

Telstra IP Telephony – VVX1500 Video Phone Quick Reference Guide



1. Place a Call

- Enter a number
- Lift the handset

2. Answer a Call

- Tap the **Answer** soft key
OR
- Lift the handset

3. End a Call

- Hang up the handset
OR
- Tap the **EndCall** soft key

4. Hold a Call

- Tap the **Hold** soft key
- Tap the **Resume** soft key to take the call off Hold

5. Conference Call

While on a call

- Tap the **Conference** soft key
- Enter the new parties number when the call connects
- Tap the **Conference** soft key again to connect all parties

Soft Keys

- Soft key tabs will appear
- Follow and select the appropriate soft key prompt by tapping the relevant tab

Camera

Touch Screen

Tap the screen for the required feature

Commonly used Feature Access Codes

- *72...Call Forward Always Activation
- *73...Call Forward Always Deactivation
- *68...Call Park
- *88...Call Retrieve
- *98...Call Pickup

8. Messages (MSG)



Press the Messages button and follow the prompts to access the Voice Portal to retrieve Voice Mail messages, record greetings and set Call Forward features

Volume Control

Press +/- to adjust volume

Mute key

6. Transfer a Call (Consult Transfer)

Consult Transfer enables you to transfer a call to another party with consultation

- While on a call tap the **Transfer** soft key
- Enter the number you are transferring to

When the party answers, announce the call

- Tap the **Transfer** soft key again to complete the transfer

If the party refuses the call (prior to pressing Transfer a second time)

- Tap the **Cancel** soft key before the third party hangs up, to be returned to the original caller
- If the third party hangs up first, press the **Resume** soft key

7. Forwarding a Call

To enable Forwarding

- Tap the **Forward** soft-key
- Select either **Always**, **No answer** or **Busy**

- Tap the **Enable** soft key

To disable Forwarding

- Tap the **Forward** soft key
- Select either **Always**, **No answer** or **Busy**
- Tap the **Disable** soft key



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Different Transfer methods available

6a. Transfer a Call - Blind Transfer

Blind Transfer enables you to transfer a call to another party without announcing the call prior to transfer.

- During a call tap the **Transfer** soft key
- Tap the **Blind** soft key
- Enter the transfer destination number

Your call will be transferred automatically

6b. Transfer a Call – Consultative 3 way Conference

Consultative 3 way conference enables you to include a third party on a call to create a 3 way conference call.

- While engaged in a call
- Tap the **Conference** soft key, or press the **Conf** button on the phone
- Enter the required number or extension of the new party

When the call connects

- Tap the **Conference** soft key, or press the **Conf** button

All parties are connect on a 3 way call

To end the conference but keep the other participants connected

- Tap the **End Call** soft key



7. TIPT VMR - Virtual Meeting Room

To organise a multipoint video conference, include your Virtual Meeting Room (VMR) phone number in your meeting invite.

To start the Video conference

- As a Host (organiser)
 - dial your **VMR phone number**
 - to start the conference, **press #**, then **enter your Meeting Room PIN**, followed by **#**
- As a Guest (invitee)
 - dial the VMR phone number at the time of the meeting

The conference will commence for all participants.

If the Host has not initiated the meeting the guest/s will be placed in a virtual waiting room until the Host joins.