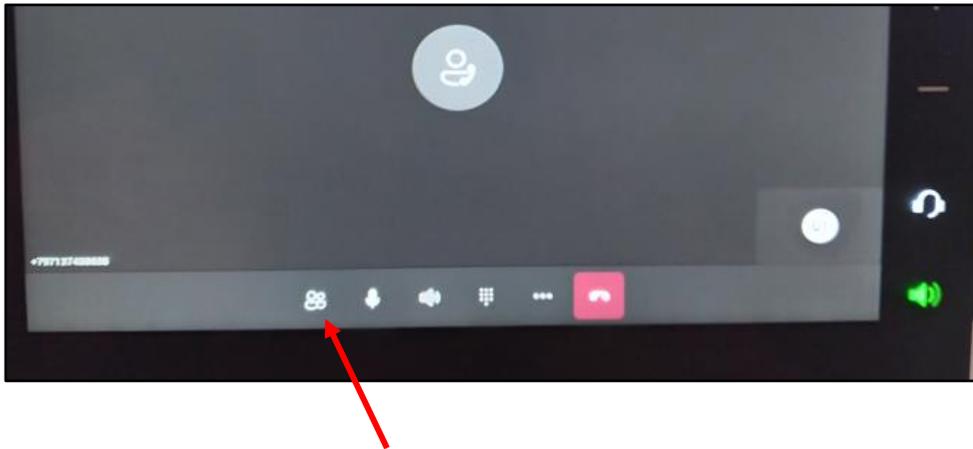


Start a Conference Call

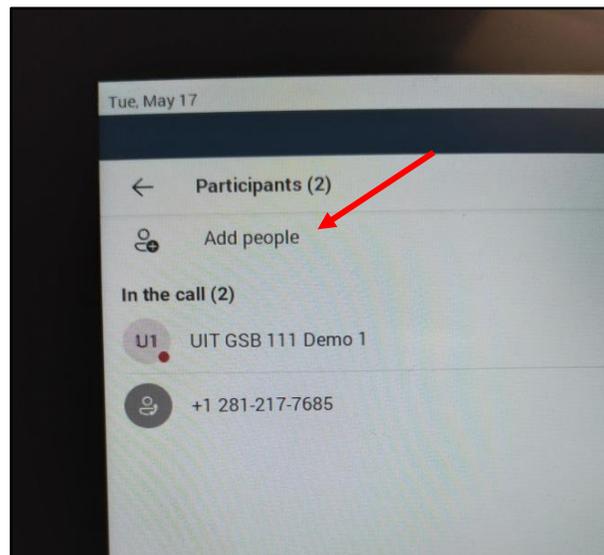
You can initiate a conference call while on a current call.

Start a Conference Call

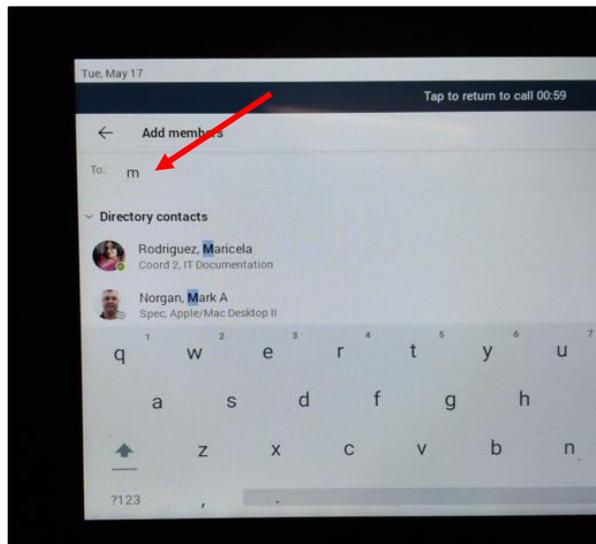
1. Call a **contact**.
2. Tap the **People** icon.



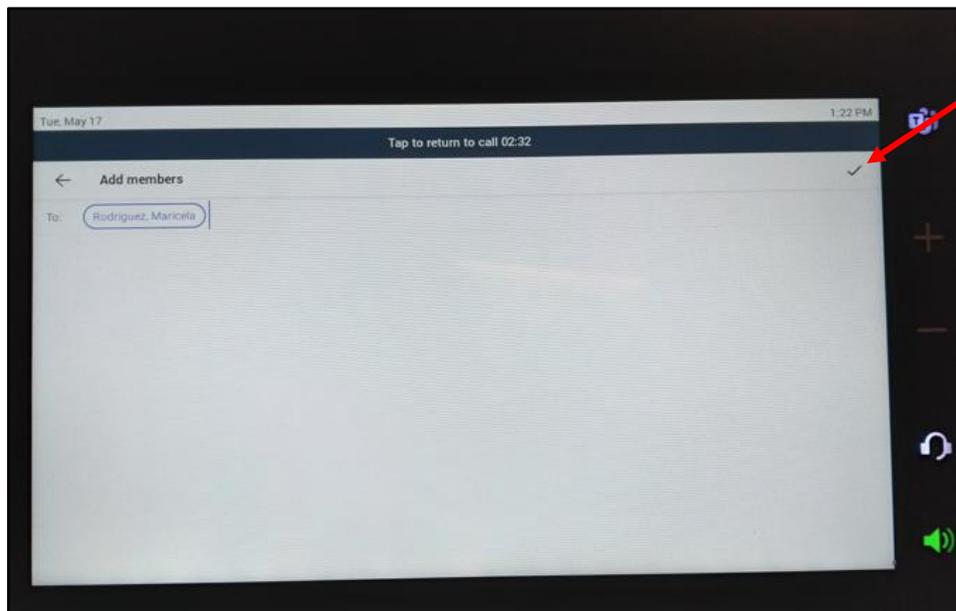
3. Tap **Add people**.



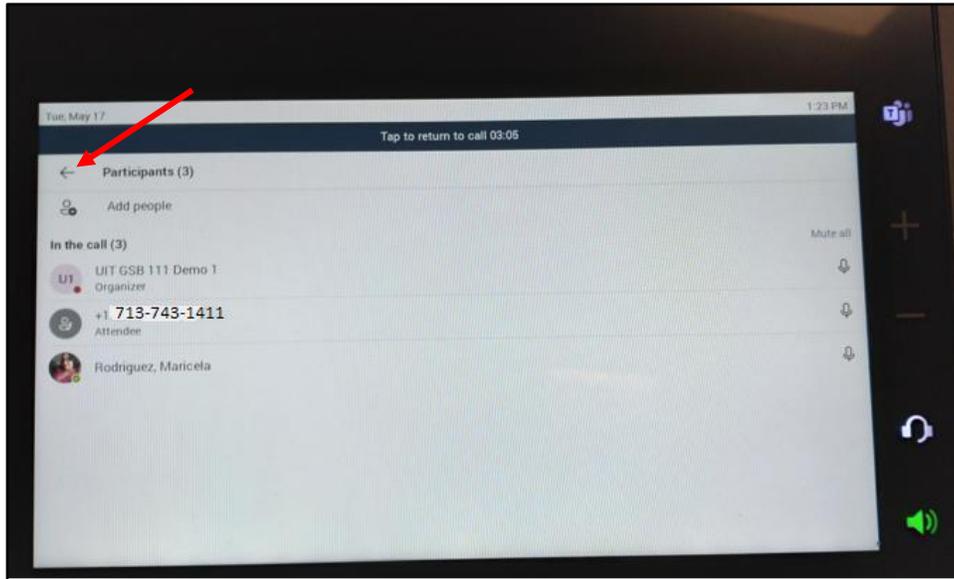
4. Search for the **contact** and tap the **name** when it appears.



