Town of Gray
Phone Training

VVX 411 phones

- Voice Mail, greetings & Do Not Disturb
- Placing, receiving, holding, resuming, ending calls
- Transfer, Park & Retrieve
- Conference, Meet-Me Bridge
- Call lists & Contacts/Favorites
- More features – Join, Hoteling
- Questions?

Color screen

Not touch-screen

11 Favorite keys

Soft keys

Transfer

Voice Mail

Hold
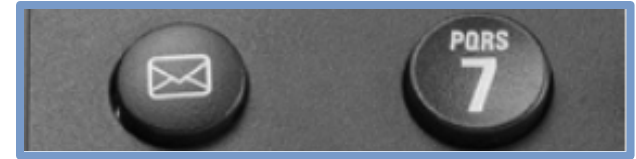
Home

Arrow keys

Headset

Speaker

Mute

Volume

- 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
  - Vmail passcodes never expire - enter a good one!

- At beep, record Name, hit #
 - NOTE: Name is just Name, not greeting

- 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

- 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
  - When DND is ON, callers hear Busy greeting
  - When DND is OFF, callers hear No Answer greeting

- **No Answer** greeting
  - Daily greeting, call waiting greeting
  - You can have multiple calls
  - Phone rings 4 times (default, can be changed)
  - If not answered, call goes to Voice Mail
  - Caller hears No Answer greeting
  - You're on the phone and don't answer a 2nd call?
    They hear No Answer greeting
  - When DND is ON, callers hear Busy greeting
  - When DND is OFF, callers hear No Answer greeting
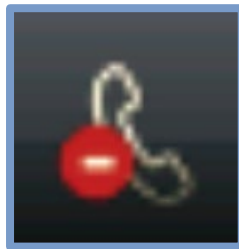
- DND soft key
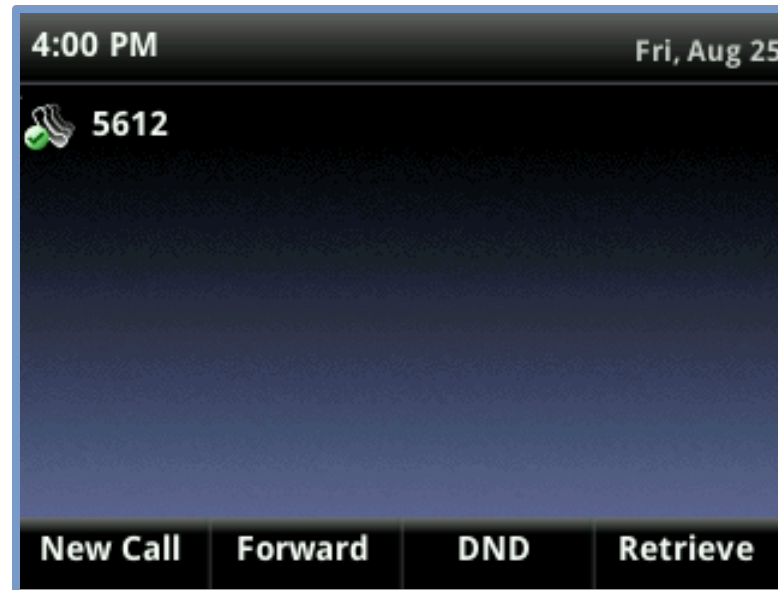
- DND soft key

- Some phone have DND under More

- DND soft key

- Some phone have DND under More

- DND icon next to extension

- DND icon at top right

DND off
Receiving calls

DND on
Calls go straight
to voice mail


10:15 AM

& John 5611

New Call | Paging | DND | More
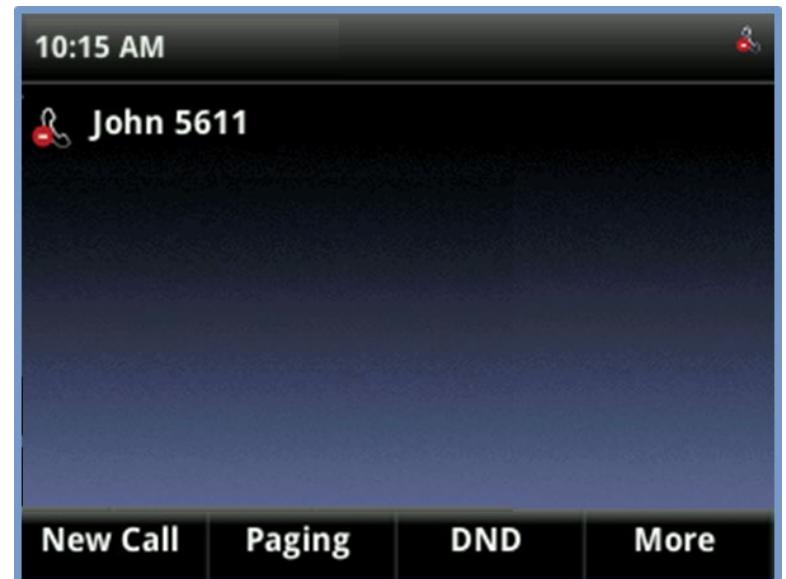
- Note: icons may get overwritten by other icons

- Minimum 60 mail box minutes
  - Capacity depends on type of message – HD voice vs. normal phones
- 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
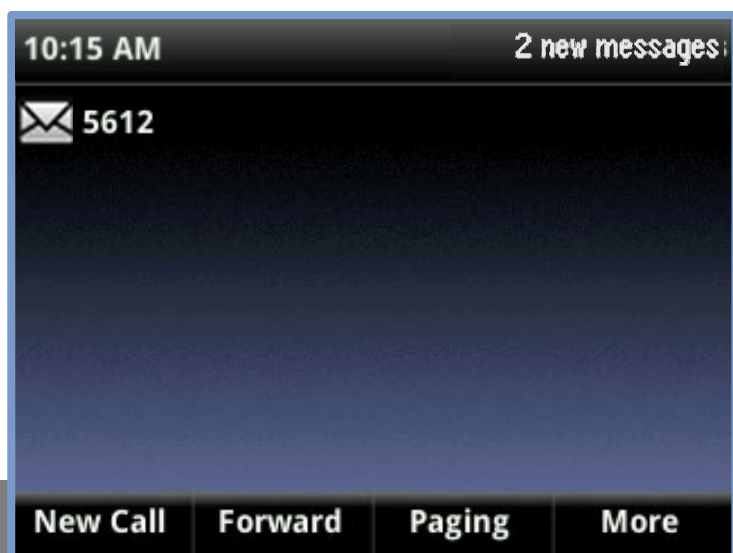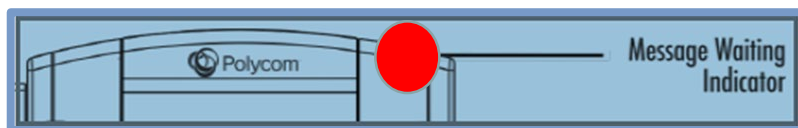
- At your phone

  - Press Envelope button

- At a different phone

  - press Envelope, then *

  - enter your extension, then #

  - enter passcode, then #

- From an outside phone

  - call your phone number, press * at greeting press

  - or call Voice Portal, follow prompts
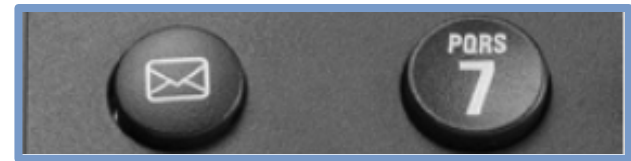
- Carbon copy of voice mail to email as a WAV sound file
- Sound file is separate from voice mail
- You still need to maintain the voice mail box
- Additional options available
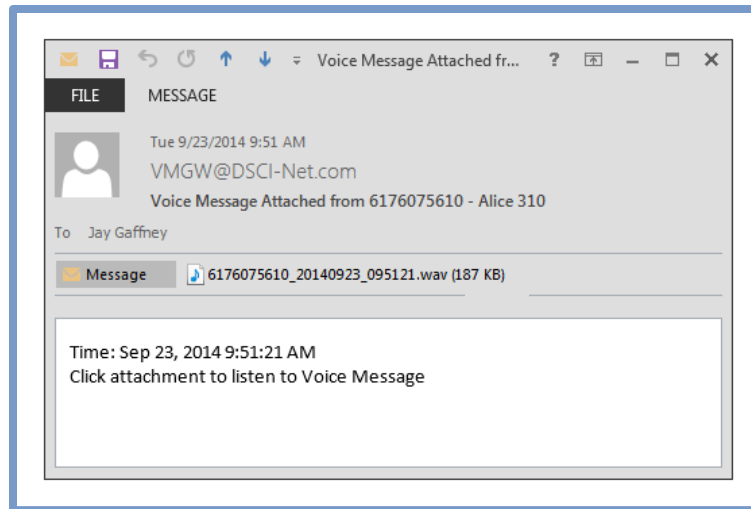
- Listen to phone copy, save email copy as a backup

