

Telstra VVX 500/VVX 501 Call Centre Phone Guide



The changes between the **VVX 500** and the **VVX 501** is a simple hardware refresh. There are no changes to the user functionality. This Phone Guide is based on Firmware **version 5.4.1**. Follow the instructions listed below to check your Phone Firmware version.

TIPT Call Centre is currently on R19.0.46 & R19.0.41. Currently Internet Explorer and Firefox are the only supported browsers.

VVX 500/VVX 501 phone



1. QSetup (Quick setup)

If you are required to initially configure your IP phone you will be advised of the Username and Password. This information only needs to be entered once via the QSetup soft key.

Tap the **QSetup** soft key

Tap the **Server User** field

Enter the Server User credentials (obtain this information from Telstra.

This number will be your phone number)

Tap the **Server Password** field

Tap the Mode soft key and tap **123** (to select numbers)

Enter the Server password (obtain this information from Telstra)

Tap **Save Config** to Save the Config

You will now need to manually reboot the phone

Press the **Home** button 

Tap Settings

Tap **Basic**, swipe your finger up the screen and

Tap **Restart** Phone

Tap the **Yes** soft key (to confirm)

Note 1: Restarting the phone may take a few 15 minutes

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

Note 3: This is only required for phones that are on DMS (Device Management System) platform.

2. Check your Phone Firmware Version

From the **Home** screen,

Tap **Settings**

Tap **Status**

Tap **Platform**

Tap **Application**

Tap **Main**

The Firmware Version will be listed on the screen

3. The Touch screen

Your phone has a touch-sensitive screen. To access features or obtain information, **tap** the menu items, soft keys (the keys along the bottom of the touch screen) and field that display on the touch screen


To access further screens, **swipe** the screen (move your finger across the screen), either left or right to display further screens.

4. Camera

Your VVX 500 Media phone supports a



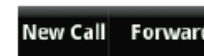
5. Navigating the Touch screen

To enter the Home View main menu, press 

To return to the Line View, press 

To select a menu item, tap the menu icon

To select a soft key, tap the soft key



To select an option in a list, tap the option

To scroll through menu items listed on more than one screen, touch the screen and drag

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your finger in the required direction (Up, Down, Left or Right)

OR


Swipe the screen, by moving your finger across the screen in right to left or left to right motion to display further screen options

To return to previous screen, tap **Back**



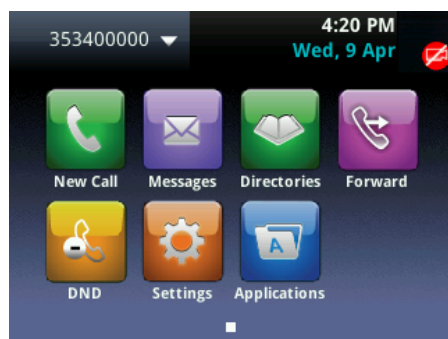
6. Adjusting the Ringer, Handset/Headset Volume

During a call, press the  to adjust the call volume

While the phone is idle, to adjust the Ringer volume, press the  volume buttons.

7. Home View

Home View shows 7 main icons:



If you press and hold the page indicator,



Home View expands to display additional icons

To hide the additional icons, press and hold 

Alternatively, you can Swipe the screen to display additional cons



New Call – Tap **New Call** to display Dialler

From the Dialler, you can enter a number or URL and place a call

From the Dialler, you can access the Directory, Recent Calls and Favorites



Messages – Tap **Messages** to access your Voicemail Messages



Directories – Tap **Directories** to view all the contacts in your Local Contact Directory

From your Directory, you can add and search for contacts, as well as quickly access the DialPad, Recent Calls and Favorites



Forward Allows you to enable/disable your **call forward always**, no answer or busy settings.



DND Allows you to enable/disable **Do Not Disturb**. Calls cannot be received when enabled.



