

## Full Guide - VVX 400

### Button Guide & Descriptions



- 1 – Keypad
- 2 – Transfer
- 3 – Voicemail
- 4 – Hold
- 5 – Volume
- 6 – Home
- 7 – Directional Pad & Select
- 8 – Headphone On/Off
- 9 – Speakerphone On/Off
- 10 – Mute
- 11 – Softkeys
- 12 – Voicemail Softkey
- 13 – Park Softkey
- 14 – Pickup Softkey
- 15 – Page All Softkey
- 16 – New Call Softkey
- 17 – Forward Softkey
- 18 – Do Not Disturb Softkey

#### 1 – Keypad

Input for Numbers and Letters.

#### 2 – Transfer

Press to transfer a phone call to another extension.

#### 3 – Voicemail

Press to check your voicemail.

#### 4 – Hold

Press to put a call on hold. Press again to bring a call back from hold. This is local to your phone only. Another extension **cannot** pick this call up.

### **5 – Volume**

While the handset is hung up pressing this button adjusts ring volume. While the handset is picked up pressing this button adjusts call volume.

### **6 – Home**

Press to return to the phone's home menu.

### **7 – Directional Pad & Select**

Directional input for navigating through phone menus. Press the center button to select the currently highlighted option.

### **8 – Headphone On/Off**

Press this button to toggle the use of your headset. While in an idle state, pressing this button will present a dial tone and bring you to the dialing page of your phone - much like pressing the speakerphone button or picking up the handset. While in a phonecall, it redirects the audio and microphone to your headset. *Be careful, if you press this button while using your headset on a call you will hangup the current call.*

### **9 – Speakerphone On/Off**

Press this button to toggle the use of your phone speaker. While in an idle state, pressing this button will present a dial tone and bring you to the dialing page of your phone - much like pressing the headphone button or picking up the handset. While in a phonecall, it redirects the audio and microphone to your phone speaker. *Be careful, if you press this button while using your speakerphone on a call you will hangup the current call.*

### **10 – Mute**

Press this button to mute and unmute the microphone.

### **11 – Softkeys**

These buttons correspond to customized onscreen actions. Often they will be lit with a red light signifying that the corresponding onscreen action is currently in use by yourself or another extension on your phone system.

### **12 – Voicemail Softkey**

Press to check your voicemail.

### **13 – Park Softkey**

Press this button to park a call. Parking a call is like holding a call, except it allows any extension to pick up the call. Calls are parked sequentially in pickup slots.

### **14 – Pickup Softkey**

Press these buttons to pick up a parked call. When a call is parked in a pickup slot, the red light on the softkey will be lit.

### **15 – Page All Softkey**

Press this button to page all phones in your phone system via their internal speakers; these are the same

speakers used for the speakerphone. This is not a 2-way conversation, only the person paging all will be heard.

#### **16 – New Call Softkey**

Press this button to bring up a dial tone and the dialing screen on your phone.

#### **17 – Forward Softkey**

Press this button to bring yourself to the call forwarding menu. This menu allows you to forward your calls to external phone numbers (i.e. your cellphone) based on some basic behaviors. If you require some more advanced call forwarding options please contact the Perfect Cloud Solutions WatchGuard Technical Support team.

#### **18 – Do Not Disturb Softkey**

Press this button to send all inbound phone calls directly to your voicemail.

## **Common Dialing Codes**

\*97 – Voicemail for the primary extension on your phone.

\*98 – Voicemail for another extension on your phone network.

\*80 + Ext. # - Intercom directly to an extension.

\*65 – Reads your current extension number (for phones that don't display extensions).

\*43 – Performs an Echo Test. This allows you to test your call quality and latency.

\*60 – Speaks the Time.

## **Basic Functions**

### **Setting up and checking your Voicemail**

Please note that not all extensions are configured with a voicemail box. If you require a voicemail box but your extension is not configured with one, please contact Perfect Cloud Solutions WatchGuard Technical Support to have one added.

1. Press the **“Voicemail”** button on the display screen. *Alternately, you can always dial \*97 to access your voicemail.*
2. You will hear **“Password”** when the voicemail system answers. Enter your password using the keypad on the phone.

**First Time Users** - *You must change your password from the default or it will take you to this menu every time you enter voicemail.*

- a. If you have not yet setup your Voicemail; your password will be your **extension number**.
- b. New users will be taken through a guided setup process.
- c. The three greetings you will record are the following:
  - i. Speak your **name**
  - ii. Create a phone **busy greeting**
  - iii. Create an **unavailable greeting**

## Creating a Temporary Greeting

The voicemail temporary greetings can be used to inform callers that you are on vacation, traveling, etc. This greeting can be changed at any time and will over-ride the other greetings until removed.