Screen

Not touch-screen

Soft keys

- Soft Keys change based on usage
- Only shows keys you can use

- Soft Keys change based on usage
- Only shows keys you can use
- The More key shows more keys

- Soft Keys change based on usage
- Only shows keys you can use
- The More key shows more keys
- Top right shows phone status - calls, messages, DND
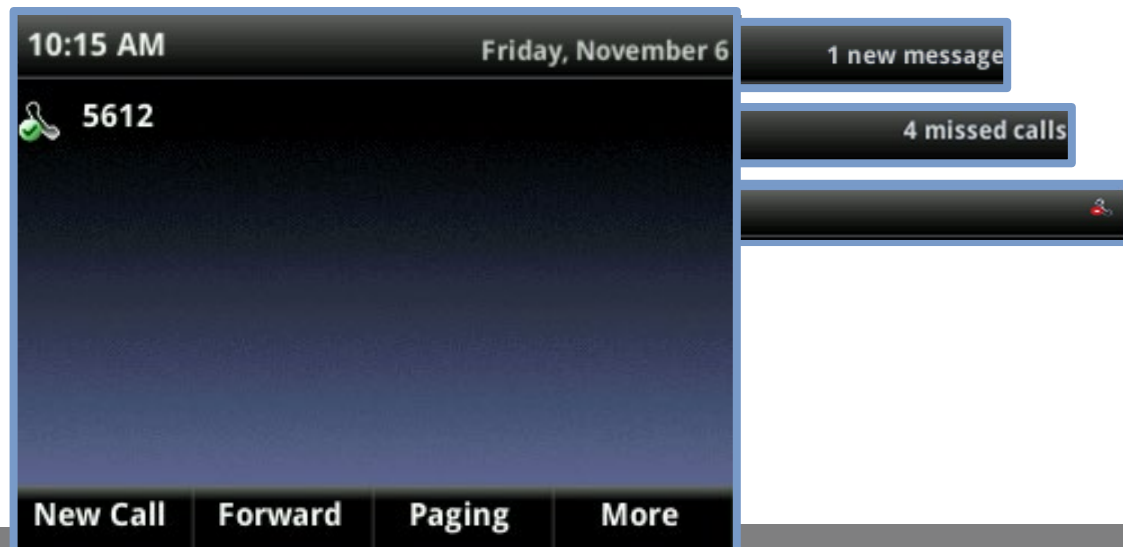
- No need to dial 9 or even 1 anymore