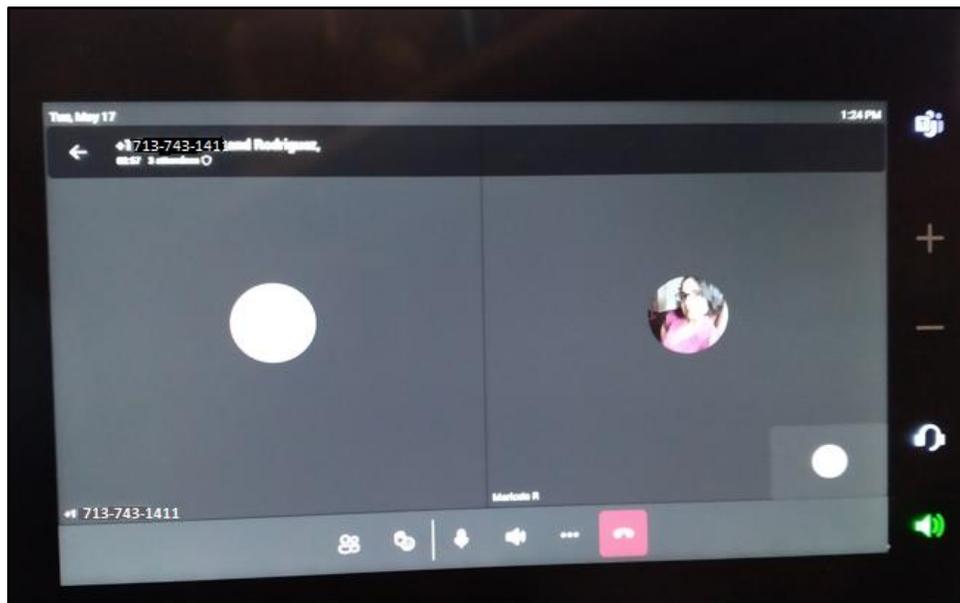
5. Tap the **checkmark**.



6. Tap the **arrow**.



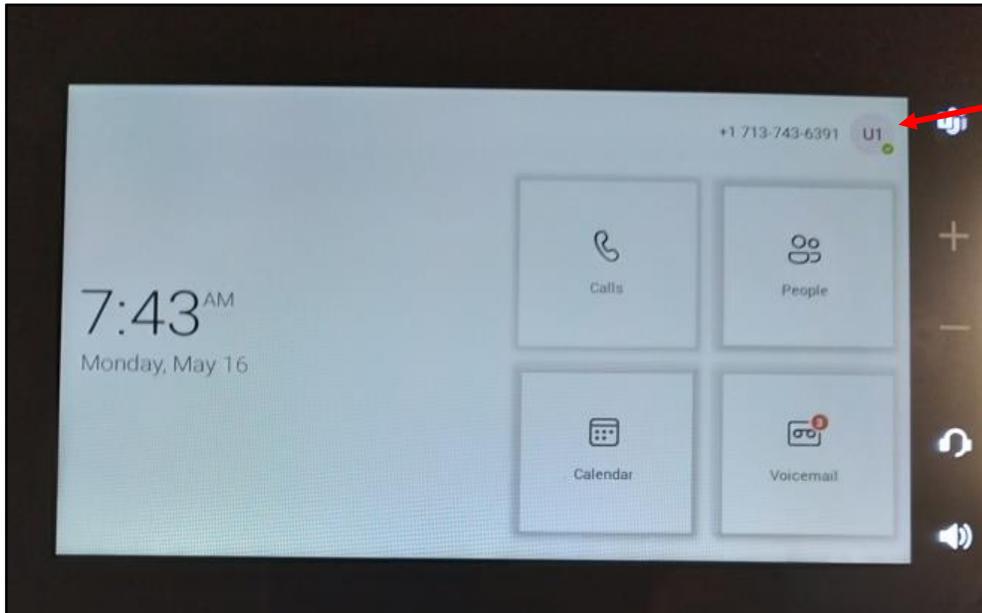
Note: This is the conference call screen view.



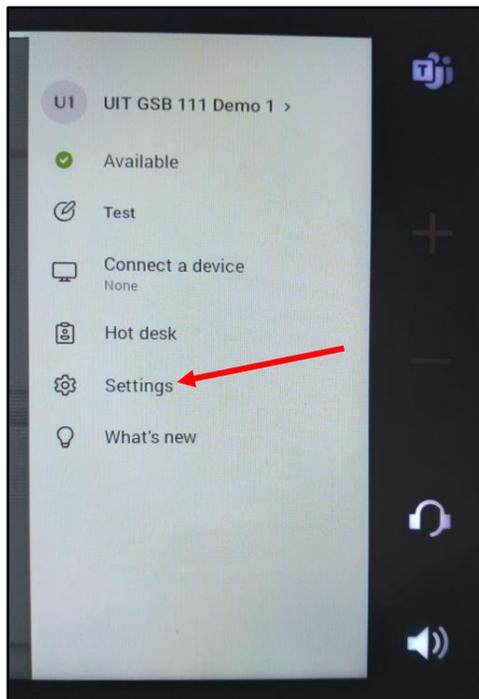
Forwarding Calls

Forwarding Calls to a Contact

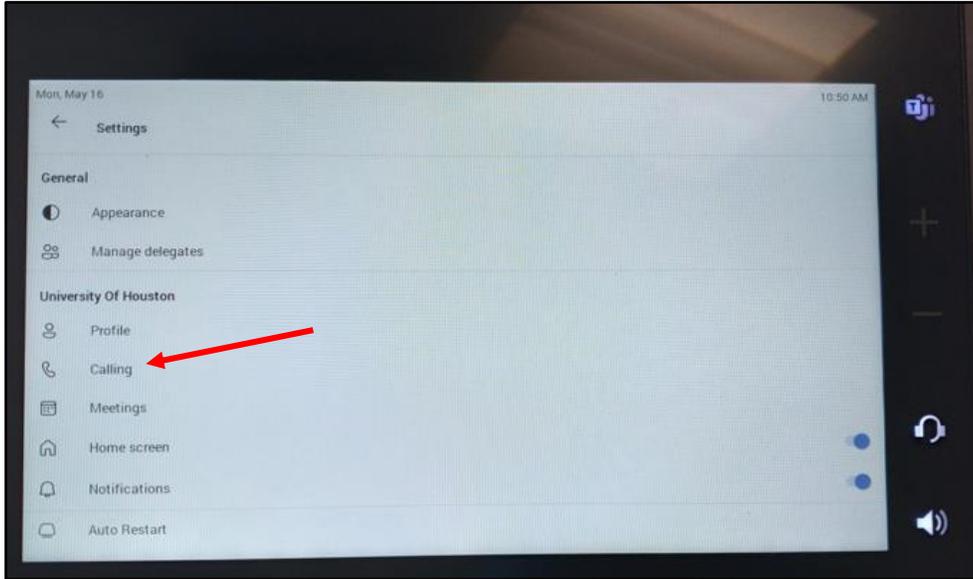
1. On the Home screen, tap **Your profile pic**.



