

VVX 400 & 410



Quick Start

Do I have to dial a 1 or a 9 to dial out?

There is no escape code on our system. Simply dial the 10-digit number and the call will be made.

In fact, for local numbers you don't have to dial the area code. Just dial the seven-digit number, and the call will complete.

Warm Transfer

During a call:

1. Press **Transfer**.
2. Dial Extension.
3. Speak to the receiving party.
4. When you are ready to send the call press the **Transfer** button.

If you hang up before the call disappears from your screen, the transfer will not complete.

Blind Transfer


During a call:

1. Press **Transfer**.
2. Press **Blind**.
3. Dial Extension.
4. The call will automatically disappear from the screen.

If you hang up before the call disappears from your screen, the transfer will not complete.

You can transfer directly to someone's voicemail by dialing a 0 before the extension. Example: Doug's extension is 4122. Peggy can transfer a call directly to Doug's voicemail by transferring to 0+4122, without pausing between the 0 and the extension number.

Voicemail

1. Press 
2. Press **Connect**.
3. Enter Password (0000).

(Options similar to cell phone.)

Do Not Disturb

1. Press **DND** from the main screen
Calls will be forwarded to voicemail.
2. Press **DND** again to turn off.

Speed Dials

1. Press and HOLD a vacant line key.
2. Enter Name and Contact info using number pad.
3. Use the << option to backspace.
4. Press **Save** when done.

Speed Dial will appear on the screen. Press the speed dial to call.

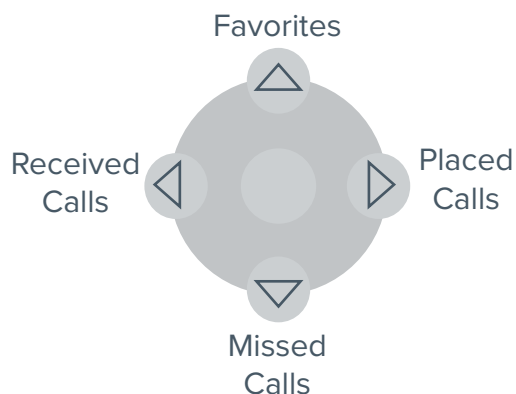
3-Way Calls

During a call:

1. Press **More**.
2. Press **Conf**.
3. Dial number (ext. or cell).
4. Wait to speak to person.
5. Press **More**.
6. Press **Conf** again complete the three-way call and join everyone together.

Anyone can hang up without disconnecting the call.

Shortcuts



Call Forwarding

1. Press **Forward**.
2. Select one of the forward types.
3. Enter the destination number.
4. Press **Save**.

Remember to remove the forward when you are ready to receive calls again!

Multiple Calls

If you are on a call, and another call comes in:

Tell the current caller to hold, and simply press **ANSWER**. This will automatically put the first caller on hold, and will answer the second call.

If you have several calls on hold:

Each call will appear on the screen. Easiest way to address each call is to use the arrow keys to highlight the call you need and then select the action you want to perform.

Intercom

Dial * and the Extension number you want to intercom. This initiates an intercom to the other person's speaker; both people can hear each other without having to pick up their handsets.