- 10 digit external calls
- 7 digit external calls

- 3 digit internal calls

- Outgoing international calls are blocked unless requested

- Lift handset

- Dial a 10 digit #

- Call goes right out
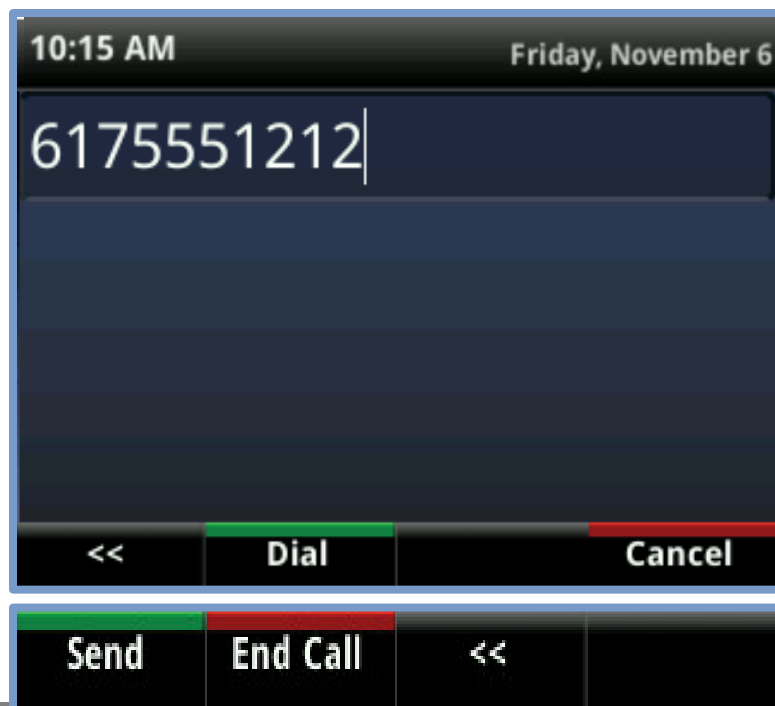
- Dial first

- Then lift handset

- Call goes out
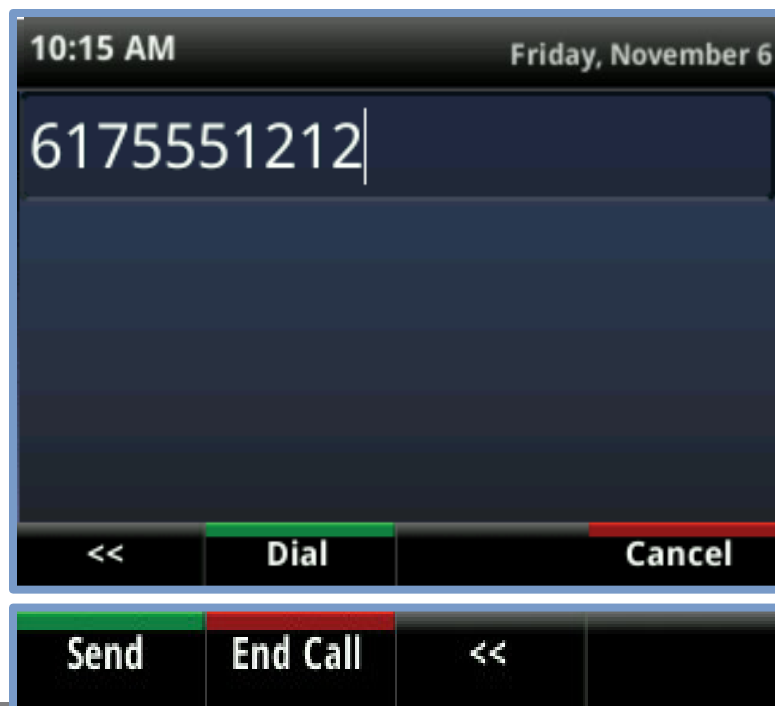
- Lift handset

- Dial an extension

- Hit Send

- Call goes out
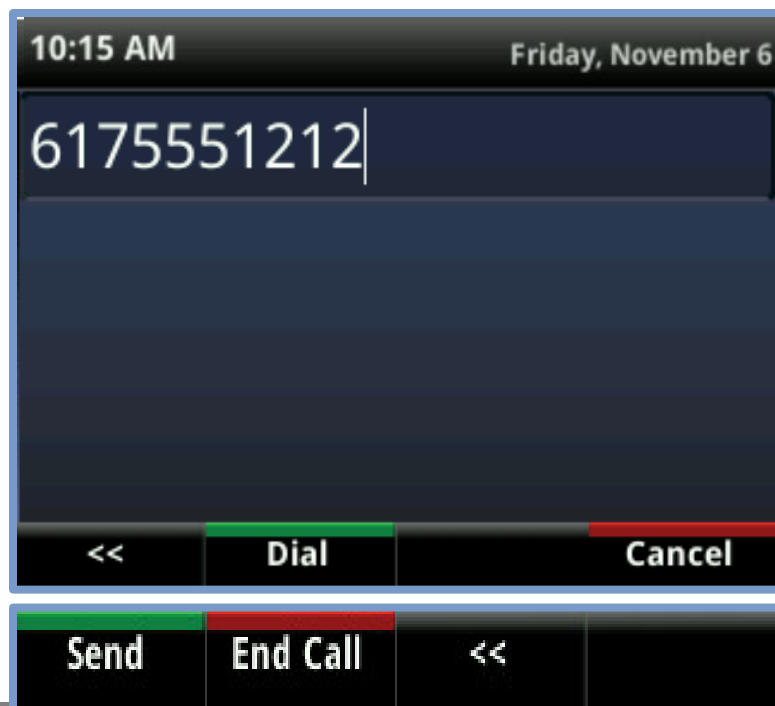
- May see Send or Dial
- Press Send or Dial to send call out
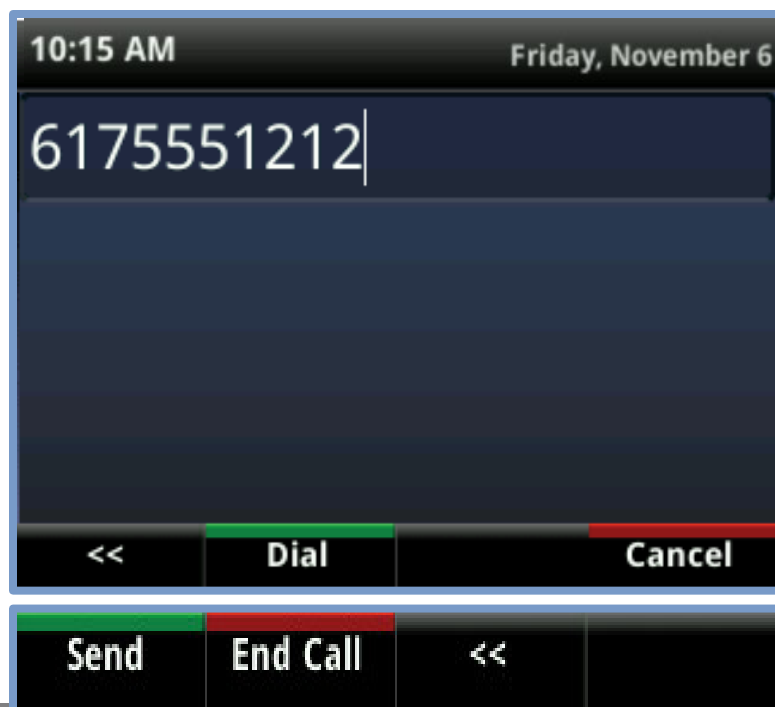
- Can switch between them at any time

Handset

Headset

Speaker

- Lift handset

- Tap Answer – talking on speaker

- Tap Speaker – talking on speaker
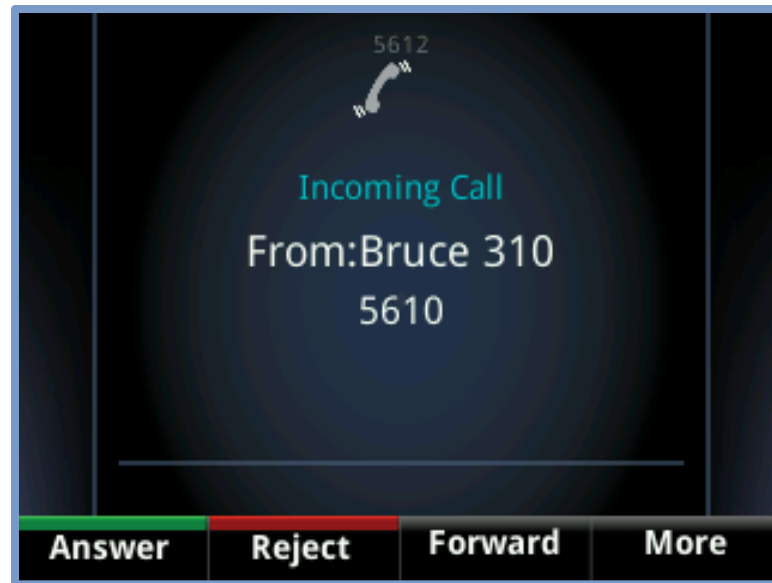
- 4 rings then vmail

- Lift handset
- Tap Answer/Tap Speaker – talking on speaker
- 4 rings then vmail
- Silence turns off your ringer, keeps ringing for caller
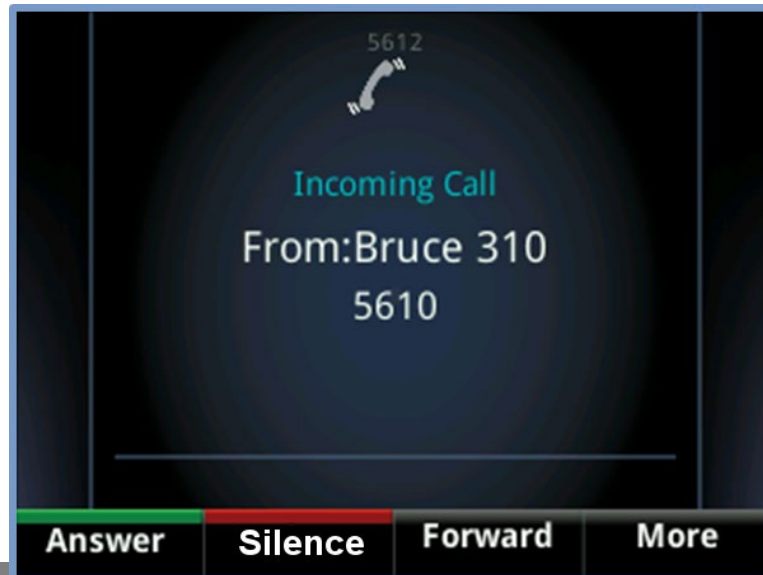
- Lift handset

- Tap Answer/Tap Speaker – talking on speaker

- 4 rings then vmail

- Silence

- May have Reject – call goes straight to vmail
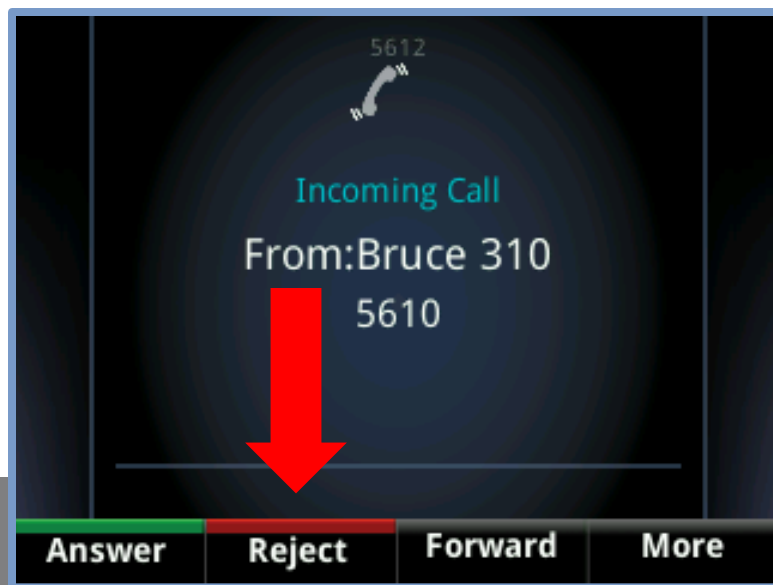
- Beep and Incoming Call

- Tell first person "Please hold"

