

Telstra IP Telephony 450 Handset Feature Guide



1. QSetup (Quick setup)

If you are required to initially configure you IP phone you will be advised of the Username and Password. This information only needs to be entered once via the QSetup soft key. This is only required for phones that are on DMS (Device Management System) platform

Press the **QSetup** soft key

Server User: PlcmSplp appears (this is the factory default)

Press the **Edit** soft key

Press “**X**” button (under the ▼ scroll button)
This deletes the default server name

Enter the Server User credentials (obtain this information from Telstra. This number will be your phone number.)

Press **OK**

Scroll down to the Server Password, Press **Edit** soft key
(Use the 1/abc/ASCII soft key to toggle to numbers)

Enter the Server password (obtain this information from Telstra)

Press the **OK** soft key

Press the **Exit** soft key

Press the **Select** soft key to Save the Config

You will need to manually reboot the phone

Press the **Menu** button

Select **Settings** (3)

Select **Basic** (1)

Select **Restart Phone** (6)

Press **Yes** soft key (to confirm)

Note 1: Restarting the phone may take up to 2 minutes

Note 2: If your phone has been preconfigured the QSetup soft key will not be visible

2. Adjusting the Ringer, Handset/Headset Volume

Press the (+) or (-) volume key to adjust the volume to the desired level: on hook adjusts ring volume; off hook adjusts handset/headset/speaker

3. Calling

Placing a Call
On-hook dialling

Enter the required number and press the **Dial** soft key or lift the handset, OR

Lift the handset and enter the required number

Calling a Busy Lamp Field line

Press the BLF line button or lift the handset and press the BLF line button.

Note 1: Busy Lamp Field must be configured in CommPilot for users that require this feature

Answering a Call

Lift the handset **OR**

Press the **Answer** soft key **OR**

Press the **green light** on the ringing line

Pressing the **Reject** soft key will send the call directly to voicemail. (If you do not have voicemail your caller will hear an engaged tone)

To answer a call from a BLF line

Press the **BLF line button** on the ringing line

Lift the handset, the call will be answered on your line

Ending a Call

Hang up the handset **OR**

Press the **EndCall** soft key

4. Lights on the phone

When a line is in use the light next to the line button is **solid green** light

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When a call is on **Hold** the light next to the line button will **flash red**

5. Placing a Call on Hold

Press the **Hold** soft key or the **Hold** button

To return to the call

Press the **Resume** soft key or the **Hold** button

To make another call while the original caller is on hold

Press the **New Call** soft key

Enter the required number

If multiple calls are on hold

Use the scroll key to select the desired call

Press **Resume**

To join all three parties onto an impromptu conference call

With 2 calls in progress (1 call on hold and 1 call active)

Press **More** soft key

Press **Join**

6. Muting a call

Muting a call prevents the caller from hearing you (mutes the microphone); however you can still hear the caller.

During a call press the **Mute** button (the Mute button is illuminated in red)
On the Telstra 450 phone the Mute icon appears on the phone screen

To turn Mute off, press the **Mute** button

7. Transferring a Call

Transfer call - Blind

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

During a call press the **Transfer** soft key

Press the **Blind** soft key

Enter the transfer destination number, or

Press the **BLF line button** if transferring to a BLF line

Your call is automatically transferred

Transfer call - Supervised

Supervised Transfer enables you to transfer a call to another party with consultation.

During a call press the **Transfer** soft key

Enter the transfer destination number, or

Press the **BLF line button** if transferring to a BLF line

Press the **Send** soft key (if dialling internally, to reduce the time delay)

When the party answers, announce the call

Press the **Transfer** soft key

If the party refuses the call

Press the **Cancel** soft key to be returned to the original caller

8. Call Forwarding

There are 3 Call Forward options, which can be set from your handset using either soft keys or Feature Access Codes; Call Forward Always, Call Forward No Answer and Call Forward Busy.

Configuring call forwarding via the Forward soft key on your phone

Call Forward Always

To forward all your calls to another number


Call Forward Always activation

Press the **Forward** soft key

Press **1** or select **Always**

Enter the required number to forward your calls to

Press the **Enable** soft key

A moving arrow  is displayed on the phone screen next to your phone number.