2. Tap **Settings**.

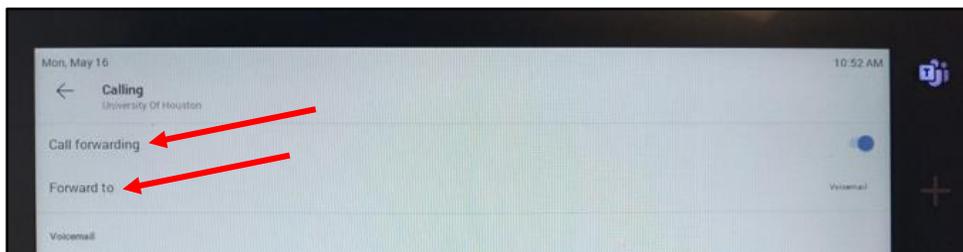


3. Tap **Calling**.

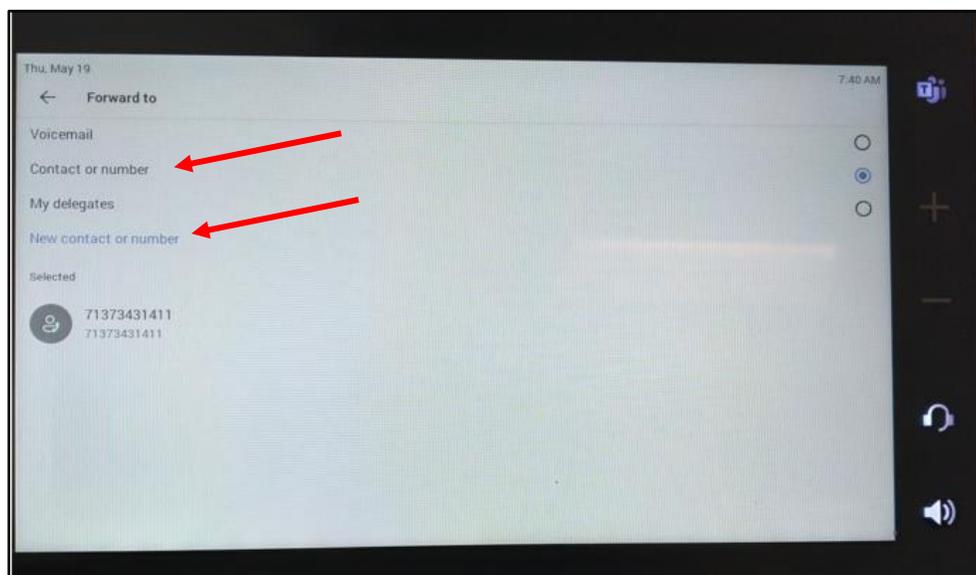


4. Tap **Call forwarding**.

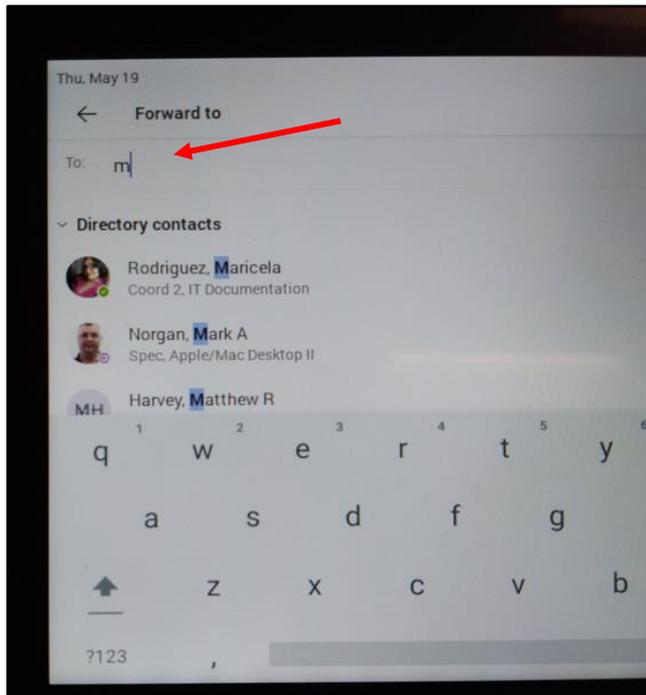
5. Tap **Forward to**.



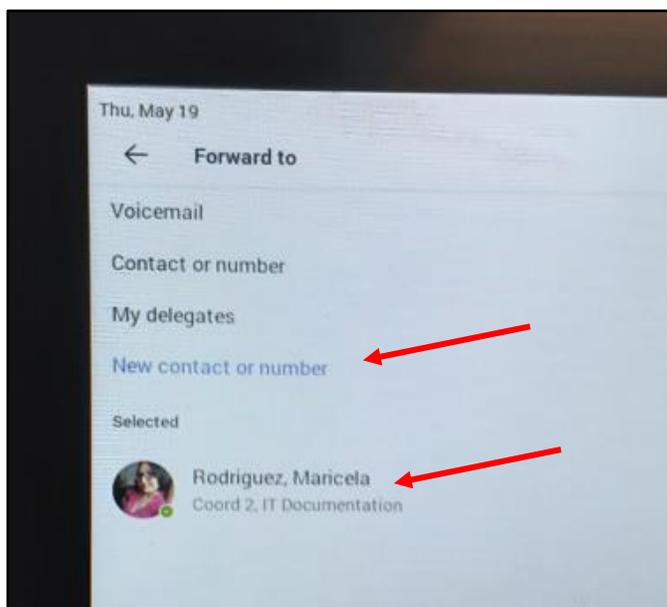
6. Tap **Contact or number**.
7. Tap **New contact or number**.



8. Search for a **contact** and tap the **name**.



Note: The name is now listed as the contact who will receive all forwarded calls. If you wish to change the listed contact tap **New contact or number**.

