TRANSFERRING CALLS

Without announcement – With the caller on the line, press Transfer + Blind + Dial Ext followed by #.

Directly to Voice Mail – With the caller on the line, press Transfer + Blind + Dial 5 + Ext followed by #

With Announcement - With the caller on the line, press and hold Transfer + Dial Ext followed by # - Recipient answers, announce the call:
- To complete the transfer, press Transfer a second time
- To cancel the transfer, press Cancel. This will end the call to the recipient and reconnect you with the original caller.

CONFERENCE CALLING (3-Way Calling)

With first person on the phone press More + press Confnc and dial your next party (first caller is on hold). When the second party answers, press Confnc again to bring all three together.

From Lines or Calls view, you can:
- Press Hold to hold all participants.
- Press End Call to remove yourself from the call, but keep the other participants connected.
- Press Split to end the conference and hold all participants.

CALL PARK

Parking Calls – With the caller on the line, press one of the available park buttons on the phone.

Retrieving Parked Calls – Press the blinking Park button associated with your call.

CALL FORWARDING

To Enable Call Forwarding:
Press ‘Forward’ softkey. Select the forwarding type to enable (Always, No Answer, Busy), enter extension or telephone number (for external calls), and press ‘Enable’ softkey.

To Disable Call Forwarding:
Press ‘Forward’ softkey. Select the forwarding type to disable, and press ‘Disable’ softkey.

CALL LIST

Call lists can be found by using the circular dial on your telephone:

Received Calls
- Press Left Arrow to review received calls.
- Press Down Arrow to scroll through list.
- Press Right arrow to place a call to highlighted name/number.
- Press Left Arrow again to return to main screen.

Placed Calls
- Press Right Arrow to review placed calls.
- Press Down Arrow to scroll through list.
- Press Right arrow to place a call to highlighted name/number.
- Press Left Arrow to return to main screen.

Missed Calls
- Press Down Arrow to review missed calls.
- Press Down Arrow to scroll through list.
- Press Right arrow to place a call to highlighted name/number.
- Press Left Arrow to return to main screen.

PAGING (if applicable)

Press Paging softkey and then press Page softkey

INTERCOM (if applicable)

Press Intercom softkey + Ext + #

Show button labels when on an active call

Press More softkey
Press Lines softkey – the caller-ID screen will disappear for a few seconds allowing you to see the button labels.
**VVX311**

- Security slot (on back)
- Hookswitch
- Reversible tab (for wallmount installation)
- Speaker
- Dialpad
- Transfer
- Messages
- Hold

**VVX411**

- Security slot (on back)
- Hookswitch
- Reversible tab (for wallmount installation)
- Speaker
- Dialpad
- Transfer
- Messages
- Hold

- Message waiting indicator
- Line keys
- Home key
- Soft keys
- Navigation keys/Select key
- Headset key
- Speakerphone key
- Mute key
- Volume keys
- Microphone