

Telstra IP 5000 Conference Phone Feature Guide



IP 5000 Conference phone



1. Navigating the keypad

You use the keypad on the phone to handle calls, adjust volume, redial numbers, navigate screens, enter data and select options.

Soft Keys



The **Soft keys** are the four buttons that sit just below the screen. They are used to select a specific function that is displayed on the screen above the corresponding soft key.

During a call or other function the soft key options update to display specific tasks you can perform during this function.

When there is a **More** soft key displayed, pressing this will display further available soft key options.

Navigation button



Use the Navigation button to scroll up, down, left or right, through on-screen menu items.

Pressing the left navigation arrow will return you to the previous menu

Press the **Select** button in the centre of the navigation button to select an on-screen menu item.

Menu button



The Menu button is used to display on-screen menu items. It is also used to go back to the idle screen from an on-screen menu

Handset button



Use the handset button to place, answer or end calls

Redial button



Pressing the **Redial** button will redial the last call you placed

Mute button



The mute button is used to Mute and Unmute the microphone during a call.

Volume



When the phone is idle adjust the ringer volume by pressing +/- on the volume button.

During a call, press the +/- to adjust the speaker volume.

Dial pad

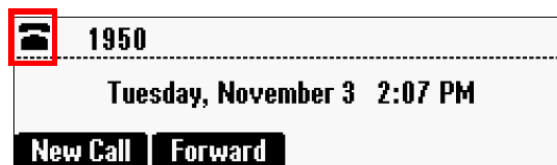


The dial pad is used to enter numbers, letters, special characters and blank spaces

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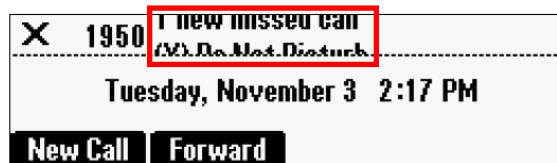


2. Display Screen



The **idle screen** displays the phone's directory number and the current date and time. The icon that displays to the left of the directory number indicates the line or call status

If you have messages, missed calls, or have enabled a certain feature, such as **Call Forwarding** or **Do Not Disturb**, the idle screen displays a notification next to the directory number. If you more than one notification the phone displays a rolling notification.



Phone status indicators

Phone status is indicated by three bi-colour LED's located above the microphones, and by a call icon located on the screen.

LED Status indicators

Solid red - A muted call

Flashing red – A held call

Solid Green – A dial tone is available, dialling is in progress, or a call is in progress

Flashing Green – An incoming call

Line and call indicators

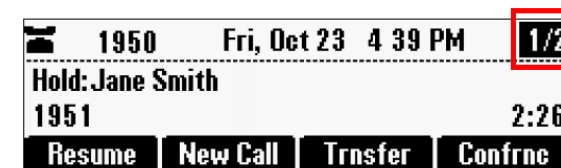
Icon	Line or Call state	Description
	Active Call	A call is in progress
	Conference	A conference is in progress
	Dialling	The phone is dialling a number
	Do Not Disturb	The Do Not Disturb feature is enabled. Your phone will not ring
	Forwarding	The Always forwarding feature has been enabled on your phone
	Hold	A call or conference is on hold
	Messages	You have one or more new messages
	Registered Line	The phone can place and receive calls

	Ringing	The phone is ringing
	Unregistered Line	The phone is unable to place and receive calls

3. Calling and Answering

During a call the phone displays the name and number of the party you are talking with and the duration of the call. Whilst o a call the soft keys update so you can perform specific tasks. The phone's LED's as well as the icon in the top left of the screen indicate the call status.