Settings – Tap **Settings** to access features and settings to customise your phone

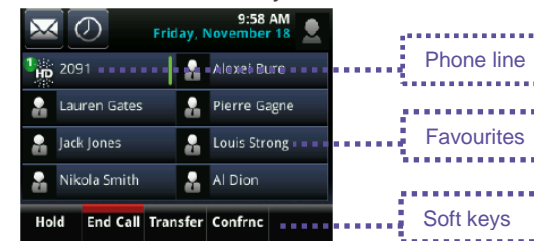


Applications – Tap **Applications** to view custom applications configured by your CGA

8. Line View

Line View is your phones default display.

Line View displays all your phone lines, your favourites and soft keys.



If your phone is idle you can;

Tap a phone line to access the Dialler

If your phone has calls, the phone line indicates the number of calls you have, and if they are active or held

An active call displays a green bar

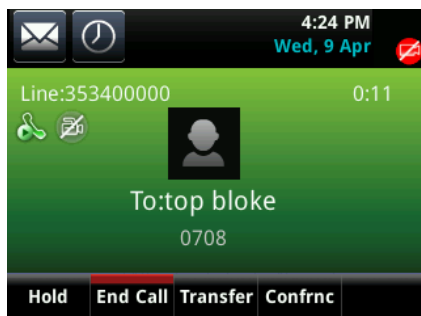
A held call displays with a red border

9. Active Call View

This view displays the name and number of the person you are talking with and the duration of the call

From Active view you can, Hold, End Call, Transfer or set up a Conference

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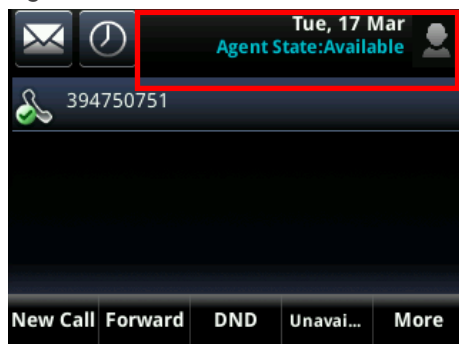
Press the **Home** button to return to Line view

The Telstra VVX 410/411, VVX 500/501 and VVX 600/601 phones allow users with the Premium Call Centre licence assigned to them to utilise the additional specific agent/supervisor call centre features on these phones via new soft keys. Features such as signing in and out, and selecting your Agent status are now available to select on your soft keys.

10. Signing in as an Agent (Call Centre feature)

With an idle phone and from the Line view screen, to sign in

Press the **ASignin** soft key
the top line (header) of the phone displays
Agent State: Available



11. Signing out as an Agent (Call Centre feature)

While Signed in and not on a call, to sign out

Press the **More** soft key
Press the **ASignOut** soft key

12. Changing Agent state from Available to Unavailable (Call Centre feature)

When an Agent is signed in and not on a call, to change your state to Unavailable. If unavailable codes have been configured in CommPilot, you can optionally add a code.

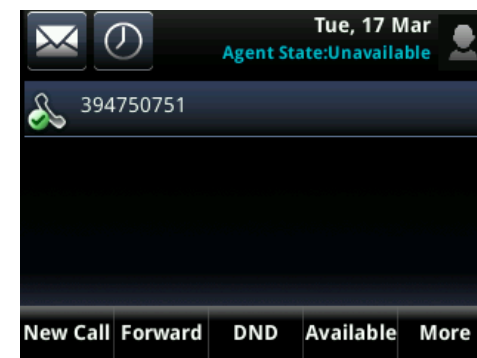
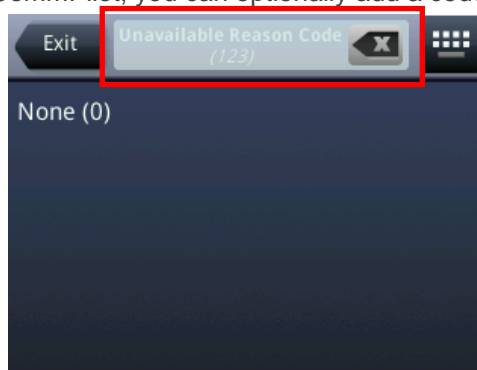
Press the **Unavai...** soft key

Enter an **Unavailable code** (if required and preconfigured by your Customer Group Administrator)

Calls are not routed to the agent on their call centre line while in the unavailable state.

