

Vox Centrex Yealink VP503 User Guide

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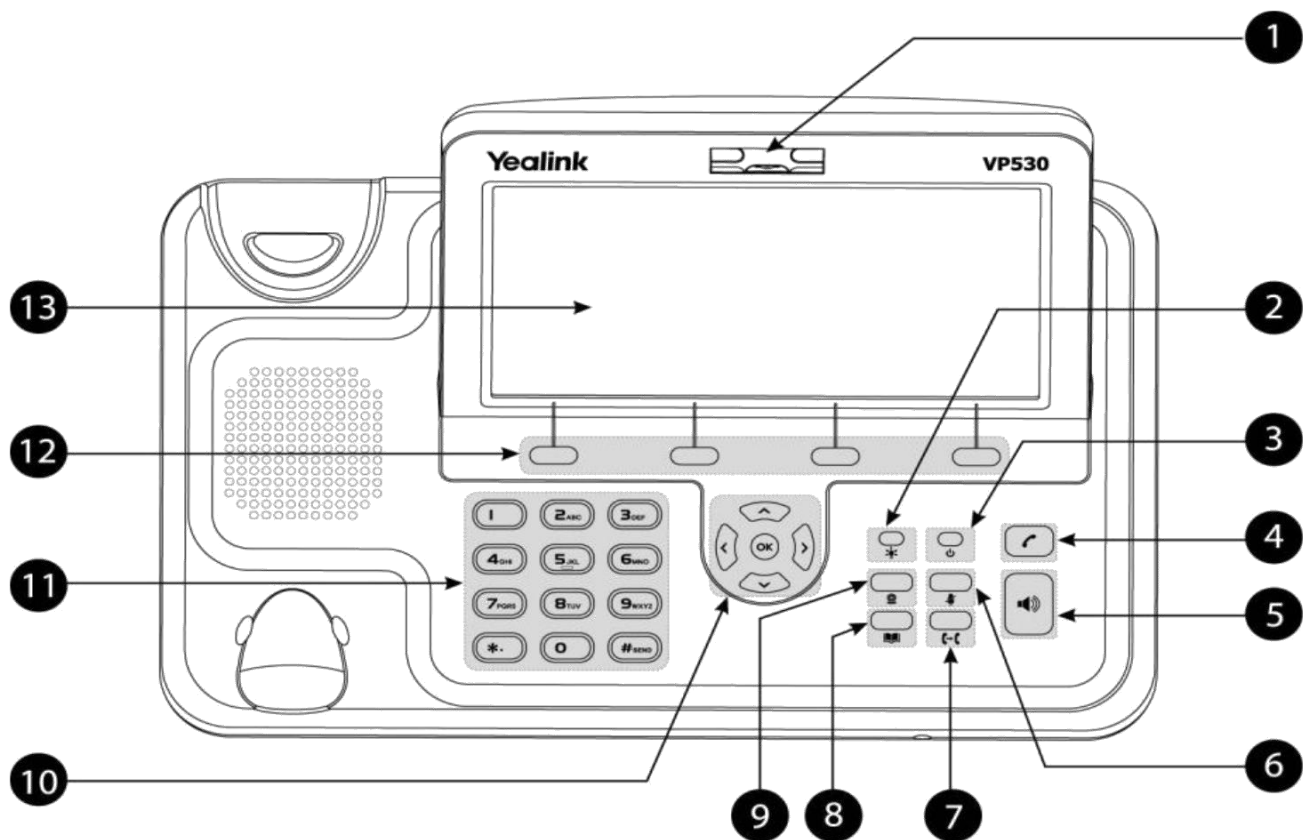
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Handset Description