Call Forward Always deactivation

Press the **Forward** soft key

Select **Always**



Select **Disable**

Call Forward No Answer activation

To forward your calls to another number, if not answered after a specified number of rings

Press the **Forward** soft key

Press 2 or select **No Answer**

Enter the required number to forward your calls to

Scroll down to the **Forward After Rings** field and enter the required number of rings (3 rings is the default)

Press the **Enable** soft key

Call Forward No Answer deactivation

Press the **Forward** soft key

Select **Call Forward No Answer**

Select **Disable**

Call Forward Busy activation

To forward your calls to another number, if you are engaged on a call

Press the **Forward** soft key

Press 3 or select **Busy**

Enter the required number to forward your calls to

Press the **Enable** soft key

Call Forward Busy deactivation

Press the **Forward** soft key

Select **Busy**

Select **Disable**

9. Do Not Disturb

Do Not Disturb activation

Press the **Do Not Disturb** button

The Do Not Disturb Service has been turned on. Your phone will not ring while this service is on.

Do Not Disturb displays on your phone with an **X** next to your phone number as well as a scrolling message on the screen.

The Telstra 450 phone does not have a Do Not Disturb button

Note: The Do Not Disturb feature is available in both the Standard Pack and the Executive service pack assigned to them.

Do Not Disturb deactivation

Press the **Do Not Disturb** button

The Do Not Disturb Service has been turned off and the **X** will disappear.

The Telstra 450 phone does not have a Do Not Disturb button

10. Conference Calls

While engaged in one call

Press the **Confnc** soft key

Enter the required number or extension number of the new party, or

Press the **BLF line** button of a required party

When the call connects

Press the **Confnc** soft key

All parties are connected in a three-way call.

Note1: If either of the two other parties hangs up, your call with the remaining party is intact. If you hang up, the other two parties will be disconnected.

Note 2: There can be a maximum of 3 parties in a conference call, unless you have the Executive service pack, which has the N-Way feature which enables a total of 8 parties on a Conference call

11. Call Waiting

If the Call Waiting feature has been turned on, while engaged in a call

Call Waiting tone indicates another call to your line

Press the **Answer** soft key to switch to the incoming call

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The initial call is automatically placed on hold.

Using your scroll arrow you can toggle between calls and scroll onto the call that is on hold

Press the **Resume** soft key to resume your conversation

You cannot receive additional calls while both lines are engaged

Note: Call Waiting needs to be turned on either from the Services button on the Telstra Telephony Toolbar or via CommPilot user in the Incoming Calls menu.

12. Configuring Speed Dial buttons

To configure a speed dial

Press the required **Line** button for a few seconds

Enter a **First name**, scroll down and enter a **Last name** (if required)

Scroll down to the **Contact field** and enter the phone number

Press **Save** to confirm changes

13. Adding names to the Contact Directory

To add names to your Contact Directory (a maximum of 200 names can be entered)

Press the **Directories** button

Select **Contact** Directory

Select the **Add** soft key

Enter a **First name**, scroll down and enter a **Last name** (if required)

Scroll down to the **Contact field** and enter the phone number

Press **Save** to confirm changes

Press the **Back** soft key to go back a screen

Note: If you enter incorrect information the X button under the scroll arrows act as a backspace key.

14. Call History

Call History can be accessed in a variety of ways, using the arrow keys, using the **Menu** button and using the **Directories** button.

To quickly view the Call History

Press ► for Placed Calls

Press ◀ for Received Calls

Press ▼ for Missed Calls

Press ▲ for Speed Dial Info

To view the Call History via the Menu button

Press the **Menu** button

Select **Features** (1)

Select **Call Lists** (3) (the following list appears)

1. Missed Calls
2. Received Calls
3. Placed Calls
4. Clear

Press the relevant menu option to view your Missed, Received or Placed calls

To delete a single number from the relevant list

Select either Missed, Received or Placed calls

Using your scroll arrow, highlight the number to be deleted

Press the **More** soft key

Press the **Clear** soft key

To delete an entire list

Press the **Menu** button

Select **Features** (1)

Select **Call Lists** (3)

Select **Clear** (4)

Select the list to clear

1. Missed
2. Received
3. Placed

Press the **Back** soft key to return to the previous screen



15. Settings

Ring type

To change your ring type

Press the **Menu** button

Select the **Settings** (or press 3)

Select the **Basic** (or press 1)

Scroll down and select the **Ring Type** soft key (or press 4)

Scroll and select a ring type option

Press the **Play** soft key to listen to the tune

Press the **Select** soft key to make that ring type your default ring

Press the **Back** soft key to return to the previous screen

Contrast

To change the Contrast of the phone screen

Press the **Menu** button

Select the **Settings** (or press 3)

Select the **Basic** (or press 1)

Select the **Contrast** (or press 2)

