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 \( \triangleright \) 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 \( \triangleright \) or \( \text{More} \), enter the phone number, and tap \( \triangleright \).
  - Enter the phone number, tap \( \triangleright \), pick up the handset, and press \( \triangleright \) or \( \text{More} \).
  - Press the Line key, enter the phone number, and tap \( \triangleright \).
  - Tap New Call, enter the phone number, and tap \( \triangleright \).
  - 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 \( \triangleright \) or tap Answer.
  - Press \( \triangleright \).

### 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 \( \triangleright \) or \( \text{More} \), 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:
» Tap Directories > 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.