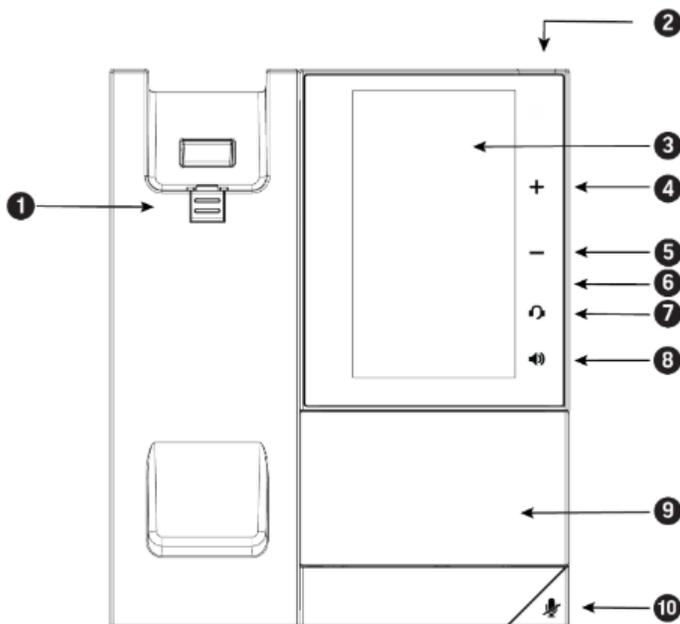


# Quick Reference Guide

## Poly CCX500



### Hardware Overview



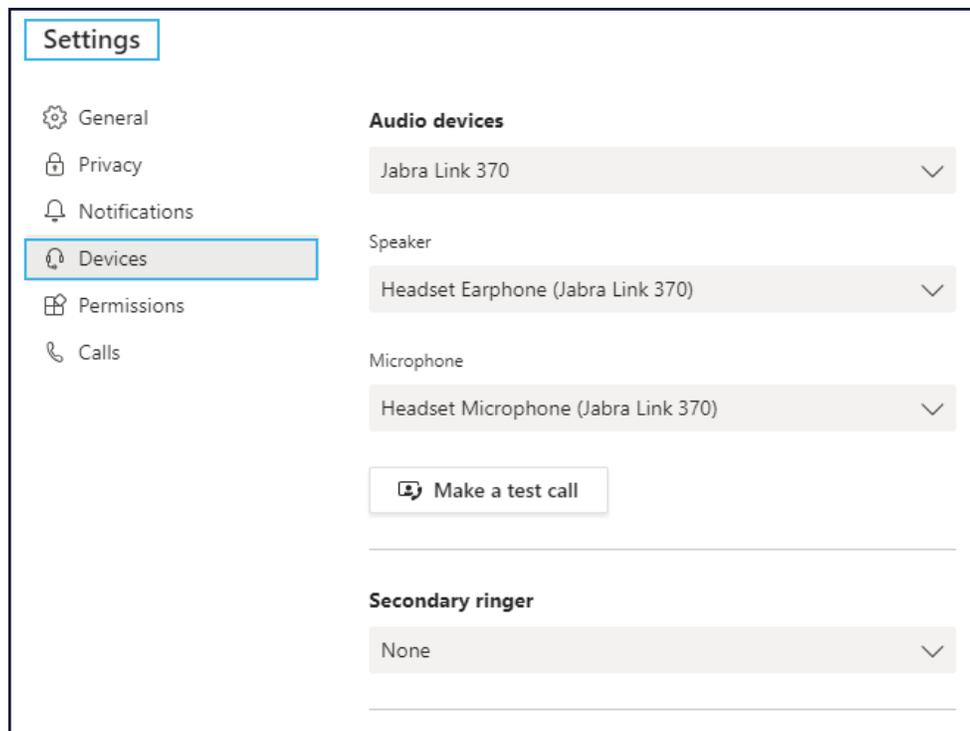
Ref #	Feature	Feature Description
1	Reversible tab	Secures the handset in the cradle when you position your phone stand at a high angle. To secure the handset, remove the tab, reverse it so the protrusion points up, and reinsert it. Position the handset so the protrusion on the tab fits into the slot on the handset.
2	Message waiting indicator	Flashes to indicate you have an incoming call. Flashes red to indicate when you have a new message.
3	Touchscreen	Enables you to select items and navigate menus on the touch-sensitive screen.
4, 5	Volume keys	Adjusts the volume of the handset, headset, speaker and ringer.
6	USB port(s)	Poly CCX 500 phones include one USB-A port and one USB-C port. You can connect a USB flash drive to USB-C port and headset to USB-A port.
7	Headset indicator	Displays when the phone is powered on. The icon glows green or blue when a headset is connected and activated.
8	Speakerphone indicator	Displays when the phone is powered on. The icon glows green when activated.
9	Speaker	Provides ringer and speakerphone audio output.
10	Mute Key	Mutes local audio during call and conferences.

### LED Indicators

LED	Color State and Description
Speakerphone	<b>Off</b> - Phone is in sleep mode. <b>White</b> - Speakerphone is off, but the phone is active. <b>Green</b> - Speakerphone is on.
Headset	<b>Off</b> - Phone is in sleep mode. <b>White</b> - No headset is active. <b>Green</b> - An electric hookswitch (EHS) headset is connected and activated. <b>Blue</b> - A USB or Bluetooth headset is connected and activated.
Mute	<b>Off</b> - No call is active. <b>Red</b> - The phone microphone is muted.
Message Waiting Indicator (MWI)	<b>Off</b> - No new messages are available. <b>Blinking Red</b> - New or unread voicemails are available, incoming call and missed call.

# Best Practices for Audio and Video Quality in Microsoft Teams

- Always utilize a Teams Certified headset or handset for optimal audio quality.
- If a wired ethernet connection is available, utilize that instead of WiFi.
- Ensure proper headset connection prior to calls & meeting (utilize the “**test call**” feature in **Settings** under **Devices** to check connection).
- Join calls on mute to prevent “echo” & disruption.
- You can mute directly from Teams or manually using the mute button on your device.
- Switch devices during a Teams meeting by clicking “**more options**” then **Show Device Settings**.



## Need additional support?

Contact the IT Help Desk for troubleshooting or reporting issues.

330-972-6888