- Tap Answer on second call

- 1st call is automagically held
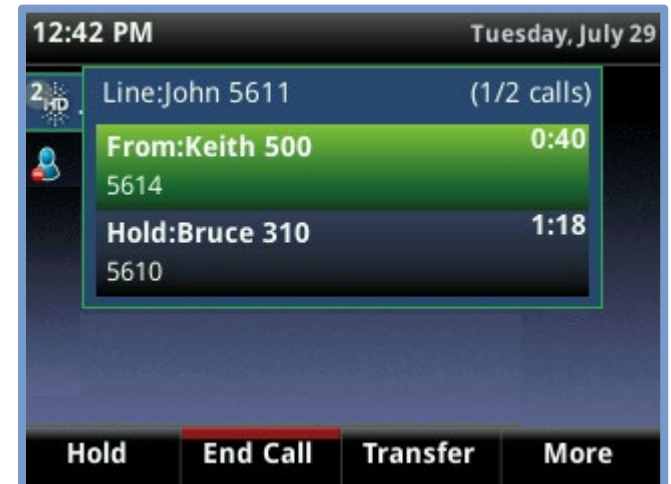
- Resume is the <u>ONLY</u> way to get back to a Held call

- Otherwise, they can hold for up to 8 hours!

- Arrow to select the call
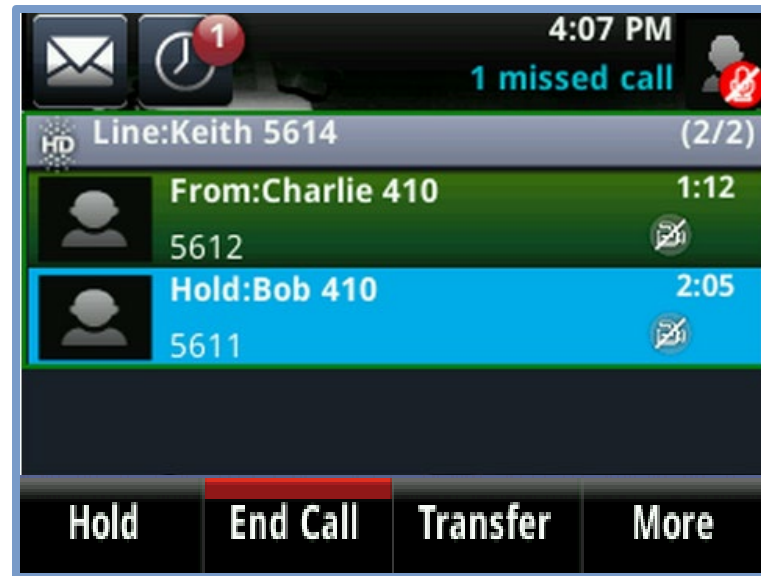
- Resume is the <u>ONLY</u> way to get back to a Held call

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- Hit Resume
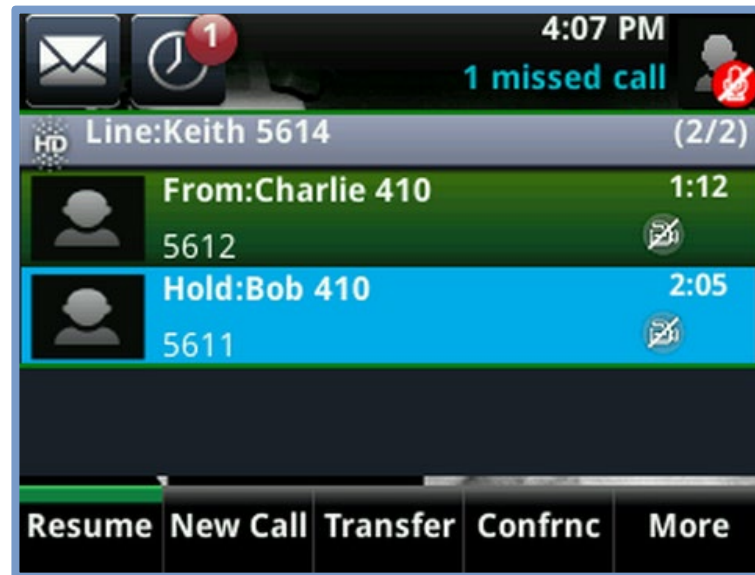
- If you have only one call on Hold
- If you put handset back in cradle
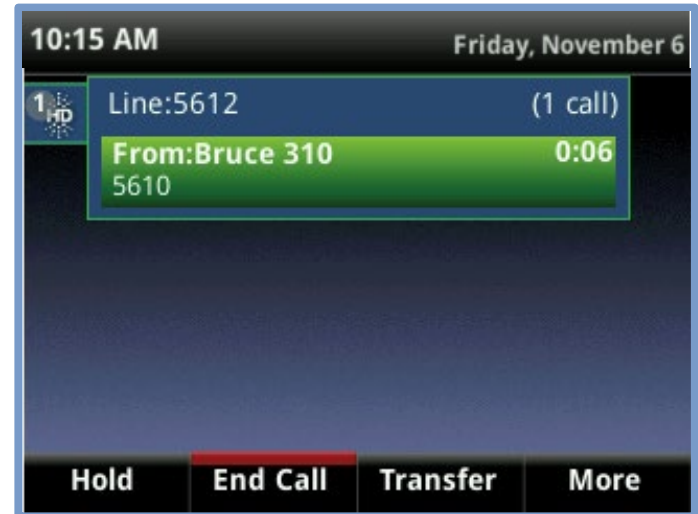- Must hit Resume before you pick up the handset
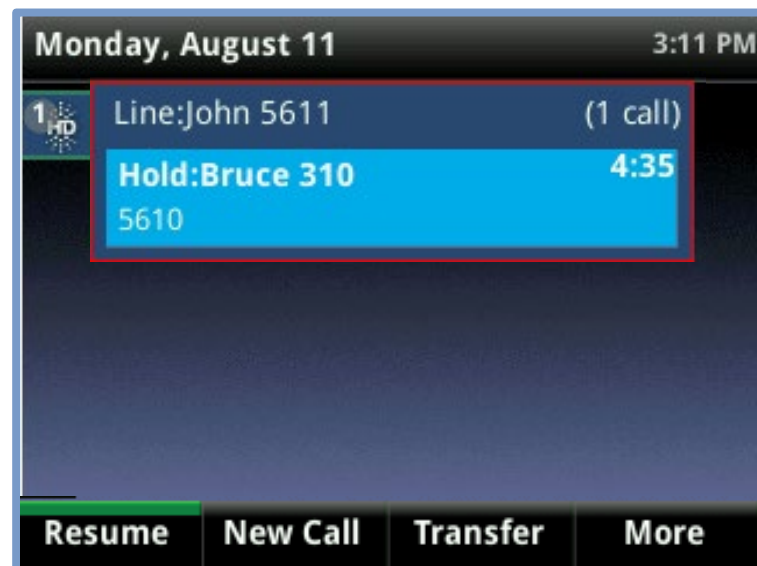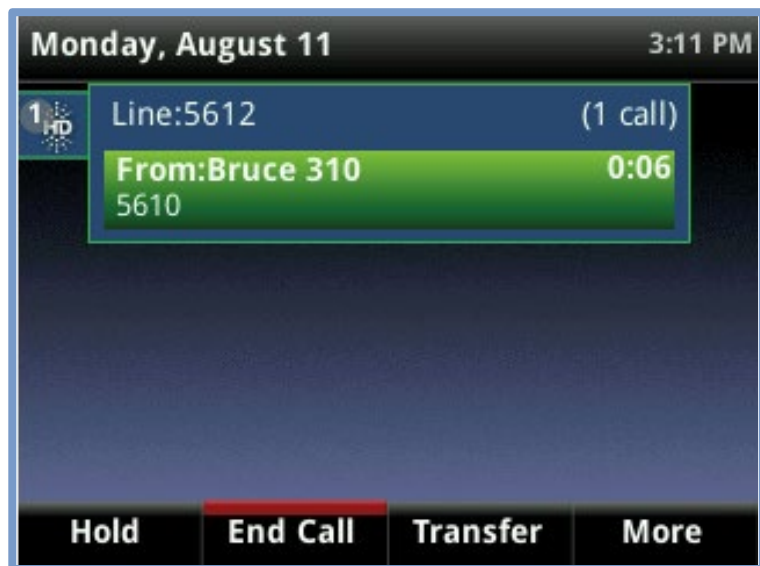
- Replace the handset
- Tap End Call