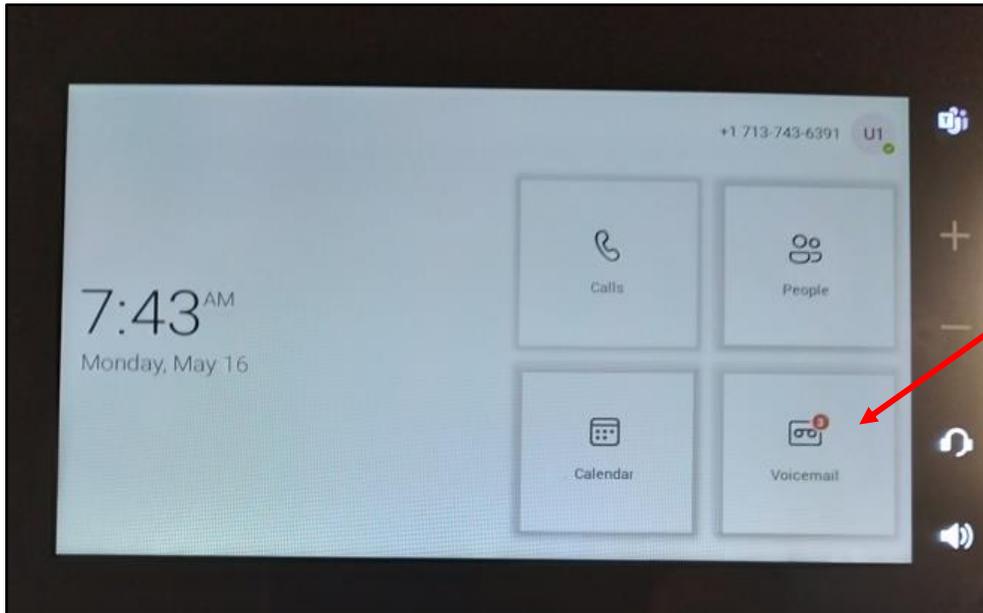


Listen to Voicemail

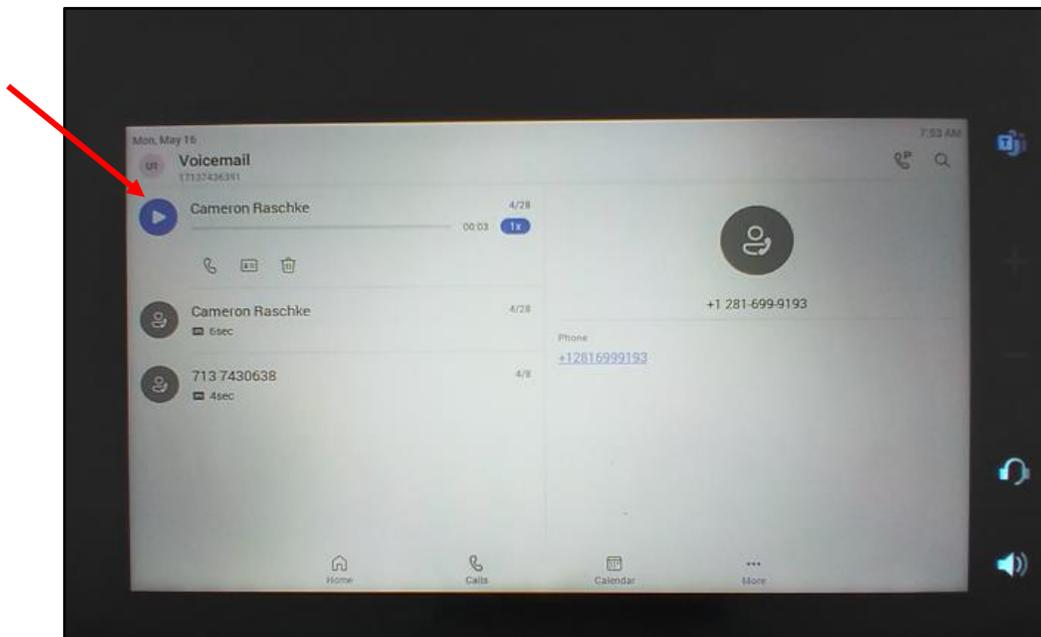
The Messages icon displays when new voicemail messages are available.

To listen to a voice mail message:

1. On the **Home** screen, tap **Voicemail**.



2. Tap the blue **play** button to hear the voicemail.

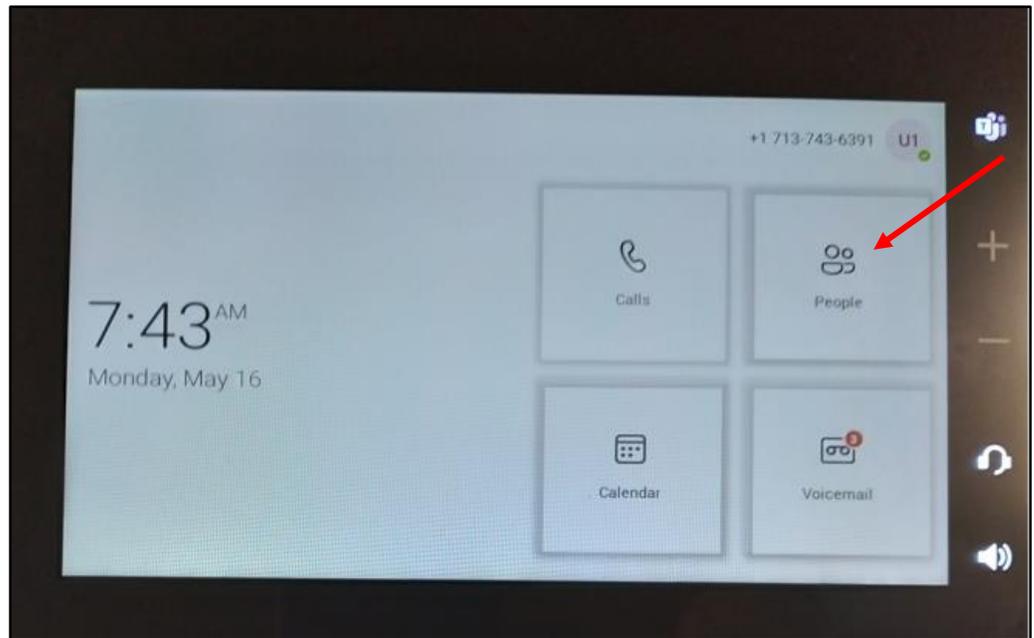


Managing Contacts

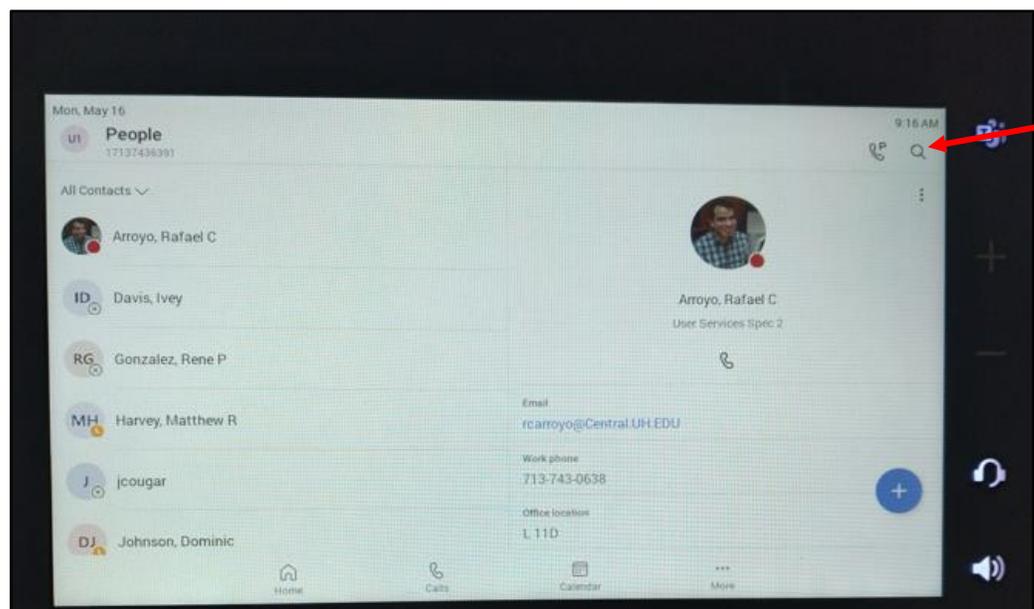
View and add contacts to the phone's contact directory.

