Phone Training

VVX 400 and 300 series phones

May 2017
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

2:08 PM
2 missed calls
VVX 300 / 310 / 311

- Black & white screen
  - Not touch-screen
- Favorite keys
- Soft keys
- Transfer
- Voice Mail
- Hold
- Home
- Arrow keys
- Headset
- Speaker
- Mute
- Volume
Agenda

- Voice Mail, Greetings & Do Not Disturb
- Placing, receiving, holding, resuming, ending calls
- Transfer, park & retrieve
- Conference, Meet-Me
- Contacts & call lists & favorites
- Other features – UCx and maybe more
- Questions?
- Press the **Envelope** button, next to 7
- Enter Passcode **3724** press #
- Enter new **passcode**, hit #, do this **twice**
  - 4 to 8 digits
  - cannot be your **extension**
  - cannot be your **noisnetxe** - extension backwards
- 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
  - **Not a busy signal** – **Busy** means *you* are busy
  - Any time **DND** is on, callers hear **Busy** greeting
  - **ONLY** when **DND** is on do they hear **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
  - You can have multiple calls
  - If you’re on the phone and don’t answer a second call, they hear the **No Answer** greeting
  - They hear **Busy** greeting when DND is on
- **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 limits

- Approximately **60** mail box minutes
- Retains messages for **30** days
- **Email** copy may override limits
- **No limit** to number of messages
- If message is in box, **it is taking up time**
- Incoming Message - **2 minutes**
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 **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

Screen
Not touch-screen

Soft keys
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
No need to dial 9 or even 1 anymore

- 10 digit external
- 4 digit internal
- Outgoing international calls are blocked
Placing calls

- Dial on **keypad** first, hit **Dial** – talking on speaker
- Lift **handset**, hit **Send** – talking on handset
- **Send** and **Dial** are the same
- **Other** ways to dial too
- Lift handset
- Tap **Answer** – talking on speaker
- 4 rings then vmail
- Lift handset
- Tap Answer – talking on speaker
- 4 rings then vmail
- **Silence** turns off your ringer, keeps ringing for caller
- Lift handset
- Tap Answer – talking on speaker
- 4 rings then voicemail
- Silence
- May have **Reject** – call goes straight to voicemail
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
- Otherwise, they can hold for up to 8 hours!
- Arrow to select the call
Resume is the ONLY way to get back to a Held call.
Otherwise, they can hold for up to 8 hours!
Arrow to select the call
Hit Resume
Joining calls

- With one **active** call and one **held** call
- Press **More**
- Press **Join**
- 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

Now receiver sees **ORIGINAL** caller ID

- **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* (connects to vmail)
- Enter the extension, then #
While on a call press Park

Enter an extension

- Must Park call to an extension
- No affect 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”
Paging

- 2 ways to page - you may have one or both
  
  - Through an overhead system
  - Dial the Paging Extension
  - Hit Send
  - Wait for the beep, then talk
  - **ALWAYS hang up at the end of a page!!**
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 **Hold** to hold the conference
- Tap **End Call** to end the conference
Meet-Me

- Conference phone #, Moderator PIN, Conference ID
- Options in detail – press *
  - 0 - Sends call to TPx operator
  - 1 - Mute will mute yourself
  - 2 - List attendees
  - 3 - Lecture mode mutes all but you, new dial-ins are muted too
  - 4 - Locking will lock out new attendees but will not mute existing ones
  - 5 - Recording will record the conference to a WAV file for later downloading
  - 6 - Call a new participant
  - 8 - End the conference
- # to return to conference and * to repeat options
Remember to use Mute if you are listening to a conference call.
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
- You must exit the lists before view another list or...
- Undocumented redial features
- Arrow key combos are speed dials
  - Left+right – recalls last incoming
  - Down+right – recalls last missed
  - Right+right – recalls last outgoing
- Long press an empty key on side of screen
- Add Contact
- Press Save

Name
Phone number
- 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
- Press Forward

- Press Always
- Enter the number to forward to
- Press Enable or Disable
- Number is displayed and saved for next time
Forwarding

- Bouncing arrow icon
- Fwd: at top right
Forwarding

- Can turn on/off in voice mail
- Can’t change number in voice mail