When you have more than one call (*for example one active and one held call*), a counter displays at the top right of the screen to indicate the number of calls and which call you currently have displayed




Use the and arrows on the navigation button to scroll through calls on the screen

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4. Placing a Call

You can place a call by doing one of the following:




- Press  or the **New Call** soft key
- Enter the phone number of the party you want to call

OR

- Enter the phone number of the party you want to call, then press the **Dial** soft key

To place a call from a call list

From the idle screen use the arrows on the navigation button to access a call history list:

To view this call list...	Press this arrow key...
Missed calls	
Received calls	
Placed calls	

From the call list screen, scroll to the entry you want to dial, and then press the **Dial** soft key

Calling from a Directory

You can place a call from the Contact Directory or the Corporate Directory

- Press Menu 


- Select **Features** and then select which directory you want to search
- Use your navigation button to scroll to the contact directory, then press **Dial** to place the call
- Press the **Search** soft key to open a search window (*You are able to search by First and Last name*)
- When you have found the contact you are searching for, press the **Dial** soft key to make the call

Redialling

Press  to dial the last number called


OR

To dial a previously dialled number:

- Press 
- From the Place Calls list, scroll to the number you want to call, then press the **Dial** soft key

5. Answering a Call

You can answer your calls when your phone is idle, when you have held calls or if you are currently in a call.

If you are in a call when an incoming call arrives, the ringing icon  will display on screen, along with the caller information

Note: If you answer a call while you are already on another call, the active call will

be put on hold. You can then use the navigation button to toggle between calls

To answer a call


Press the  button or the **Answer** soft key

To answer a call when you are on an active call

Scroll to the incoming call and press the **Answer** soft key.
(*The original call is held and the new call becomes the active call*)

6. Ending a Call

Active Call

To end an active call press  or the **End Call** soft key

Held Call


To end a held call, scroll to the held call, press the **Resume** soft key, and then press the **End Call** soft key

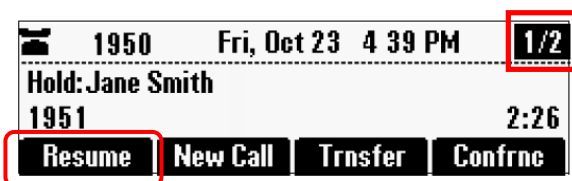
While your phone is ringing

While your phone is ringing, press the **Reject** soft key. (The call ends before it can connect)

7. Placing a call on Hold

Press the **Hold**  soft key

To resume a held call, press the **Resume**  soft key



8. Transferring Calls

You have the option of announcing a transferred call or transferring unannounced.

Announced Transfer

- While on a call, press the **Trnsfer** soft key (*The active call is placed on hold*)
- Place a call to the party you want to transfer the call
- After announcing the call, press the **Trnsfer** soft key to complete the transfer

Note: Transfer may be cancelled at any time during the establishment by pressing the **Cancel** soft key.

Press **Resume** to resume the original

Blind Transfer

- While on a call, press the **Trnsfer** soft key (*The active call is placed on hold*)
- Press the **Blind** soft key, then enter the destination number (*The call will transfer directly*)

9. Conference Calls

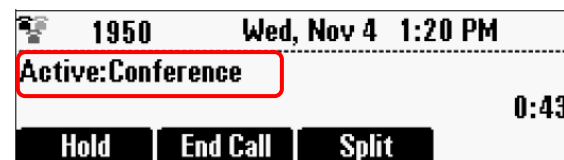
You can create a conference call with up to two other parties. After you set up a conference, you can place the conference call on hold, split the call into two separate calls, or end the conference.

You can set up a conference in one of two ways:

- Using the Conference soft key
- Using the Join soft key

Conference soft key

- Call the first party
- Press **Confrnc** soft key (*The active call is placed on hold*)
- Call the second party, when they answer press the **Confrnc** soft key again to connect all parties



Join soft key

When you have two consecutive calls (*one active and one on hold*)

- Press the **More** soft key, then the **Join** soft key

A conference is created with the active call, the held call and yourself

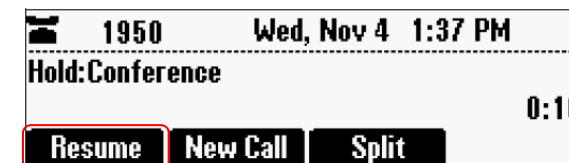
Holding and resuming conferences

When you place a conference call on hold you place the other two participants on hold. Your phone treats a conference call on hold as one held call; therefore your phone can have up to eight conferences on hold at one time.

To place conference calls on hold:

From the **Active Conference** screen, press the **Hold** soft key (*The Hold Conference screen now displays and the LED's flash red to indicate a held call*)

To resume the Conference call, press the **Resume** soft key



Ending a conference

When you end a conference, you end *your* connection to the conference participants. The other parties remain connected

- From an active conference call, press the **End Call** soft key

10. Call Forwarding

You can set up your phone to forward calls to another party. You can choose to forward all incoming calls, or just those when you are in another call or when you don't answer.




