These Quick Tips apply to VVX 500, 501, 600, and 601 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 and held calls in progress.

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

### Active Call Screen
Displays the active call in progress and any call control options.
Available when you have an active call in progress.

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

**To switch among screens:**
- Do one of the following:
  - Press to view the Home, Lines, Calls, or Active Call screens.
  - When you have an active call in progress, swipe the screen from left to right to view the Lines 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 or , enter the phone number, and tap .
  - Enter the phone number, tap , pick up the handset, and press or .
  - Press the Line key, enter the phone number, and tap .
  - Tap New Call, enter the phone number, and tap .
  - Select a Favorite from the home screen.
  - Select a contact from the Recent Calls.
  - Select a contact from 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:
  - Pick up the handset.
  - Press or tap Answer.
  - 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:**
- Place the handset in the cradle, press or , or tap End Call.

**To end a held call:**
- Tap Resume > End Call.

### Hold and Resume Calls
You can have multiple calls on hold at one time.

**To hold a call:**
- Tap Hold.

**To resume a call:**
- Tap Resume.

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

**To transfer a call:**
1. Press Transfer key.
2. Press More > Blind or More > Consultative and choose Blind or Consultative.
3 Dial a number or choose a contact. If you chose Blind, the call is transferred immediately.

4 If you chose Consultative, tap Transfer after the call is established to complete the transfer.

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, tap Forward.
2 Enter your contact’s number and tap Forward.

To forward all incoming calls:
1 Tap Forward.
2 If you have more than one line, select a line.
3 Choose either Always, No Answer, or Busy.
   If you chose No Answer, enter the number of rings before the call is forwarded.
4 Enter a contact’s number, and tap Enable.

To disable call forwarding:
1 Tap Forward.
2 If you have more than one line, select a line.
3 Choose your forwarding type and tap Disable.

Initiate a Conference Call
You can add up to two contacts to a call to initiate a three-way conference call.

To initiate a conference call:
1 Call a contact.
2 Tap Conference and call your next contact.
3 When your contact answers, tap Conference.
You can also join an active or held call into a conference call.

To join two calls into a conference call:
» On the Calls screen, tap Join.

Hold a Conference Call
When you hold a conference call, you can hold all or individual conference participants:

To hold all conference participants:
» Tap Hold.

To hold individual participants:
» Highlight a participant and select Hold.

View Recent Calls
You can view placed, received, and missed calls.

To view recent calls:
» Tap 📞 or Directories > Recent Calls.

View the Contact Directory
You can view and add contacts to the Contact Directory.

To view the Contact Directory:
» TapDirectories > Contact Directory.

To add a contact to the Contact Directory:
1 In the Contact Directory, tap ✆.
2 Enter the contact’s information and tap Save.

Listen to Voicemail
When you have new voicemail messages, the number of new messages displays on the messages icon 📞.

To listen to voicemail:
1 Tap 📞 or Messages.
2 Tap 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, tap DND.
The DND icon 📞 displays on the line key and in the status bar.

Handle Video Calls
If video is enabled, you can receive video during calls. If you have a VVX Camera attached to your phone, you can send video during calls.

To stop sending video during a call:
» Tap Video > Stop Video.

To start resending video:
» Tap Video > Start Video.