



# VVX TELEPHONE SET

## USER GUIDE

Welcome to the Cloud! Thank you for choosing SonicTel as your managed service provider. This manual will guide you through the initial setup and teach you the basic functions of your new enterprise phone system.

## BASIC CALL FEATURES


### PLACING A CALL

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#### Using the handset:

1. Pick up the handset
2. Enter the number, and then press the **DIAL** soft key

#### Using the speakerphone:

1. With the handset on-hook, press 
2. Enter the number, and then press the **DIAL** soft key

#### Using the headset:

1. With the headset connected, press  to activate the headset mode
2. Enter the number, and then press the **DIAL** soft key

*Note: During a call, you can alternate between the headset, hands-free speakerphone, and handset modes by pressing the Headset key, the Speakerphone key, or by picking up the handset. Headset mode requires a connected headset*

### ANSWERING A CALL

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#### Using the handset:

1. Pick up the handset

#### Using the speakerphone:

1. Press 

#### Using the headset:

1. Press 

*Note: You can ignore an incoming call by pressing the REJECT soft key*

### ENDING A CALL

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#### Using the handset:

1. Hang up on the handset or press the **END CALL** soft key

#### Using the speakerphone:

1. Press  or the **END CALL** soft key

#### Using the headset:

1. Press the **END CALL** soft key



### REDIAL

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1. When the phone is at idle, press the  to select from recent calls

## CALL MUTE & UN-MUTE

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1. Press  to mute the microphone during a call
2. Press  again to un-mute the call

## INTERCOM (HFAI - Hands-Free Over Intercom)

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### To perform a private intercom:

1. Enter the extension number, and then press the **DIAL** soft key

### To perform a direct announce intercom:

1. Enter \*50 followed by the extension number, and then press the **DIAL** soft key

*Note: To intercom using handset/speakerphone/headset, refer to Placing a Call.*

## CALL HOLD & RESUME



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*Note: Only applicable when a call is active on your extension*

### To place a call on hold:

1. Press the **HOLD** soft key during an active call

### To resume the call, do one of the following:

1. If there is only one call on hold, press the **RESUME** soft key
2. If there is more than one call on hold, press  or 

## CALL TRANSFER

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You can transfer a call in the following ways:

### Attendant Transfer (Default)

- Press the **TRANSFER** soft key during an active call. The call is placed on hold
- Enter the number you want to transfer to, press the **SEND** key
- Press the **TRANSFER** soft key after consulting with the second party

### Blind Transfer

1. Press the **TRANSFER** soft key during an active call. The call is placed on hold
2. Press the **BLIND** soft key then enter the number you want to transfer to
3. Press the **SEND** soft key

### Transfer to Voicemail

1. Press the **TRANSFER** soft key during an active call. The call is placed on hold
2. Press the **BLIND** soft key then enter the number you want to transfer to with a 7 in front. Ex. for 101 would be 7101
3. Press the **TRANSFER** soft key

## CALL FORWARD

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### To enable call forward:

1. Always Forward --- Dial \*72 + the destination number. Dial \*73 to remove.

## CALL CONFERENCE

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1. Press the **MORE** soft key during an active call
2. Press the **CONFRC** soft key, the call is placed on hold
3. Enter the number of the second party, and then press the **DIAL** soft key
4. Press the **MORE** soft key again when the second party answers and once again press the **CONFRC** soft key. All parties are now joined in the conference.
5. Press the **END CALL** soft key to disconnect all parties

*Note: You can add multiple participants to a conference call by using the **CONFRC** soft key.*

## VOICE MESSAGE

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### Configuring your voice mailbox:

1. Press the  key OR dial Extension 5001
2. It will then prompt you for your password, followed by the # key, the default password is \_\_\_\_\_
3. Then it will tell you if you have messages
4. Press 6 to change greetings
5. Press 1 to record greetings
6. It will then ask you to enter the number of the greeting you wish to record, press 1
7. Start recording after the tone, and press the # key when finished
8. It will then ask you to press 1 to select this recording
9. It will play it back, and take you back to the greeting menu, where you can press 1 to re-record, or 2 to listen to it

## CALL HISTORY

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1. Press Down on the Directional pad when the phone is idle.
2. Press the **TYPE** soft key to change between All Calls, Missed Calls, Received Calls, and Placed Calls.
3. Select an entry from the list, you can do the following:
  - a. Press the **DIAL** soft key to place a call.
4. If you press the **INFO** soft key, you can also do the following.
  - a. View the information from the call
  - b. Select Dial to place a call to that number
  - c. Select Save to add the entry to the local directory
  - d. Select Delete to delete the entry

## CONTACT DIRECTORY

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### To add a contact:

1. Press the **HOME** key when the phone is idle, and then select Directories
2. Select Contact Directory to add a contact
3. Press the **ADD** soft key
4. Enter a unique contact name in the Name field and a telephone number in the Contact field
5. Press the **SAVE** soft key to accept the change

### To edit a contact:

1. Press the **HOME** key when the phone is idle, and then select Directories
2. Select Contact Directory
3. Press the **INFO** soft key, then the **EDIT** soft key
4. After editing the entry, press the **SAVE** soft key to accept the change


### To delete a contact:

1. Press the **HOME** key when the phone is idle, and then select Directories
2. Select Contact Directory
3. Press the **INFO** soft key, then the **DELETE** soft key
4. Select the **YES** soft key when prompted to delete the entry

*Note: You can add contacts from the call history easily. For more information, refer to Call History.*

## VOLUME ADJUSTMENT

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Press  during a call to adjust the receiver volume of the handset/speakerphone/headset

Press  when the phone is idle to adjust the ringer volume

## RING TONES

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1. Press the Home soft key when the phone is idle, and then select **Settings>Basic>Ring Type**
2. Select the ring you would like to use
3. Press the Select soft key to accept the change

## PERSONAL INFORMATION

**Name** \_\_\_\_\_

**Extension** \_\_\_\_\_

**Mailbox** \_\_\_\_\_

**Mailbox Password** \_\_\_\_\_

**New Mailbox Password** \_\_\_\_\_

**General Mailbox** \_\_\_\_\_

**General Mailbox Password** \_\_\_\_\_

**Agent ID** \_\_\_\_\_

## SONICTEL PORTAL INFORMATION

To access the Sonictel portal, visit [pbx.sonictel.io](https://pbx.sonictel.io)

**Username** \_\_\_\_\_

**Password** \_\_\_\_\_



If you need additional assistance after reading through this user guide, please contact the Sonictel Support Team by:



**PHONE:** 1.844.SONICTEL, Option 3



**EMAIL:** Open up a trouble ticket by sending an email with an explanation of the issue that you're having to [help@sonictel.com](mailto:help@sonictel.com)



**PORTAL:** Open up a ticket at <https://help.sonictel.com/>