View the Contact Directory

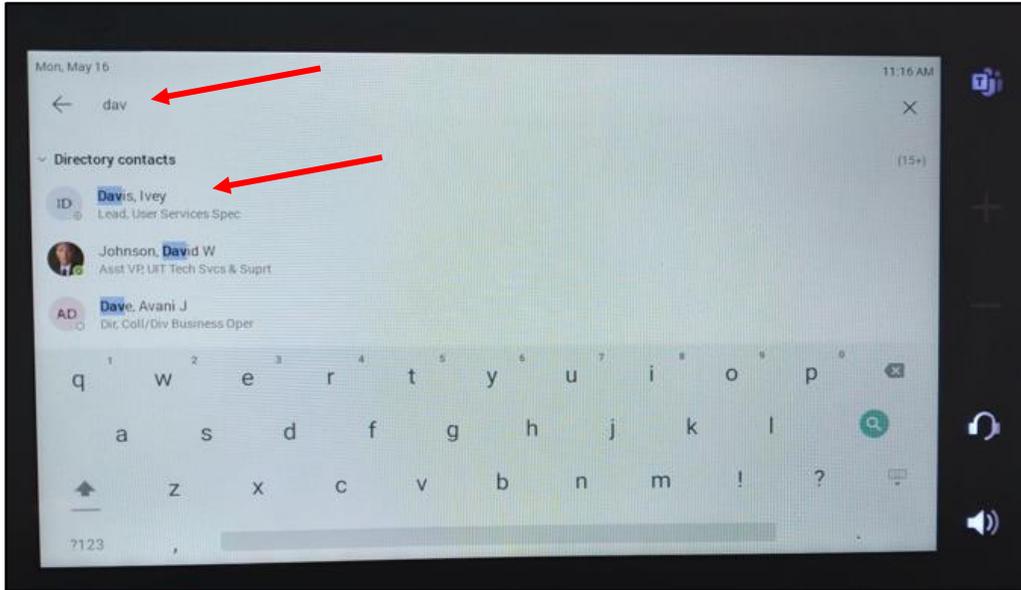
1. Tap **People** from the Home screen.



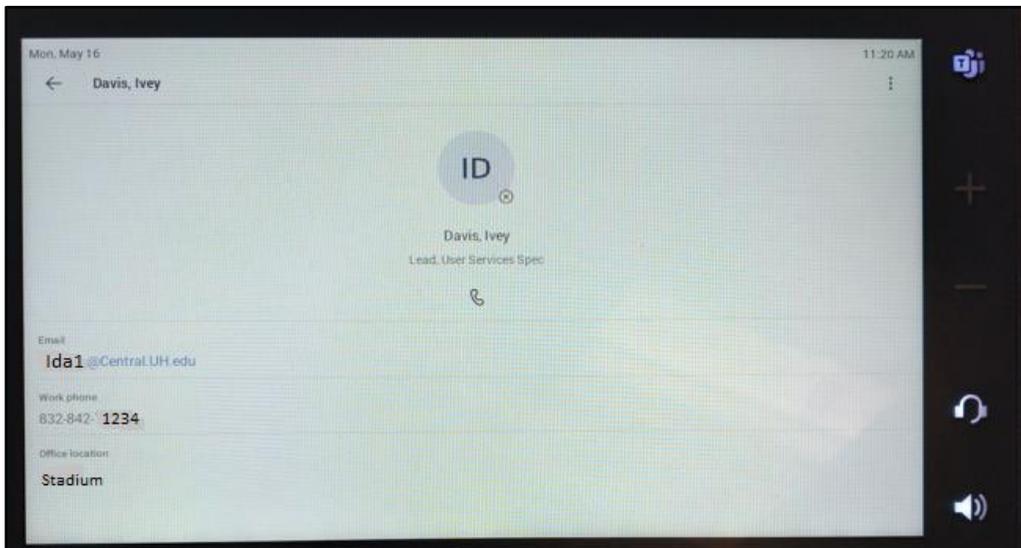
2. Tap the **magnifying glass**.



3. Type a **contact name** and tap the **name**.

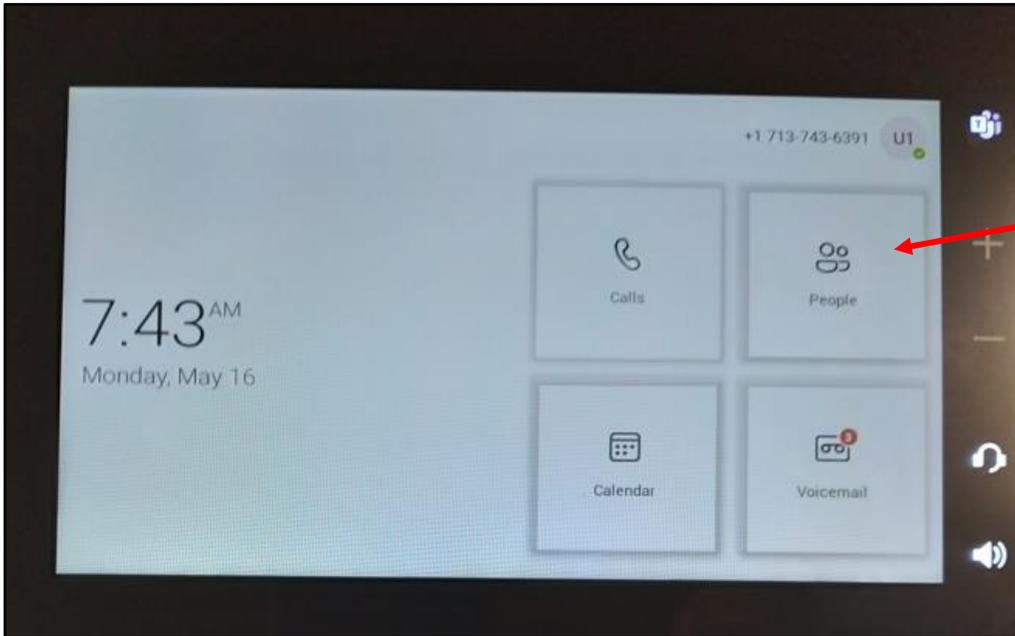


Note: This is the contact view on your Poly CCX600 Home screen.