Calls will still arrive on an agent's non-call centre line if they are on a call centre call

If unavailable codes have been configured in CommPilot, you can optionally add a code.



When an Agent is signed in and not on a call, to change your state to Available

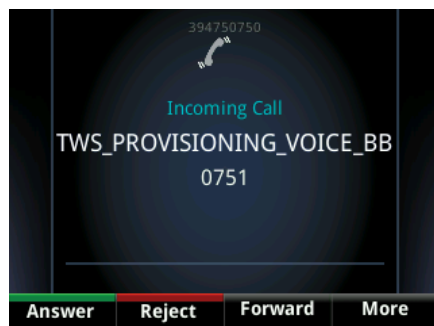
Press the **Available** soft key
Calls are routed to the agent on their call centre line while in the available state

13. 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

14. Incoming calls – information displayed (Call Centre feature)

An incoming call causes the phone to ring.
Queue information for an incoming call centre all is automatically displayed



Press the **Answer** soft key to answer the incoming call
OR

Lift the **handset**
OR

Press the **Speaker** or Headset button to answer the incoming call

15. 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

Making an outgoing Call Centre call

Press **#80**

Tap 

Enter the call centre number that you want to use for the outbound call followed by the # key.

The Call Centre number not your personal extension number will be displayed to the called contact

Press the **Dial** soft key

16. Placing a Call

Using the handset

Lift the handset and enter the required number by using the phone keypad

Using the speakerphone

Enter a number

Tap the **Dial** icon 
OR

With the handset on-hook, tap the **New Call** icon or **New Call** soft key, enter the phone number by using the phone keypad

17. Answering a Call

Lift the handset **OR**

Tap the **Answer** soft key 
OR

Answering on a Shared Line

If you share a line with another phone, you can answer calls as described above, or you can wait for someone else to answer the call. If you answer the call and place it on hold, anyone who shares your line can resume the held call.

18. Placing a Call on Hold

Whilst in an active call

Tap the **Hold** soft key

To return to the call

Tap the **Resume** soft key

To make another call while the original caller is on hold

Tap the **New Call** soft key, enter the required number

If multiple calls are on hold

Tap the call on hold to select it

Tap the **Resume** soft key, or press the **Hold** button

To join all three parties onto an impromptu conference call

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

Tap **More**

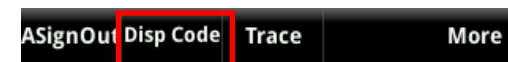
Tap **Join**

19. Disposition Codes (Call Centre feature)

Disposition codes or wrap up codes are additional codes that can be applied to call centre calls to tag those calls with additional information. Disposition codes can be entered during a call or after a call. Disposition codes need to be configured and activated by your Customer Administrator in order to use this feature.

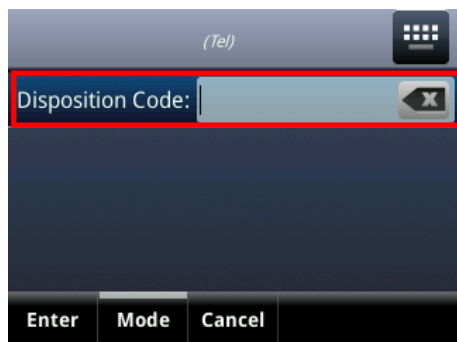
Disposition Codes during a call

Whilst in a call, select the **More** soft key then the **Disp Code** soft key



Manually enter the code using the phone keypad

Tap the **Enter** soft key on the phone



Entering a disposition code does not impact the ongoing phone call.

Disposition Codes after a call

After a call is complete, select the **More** soft key then the **Disp Code** soft key

Manually enter the code using the phone keypad

Press the **Enter** soft key on the phone

If the disposition code is not accepted the agent will hear an announcement advising them the code is not accepted.

20. Ending a Call

Hang up the handset **OR**

Tap the **End Call** soft key

21. 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.

Tap the **Answer** soft key to switch to and answer the incoming call.

The initial call is automatically placed on hold.


By tapping the screen you can toggle between the active and held calls.

Tap the **Resume** soft key to resume your conversation.