- Ending an active call does NOT connect you back to a held call – you must Resume
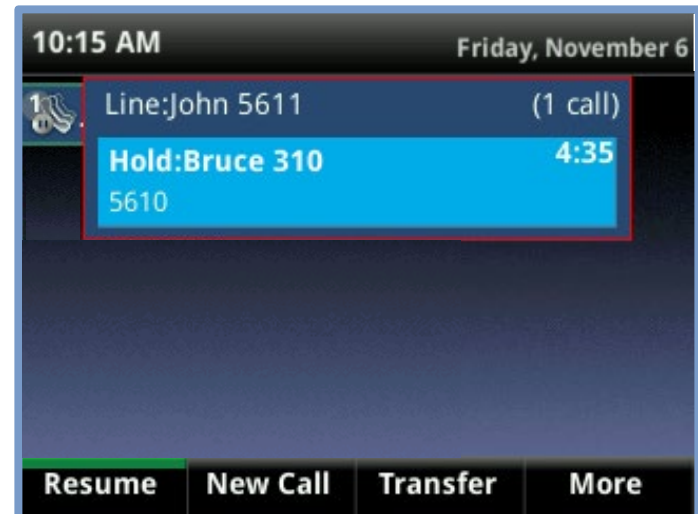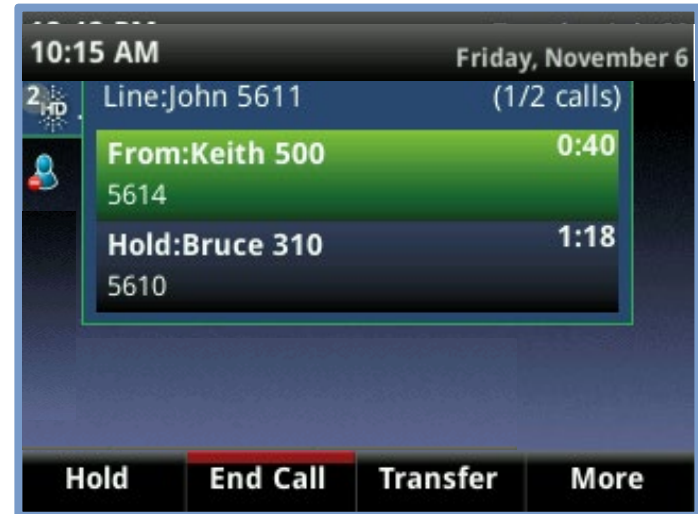
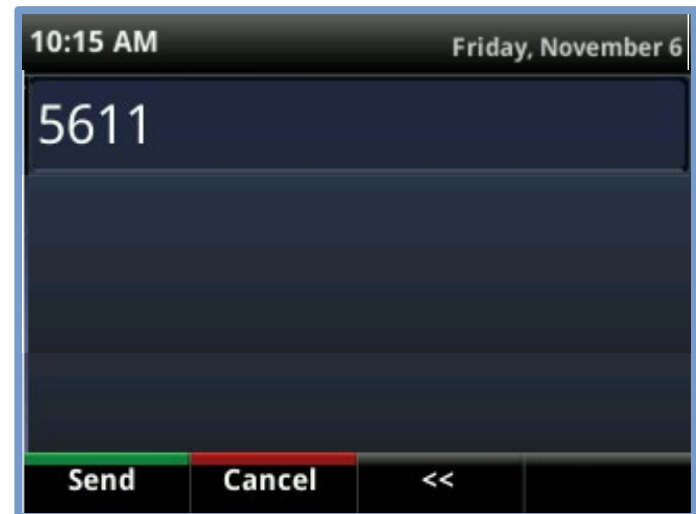- Tap Transfer

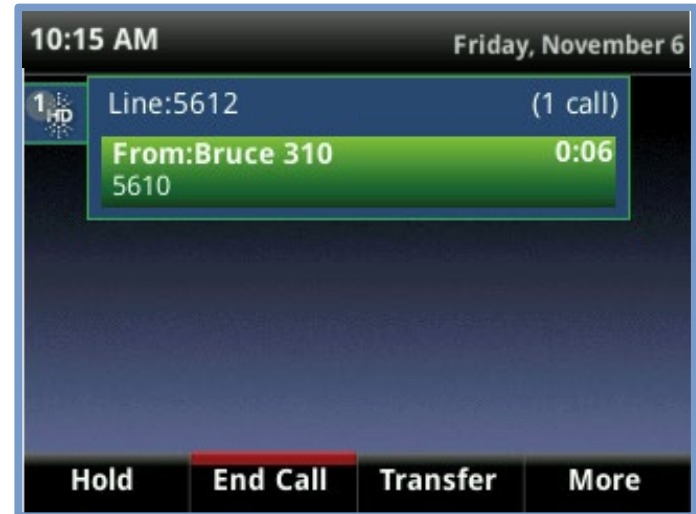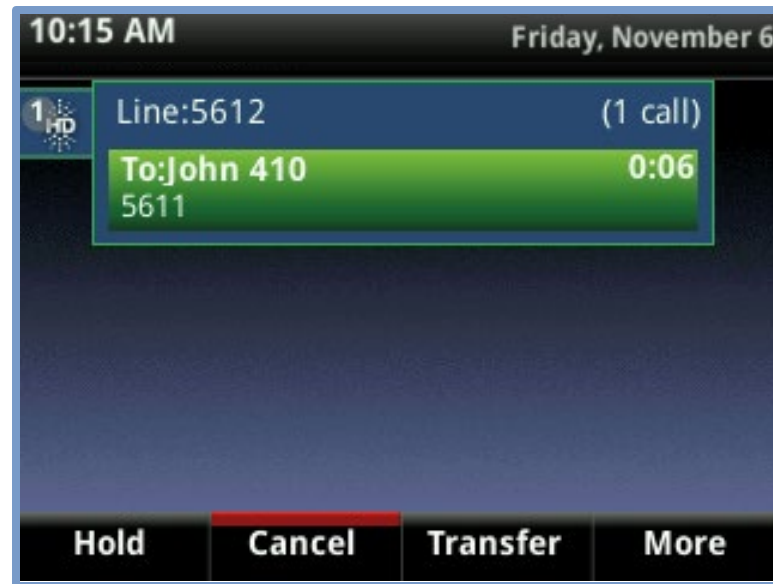- Dial the other party
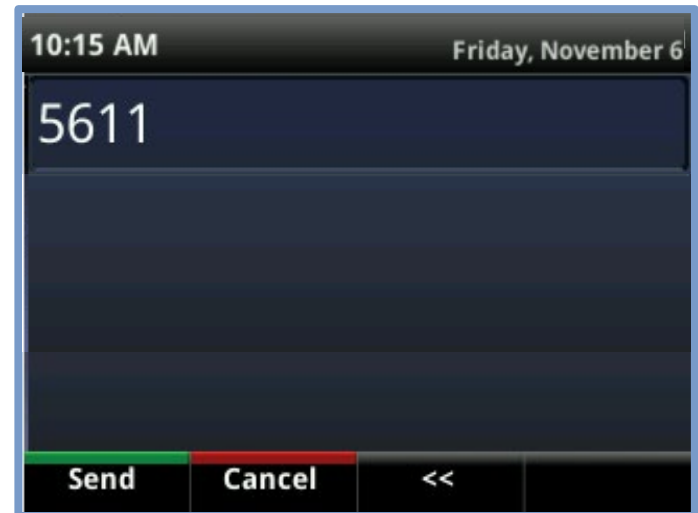
- Press Send

- Tap Transfer

- Dial the other party

- Press Send

- RING RING!!