Press the **Up** or **Down** soft key to adjust the screen contrast

Press **OK**

Backlight display

To change the Backlight display of the phone screen

Press the **Menu** button

Select the **Settings** (or press 3)

Select the **Basic** (or press 1)

Select the **Backlight Intensity** (or press 3)

Select **Backlight On Intensity** and choose either High, Medium or Low

Press **OK**

Select **Backlight Idle Intensity** and choose either High, Medium or Low

Press **OK**

Select **Maximum Intensity**

Press the **Up** or **Down** soft key to adjust the intensity

Press **OK**

Press the **Back** soft key to return to the previous screen

This option if set will override the settings in the Backlight On and Backlight Idle settings. Having it set high will use unnecessary amounts of power and will force the setting to maximum brightness.

Headsets

To specify the Headset memory

Press the **Menu** button

Select the **Settings** (or press 3)

Select the **Basic** (or press 1)

Select the **Preferences** (or press 1)

Select the **Headset** (or press 3)

Select **Headset Memory**

Select **Enable** (a ✓ will appear in the Enable check box to ensure this is selected)

To enable the Jabra DHSG headset

Press the **Menu** button

Select the **Settings** (or press 3)

Select the **Basic** (or press 1)

Select the **Preferences** (or press 1)

Select the **Headset** (or press 3)

Select **Headset Memory**

Select **Disable**

Select the **Back** soft key

Select **Analog Headset Mode** (or press 2)

Select **Jabra DHSG**



Select the **Back** soft key

The Jabra Headset requires a setting change

On the scroll button on the headset stand

Press > to go to Electronic Hook switch (2nd option)

Scroll down and select **DHSG** (3rd option)

16. Voice Portal – Message button

First time login setup

Press the **Messages** button or dial the Voice Portal number (ask your Group Administrator what this is)

Enter a passcode when prompted

You will be prompted to enter a new passcode and then re-enter the new passcode

Note: It is essential your passcode be changed for security reasons. It is important to keep your new passcode private.

Record your name when prompted

Press the **hash** key (#)

Follow the prompts to save the recording, or re-record your name

17. Login to the Voice Portal

From your own phone

Press the **Messages** button, or dial the Voice Portal extension

Enter your passcode followed by the hash key (#)

From another phone in your group:

Press the **Messages** button or dial the Voice Portal extension

Press the **star** key (*) during the greeting

Enter your **mailbox ID** (your extension)

Enter your **passcode** followed by the hash key (#)

From a phone outside of your group:

Dial the Voice Portal phone number

Enter your mailbox ID (your extension) followed by the hash key (#)

Enter your passcode followed by the hash key (#)

18. Voice Portal main menu

1... Access your Voice Mailbox

2... Change your CommPilot Express profile†

3... Record your name

4... Change your Call Forwarding options

6... Make a call

8... Change your passcode

9... Exit the Voice Portal

#... Repeat this menu

†... Only available if assigned

19. Changing your mailbox greeting

Busy greeting

Press **Messages** Button

Enter your passcode and press #

Press **1** to access your voice mailbox

Press **2** to change your mailbox Busy greeting

1... Record new Busy Greeting

2... Listen to current Busy Greeting

3... Revert to system default Busy Greeting

*... Return to Voice Messaging main menu

#... Repeat menu

No Answer greeting

Press the **Messages** Button

Enter your **passcode** and press #

Press **1** to access your voice mailbox

Press **3** to change your mailbox No Answer greeting

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- 1... Record new No Answer Greeting
- 2... Listen to current No Answer Greeting
- 3... Revert to system default No Answer Greeting
- *... Return to Voice Messaging main menu
- #... Repeat menu

20. Voice Messaging main menu

- 1... Listen to your messages
- 2... Change your mailbox Busy greeting
- 3... Change your mailbox No Answer greeting
- 5... Compose and send a new message
- 7... Delete all messages
- *... Go to the CommPilot Voice Portal
- #... Repeat this menu

21. Listen to Your Messages

New messages, flagged as urgent, are played first.

The message envelope for each message is played first (time and date, sender if known), followed by the message itself.

Use your keypad as follows to browse your messages (you can interrupt the message or envelope to perform any function)

1	2	3
4	5	6
7 ERASE	8 CALL BACK	9 MORE OPTIONS
* BACK TO MAILBOX	0	#

- #... Save this message
- 7... Erase this message
- 2... Repeat this message
- 4... Return to previous message
- 5... Play the message envelope
- 6... Go to the next message
- 8... Call back the caller
- 9... Hear additional options
- *... Go back to the previous menu