VVX5xx/6xx 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. Conf = Press to place a 3-party Conference Call

2. Answering an Incoming Call:
    a. Lift the handset from the cradle; or
    b. Press the speakerphone button; or
    c. Press the **ANSWER** button on the screen

3. Ending the Call:
    a. Return the handset to the cradle; or
    b. Press the speakerphone button (if using speakerphone for the call); or
    c. Press the **END CALL** button on the screen

4. Placing an Outbound Call:
    a. Dial the 10-digit number, then press the green handset button on the screen; or
    b. Press the **NEW CALL** button on the screen, then enter 1+10 digit number; or
    c. Lift the handset, then enter 1+10 digit number

5. Answering an Incoming Call when on Another Line:
    a. Press the green Answer button on the screen, which will place the first caller on hold; or
    b. Tap the incoming call on the screen, then press **ANSWER** at the bottom of the screen
    c. Press **RESUME** to return to the original call

6. Placing a Call on Hold:
    a. Press the **HOLD** button on the screen
    b. To return to the call, press the RESUME button on the screen

7. 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

8. 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 (or 10-digit external number)
   e. Once the extension number is entered, the caller will be transferred right away and your phone will hang up.

9. Conference Calls:
   a. 3-way conference calling is included
   b. Dial the first number and wait for the first party to answer
   c. Press the **CONF** button on the screen (this will put the first caller on hold)
   d. Dial the second number, press the green handset button and wait for the party to answer
   e. Press the **CONF** button on the screen again and all three parties will be on the line
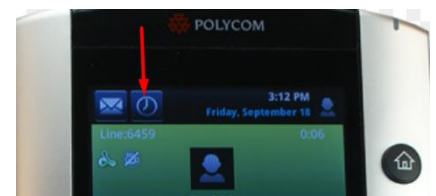
10. Voicemail
    a. Press the envelope icon on the top left corner of the screen
       i. Your default Access Code is **4321.**
       ii. You will hear "This is the Main Menu of your mailbox"
          1. To hear your messages, press 1
             a. To delete your message, press 7
             b. 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

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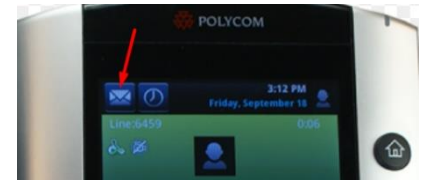
     e.   To delete your recording and return to the previous menu, press 4

   5.   To record a message, press 5

   6.   To select your mailbox greeting, press 9

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b. To call another extension's voicemail box:

    i.   Press **8+extension number**, then press the green handset (or pick up the handset).

    ii.   When you hear the voicemail greeting, press *

    iii.   Enter the voicemail access code

c. 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 upper right corner)

    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

11. Recent Calls:

a. Press the Clock icon at the top left of the screen to access all recent calls

b. The Blue Outbound arrow indicates an Outbound Call

c. The Green Inbound arrow indicates Inbound Calls

d. The Red "X" is a Missed Call

10. 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