

Using the Key Pad



- | | |
|-----------------------|----------------|
| 1. VM Message Waiting | 8. Recents |
| 2. Phone Display | 9. Message |
| 3. Programmable Keys | 10. Headset |
| 4. Softkeys | 11. Speaker |
| 5. Navigation | 12. Volume |
| 6. Call Log | 13. Mute |
| 7. Contacts | 14. Hold |
| | 15. Conference |
| | 16. Transfer |
| | 17. Drop |
| | 18. Redial |

Make a call

1. Do one of the following:
 - Start typing a phone number.
 - Select New Call.
 - Press a line key.
 - Pick up the handset, press **[]**, or press **[]**.
2. Enter a number or select a recent contact.
3. Select Dial.

Call a Contact from a Directory

On VVX business IP phones, you can place a call to a contact directly from your directory or you can select contacts in your directory to call from the New Call screen. Procedure

1. Do one of the following:
 - Select Directories.
 - Navigate to New Call > Directory.
2. Choose a directory.
3. From your directory, select or search for a contact.
4. Select the contact's phone number.
5. If the call is not placed automatically, select Dial.

Answer a call

- Do one of the following:
- Pick up the handset.
 - Press **[]** or select **Answer**.
 - Press **[]**.

After you answer the incoming call, the call becomes active.

Put a call on hold

During an active call, select Hold. If you're in the Calls screen, select the call first. A hold icon is displayed on the line of the held call, and a red LED light flashes on the line key for all phones except VVX 150 phones.

Resume a Call

- You can view and resume all held calls on the phone. Procedure 1. Do one of the following:
- Select Resume.
 - From the Calls screen, select the call and select Resume.

Transfer a call

You can transfer a call to another contact and choose the transfer type you want to use for the call.

- Blind transfer—Transfers the call directly to another line without speaking with the other party first.
- Consultative transfer—Enables you to speak with the other party before completing the transfer.

Procedure

1. During a call, do one of the following
 - Press Transfer to use the default transfer type.
 - Press and hold Transfer to use the non-default transfer type. For example, if Blind is the default, press and hold Transfer to perform a Consultative transfer.
 - Press Transfer > More, and select Blind or Consultative.

Depending on the default transfer type, either the Blind or Consultative option displays. For example, if the default transfer type is Blind, then you can select Consultative.

2. Dial a number or choose a contact from the Recent Calls or a directory. If the transfer type is set to Blind, the call is transferred immediately.

3. If the transfer type is set to Consultative, select Transfer after speaking with your contact.

Access and listen to voicemail

Procedure

1. Navigate to Messages.
2. Select Message Centre.
3. If you have multiple lines on your phone, select the line that has the new message. 4. From the Messages screen, select Connect and follow the prompts to access your messages.