You cannot receive additional calls while both lines are engaged.

22. Muting the microphone

While Mute is activated, you can hear all other parties, however they cannot hear you.

During a call press the mute button  (The mute button is illuminated in red)

To turn off mute, press the mute button  again

23. 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

Enter the transfer destination number

Tap the **Transfer** soft key.

Your call will be transferred automatically.

24. Emergency (Call Centre feature)

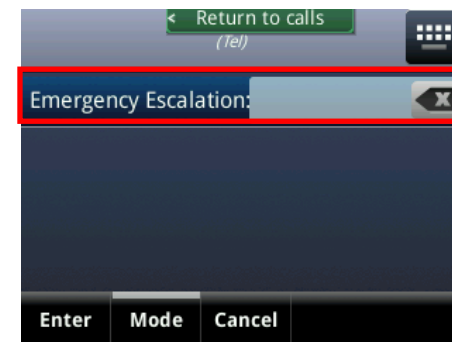
Using the Emergency feature allows a 3-way call to be set up with a Supervisor, Agent and caller.

Whilst in a call

Tap the **More** soft key then the **Emergency** soft key

Enter the phone number of a Supervisor into the Emergency Escalation field.

Tap the **Enter** soft key to establish the 3-way call.

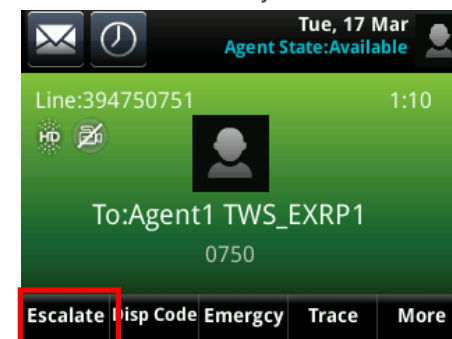


Note: If the agent (initiator) hangs up the handset all parties will be disconnected.

25. Escalate (Call Centre feature)

The Escalate function enables an agent to consult with a supervisor whilst placing the original caller on hold. All 3 parties (caller, agent and supervisor) can then be joined into a 3 way conference call.

Whilst in a call, press the **More** soft key then the **Escalate** soft key



The first available supervisor (if multiple supervisors are assigned to the call centre) is automatically called



When the Supervisor answers, press the **More** soft key then the **Join** soft key

Note: If the agent (initiator) hangs up the handset all parties will be disconnected.

26. Trace (Call Centre feature)

Whilst in a call, pressing the Trace soft key sends a call trace request to the Application Server

Entering a call trace request does not impact the ongoing phone call.

After a call is terminated, selecting the **More** soft key then the **Trace** soft key sends a call trace request.

An announcement acknowledges the success or otherwise of the trace request being accepted

Note: You must be assigned the Customer Originated Trace service to use this capability.

27. Wrap Up (Call Centre feature)

When configured by the Customer Group Administrator, after call termination, the agent will automatically be placed into the *Wrap-up state* for the duration of the wrap up time.

The text “Wrap-up” will appear at the top of the screen of the phone.

This will disappear after the wrap up timer has expired.

The handset does not require a Wrap-up soft key or configured speed dial.

28. Supervisor Functionality (Call Centre feature)

A Supervisor has the following additional call centre features available; Silent Monitoring, Night Service Manual Override Activation/Deactivation, Forced Forwarding Activation/Deactivation. These features do not have soft keys assigned to them. A supervisor uses Feature Access codes to activate them.

29. Transfer a call – Consult transfer

Consult 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

When the party answers, announce the call

Press the **Transfer** soft key again to complete the transfer.

If the party refuses the call (prior to completing the transfer)

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

30. 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, Call Forward Busy.

Call Forward Always

To forward all your calls to another number.


