



## **Home Screen**

Displays messages, settings, and information.

Available any time



### Calls Screen

Displays all active and held calls.

Available when there is an active or held call.



### Lines Screen

Displays phone lines, favorites, and conditional soft keys.

Available any time



## Active Call Screen

Displays active call and any call control options.

Available when active call is in progress.

## Switch Between Phone Screens

View any screen on phone from other screens.

#### Switch screens:

- > Press (a) to view Home, Lines, Calls, or Active Call screens.
- When an active call is in progress, swipe the screen from left to right to view the Lines screen.

# **Answer Calls**

Answer calls via handset, headset, or speakerphone.

#### To answer a call:

- > Pick up handset.
- > Press (0)
- > Press or tap Answer.

# Hold and Resume Calls

Multiple calls can be on hold at one time.

#### Place call on hold:

> Tap Hold.

#### Resume held call:

Tap Resume

### Place Calls

There can only be one active call in progress on the phone. To place a call:

- > Pick up handset, press or or enter phone number. and tap
- > Enter phone number, tap \_\_\_\_, pick up handset, and press or O
- Press Line key, enter phone number, and tap \_\_\_\_\_.
- > Tap **New Call**, enter phone number, and tap \_\_\_\_.
- > Select a **Favorite** from home screen.
- Select contact from Recent Calls.
- Select contact from Contact Directory.

### **End Calls**

To end a held call, the call must first be resumed.

#### End an active call:

> Place handset in cradle, press or or tap End Call.

### End a held call:

Tap Resume > End Call

## Transfer Calls

Calls can be transferred to any contact.

#### Transfer a call:

- > Press **Transfer** key.
- > Press More > Blind or More > Consultative
  - Choose Blind or Consultative
- Dial a number or choose a contact.
  - For Blind, call is transferred immediately.
  - o For Consultative, tap Transfer after call is established to complete transfer.

### View Recent Calls

View placed, received, and missed calls.

To view recent calls:

Tap or Directories > Recent Calls

#### **Enable Do Not Disturb**

Enable Do Not Disturb when unavailable to receive calls.

#### **Enable or disable Do Not Disturb:**

On Home Screen, tap DND.

DND icon 🔇 displays on line key and in status bar.

#### Listen to Voicemail

Number of new messages display on message icon ... Listen to voicemail:



- Tap or Messages.
- 2 Tap Message Center > Connect.

Follow the prompts.

#### **Forward Calls**

Single or all call(s) can be forwarded to a contact.

### Forward single incoming call:

- 1. On **Incoming Call** screen, tap **Forward**
- 2. Enter contact's number and tap **Forward**.

#### Forward all incoming calls:

- 1. Tap Forward.
- 2. If there is more than one line, select a line.
- 3. Choose either Always, No Answer, or Busy. If No Answer is chosen, enter number of rings before call is forwarded.
- 4. Enter a contact's number and tap **Enable**.

## Disable call forwarding:

- 1. Tap **Forward**.
- 2. If there is more than one line, select a line.
- 3. Choose forwarding type and tap **Disable**

### Initiate Conference Call

Add two contacts to begin three-way conference call.

#### To initiate a conference call:

- Call a contact.
- 2. Tap Conference and call next contact.
- When contact answers, tap Conference.
- 4. Active or held calls can be joined into a conference call.

## To join two calls into a conference call:

On the Calls screen, tap Join

#### Hold a Conference Call

Held conference calls can include one or all participants:

#### Hold <u>all</u> conference participants:

Tap Hold.

#### Hold individual participants:

Highlight a participant and select Hold.

# **View Contact Directory**

View and add contacts to Contact Directory.

#### **View Contact Directory:**

> Tap Directories > Contact Directory.

# Add contact to Contact Directory:

1. In Contact Directory, tap +

Enter contact's information and tap Save.

## **Handle Video Calls**

Video can be received during calls (if enabled). If VVX Camera is attached to phone, video can also be sent.

# Stop sending video during a call:

> Tap Video > Stop Video.

# Start resending video:

Tap Video > Start Video.