

VVX4xx 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