

# Adtran VVX400 Business Media Phones

## Quick User Guide

### Phone Views

Your phone has three main Views: **Home**, **Calls**, and **Lines View** (the default). You can access Home and Lines view at any time. If your phone has one or more calls, you can also access Calls or Active Call view.

For Home view from any menu, press . Press  to switch between Home and Lines view.

### Home View

Home view displays icons you can select to access phone functions. You can use the right, left, up, and down arrow keys to display more icons.



### Lines View

Lines view displays phone Lines, Favorites, and soft keys. If your phone is idle, you can press the Line key to access the Dialer.



In this guide, *soft keys* are referred to by their name only. For example, **New Call**, **Forward**, etc.

### Calls View

Call color indicates status:

- **Bright blue**—Incoming call
- **Dark green**—Active call
- **Dark blue**—Held call



Use the up and down arrow keys to select a call (highlight it). *The soft keys control the call.*

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### Placing Calls

Enter the phone number, and press **Dial**. Or press **New Call** and enter the phone number. Pick up the handset to speak privately. To end the call, hang up or press **End Call**.

To answer a new call while on an active call, press **Answer**.

*The current call will be held unless you press **End Call** first (Automatic Hold).*

### Holding and Parking Calls

Press **Hold** or . To resume a held call, press **Resume** or  again. To Hold a call for another phone to pick up, press a **Park 1, 2 or 3** line. **Park** will turn into **Retrieve** and can be picked up from any phone. Let the desired party know they have a call to be picked up in **1, 2 or 3**.

### Transferring Calls

Press **Transfer** or , dial an extension or group, and press **Send**.

*To transfer directly to voice mail:* while on a call press **More, More, Send VM** and dial the mailbox number, press **Enter**.

## Placing Conference Calls

Call the first party, and after the call connects, press **More**, and select **Confrnc**. Then, dial and connect with the second party and press **Confrnc** again.

You can:

- Press **Hold** to hold all participants.
- Press **End Call** to remove yourself from the call, but keep the other participants connected.
- Press **Split** to end the conference and hold all participants.
- If you already have an active call and a held call, press **Join** to set up a conference.

## Forwarding Calls



To enable call forwarding, press **Forward**. Select the forwarding type by dialing the appropriate number (1, 2, or 3), dial a forwarding number, and press **Enable**.

To disable call forwarding, press **Forward**, select the forwarding type to disable, and press **Disable**. *To enable per-call forwarding: as your phone rings, press **Forward**, quickly enter the forwarding number, and press **Forward** again.*

## Quick Tips

**Press the right arrow key to view the recent Placed Calls.**  
**Press the left arrow key to view the recent Received Calls.**  
**Press the down arrow key to view the recent Missed Calls.**  
**Press the up arrow key to view Favorites.**



- Favorites are contacts you call most often. Your Favorites list displays all your Favorites.  
To make a contact a Favorite— Navigate to your Contact Directory and select the contact, press **Info**, press **More**, and select **Add to Favorites**.
- To temporarily disable ringing, press **DND (Do Not Disturb)** from Home or Lines view.
- To Voice Announce to an extension, dial **\*\* plus extension number**.
- To change the incoming call ringtone, select **Settings** from Home view, then press **Basic > Ring Type**. Select the ringtone you want. To set a ringtone for a contact, navigate to your Contact Directory and select the contact. Press **Edit**, update the contact's ring type, and press **Save**.
- During a call, press  so other parties can't hear you. This applies to calls using the handset, headset, and speakerphone. Press  again to reactivate the microphone.
- Dialing **\*52 + extension number** allows you to pick up a call ringing on another phone.
- To check your messages from any other extension, dial **850** and enter *your* mailbox number and password. To leave a message for someone else, dial **840** and enter *their* mailbox number and hear their greeting.