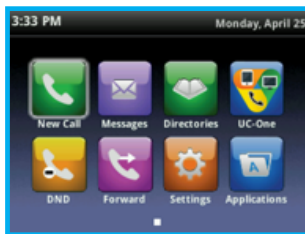




## Quick Start Guide for MSU Standard Desk Phones

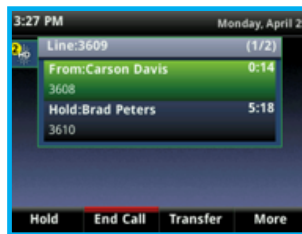
### Quick User Guide

These Quick Tips apply to VVX 400 series business media phones.



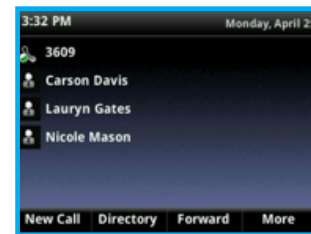
#### HOME SCREEN

Displays messages, settings, and information. Available any time.



#### CALLS SCREEN

Displays all active and held calls. Available when you have an active or held calls in progress.



#### LINES SCREEN

Displays phone lines, favorites, and conditional soft keys. Available any time.

### SWITCH AMONG PHONE SCREENS



You can view any screen on your phone from other screens.

To switch among screens:





- Press  to view the Home, Lines, or Calls screens.

### PLACE CALLS

You can only have one active call in progress on your phone.

You can use the handset, speakerphone, or headset for calls. During a call, you can change modes by picking up the handset, or by pressing  or .

To place a call do one of the following:

- Pick up the handset, press  or,  enter the phone number, and press Send.
- Enter the phone number, press Dial, and pick up the handset, or press  or .
- Press the Line key, enter the phone number, and select Send.
- Select New Call, enter the phone number, and press Send.



#### TIMESAVER Placing Calls Quickly



Select a recent call or Favorite, or select a contact's phone number in the Contact Directory.



## ANSWER CALLS

You can answer calls using the handset, speakerphone, or a headset.

To answer a call do one of the following:

- To answer with the speakerphone, press  or press Answer soft key.
- To answer with the handset, pick up the handset.
- To answer with a headset, press .

## END CALLS

You can only end active calls. To end a held call, you must resume the call first.

To end an active call:

- Replace the handset in the cradle, press  or , or press the End Call soft key.

To end a held call:

1. Highlight the held call and press Resume.
2. Press End Call.

## HOLD & RESUME CALLS

You can have multiple calls on hold and resume a call at any time.

To hold a call:

- Highlight the call and press the Hold soft key or press .



To resume a call:

- Highlight the call and press the Resume soft key or press .

## TRANSFER CALLS

You can transfer calls to any contact and choose the way to transfer the call.

To transfer a call:

1. Press and hold the Transfer soft key or press .
2. Choose Blind or Consultative.
3. Dial a number or choose a contact.
  - If you chose Blind, the call is transferred immediately
  - If you chose Consultative, press the Transfer soft key or press  after speaking with your contact.

## FORWARD CALLS

You can forward an incoming call to a contact or forward all incoming calls to a contact.

To forward an incoming call:

1. On the Incoming Call screen, select Forward.
2. Enter your contact's number and select Forward.

To forward all incoming call:

1. On the Home Screen, select Forward.
2. If you have more than one line, select a line.
3. Choose either Always, No Answer, or Busy.
4. Enter a contact's number, and select Enable.
  - If you chose No Answer, you can enter the number of rings before the call is forwarded.

To disable call forwarding:

1. On the Home Screen, select Forward.
2. If you have more than one line, select a line.
3. Choose your forwarding type and select Disable.



## **INITIATE A CONFERENCE CALL**

You can initiate a conference call with up to 24 contacts.

To initiate a conference call:

1. Call a contact.
2. Select Conference and call your next contact.
3. When your contact answers, select Conference.

You can also join an active and held call into a conference call.

To join two calls into a conference call:

- On the **Calls** screen, select **Join**.

## **MANAGE CONFERENCE CALLS**

When you initiate a conference call, you can manage all or individual conference participants:

To manage all conference participants, do one of the following:

- Select Hold to hold all participants.
- Select Mute to mute all participants. To manage individual participants:

1. Highlight a participant and Select Manage.
2. Do one of the following:
  - Select Far Mute to mute the participant.
  - Select Hold to place the participant on hold.
  - Select Remove to create a separate call with the participant.
  - Select Information to view information for the participant.

## **VIEW RECENT CALLS**

You can view placed, received, and missed calls.

To view recent calls:

- Select Directories > Recent Calls.

## **VIEW THE CONTACT DIRECTORY**

You can view and add contacts to the Contact Directory.

To view the Contact Directory:

- Select Directories > Contact Directory.

To add a contact to the Contact Directory:

1. In the Contact Directory, select Add.
2. Enter the contact's information and select Save.


You can enter a number between 1 and 99 in the Favorite Index field to make a contact a favorite.



## **LISTEN TO VOICEMAIL**

When you have new voicemail messages, the messages icon  displays on your line.

To listen to voicemail:

1. On the Home screen, select Messages or press .
2. Select Message Center > Connect.
3. Follow the prompts.

## **ENABLE DO NOT DISTURB**

You can enable Do Not Disturb when you do not want to receive calls.

To enable or disable Do Not Disturb:

- On the Home Screen, select DND.

## **SET RINGTONES**

You can set ringtones for incoming calls from all contacts and from individual contacts.

To set a ringtone for incoming calls:

- Select Settings > Basic > Ring Type and select a ringtone.

## **REBOOT THE VOIP PHONE**

You can reboot the VOIP phone by holding down 130 simultaneously.

### **Additional information:**

The information in this guide applies to both the VVX 400 Series. Configurations vary and the screen displays used in this guide may not reflect those on your phone. Call **662-325-0631** or email [servicedesk@msstate.edu](mailto:servicedesk@msstate.edu) for more information. For detailed training videos on this phone, please go to [servicedesk.msstate.edu](http://servicedesk.msstate.edu), click on **Knowledge Base** at the top of the page, then click on **Telephone**, then click on **New Telephone System**. Open the knowledge base article titled **New Phone Training Video** where you will find the link to the video.

### **Contact Information**

Voice: 662-325-0631

Email: [servicedesk@msstate.edu](mailto:servicedesk@msstate.edu)

Web: [www.its.msstate.edu](http://www.its.msstate.edu)