


Telstra IP Telephony – VVX 500/501 Phone Quick Reference 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 Quick Reference Guide is based on Firmware **version 5.4.1**.

1. Place a Call

- Enter a number
- Tap the **Dial Icon** 

2. Answer a Call

- Tap the **Answer Icon** 
- 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

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
- If the third party hangs up first, press the **Resume** soft key

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)

Tap the **Messages Icon**  and follow the prompts to access the Voice Portal to retrieve Voice Mail messages, record greetings and set Call Forward features

7. Forwarding a Call

To enable Forwarding

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

- Type the number to forward calls
- 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