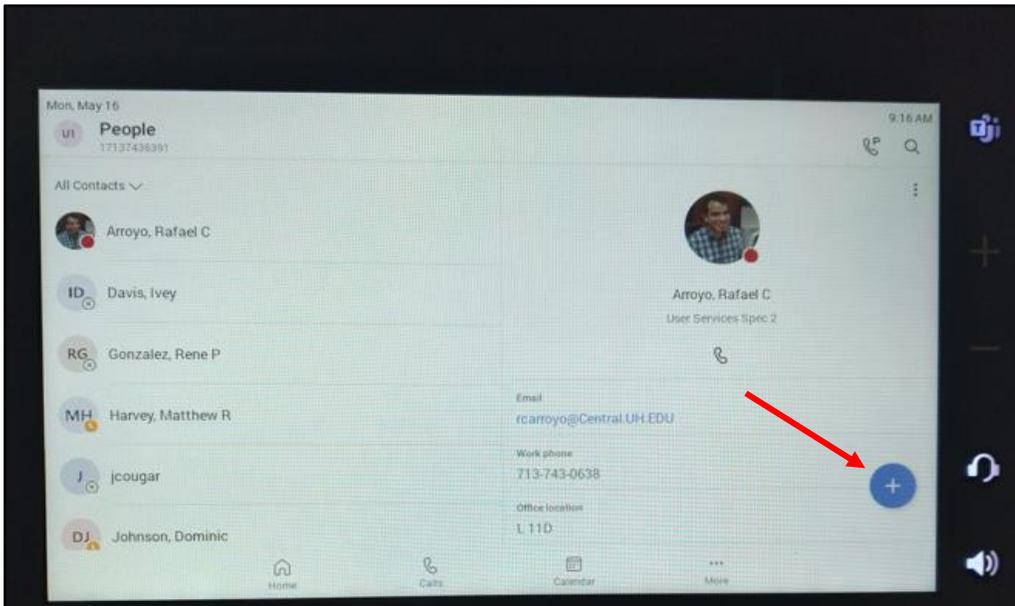


Creating a Group with Favorite Contacts

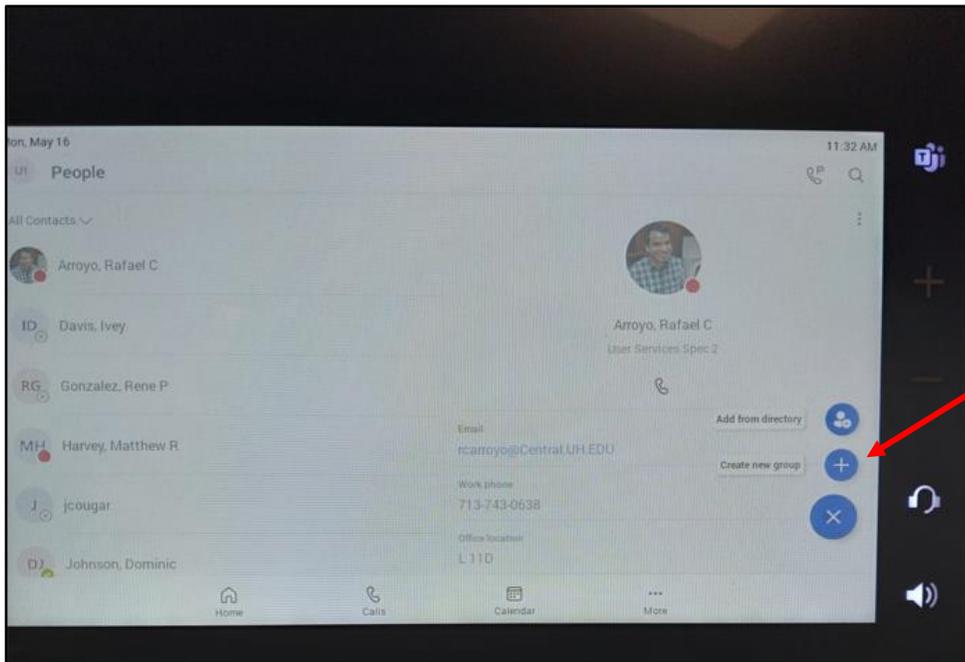
1. In the Home screen tap **People**.



