

## Enter Data

Use the dialpad keys to enter information.

### TO TYPE WITH THE DIALPAD KEYS:

- » Press a key repeatedly to view the character options and stop to select.

To backspace, press **<<**

### TO TYPE OTHER CHARACTERS:

- » Press Encoding.

When using the dialpad keys, use the 1, \*, 0, and # keys.

## Place Calls

You can only have one active call in progress on your phone.

You can use the handset, speakerphone, or headset for calls. During a call, you can change modes by picking up the handset, or by pressing **📞** or **📞**.

### TO PLACE A CALL:

- » Do one of the following:
  - » Pick up the handset, press **📞** or **📞**, enter the phone number, and press **Send**.
  - » Enter the phone number, press Dial and pick up the handset, or press **📞**.
  - » From the Lines screen, press the Line key, enter the phone number, and select **Send**.
  - » From the Home screen, select **New Call**, enter the phone number, and press **Send**.
  - » Select a **Favorite** from the Home screen.
  - » Select a contact from the **Recent Calls** list and select **Dial**.
  - » Select a contact from the **Contact Directory** and select **Dial**.

## Answer Calls

You can answer calls using the handset, speakerphone, or a headset.

### TO ANSWER A CALL:

- » Do one of the following:
  - » To answer with the speakerphone, press **📞** or press **Answer** soft key.
  - » To answer with the handset, pick up the handset.
  - » To answer with a headset, press **📞**.

## End Calls

You can only end active calls. To end a held call, you must resume the call first.

### TO END AN ACTIVE CALL:

- » Replace the handset in the cradle, press **📞** or **📞**, or press the **End Call** soft key.

### TO END A HELD CALL:

1. Highlight the held call and press **Resume**.
2. Press **End Call**.

## Hold and Resume Calls

You can have multiple calls on hold and resume a call at any time.

### TO HOLD A CALL:

- » Highlight the call and press the **Hold** soft key.

### TO RESUME A CALL

- » Highlight the call and press the **Resume** soft.

## Transfer Calls

You can transfer calls to any contact and choose the way to transfer the call.

### TO TRANSFER A CALL:

1. Press and hold the **Transfer** soft key.
2. Choose **Blind** or **Consultative**.
3. Dial a number or choose a contact. If you chose **Blind**, the call is transferred immediately.
4. If you chose **Consultative**, press the **Transfer** soft key after speaking with your contact.

## Forward Calls

You can forward an incoming call to a contact or forward all incoming calls to a contact.

### TO FORWARD AN INCOMING CALL:

1. On the **Incoming Call** screen, select **Forward**.
2. Enter your contact's number and select **Forward**.

### TO FORWARD ALL INCOMING CALLS:

1. On the Home screen, select **Forward**.
2. If you have more than one line, select a line.
3. Choose either **Always, No Answer**, or **Busy**.
4. Enter a contact's number, and select **Enable**. If you chose **No Answer**, you can enter the number of rings before the call is forwarded.



VVX 101



VVX 201

**TO DISABLE CALL FORWARDING:**

1. On the Home screen, select **Forward** or on the Idle Screen, press the **Fwd** softkey.
2. If you have more than one line, select a line.
3. Choose your forwarding type and select **Disable**.

**Initiate a Conference Call**

You can initiate a conference call with up to eight contacts.

**TO INITIATE A CONFERENCE CALL:**

1. Call a contact.
2. Select **Conference** and call your next contact.
3. When your contact answers, select **Conference**.

You can also join an active and held call into a conference call.

**TO JOIN TWO CALLS INTO A CONFERENCE CALL:**

- » On the Calls screen, select **Join**.

**Manage Conference Calls**

With the Conference Management feature enabled, you can manage all or individual conference participants when you initiate a conference call.

**TO MANAGE ALL CONFERENCE PARTICIPANTS:**

- » Select **Hold** to hold all participants.

**TO MANAGE INDIVIDUAL PARTICIPANTS:**

1. Highlight a participant and Select **Manage**.
2. Do one of the following:
  - » Select **Far Mute** to mute the participant.
  - » Select **Hold** to place the participant on hold.
  - » Select **Remove** to remove the participant from the conference and end the call with the participant.
  - » Select **Information** to view information for the participant.

**View Recent Calls**

You can view recent placed, received, and missed calls.

**TO VIEW RECENT CALLS:**

- » Select **Dirs > Recent Calls**.

**View the Contact Directory**

You can view and add contacts to the Contact Directory.

**TO VIEW THE CONTACT DIRECTORY:**

- » From the Home screen, select **Dirs > Contact Directory**.

**TO ADD A CONTACT TO THE CONTACT DIRECTORY:**

1. In the Contact Directory, select **Add**.
2. Enter the contact's information and select **Save**.

You can enter a number between 1 and 99 in the **Favorite Index** field to make a contact a favorite.

**Listen to Voicemail**

When you have new voicemail messages, the  icon displays on your line.

**TO LISTEN TO VOICEMAIL:**

1. On the Home screen, select **Msgs**.
2. Select **Message Center > Connect**.

**Mute the Microphone**

You can mute or unmute your microphone during calls.

**TO MUTE OR UNMUTE YOUR MICROPHONE:**

- » Press . **Microphone Mute** or **Microphone Unmute** will display on the screen.

**Enable Do Not Disturb**

You can enable Do Not Disturb when you do not want to receive calls.

**TO ENABLE OR DISABLE DO NOT DISTURB:**

- » On the Home screen or Idle Screen, select **DND**.