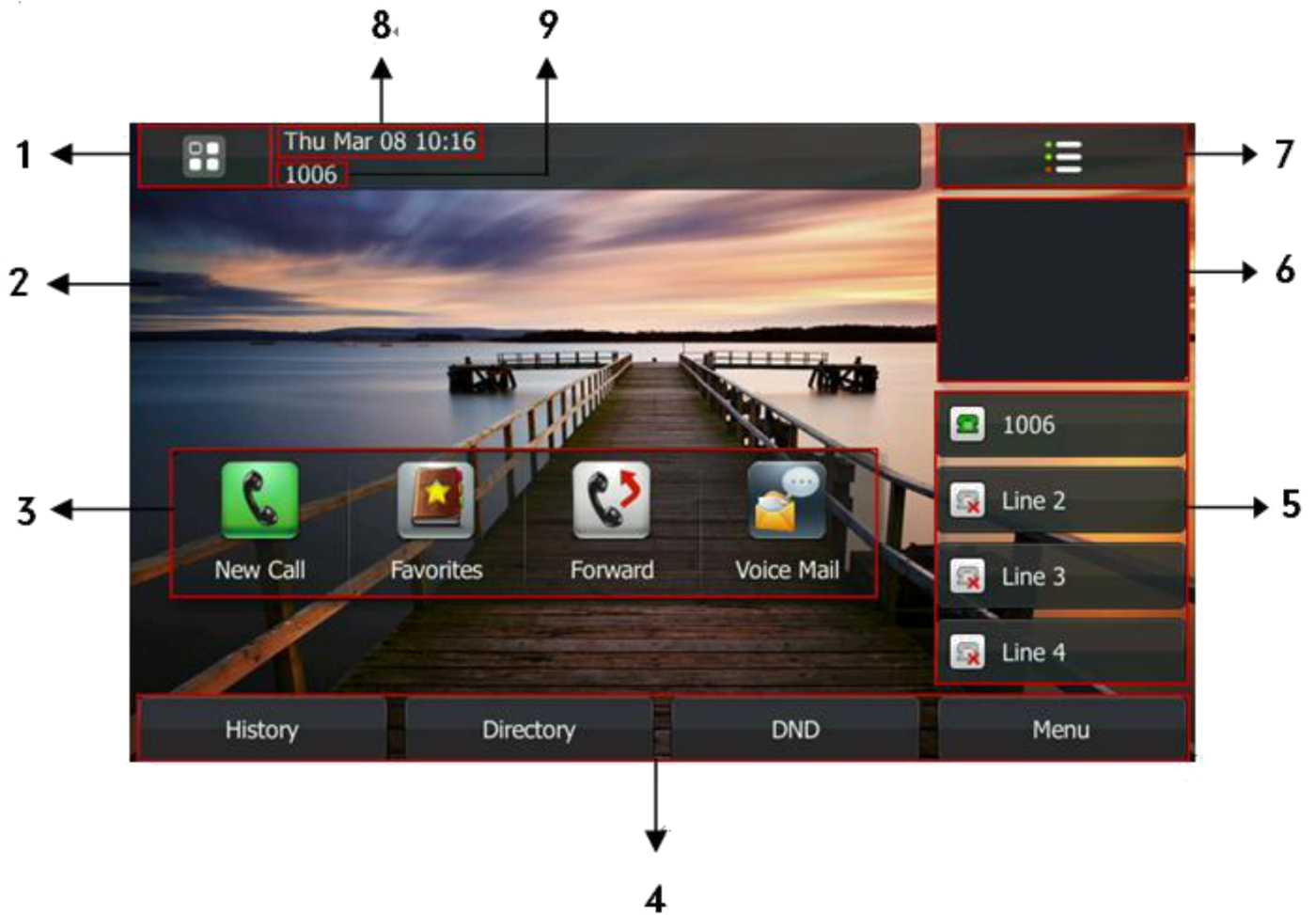
	Item	Description
1	Camera	
2	Event Indicator LED	Indicates different phone status.
3	Power Indicator LED	Indicates the phone power status.
4	Redial Key	Dials the most recently dialed number or quick accesses the Dialed Calls list.
5	Speakerphone Key	Toggles the hands-free speakerphone mode.
6	Mute Key	Toggles the Mute feature on or off.
7	Transfer Key	Transfers the current call to another party.
8	Local Directory Key	Accesses the local Directory
9	Camera Switch	Stops or starts video transmission
10	Navigation Keys	
		Scroll through a list, position the cursor within text or adjust the volume.
		Scroll through a list or highlight the desired item.
		Expands the pull-down list, selects a highlighted item or answers an incoming call.
11	Keypad	Provides the digits, letters, and special characters in context-sensitive applications.
12	Soft Keys	Context-sensitive features

