



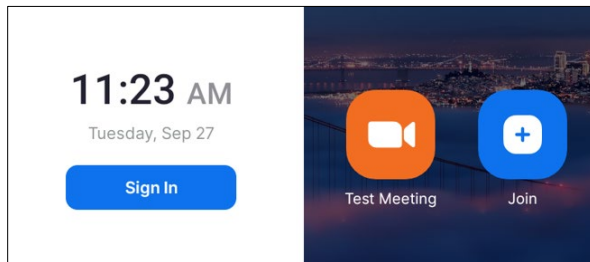
Quick Tips for Poly CCX Business Media Phones with Zoom

3725-49751-001A | Zoom Software 5.12.0 | October 2022

These Quick Tips apply to Poly CCX 600 and CCX 700 business media phones running Zoom software.

Signing In and Out

Sign in to your Zoom account to use your phone.



Sign In to Your Phone

- 1 Select **Sign In**.
- 2 Enter your email and password.
- 3 Select **Sign In**.

Sign In Using a Web Browser

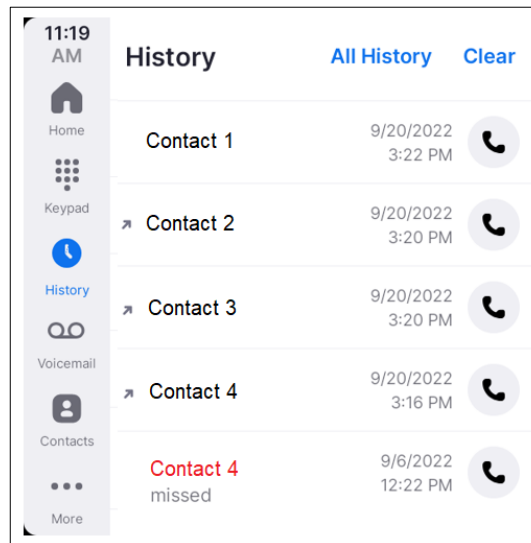
- 1 Select **Sign In**.
- 2 In a web browser, enter the given URL.
- 3 Enter the code.
- 4 Select **Sign In**.

Sign Out

- » Select **More** ●●● > **Sign Out**.

Placing Calls

Direct dial a phone number, call a contact, or view recent and missed calls.

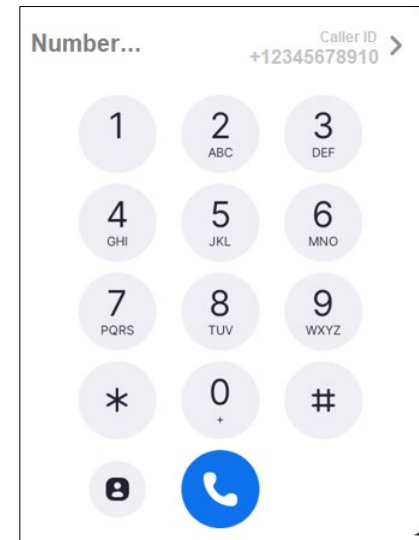


Call a Contact

- » Do one of the following:
 - From the **History** tab, select **Call** next to the contact's name.
 - From the **Contacts** tab, select **Call** next to the contact. If necessary, select **Search** to look up a contact.

Dial a Phone Number

- 1 Do one of the following:
 - Pick up the handset.
 - Press the headset or speakerphone icon on the phone.
- 2 Select **Keypad**.



- 3 Enter a phone number.
- 4 Select **Call**.

Put a Call on Hold

- » In a call, select **Hold**.

Transferring Calls

Transfer calls to a contact using the direct, warm, or voicemail transfer option.

Direct Transfer

- 1 In a call, select **Transfer** (→).
- 2 Select the **Direct** transfer option.
- 3 Search for and select a contact.
The call transfers to the contact.

Warm Transfer

- 1 In a call, select **Transfer** (→).
- 2 Select the **Warm** transfer option.
- 3 Do one of the following:
 - Search for and select the contact.
 - Dial out by entering a number in the search bar.

The current call is placed on hold.

- 4 A new call is placed to the contact or number. When the call connects, confirm the person wants to receive the call.
- 5 Select **Transfer** (→).
A transfer successful message appears.

Voicemail Transfer

- 1 In a call, select **Transfer** (→).
- 2 Select the **Voicemail** transfer option.
- 3 Search for and select a contact.
The call transfers to the contact's voicemail.