Call Forward Always activation:

Tap the **Forward** soft key

Tap **Always**

Enter the required number to which to forward your calls

Tap the **Enable** soft key

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

Call Forward Always deactivation:

Tap the **Forward** soft key

Tap **Always**

Tap **Disable**

Call Forward No Answer activation:

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

Tap the **Forward** soft key

Tap **No Answer**

Enter the required number to which to forward your calls

Tap the screen to select the *Forward After Rings* field and enter the required number of rings (20 rings is the default)

Tap the **Enable** soft key

Call Forward No Answer deactivation:

Tap the **Forward** soft key

Tap **Call Forward No Answer**

Tap **Disable**

Call Forward Busy activation

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

Tap the **Forward** soft key

Tap **Busy**

Enter the required number to which to forward your calls

Tap the **Enable** soft key

Call Forward Busy deactivation:

Tap the **Forward** soft key



Tap **Busy**

Tap **Disable**

Call Forwarding is not available on Shared Lines

31. Do Not Disturb activation

When you enable **Do Not Disturb (DND)**, you prevent your phone from ringing and send all incoming calls directly to voicemail. All calls received while DND is enabled, will be displayed in your **Recent Calls** list

From Line View

Press the **Do Not Disturb** soft key

DND

The **Do Not Disturb** icon displays on screen when enabled.

Or

From Home View

Select the **DND** icon



32. Do Not Disturb deactivation

From Line View

Press **DND** soft key, and DND is disabled.

Or

From Home View

Select the **DND** icon

The Do Not Disturb Service has been turned off.

33. Conference Calls

While engaged in one call:

Tap the **Confrnc** soft key

Enter the required **number** or extension of the second party

Tap the  Dial icon

When the call connects

Tap the **Confrnc** soft key

All parties are connected in a three-way call.

To end the conference

Tap the **End Call** soft key

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

Note: There can be a maximum of 3 parties on 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.

34. 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.

Tap the **Answer** soft key to switch to and answer the incoming call.

The initial call is automatically placed on hold.

By tapping the screen you can toggle between calls, tap the call that is on **hold**

Tap the **Resume** soft key to resume your conversation.

If you do not want to answer the second incoming call:

Tap the **Reject** icon (call will go directly to Voice Mail)

OR

Tap **Ignore** soft key (this will re-direct call to Voice Mail after a nominated amount of rings)

OR

Tap **Forward**, then enter a number you wish to forward the incoming call to, then **tap forward** (incoming call will be forwarded to nominated number)

You cannot receive additional calls while both lines are engaged.

35. Updating Contact Directory

To add or edit a contact:

To add a contact

From Home View, tap **Directories** icon



Tap 

Enter Contact details (in all required fields)

Tap **Save** soft key

To edit a contact


From Home View, tap **Directories** icon



Tap the **Search** soft key

Use the key pad and **search** soft key to find required contact (i.e. to access the letter b, press the number 2 twice)

Click on contact

Tap **Edit** icon  to access details for editing

Tap **Save** soft key

To search for a contact

From Home View, tap **Directories**



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Tap the **Search** soft key

Use the key pad and **Search** soft key to find required contact

To add a new contact to favourites

Favourites are contacts in your contact directory that you call most often. A maximum of 9,999 can be added

Tap a contact to display options

Tap **Edit** (pencil)

Scroll downwards to **Favorite Index** and select

Tap **Yes** to select the default index number displayed, or tap Edit Index to select your own


Using the Onscreen keyboard to add

Use the onscreen Keyboard to quickly update field information:



From Home View, tap **Directories** icon

Tap the **+** icon

Tap  to display keyboard



Tap the characters you want to enter for the first name

Tap the **✓**

Tap the Contact field and enter the required numbers

Tap the **Save** soft key

To delete a contact



From Home View, tap **Directories** icon

Tap the **Search** soft key

Use the key pad and **search** soft key to find required contact (i.e. to access the letter b, press the number 2 twice)



Select **Delete** icon

Tap **Yes** to confirm deletion

36. Call History

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

Call History icons:



Missed Calls



Received Calls



Placed Calls

Tap **History** icon in active call view will show call history starting from most recent call

Select the **Recent** soft key

From recent call list, tap the information icon next to a call record to display further options:

Tap **Dial** to call the person



Tap to delete the call from the list

Tap to edit the phone number before you dial the person

To refine Call History Search

With the list on the screen



Tap the either or **search** icons

Tap required search field (Missed, Received or Placed calls)

37. Ring type

To change your ring type:



Tap **Settings** icon

Tap **Basic**

Tap **Ring Type**

Tap a ring type option

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



Tap **Backspace** icon to return to the idle screen

38. Backlight display

To change the Backlight display of the phone screen



Tap **Settings** icon

Tap **Basic**

Tap **Backlight Intensity**

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

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

Tap **Maximum Intensity**



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

Tap the **Backspace**  soft key to return to the previous screen

39. Headsets

You can connect an Analogue and/or a USB headset to your phone.