Icon Instruction

The IP Phone displays different kinds of icons on its LCD; you can refer to the following for their meanings:

Icon	Description
	Network is unavailable
	Registered successfully
	Unregistered
	Registering
	Stop the near-site video
	Hands-free speakerphone mode
	Handset mode
	Headset mode
	Voice Mail
	Text Message
	Auto Answer
	Do Not Disturb
	Call Forward
	Call Hold
	Call Mute
	Call Failed
	Ringer volume is 0
	Received Calls
	Dialed Calls
	Missed Calls
	Forwarded Calls
	Voice Call

Idle Screen




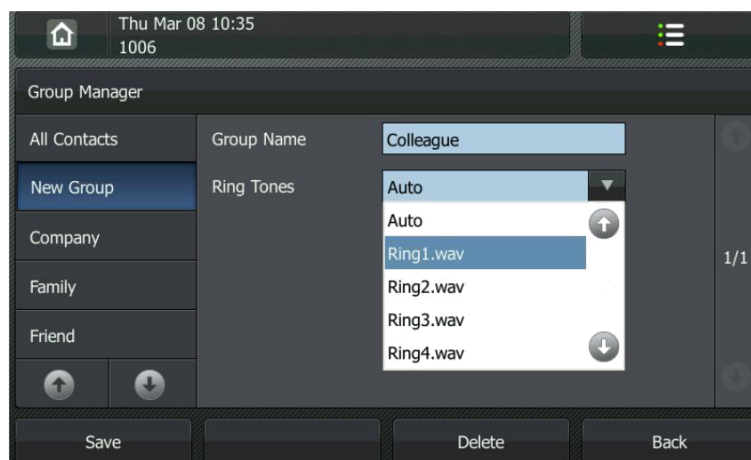
Item	Description
1	Menu Key
2	Wallpaper
3	Shortcut Menu
4	Soft Keys
5	Line Keys
6	Near-site Video Window
7	DSS Keys (BLF's)
8	Time and Date
10	Current Account

The main menu contains a list of sub-menu's that allows the user to configure the handset preferences or access handset features.


Directory:

Adding a Directory group

- ☐ Press **Directory** soft key
- ☐ Press **Local Contacts**
- ☐ Press **Group Manager** soft key
- ☐ Press **New Group** soft key
- ☐ Enter a name in the **Group Name** field
- ☐ Select a ring tone for the group
- ☐ Press **Save** soft key to add the group
- ☐ Press  to return to the idle screen



Add a contact

- ☐ Press **Directory** soft key
- ☐ Press **Local Contacts**
- ☐ Select the desired **Group**
- ☐ Press the **New Contact** soft key
- ☐ Fill in the details and press **Save**
- ☐ Press  to return to the idle screen

Delete an entry

- ☐ Press **Directory** soft key
- ☐ Press **Local Contacts**
- ☐ Select the desired **Group**
- ☐ Press **Edit**
- ☐ Select the contact
- ☐ Press **Delete**
- ☐ Confirm the deletion

Edit a contact




- ☐ Press **Directory** soft key
- ☐ Press **Local Contacts**
- ☐ Press the desired contact for 2 seconds

Dialling from the Directory

- ☐ Press **Directory** soft key
- ☐ Press **Local Contacts**
- ☐ Select the desired **Group**
- ☐ Press the desired contact

Making a call

To make a phone call:

- ☐ Pick up the handset or press the  button
- ☐ The phone enters the dial screen and plays dial tone
- ☐ Enter the number and press 
- ☐ Press **Video Call** or **Voice Call** to switch between the two types of call
- ☐ Press  during a call to switch to video mode.

Note: You can also dial the number first, and then choose the method you will use to speak to the other party.

Placing a Call on Hold



- ☐ While on an active call, press the **Hold** button.
- ☐ To retrieve the held call, press the **Resume** button.