### To create a temporary greeting:

- a. Click on Voicemail button
- b. Enter your password
- c. Press “0” for mailbox options
- d. Press “4” to create a temporary greeting
- e. Record the temporary greeting and **hit #**
- f. Press “1” to accept or “2” to re-record

### To remove the Temporary Greeting:

- a. Click on Voicemail button
- b. Enter your password
- c. Press “0” for mailbox options
- d. Press “4” to select the temporary greeting
- e. Press “2” to erase and the system will automatically remove the temporary greeting and revert back to your existing greetings.

## Placing a caller on hold *(The call will remain on your phone until you transfer it)*

1. While on a call press this  button.
2. To pick up the call, press this  button.




## Parking a call *(The call will be placed on a “Pickup” softkey to be picked up on another extension)*

The Parking Lot feature allows you to place a call in a temporary holding space where it can be retrieved from any extension within the company.

1. While on a call press the “Park” softkey on the screen.

2. Hang up the receiver and the call will be sitting in one of the “**Pickup**” slots (*the system will automatically select a “**Pickup button**”*).
3. On any extension, press the appropriate “**Pickup**” softkey.
4. You will hear a tone indicating the call has been successfully picked up.

## Transferring a call

1. While on a call press this  button (**Transfer**). You will hear a dial tone.
2. To transfer, simply dial the extension or the phone number.
  - a. *This can be an internal extension number like “1022”.*
  - b. *Or an external phone number like ‘3035570371’.*
3. Then press “**Send**”.
  - a. *If you want to **announce who is calling**, remain on the line until the recipient answers. When you are ready to send the call, press the  button again.*
  - b. *If you want to **blind transfer** (send the call without talking to the recipient first), press the  button again immediately after you hear ringing.*
  - c. *If you want to **forward directly to voicemail**, just dial the extension with an asterisk in front (i.e. \*1022 instead of just 1022).*

## Paging All Phones

To make a page, press the “**Page All**” softkey on the screen. You will hear a tone indicating the page has begun. Speak your message and hang up when done. This is a one-way announcement to all extensions and recipient cannot respond.

## Paging One Phone (Intercom)

1. To intercom a single extension simply **dial \*80xxxx**.
  - *(Replacing the xxxx with the user’s extension number).*
2. A notification tone will be played to the recipient to inform them of the connection.
3. Unlike paging all phones, this is a two way conversation between the originator and one recipient.

## Create a Conference Call (3-Way)

1. While on a call, press the “**More**” softkey on the bottom of the screen, followed by the “**Confrnc**” softkey. This will place the first caller on hold.
2. Dial the number of the additional person (extension, speed dial, or external phone number).
3. If you are dialing internally via extension, press the “**Send**” button after dialing. This will connect you to the third caller. If dialing to an external number [ex: (XXX) XXX-XXXX], the call will begin upon completion of the dialing process (No “**Send**” required).
4. You may speak to the person individually first, and then press the “**More**” and “**Confrnc**” softkeys again. This will connect all three callers into one call.

## Forwarding your Calls

1. Press the “**Forward**” softkey on the bottom row of the phone’s default display.
2. Choose which type of forward you prefer:
  - i. **Always** – This will forward all calls to the number provided immediately. Your deskphone will not ring at all.
  - ii. **No Answer** – This will forward all calls to the number provided after they have finished ringing to your deskphone.
  - iii. **Busy** – This will forward all calls to the number provided if you are already on the phone at the time of the current incoming phone call.
  - iv. If you’d prefer a more advanced forward, please contact the Perfect Cloud Solutions WatchGuard Technical Support team.
3. Once you’ve selected a forward option, type in the phone number where you want to forward your calls and select “**Enable**”.
4. To disable your forward just go back to the forwarding menu, select the enabled forward you wish to disable, and then choose “**Disable**” from that forwarding option’s softkeys.

## FAQ – Frequently Asked Questions

### ***How do I customize my phone (i.e. background image, speed dials, & other softkey functions)?***

Submit a support ticket through the PCS online portal with your extension and preferred changes and we will update your phone for you.

### ***Why is my phone displaying SIP numbers instead of phone numbers?***

On the dialing menu, the third softkey on the bottom row toggles URL and Number displays. If your phone numbers are appearing as SIP numbers, simply flip the phone back to Number

mode to return your phone to the normal dialing style.

***How do I transfer a call that I've put on hold?***

You can't! You must put that call into Park or Transfer it live.

***How do I transfer a call directly to an extension's voicemail?***

Simply transfer as normal, except dial an \* in front of the extension number (So if you wanted to transfer to extension 1001's voicemail, you'd transfer to \*1001).

For any further questions, issues, or more advanced services and features contact the Perfect Cloud Solutions WatchGuard Technical Support team.

Submit a Support Ticket: <https://myaccount.perfectcloudsolutions.com/clientarea.php>

Email: [networkadminteam@perfectcloudsolutions.com](mailto:networkadminteam@perfectcloudsolutions.com)

Call: **855.771.VOIP (8647)**