If headset is connected,  glows.

If you use a headset, you can set up your phone so that all calls use the Headset.

If you use a headset that supports electronic hookswitch (EHS), you can press the hookswitch button to place, answer and end calls. In addition you may be able to Mute calls and control volume from your headset

40. Enabling Headset Memory Mode

You set up your phone so that all incoming and outgoing calls use your headset. At any time you can switch to handset or speaker mode

Tap **Settings** icon 

Tap **Basic**


Tap **Preferences**

Tap **Headset**

Tap **Headset memory**


Tap **Enabled** soft key

Press 

To access Headset memory mode, press headset key  twice.

The headset button will flash when enabled

41. Warning icon

If your phone is unable to perform certain tasks, a warning icon  will display in the status bar. The warning icon lets you know that your phone has one or more issues that you should know about. Contact your customer Group Administrator to advise them of this issue.

42. Voice Portal – Message icon

First time login setup

From Line view tap the  icon to access voicemail

OR

From the Home view tap the **Messages** icon



and tap Message Centre

OR

Dial the Voice Portal number (ask your Group Administrator what this is)

Enter a passcode, when prompted; after your initial login you will need to change your passcode.

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

43. Login to the Voice Portal

From your own phone:


Tap the **Messages icon**, , or dial the Voice Portal extension

Enter your passcode followed by the hash key (#)

Press 1

Press 1 again

From another phone in your group:

Tap the **Messages icon**, , 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 (#).

44. 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
 - 8... Change your passcode
 - 9... Exit the Voice Portal
 - #... Repeat this menu
 - †... Only available if assigned.
- Change your mailbox Busy greeting

Tap the Messages icon 

Enter your passcode and press #

Press 1 to access your voice mailbox

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

- 1... Record your Name
- 2... Change your conference Greeting
- *... Go back to previous menu
- #... Repeat menu

Change your mailbox No Answer greeting

Tap the Messages icon 

Enter your passcode and press #

Press **1** to access your voice mailbox

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

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

45. Listen to Messages

Your phone may indicate you have Voicemail messages by the following:

A message counter in the Home View



A message icon in the status bar




If you have more than one message, the icon will display a counter indicating the number of messages




A message icon also scrolls under the Date and Time display

To listen to Voicemail

On the Status Bar, tap  (this will direct you to your voicemail, where you will follow the prompts to retrieve your messages

OR

From Home View page tap 
Tap Message Centre (this will direct you to your voicemail, where you will follow the prompts to retrieve your messages

46. Voice Messaging main menu

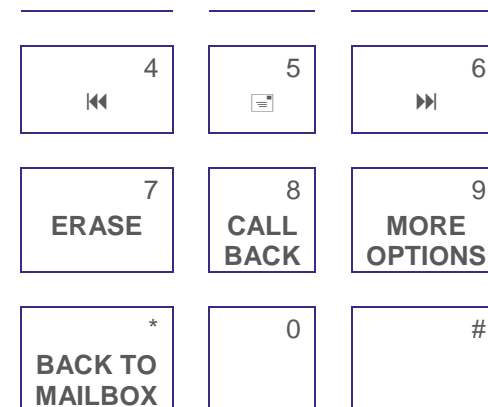
- 1... Listen to your messages
- 2... Change your mailbox Busy greeting
- 3... Change your mailbox No Answer greeting
- 5... Compose and send a new message
- 7... Delete all messages
- 8. Modify the message deposit settings for your mailbox.
- *... Go to the CommPilot Voice Portal
- #... Repeat this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

47. Messages Prompts

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):



- #... 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