To active a 2nd or 3rd call:

- ☐ Press **New Call**
- ☐ Dial the number and press 
- ☐ To toggle between two calls on hold press **SWAP**.
- ☐ Toggle between 3 or more held calls by pressing the **More** button and then **Call Manager**. Use the navigation key to select the call, press **Exit** and **Resume**.
- ☐ Alternatively press the **SWAP** button to toggle between each caller.




Answering a call

Answering an incoming call

- ☐ If you are not on an active call, lift the handset, press the **Speaker** or  button.
- ☐ If you are on an active call, press  to answer the 2nd call. This will place the 1st call on Hold and you can toggle between the calls by pressing **SWAP**


Note: During the conversation, you can alternate between Headset, Handset and Speaker phone by pressing the corresponding buttons or picking up the handset.

Denying an incoming call

- ☐ Press  to send the call to your voicemail.
- ☐ Press  to redirect the call to another destination, enter the destination and press .




Call History

To access the handset call logs

- ☐ Press the **History** key.
- ☐ Use the navigation button to scroll to **All Call, Dialed Calls, Received Calls, Missed Calls** or **Forwarded Calls**.
- ☐ Use the navigation key to select an entry.
- ☐ Press  to dial the number.
- ☐ Press **Options** to add it to the phone book or black list or to delete the entry.
- ☐ Press the entry to view the details of the call.

DND (Do Not Disturb)

Note: All calls will be directed to your voicemail when DND is active.

- ☐ Press  to active DND Mode and the display shows:  icon.
- ☐ Press  again to deactivate DND mode.

Call Pick Up

To answer a call ringing at another extension dial **901** or press the **Pick Up** button.

Call Forwarding

This feature allows you to forward an incoming call to another phone number e.g. another extension, a group or an external number. The following call forwarding events can be configured:

- ☐ **Cancel:** Call forwarding is deactivated.
- ☐ **Always:** All incoming calls are immediately forwarded.
- ☐ **Busy:** Incoming calls are forwarded when the phone is busy. (Note; for this feature to work, Call Waiting must be deactivated on the handset)
- ☐ **No Answer:** Incoming calls are forwarded when the phone is not answered after a specific period.

To configure Call Forwarding

- ☐ Select: **Main Menu->Call Feature->Forward.**
- ☐ Select the type of forward you want.
- ☐ Enter the phone number you want to forward your calls to.
- ☐ Press **Save** to save the changes.
- ☐ When selecting **No Answer Forward**, enter the time, in seconds, that the handset should ring before forwarding the call.

Note: By default all calls will divert to your voicemail if not answered after a specific time.

Call Waiting

This call feature allows your phone to accept other incoming calls to an extension already in an active call.

To enable/disable Call Waiting:


- ☐ Select: **Main Menu->Call Feature->Call Waiting**
- ☐ Enable or disable **Call Waiting**.
- ☐ Press **Save** to save the changes.

Call Transfer

Blind Transfer


- ☐ Press **Transfer** during the active conversation, the call will be on hold.
- ☐ Dial the extension or telephone number.
- ☐ Press the **Transfer**

Attended Transfer

- ☐ Press **Transfer** during the active conversation, the call will be on hold.
- ☐ Dial the extension or telephone number and press 
- ☐ Wait for the 3rd party to answer and announce the call.
- ☐ Press **Transfer**.

Call Parking

To park a call


- ☐ To park the call press **Conference 901** 
- ☐ You will hear a message informing you how to de-park the call.

To retrieve a parked call

- ☐ Dial the de-park code and press 

3-way Conference

To establish a conference:

- ☐ Press the **Conference** button during an active call.
- ☐ The first call is placed on hold.
- ☐ Dial the number to conference in and press 
- ☐ Wait for the 2nd party to answer.
- ☐ Press the **Conference** button.
- ☐ Hang up to disconnect all parties.

Voicemail

Setting up your voicemail

Press **Message** and then  or dial your extension number.

You will be directed to the Main Menu of your mailbox.

