Telstra VVX 500/501 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.

VVX500/501 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

Select **Settings**

Select **Status**

Select **Platform**

Select **Application**

Select **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 or soft keys (the keys along the bottom of 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 500/501 Media phone supports a

Polycom USB camera

Slot on the back of your phone for Polycom USB camera

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

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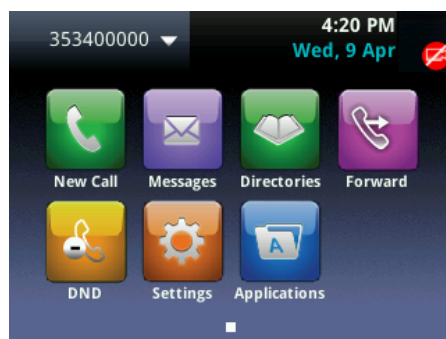
To return to previous screen, tap **Back**

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:

Some VVX 500/501 may also have a Redial icon configured

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

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

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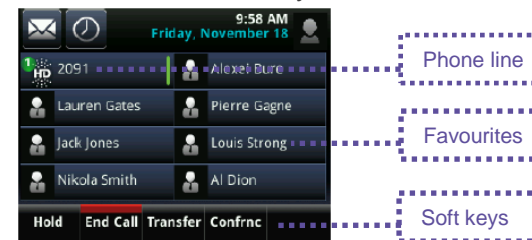

 Allows you to access **Settings** to access features and settings to customise your phone

 Allows you to view custom applications configured by your CGA

8. Line View

Line View is your phones default display. Line View displays your phone lines, your favourites and soft keys.

If your phone is idle you can;

Tap a phone line to access the Dialer

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 background

A held call displays 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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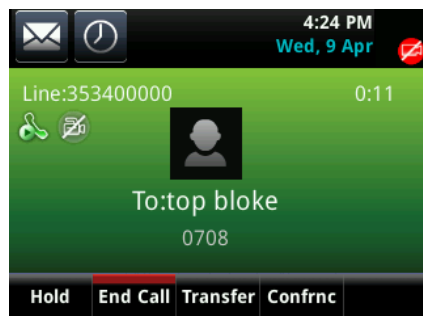
Swipe the screen to take you back to Line View

10. 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

11. 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.

12. Ending a Call

Hang up the handset **OR**

Tap the *End Call* soft key

13. 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.

14. Placing a Call on Hold

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 *Join*

15. 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

16. 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 to transfer the call

Your call will be transferred.

17. 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.

18. 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

19. 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

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

Or

From **Home** View

Select the **DND** icon

20. 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.

21. Conference Calls

While engaged in one call:

Tap the *Confrnc* soft key

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

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.

22. 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.

23. 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 or select the contact

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** icon

Tap the **Search** soft key

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

To add a contact to favorites

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

From **Home** View

Tap **Directories**

Tap the contact (that you wish to add)

Tap **Edit** (Pencil)

Scroll downwards by swiping downwards on the screen

Tap **Favorite Index**

Tap **Save**

From Home View, tap **Directories** icon

Tap the ➕ icon

Tap to display keyboard

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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 the **Contact**

Select **Delete** icon

Tap **Yes** to confirm deletion

24. 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 the **contact** to call the person

Tap to delete the call from the list

Tap **Edit** (pencil) to edit the contact

Tap to edit the phone number before you dial the person

To refine Call History Search

With the list on the screen

Tap the search icons

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

25. 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 to return to the idle screen

26. 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** to return to the previous screen

27. 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 Headset. If you use a headset that supports electronic hookswitch (EHS), you can press the hookswitch button to place, answer and

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end calls. In addition you may be able to Mute calls and control volume from your headset

28. 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

29. 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.

30. 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

31. 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 (#).

32. 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

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

1... Record your Name

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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

33. 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

34. 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

35. 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):

1	2 ▸	3
4 ◄◄	5 ▣	6 ►►
7 ERASE	8 CALL BACK	9 MORE OPTIONS
* BACK TO MAILBOX	0	#
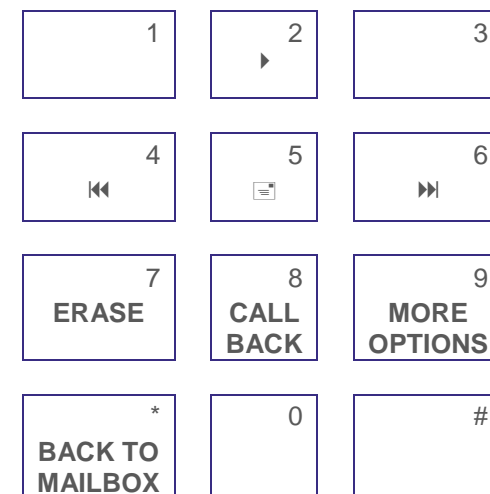
#... Save this message

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