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

TPX Communications

VVX 400 / 410 / 411
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
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
  - When DND is ON, callers hear Busy greeting
  - When DND is OFF, callers hear No Answer greeting
Greetings

- **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 phones have DND under More
- DND soft key
- Some phone have DND under More
- DND icon next to extension
- DND icon at top right

Note: icons may get overwritten by other icons
Voice mail limits

- 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
Checking voice mail

- 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
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

- Listen to phone copy, save email copy as a backup
Screen
Not touch-screen

Soft keys
Display and soft keys

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

- 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
Dialing 9 and 1

- 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
Placing calls

- Lift handset
- Dial a 10 digit #
- Call goes right out
Placing calls

- Dial first
- Then lift handset
- Call goes out
Placing calls

- Lift handset
- Dial an extension
- Hit Send
- Call goes out
Placing calls

- May see Send or Dial
- Press Send or Dial to send call out
Handset, headset, speaker

- Can switch between them at any time
- 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
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**
- 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!!**
Transferring a call

- 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**
- Call leaves your phone
- You are not given chance to talk
- Call has ORIGINAL Caller ID
- Long press on **Transfer** → **Blind** → **Send**
Transfer to voice mail

- Press **Transfer**, then *55* (connects to vmail)
- Enter the extension, then #
**Park and Retrieve**

- 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
- 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
External Paging

- 2 ways to page
- 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!!**
On-Phone Paging

- 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!!**
Conference calls

- Tap More then **Confrcn**
- Call the other person and talk
- Tap More then **Confrcn** again to start conference
- Tap Hold to hold the conference
- Tap **End Call** to end the conference
Joining calls

- 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.
Meet-Me

- 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
Meet-Me

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

- 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.
• 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...
Call lists

- 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
Contacts

- Save
- Edit entry
Favorites

- 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
Forwarding

- Bouncing arrow icon
- Fwd: at top right