- ☐ Select Option 1 to listen to your messages.
- ☐ Select Option 3 for personal options.
- ☐ Exit press *

Personal Options

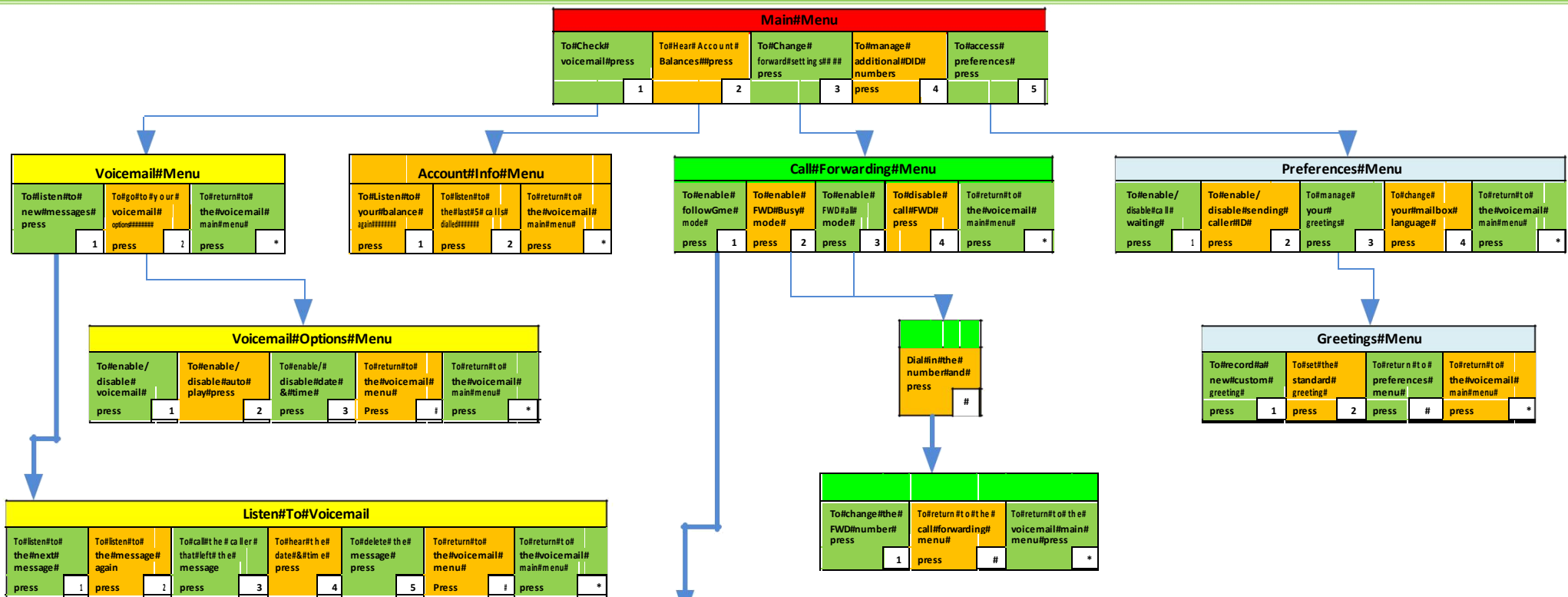
- ☐ Press 2 for admin options
 - Press 1 to change your password. (default is 777)
 - Press 3 to change the prompt level.
 - Press 4 to toggle date and time announcement on or off.
 - Press 6 to toggle auto play on or off.
- ☐ Press 3 for personal greetings.
 - For extended absence greeting press 1.
 - For personal greeting press 2.
 - To record your name press 3.

Retrieving Voicemail Messages

- ☐ When messages are left in your mail box, the  icon indicates that there is a new voice message.
- ☐ To access your mailbox press  or Press **Message** and then  or dial your extension number.
- ☐ Press 1.

While listening to voicemail messages:

- ☐ Press any digit to skip to the end of the message.
- ☐ To replay the message press 4.
- ☐ To delete the message press 7.
- ☐ To save the message press 9.



Customer Self Care

Dial *99

Enter your pin and press to reach the main menu.

Note: The default Pin is "777".

For security reasons this should be changed as Instructed in the "Voicemail" section of this user guide. At 1st login you will be requested to select your language. Option 4 from the main menu is not applicable to IP Centrex customers