2. Tap the **Plus (+)** symbol.

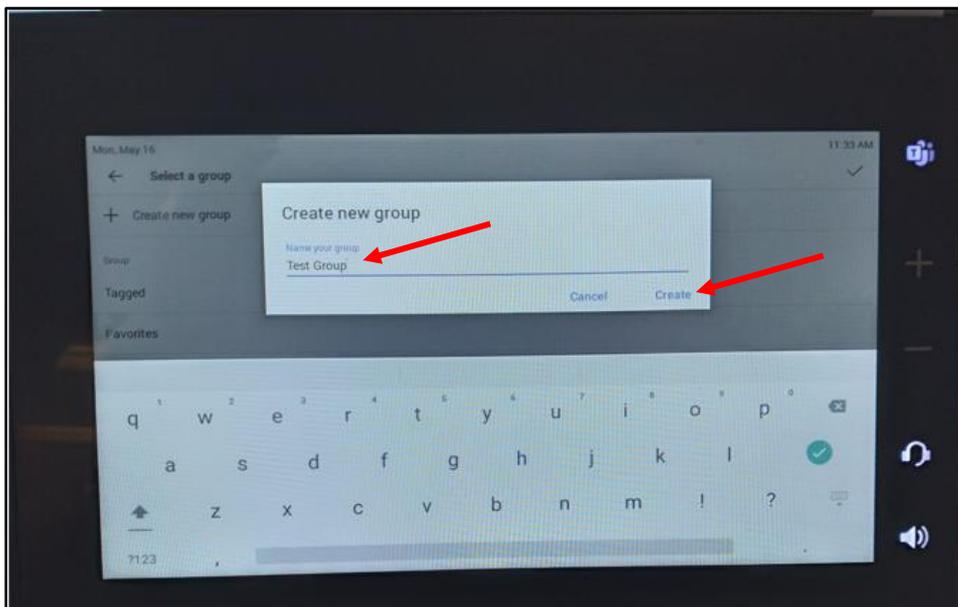


3. Tap **Create new group**.

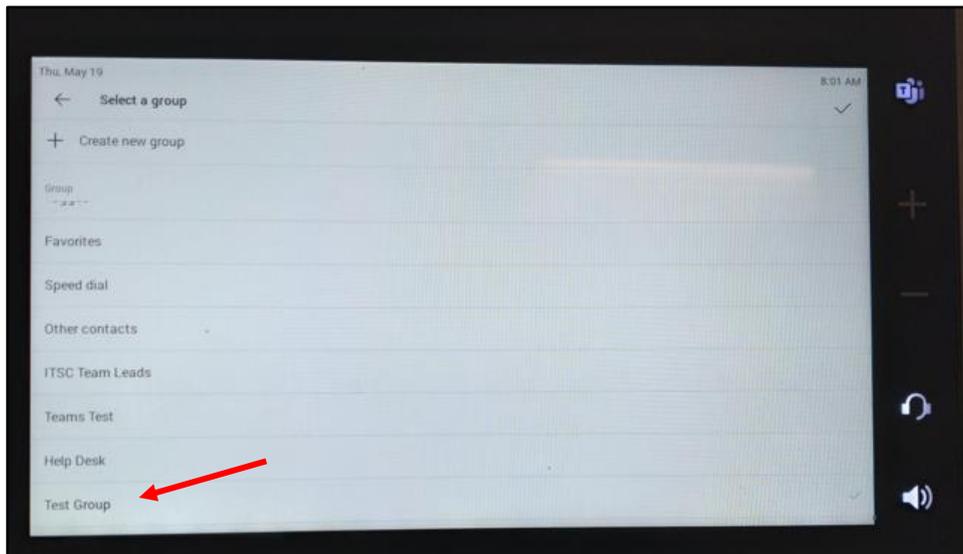


4. Enter a group **name**.

5. Tap **Create**.

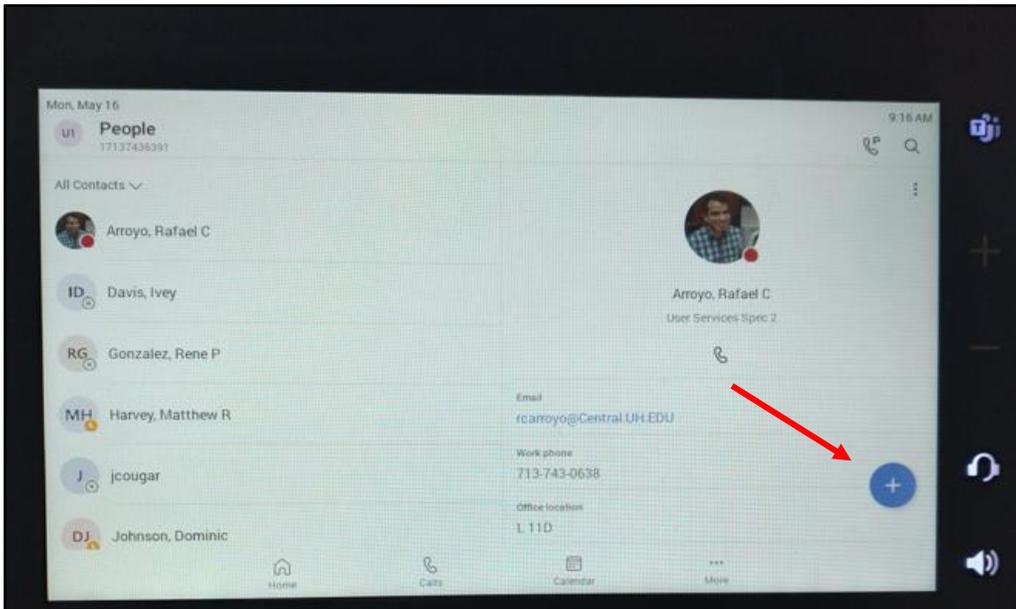


Note: The new group is now listed below.

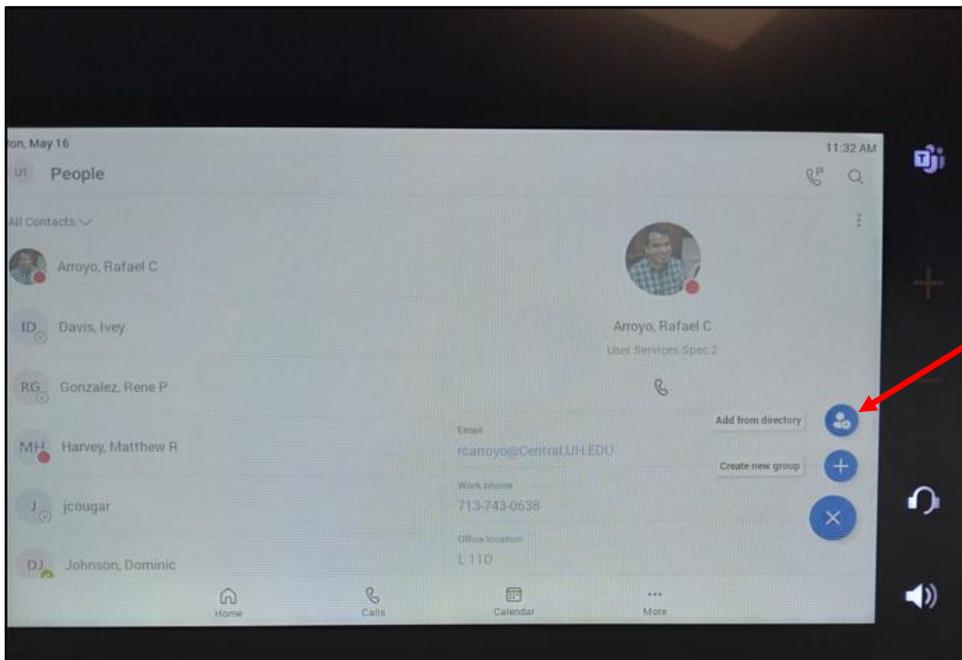


To Add a favorite contact to a Group:

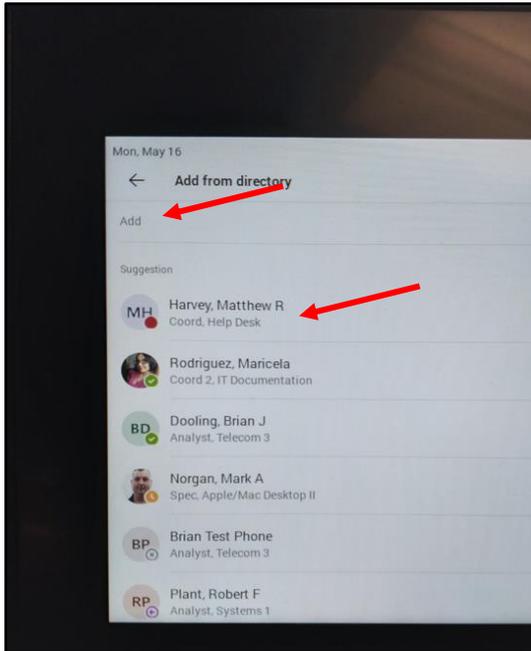
1. In the People screen tap the **Plus (+)** symbol.



