These Quick Tips apply to VVX 250, 350, and 450 business IP phones.

### Main Menu
Displays menu options for settings and device information. Available anytime.

### 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 anytime.

### Switch among Phone Screens
You can view any screen on your phone from other screens.

#### To switch between screens:
- Press \(\text{ }\) to view the Main Menu, Lines, or Calls screen.

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

#### To place a call:
- Do one of the following:
  - Pick up the handset, press \(\text{ }\) or \(\text{ }\), enter the phone number, and press \(\text{Send}\).
  - Enter the phone number, press \(\text{Dial}\), and pick up the handset, or press \(\text{ }\) or \(\text{ }\).
  - Press the Line key, enter the phone number, and select \(\text{Send}\).
  - Select \(\text{New Call}\), enter the phone number, and press \(\text{Send}\).

### 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 \(\text{ }\) or \(\text{ }\), press \(\text{Answer}\) soft key.
  - To answer with the handset, pick up the handset.
  - To answer with a headset, press \(\text{ }\).

### 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 \(\text{ }\) or \(\text{ }\), or press the \(\text{End Call}\) soft key.

#### To end a held call:
1. Highlight the held call and press \(\text{Resume}\).
2. Press \(\text{End Call}\).

### Hold and 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 \(\text{Hold}\) soft key or press \(\text{ }\).

#### To resume a call
- Highlight the call and press the \(\text{Resume}\) soft key or press \(\text{ }\).

### Transfer Calls
You can transfer calls to any contact.

#### To transfer a call:
1. Press and hold the \(\text{Transfer}\) soft key or press \(\text{ }\).
2. Choose \(\text{Blind}\) or \(\text{Consultative}\).
3. Dial a number or choose a contact.
   - If you chose \(\text{Blind}\), the call is transferred immediately.
4 If you chose **Consultative**, press the **Transfer** soft key or press **R** 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 calls:**

1. On the **Main Menu** 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 **Main Menu** 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:**

1. 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 remove the participant from the conference and 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**.
3. 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 **Main Menu** screen, select **Messages** or press **µ**.
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 **Main Menu** 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 > Preferences > Ring Type** and select a ringtone.