VVX3xx Series Phone Instructions

1. Four Soft Keys (under the display):
   a. Idle Screen = New Call / Directory / Forward / DND
      i. New Call = Press to make an outbound call
      ii. Directory = Press to access the contact directory
      iii. Forward = Press to forward your extension to another extension or cell phone
      iv. DND = Press to put your phone on Do Not Disturb
   b. Active Call Screen = Hold / End Call / Trans / More
      i. Hold = Press to place a call on hold
      ii. End Call = Press to disconnect your call
      iii. Trans = Press to transfer the caller to another Extension or phone number
      iv. More = Press for more options (Conf = Press to place a 3-party Conference Call)

2. Left Buttons (located to the left of the keypad):
   a. Transfer = Press to transfer the caller to another Extension or phone number
   b. Messages = Press to access your voicemail box
   c. Hold = Press to place the caller on hold

3. Right buttons (located to the right of the keypad):
   a. Headset = Press to operate the phone with a headset
   b. Speaker = Press to put the caller on speaker
   c. Mute = Press to mute your voice from the caller

4. How to Make an Attended Transfer:
   a. An Attended Transfer is used when you would like to speak with whom you're transferring the call.
   b. While on a call, press the **TRANSFER** soft key
   c. Enter the extension number (or 10-digit external number)
   d. Wait for the transferring party to answer the phone (either the transferring party will answer or their voicemail will answer the phone)
   e. Press the **TRANSFER** soft key again
   f. To terminate an attended transfer and return to the caller at any time, press the **CANCEL** soft key

5. How to Make a Blind Transfer:
   a. A Blind Transfer is used when you don't need to speak with whom you're transferring a call.
   b. While on a call, press the **TRANSFER** soft key
   c. Your soft keys will change. Press the **BLIND** soft key (the far-right key)
   d. Enter the extension number
   e. Once the extension number is entered, the caller will be transferred right away and your phone will hang up.

6. Placing a Call on Hold: Press the **HOLD** softkey (or the 3ʳᵈ button down, to the left of the keypad)

7. Taking a Call off Hold:
    a. Press the **RESUME** soft key; or
    b. Press the Line key next to the corresponding line that is on hold

8. Conference Calls:
    a. 3-way conference calling is included
    b. Dial the first number (either internal or 10-digit external number) and wait for the party to answer
    c. Press the **CONF** soft key (this will put the first caller on hold)
    d. Dial the second number (either internal or 10-digit external number) and wait for the party to answer
    e. Press the **CONF** soft key again and all 3 parties will be on the line

9. Voicemail:
    a. To Set-up your voicemail message for the first time:
        i. Press the Envelope icon. Your default Access Code is **4321.**
        ii. You will hear "This is the Main Menu of your mailbox"
            1. To hear your messages, press 1
                a. To delete your message, press 7
                b. To save your message, press 9
            2. To change your Access Code, press 2.
                a. Enter your new access code.
                b. Press 1 to use the access code.
                c. Press * to return to the Main Menu and not save the new access code
            3. To record your name, press 3
                a. Record your name after the tone, then press #
                b. To listen to the recording, press 1
                c. To use the recording, press 2
                d. To record again, press 3
                e. To delete your recording and return to the previous menu, press 4
            4. To record a personal welcome message, press 4
                a. Record your greeting after the tone, then press #
                b. To listen to the recording, press 1
                c. To use the recording, press 2
                d. To record again, press 3
                e. To delete your recording and return to the previous menu, press 4
            5. To record a message, press 5
            6. To select your mailbox greeting, press 9
    b. To call another extension's voicemail box:
        i. Press 8+extension number, then press Dial (or pick up the handset).
        ii. When you hear the voicemail greeting, press *
        iii. Enter your access code
    c. Accessing voicemail from outside the office:
        i. Call the Business Telephone Number, then enter your extension (or if calls only ring your extension, wait for your voicemail greeting to answer)

  ii.   Press *
  iii. Enter your access code
  d. Sending a Call Directly to Voicemail:
    i.   While on a call, press the **TRANSFER** soft key
    ii. Your soft keys will change. Press the **BLIND** soft key (located at the far right)
    iii. Press **8 + extension number**
    iv. Once the extension number is entered, the caller will be transferred right away and your phone will hang up

10. Navigation Keys:
  a. Press the **right** navigation arrow to show Placed Calls
  b. Press the **left** navigation arrow to show Received Calls
  c. Press the **up** navigation arrow to show Speed Dial / Favorites
  d. Press the **down** navigation arrow to show Missed Calls

11. Entering Contacts:
  a. Press the **Directory** softkey
  b. Select **Contact Directory** and press **Add**
    i.   Enter the first name
    ii. Press the down arrow and enter the last name
    iii. Press the down arrow and enter the contact (10 digit phone number)
    iv. Press the down arrow to "favorites" index and enter the speed dial number (1-59)
  c. Press **Save**

12. Feature Codes: The following feature codes are extension specific:
  a. *67 = Disable Outbound Caller ID
  b. *68 = Enable Outbound Caller ID
  c. *78 = Enable Do Not Disturb
  d. *79 = Disable Do Not Disturb
  e. *97 = Voicemail