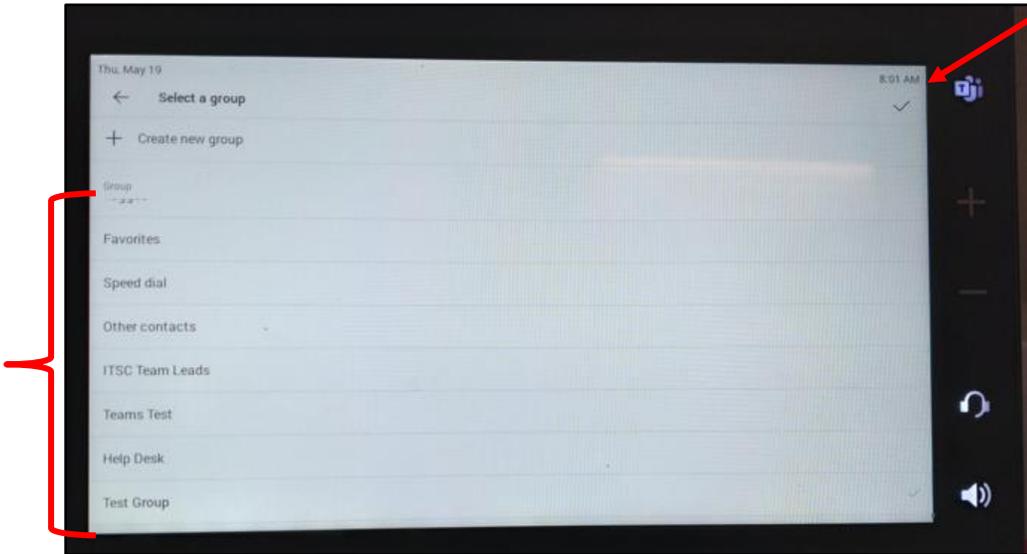
2. Tap **Add from directory**.



3. Search for a **contact** and tap the **name**.



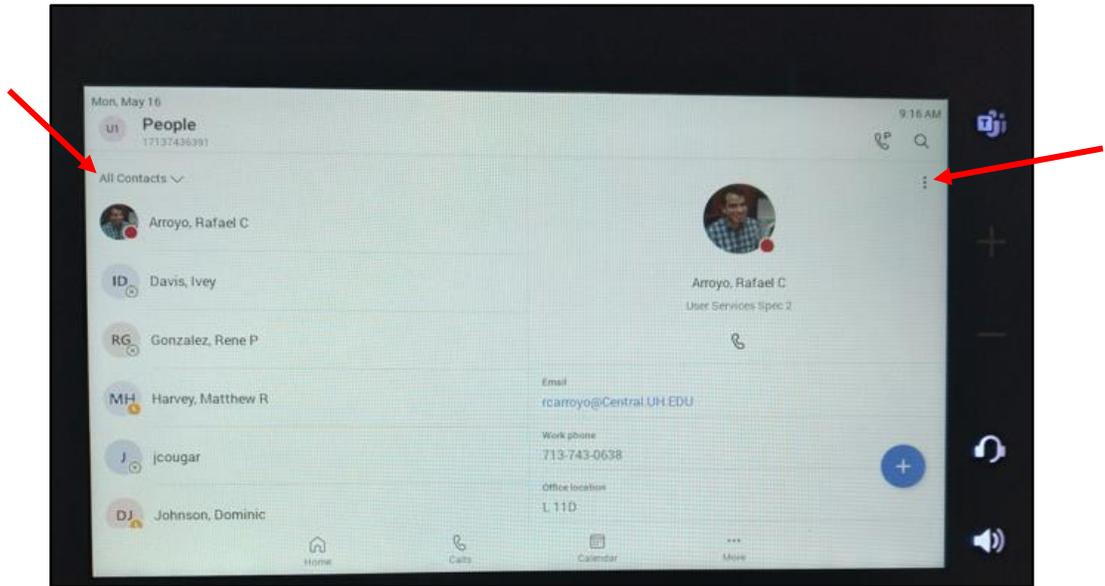
4. Tap the group you want the person added to.
5. Tap the **checkmark**.



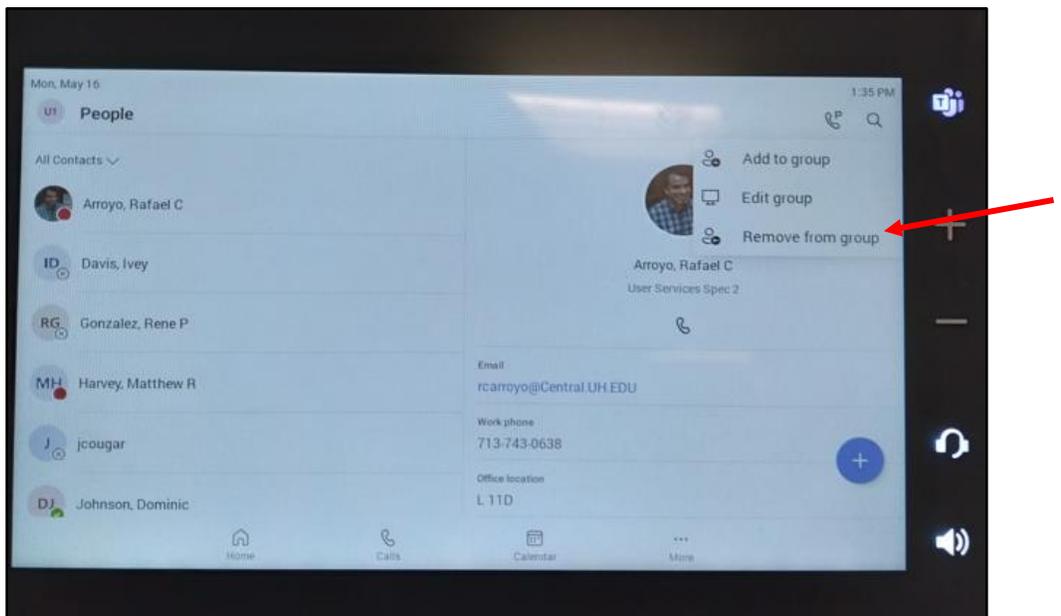
Note: A confirmation message will appear soon after the contact has been successfully added.

To Remove a favorite contact:

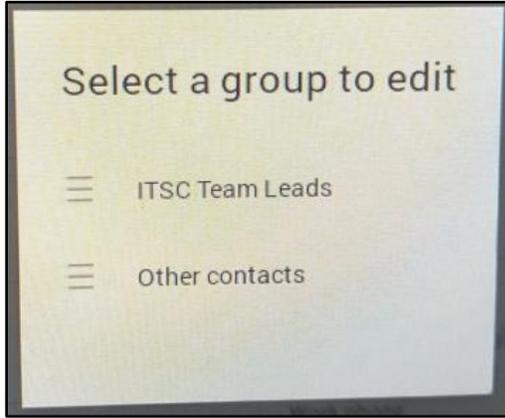
1. Tap **People** from the Home screen.
2. Tap a **contact** from the All Contacts section.
3. Tap the **three dots**.



4. Tap **Remove from group**.



5. Tap the **group** you want to remove the contact from.



Note: A message confirmation appears once the contact is removed.

Set Your Status

You can change your status from **Available** to **Busy**, **Do not disturb**, **Be right back**, or **Away**. Do Not Disturb is the only status condition that prevents the app from ringing your phone.

To change your status:

1. Tap **Your profile pic**.
2. Tap the current **Status** to view more options.
3. Select the **desired status**.