- Person receiving transfer sees **YOUR Caller ID**
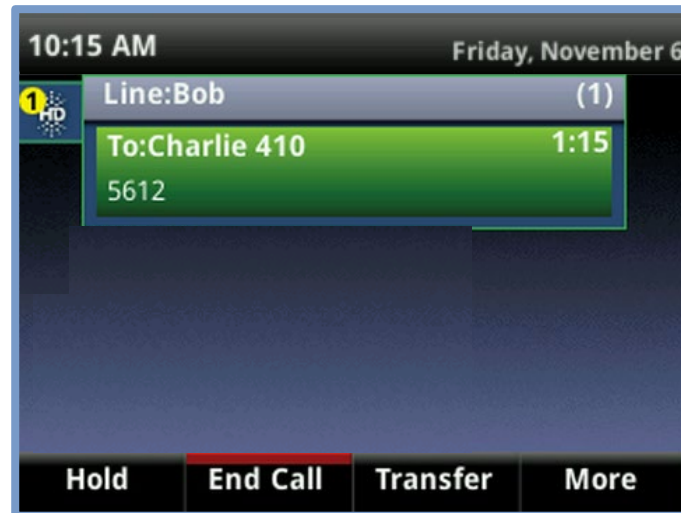
- ***Be sure to talk!!***

- Tap **Transfer** again to finish
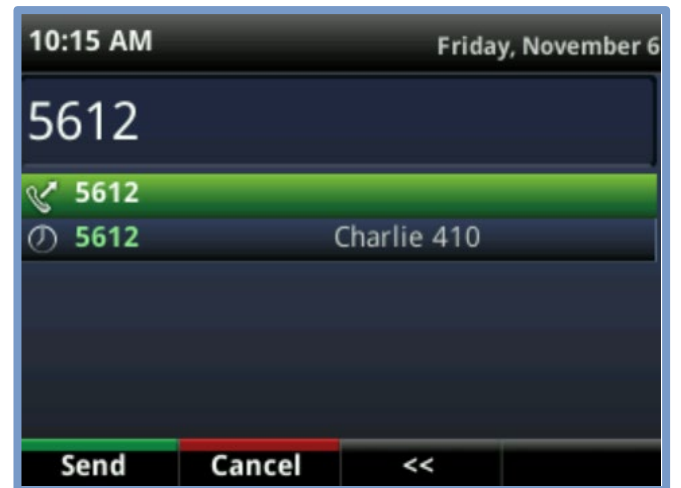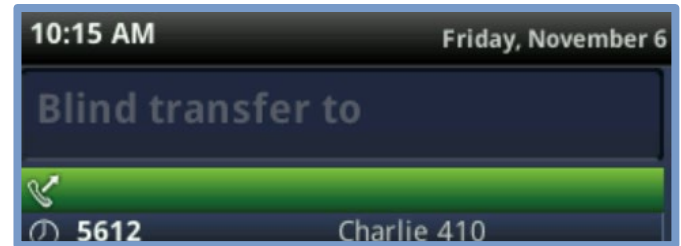
- Now receiver sees ORIGINAL caller ID
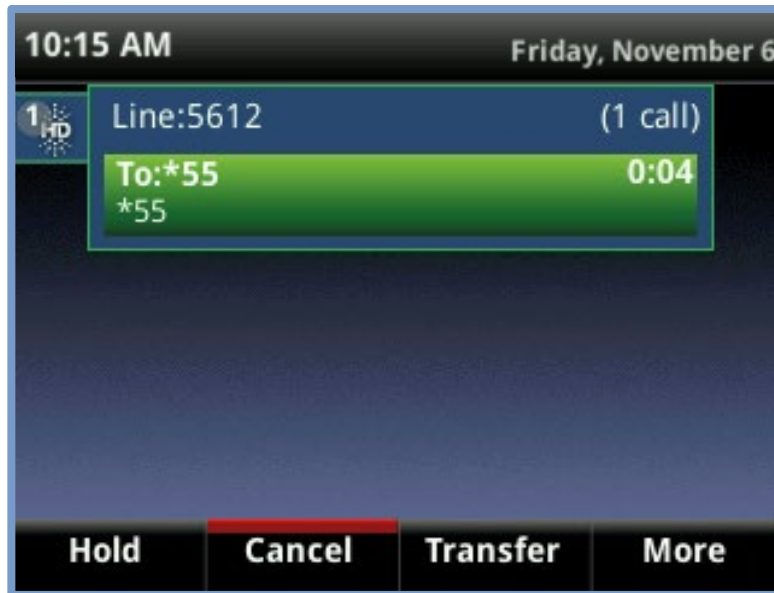

- **Transfer** → Send & TALK → **Transfer**
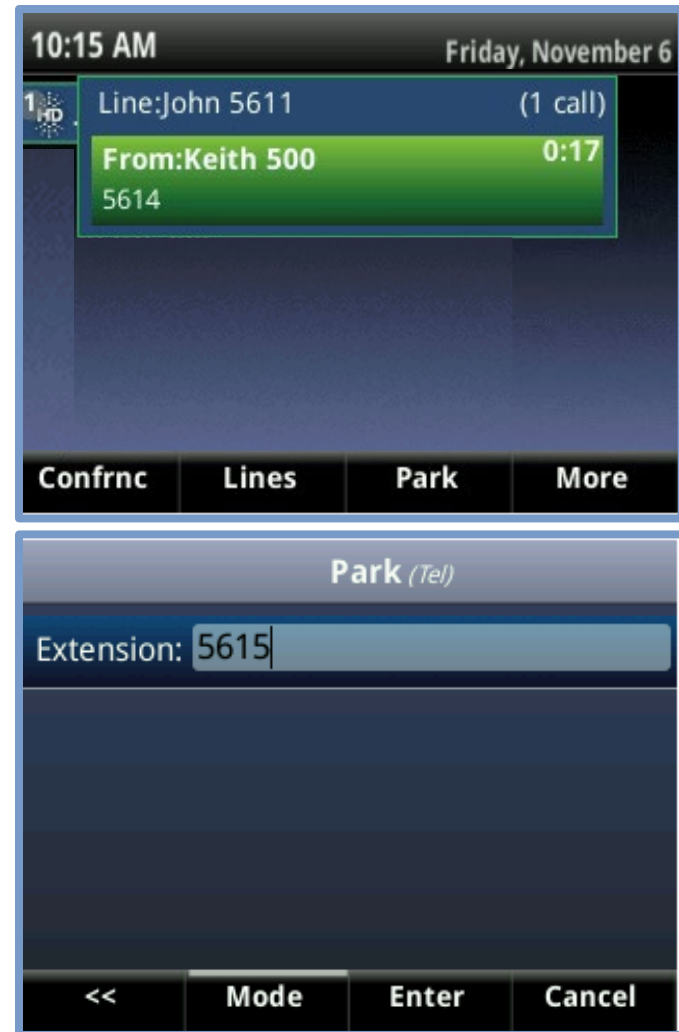
- Press Transfer for a few seconds

- Blind Transfer window appears

- Dial other party, press Send

  - Call leaves your phone

  - You are not given chance to talk

  - Call has ORIGINAL Caller ID

  - Long press on Transfer→Blind→Send

- Press Transfer, then *55 (connects to vmail)

- Enter the extension, then #

- Must Park call to an extension
- No affect on extension
  - Similar to "Line 1", "Line 2" on older phones

