Phone Training

VVX 400 and 300 series phones
Phone models

- **VVX 411** – color screen with **12** buttons
- **VVX 311** – black & **white** screen with **6** buttons

- Both phones are functionally the same
- If you can use one, you can easily use the other
Color screen
Not touch-screen

Favorite keys

Soft keys

Transfer

Voice Mail

Hold

Home

Arrow keys

Headset

Speaker

Mute

Volume

Volume
Black & white screen
Not touch-screen

Favorite keys

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Volume
- Press the **Envelope** button, next to 7
- Enter Passcode **3724** press #
- Enter new **passcode**, hit #, do this **twice**
  - 4 to 8 digits
- At beep, record **Name**, hit #
  - NOTE: Name is just Name, not greeting
Greetings

- Press 2 to record your **Busy** greeting
  - DND, in a meeting, on vacation, out of office
- Press 3 to record your **No Answer** greeting
  - Daily greeting, call waiting greeting
- Or use the **default** greetings
Greetings

- **Busy** greeting
  - **Do Not Disturb**, out of office greeting, in a meeting
  - **DND** - Do Not Disturb - key turns this on and off
  - Phone does **NOT** ring
  - Straight to voice mail, caller hears **Busy** greeting
Greetings

- **No Answer** greeting
  - Daily greeting, call waiting greeting
  - Phone rings 4 times
  - If not answered, call goes to **Voice Mail**
  - Caller hears **No Answer** greeting
  - If you’re on the phone and don’t answer a second call, they hear the **No Answer** greeting
Do Not Disturb

- DND soft key under More
- DND icon next to extension
- DND icon at top right

DND off
Receiving calls

DND on
Calls go straight to voice mail
Voice mail indicators

- Red flashing light on top of phone
- X new messages at top of screen
- Envelope icon next to number
- Stutter dial-tone – hmm, hmmm, hmmmmm
- Possible email copy too
Checking voice mail

- **At your** phone
  - Press **Envelope** button
- **At a different** phone
  - press **Envelope**
  - then *
  - then your **extension**, then press #
  - then **passcode**, then #
- **From an outside** phone
  - call your **phone number** or **Voice Portal**
  - when you hear your greeting press *
Voice mail to email

- Carbon copy of voice mail to email as a WAV sound file
- Sound file is separate from voice mail
- You still need to maintain the voice mail box
- Additional options available
Display and soft keys

- **Soft Keys** change based on usage
- Only shows keys you can **use**
- **More** keys shows more keys
- Top right shows phone **status**
Dialing 9 and 1

- No need to dial 9 or even 1 anymore
- 10 digit external
Placing calls

- Dial on keypad first, hit Dial – talking on speaker
- Lift handset, hit Send – talking on handset
- Send and Dial are the same
- Lift handset
- Tap **Answer** – talking on speaker
- 4 rings then vmail
Answer multiple calls

- Beep and Incoming Call
- Tell first person “Please hold”
- Tap Answer on second call

- 1st call is automagically held
- **Resume** is the ONLY way to get back to a **Held** call
- **Arrow** to select the call
Resume is the ONLY way to get back to a Held call

- Arrow to select the call
- Hit Resume
- If you have only one call on Hold
- If you put handset back in cradle
- Must hit Resume before you pick up the handset
Ending a call

- Replace the **handset**
- Tap **End Call**

- Ending an **active call** does **NOT** connect you back to a held call – you must **Resume**
Transferring a call

- Tap **Transfer**
- Dial the other party
- Press **Send**
Transferring a call

- Tap Transfer
- Dial the other party
- Press Send
- **RING RING!!**
- Person receiving transfer sees **YOUR Caller ID**
- **Be sure to talk!!**
- Tap **Transfer** again to finish

- **Transfer ➔ Send&TALK ➔ Transfer**
Press **Transfer** for a few seconds
Blind transfer

- Blind Transfer window appears
- Dial other party, press Send
- You are **not** given a chance to talk
- Call goes out
- Call has **ORIGINAL** Caller ID

- Long press Transfer → Blind → Send
Transfer to voice mail

- Press **Transfer**, then *55*
- Enter the extension, then #
- *55 xxx #
While on a call press **Park**

Enter an **extension**

- Must **Park** call to an extension
- No effect on extension

Press **enter**

“The call has been parked”

Find the person
To retrieve a call, press **Retrieve**

Enter the **extension**

Press **Enter**

The call is retrieved

If not retrieved, call comes back to you as “**Recall**”
2 ways to page - you may have one or both

- Through the phone
- Select **Paging**
- Select 1 or 3
- Hit **Page**
- Wait for the **beep**, then talk

**ALWAYS hang up at the end of a page!!**
Conference calls

- Tap **More** then **Confrnc**
- Call the other person and talk
- Tap **More** then **Confrnc** again to start conference
- Tap **End Call** to end the conference or hang up
Call lists

- Temporary list of last 100 Calls
- Access lists with the arrows
  - Left – incoming
  - Right – outgoing
  - Down – missed
- Missed calls message
- Use **Home** to exit list
- Hit **Home** key **twice** to exit
- Hit Home button once
- Icons repeat of some controls
  - DND, voice mail, New Call
- Settings
  - Ring type
  - Screen brightness
  - Additional settings
- Directories
  - Your directory
  - Company directory
- Add Contact
- Press Save

Name
Phone number
- Press Forward

- Press Always
Forwarding

- Enter the number to forward to
- Press Enable or Disable
- Number is displayed and saved for next time
- Bouncing arrow icon
- Fwd: at top right
- To sign in press Asignin

- To sign out press Asignout
To go on break press **Unavailable**

- Select **code** and press **Enter**

- To go back in after break press **Available**