- From the idle screen, press the **Forward** soft key
- Select from the forwarding options; **Always**, **No Answer** or **Busy**

Always – Enter a contact number to forward all incoming calls to, and then press the **Enable** soft key

No Answer – In the contact field enter a contact number to forward all unanswered calls to.

In the **Forward After Rings** field, enter the number of rings required before the call is forwarded. (*Two rings is the recommended value*). Then press the **Enable** soft key


Busy – Enter a number to forward incoming calls to if you are already on a call, and then press the **Enable** soft key.

After you have enabled the call forwarding feature, the text, **Fwd:** and then the forwarding number display in the status bar. If you selected the forward **Always** option, a moving arrow  also displays on the phone screen.


Disable Forwarding

- From the idle screen, press the **Forward** soft key
- Scroll to the the forwarding option you want to disable, and then press the **Select** soft key
- To turn off forwarding, press the **Disable** soft key


11. Do Not Disturb activation

When you enable **Do Not Disturb (DND)**, you prevent your phone from ringing. All incoming calls are sent directly to voicemail. (*if voicemail has been set up*). All calls received while DND is enabled, will be displayed in your **Missed Calls** list. A flashing cross  and **Do Not Disturb** display on the phone screen

To enable and Disable Do Not Disturb

- Press  then, select **Features**
- Scroll to **Do Not Disturb**
- Press the **Select** soft key to activate


To disable:

- Press  then, select **Features**
- Scroll to **Do Not Disturb**
- Press the **Select** soft key to disable

12. Contact Directory


You can Add, Delete or update an existing contact in the Contact Directory.

Add a Contact Directory entry

- Press  then, select **Features scroll down and select Contact Directory**
- From the Directory screen, press the **More** soft key then **Add** soft key


- Enter the contact first name, scroll down and enter the last name (if required) scroll down and enter a number in the Contact field
- Press the **Save** soft key

Update a Contact Directory entry

- Press  then, select **Features scroll down and select Contact Directory**
- From the Directory screen, scroll to find the contact whose details you want to update, then press the **Edit** soft key
- Update the information
- Press the **Save** soft key



Delete a Contact Directory entry

- Press  then, select **Features > Contact Directory**
- From the Directory screen, find the contact who you want to delete, then press the **Delete** soft key

The contact is deleted from the directory




13. Call History

Your phone maintains lists of Missed, Received and Placed calls. Each list can hold up to 100 entries


If you miss a call, your screen will display a message indicating the number of missed calls you have. After you have viewed information about a missed call, the message on the screen is removed.

View Call Lists

Do one of the following:

- Press  then, select **Features scroll down and select Call Lists**
- Select from **Missed Calls, Received Calls** or **Placed Calls**

OR

From the idle screen, use the arrow keys on the navigation button  to access a call list

Press  to view Missed Calls

Press  to view Received Calls

Press  to view Placed Calls

From Call lists, you can view call details including time, date and caller, **Edit** list details, **Call back** an entry, **Save** entry to a directory or **Clear** an entry from the list.

14. Backlight display


You can change the backlight intensity on your phone. There are three different settings available to you:

Backlight On – The brightness of the screen when there is phone activity

Backlight Idle – The brightness of the screen when there is no activity

Maximum Intensity – The brightness scale that applies to both Backlight On and Backlight Idle intensities


Set Backlight On Intensity:

- Press  then, scroll down and select **Settings**, select **Basic** scroll down and select **Backlight Intensity**
- From **Backlight On Intensity** screen, select the intensity you want and then press the **Save** soft key (*The default Backlight Intensity On is High*)

Set Backlight Idle Intensity:

- From **Backlight Idle Intensity** screen, select the intensity you want and then press the **Save** soft key (*The default Backlight Intensity On is Low*)

Select Backlight Maximum Intensity:

- From the **Maximum Intensity** screen, press the **Up** or **Down** soft keys to increase or decrease the maximum intensity the screen can display, and then press the **OK** soft key
- Press  to return to the idle screen