SELF PACED – Phone System Training

Answering a Call:

1. From your mobile phone Call, place a call to your Direct dial # _____ or have another person call your extension from within the office.
2. When your desk phone rings. Do one of the following:
    a. Pick up the handset
    b. Press the Speaker phone button
    c. Touch the Green "Answer" button on Screen (VVX 500)
3. Press or Touch END button, Hang up handset, press speaker phone button to Hang up call.

Placing a Call on Hold

1. From your new desk phone call your mobile phone or another person extension.
2. To place the call on hold. Do one of the following:
    a. Press Hold Button (VVX410)
    b. Touch the Hold Button on screen (VVX500)
3. To resume the call. Do one of the following:
    a. Press Hold Button or Resume Button on Screen (VVX410)
    b. Touch "Resume" on screen (VVX500)

Transfer a Call

Consultative Transfer (Default) – Speak to the party you want to transfer the call before transferring.

1. From your new desk phone call your mobile phone or another person extension.
2. To transfer the call do one of the following:
    a. Touch Transfer (VVX500)
    b. Press Transfer (VVX410)
3. Enter ext # ___# Or Receptionist can press the button on side car.
4. Wait for the party to answer
5. If you want to complete the transfer, Press or touch transfer again to release the call to the party.
6. If you want to cancel the transfer, Press or touch Cancel

    NOTE: Caller ID will be your information not the caller's information.

Blind Transfer – Transfer the caller without speaking to the person that you are transferring the call to.

1. From your new desk phone call your mobile phone or another person extension.
2. To transfer the call do one of the following:
    a. Touch Transfer and HOLD transfer button then select BLIND (VVX500)
    b. Press Transfer and hold transfer and select BLIND (VVX410)
3. Enter ext # ___# Or Receptionist can press the button on side car.
4. The call will be released to the person you are transferring the call to.

    NOTE: Caller ID will be the caller's information.

Transfer to Ext's Voicemail Directly:

1st Way

1. During an active call press MORE and then press SendVM
2. Enter the Ext of the voicemail you want to Press or Touch Enter
3. You will get an acknowledgement that the call has been transferred

2nd way:

1. During an Active call put call on hold
2. Dial *55 and the ext of the voicemail that you want to transfer the call to.
3. You will get an acknowledgement that the call has been transferred

Park a call in cloud

1st Way

1. During an Active Call
2. Press or Touch PARK Button (You may have to press More to get Park Message)
3. You will get a confirm or a fail message.
   a. Only one call can be parked at a time using this method. If you get a failed message then use 2nd way below)

2nd Way

1. During an active call put the all on hold
2. Dial *68 and an extension # on your system (ex. Dial *6823 to park a call on Ext 23)
3. You will get a confirm or a fail message.
   a. NOTE: the person retrieving the call will need to dial *88 and the extension # that was entered to park the call. (ex Dial *8823 to retrieve that call)

Retrieve a park

1st Way

1. Go to any phone inside the office.
2. Press or touch the PARk1 button and
3. You are now connected to the active call

2nd Way

1. Go to any phone inside the office
2. Dial *88 and the extension that call is parked on. (ex. Dial *8823 to retrieve a call parked on ext 23)
3. You are now connected to the active call

STRING SEVERAL FUNCTION TOGETHER:

1. Call your Direct Dial # _____
2. Put the call on HOLD
3. Park the Call using 2nd way
4. Retrieve the call back your phone
5. Transfer the call to another Ext.
6. Have that person transfer the call back to you.
7. Send that call to someone Voicemail directly

Adding a Speed Dial (One Touch Dial) to your phone:

1. Touch HOME Button
2. Select Directories
3. Select Contact directory for VVX410 or choose + for VVX500
4. Select Add vvx410.
5. Enter First Name using Number keys – Then Down Arrow (VV410) Touch Last Name (VVX500)
6. Enter Last Name using Number Keys - Then Down Arrow (VV410) Touch Last Name (VVX500)
7. Enter Digits to dial in the Contact Field (Enter Phone number or Dial code you want to program)
8. Then choose SAVE.
9. Hit Home key twice and speed dial should be on main screen.

Setting your Extension to call forward to your mobile phone

1. Dial *72 and your mobile phone number (ex *724109991212)
2. Press Dial or Send button (Or pickup handset)
3. You will get a confirmation that the Call forwarding service is turned on. (ALL calls to your extension are forwarded to your cell phone)

Turn Off Call forwarding to your mobile phone:

1. Dial *73
2. Press Dial, Send or pickup handset
3. You will get a confirmation that your Call forward service is turned off

Arrow Keys on the phone:

1. **Down Arrow** – Missed Calls (Not Answered)
2. **Left Arrow** – Received Calls (Answered)
3. **Right Arrow** – Placed Calls
4. **Up Arrow** – Directory of contacts saved in phone