

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:

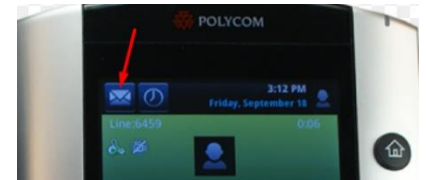
- a. A Blind Transfer is used when you don't need to speak with whom you're transferring a call.
- b. While on a call, press the **TRANSFER** soft key
- c. Your soft keys will change. Press the **BLIND** soft key (the far-right key)
- d. Enter the extension number (or 10-digit external number)
- e. Once 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

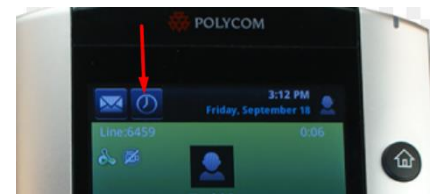
- a. Press the envelope icon on the top left corner of the screen
 - i. Your default Access Code is 4321.
 - ii. You will hear "This is the Main Menu of your mailbox"
 1. To hear your messages, press 1
 - a. To delete your message, press 7
 - b. To save your message, press 9
 2. To change your Access 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



- 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 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