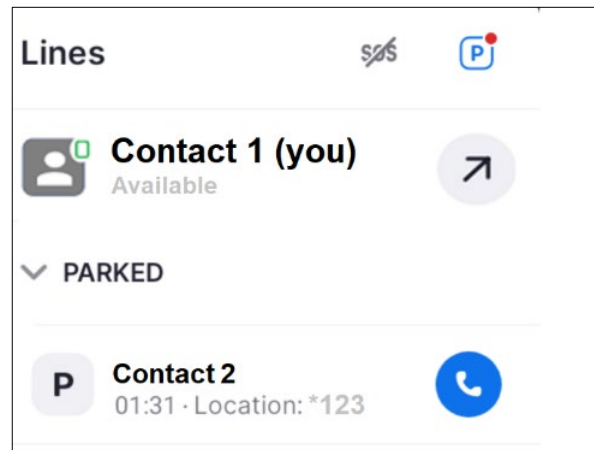
Parking Calls

Park a call and pick up a parked call (if enabled).

Park a Call

- 1 In a call, select **More Options**
- 2 Select **Park Call (P)**.
The call is placed on hold.

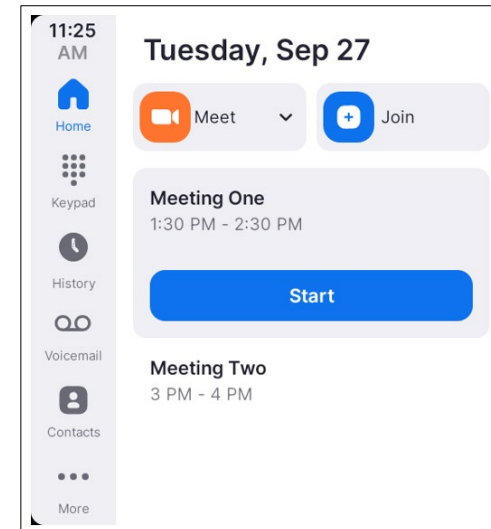
Pick Up a Parked Call



- 1 On the **Lines** screen, select the **PARKED** drop-down menu.
- 2 Select the call that you want to resume (📞).

Calendar and Meetings

Join Zoom meetings or view information from the **Home** screen.



Join a Meeting

A meeting notification displays on the phone 5 minutes before a meeting starts. You can join a scheduled meeting from the calendar or the meeting reminder.

- » Do one of the following:
 - To immediately join the next upcoming meeting, select **Start**.
 - Select the meeting title and select **Start to Join**.

Schedule a Meeting

To schedule a meeting, go to the Zoom web portal.



View Meeting Details

- » From the **Home** screen, select a meeting. Meeting details include the time, meeting ID, and host.

Invite a Participant During a Meeting

- 1 In a meeting, select **More** **•••** > **Manage Participants** > **Invite**.
- 2 Search for and select a contact.
The contact receives a request to join the meeting.

Mute Your Microphone

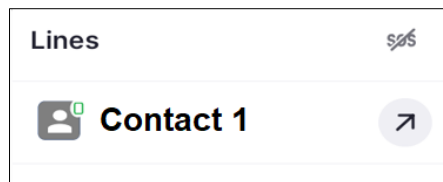
- » Do one of the following:
 - In a meeting, select **Mute** .
 - Press **Mute**  on the phone.

Presence Status

Set your Zoom status from the phone.

Change Your Presence Status

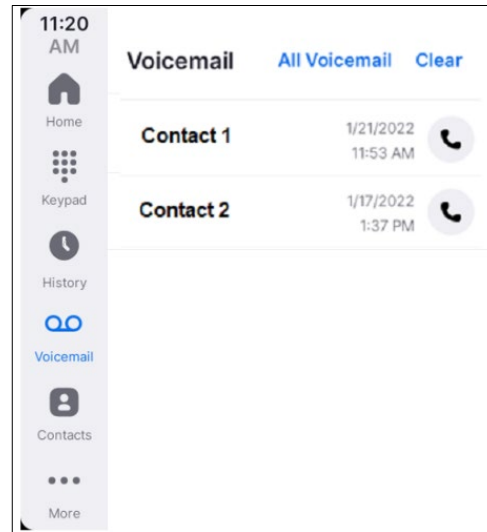
- 1 Under **Lines**, select your profile image.





- 2 Select a new status from the list.

Voicemail

Check your voicemail from the **Voicemail** screen. If enabled, the desk phone also transcribes your voicemail message.



Check Your Voicemail

- 1 Select **Voicemail** .
- 2 Select a message from the list.
- 3 Do one of the following:
 - Read the transcribed message.
 - Select **Play** .

Getting Help

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

Zoom Help

For more information, see the [Zoom Phone Appliance User Guide](#).