- While on a call press Park
- Enter an extension
- Press enter

- "The call has been parked"
- Find the person

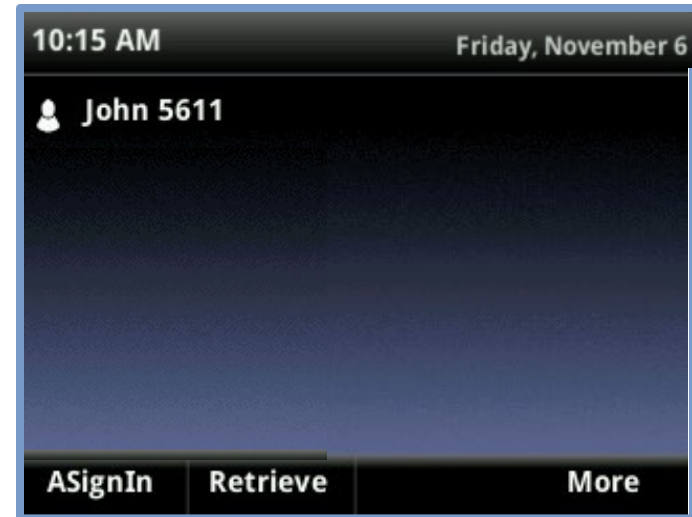# Park and Retrieve

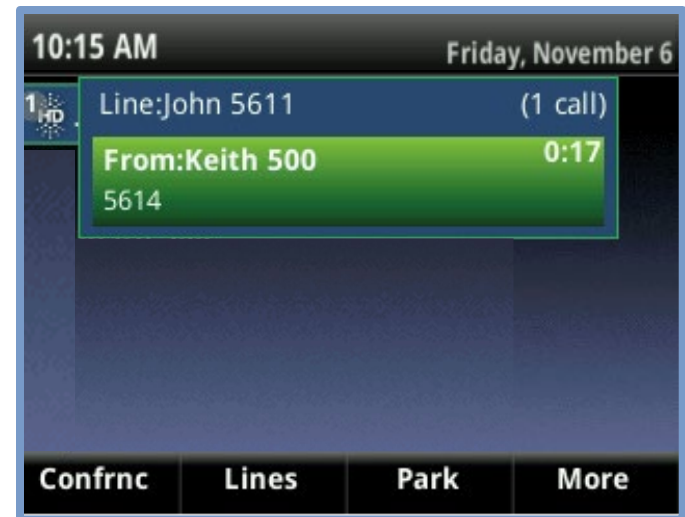- Retrieve a call with Retrieve

- Enter the extension

- Press Enter

- The call is retrieved

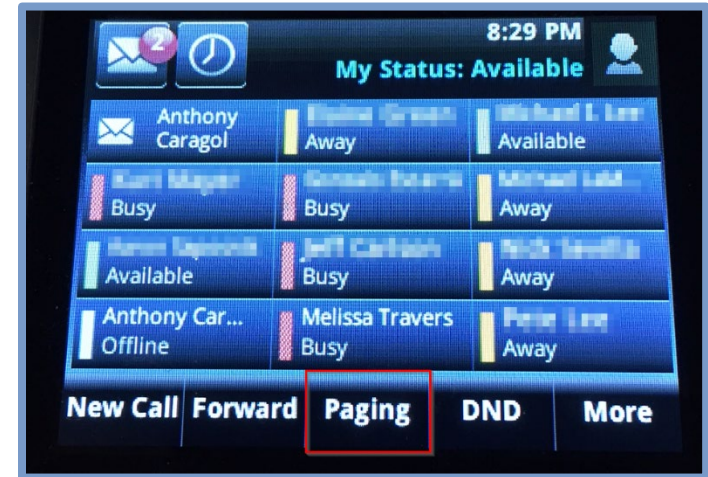- If not retrieved, call comes back to you as "Recall"

- Park

- Extension

- Enter


- Retrieve

- Extension

- Enter

- 2 ways to page

- Through an overhead system

- Dial the Paging Extension

- Hit Send

- Wait for the beep, then talk

- ***<u>ALWAYS hang up at the end of a page!!</u>***

- 2 ways to page

- 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!!***

- 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
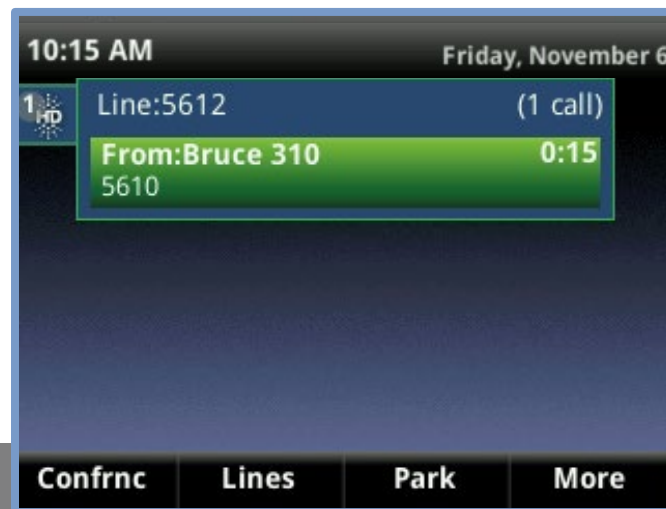
- With one active call and one held call

- Press More
- Press Join

- All users share a Meet-Me bridge phone number
- But all users have different PIN's and ID's

- Multiple, separate conferences at the same time
- Total of 50 seats available

- By default the conferences start and end when the Moderator joins and departs

- Early participants are on Hold until Moderator arrives

- Set a time and date for the Meet-Me conference
- Give participants the bridge phone number
- Give participants the conference ID

- Press * and

- 0 - Sends call to TPx operator

- 1 - Mute yourself

- 2 - List attendees

- 3 - Mutes attendees, new dial-ins muted too

- 4 - Lock out new attendees

- 5 - Record conference to WAV file

- 6 - Call new participant

- 8 - End conference

- # to return to conference and * to repeat options

Remember to use Mute if you are listening to a conference call

Mute

- Missed calls message

- Temporary list of last 100 Calls

- Access lists with the arrows

  - Left – incoming

  - Right – outgoing

  - Down – missed

- Dial

- Info – Caller ID, time, date, duration

- Use Home to exit list

- Hit Home key twice to exit
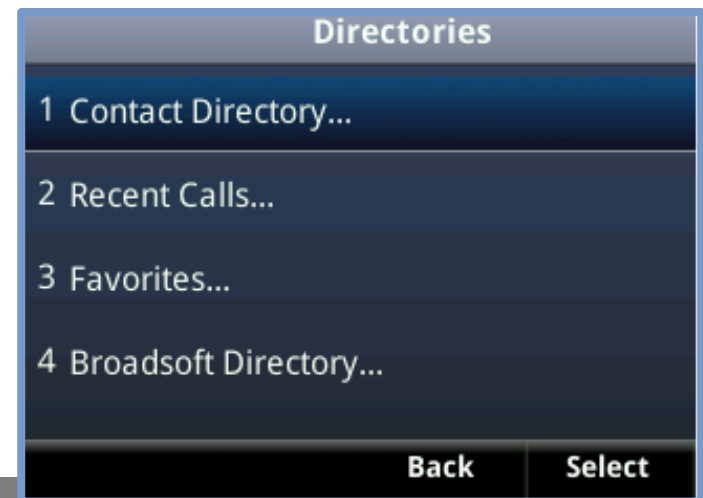
- You must exit the lists before view another list or…

Home

- Undocumented redial features
- Arrow key combos are speed dials

- Left+right – recalls last incoming
- Down+right – recalls last missed
- Right+right – recalls last outgoing

- 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

New Call Messages Directories Forward
DND Settings Applications Calendar

Directories

1 Contact Directory...

2 Recent Calls...

3 Favorites...

4 Broadsoft Directory...

Back   Select

- Save

- Edit entry

- Edit Favorite Index

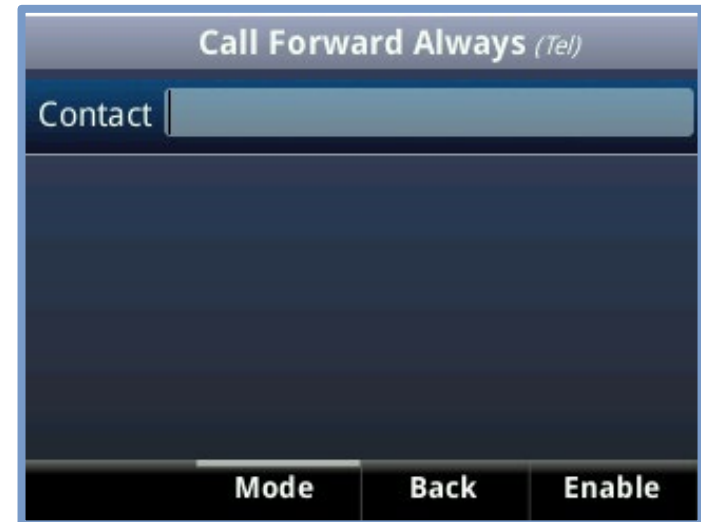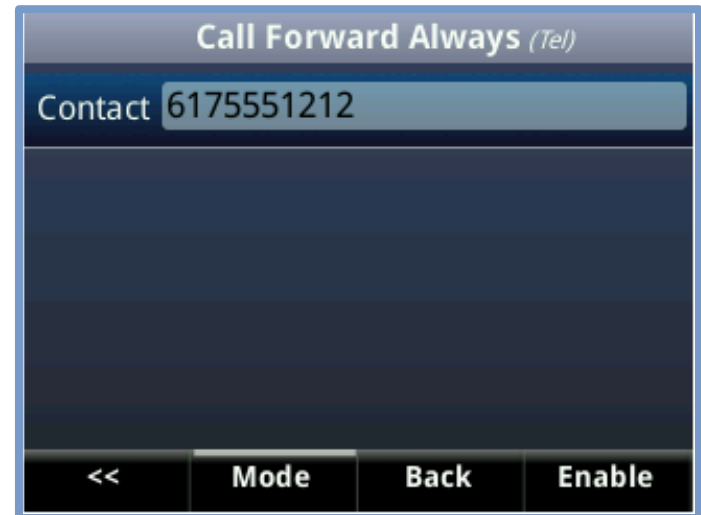- Changes Favorite position on screen

- Edit Favorite Index
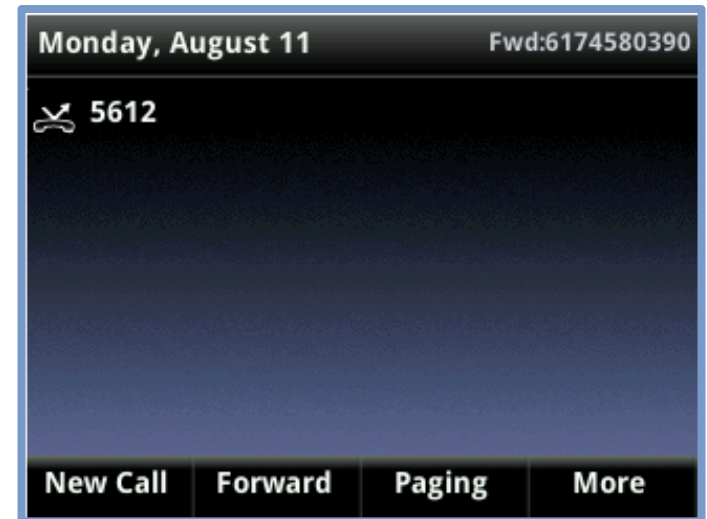
- Changes Favorite position on screen

- Numerical order
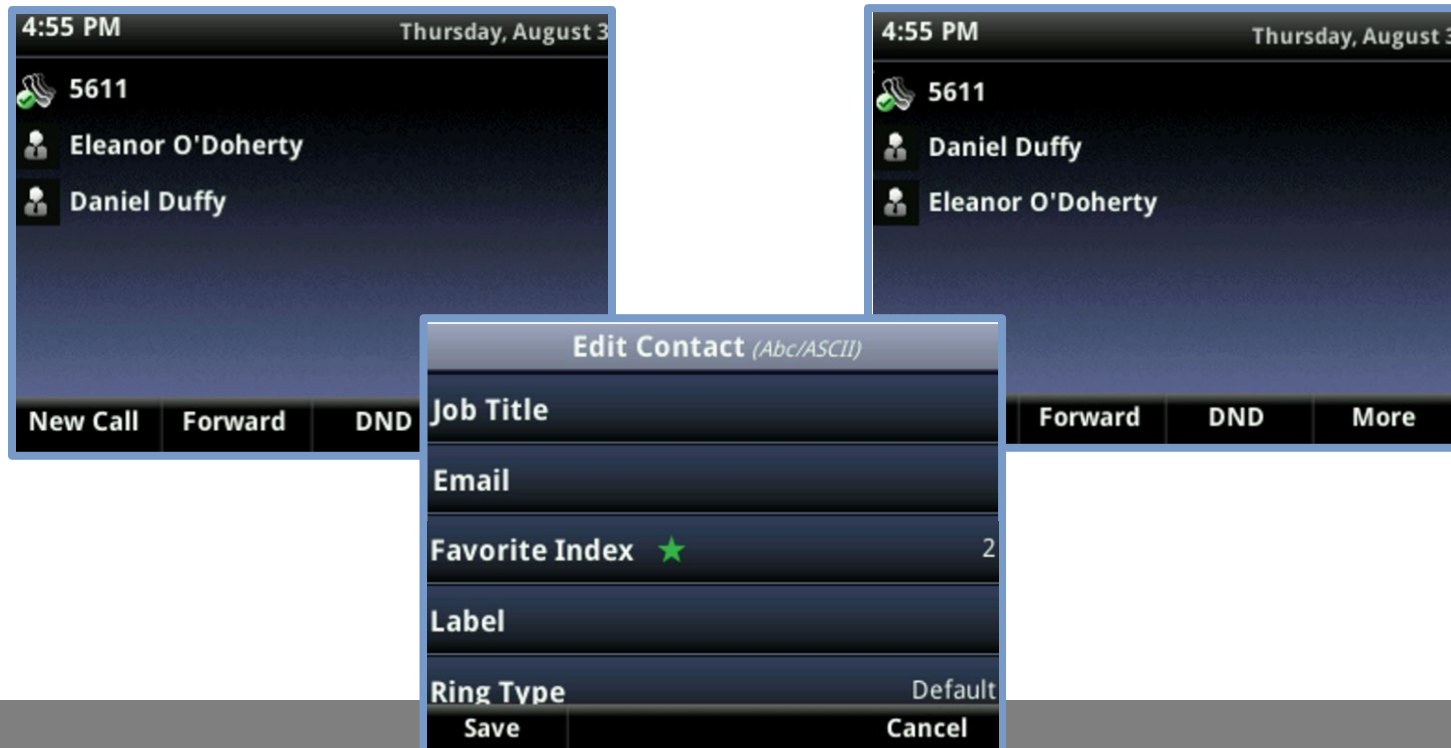
- Press Forward

- Press Always
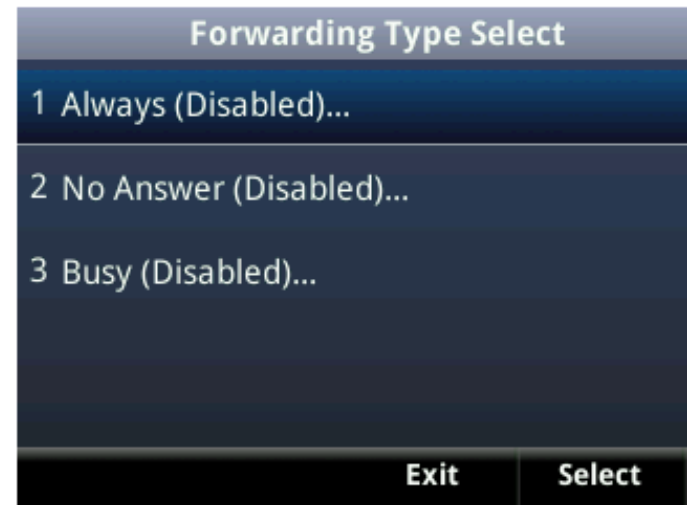
- Enter the number to forward to

- Press Enable or Disable

- Number is displayed and saved for next time

- Bouncing arrow icon
- Fwd: at top right

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