Telstra VVX 600/601 Phone Guide

The changes between the **VVX 600** and the **VVX 601** is a simple hardware refresh.   There are no changes to the user functionality. This Phone Guide is based on Firmware **version 4.1.7.** Follow the instructions listed below to check your Phone Firmware version.

VVX 600/601 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 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, navigate to and

Select **Settings**

Select **Status**

Select **Platform**

Select **Application**

Select **Main**

The Firmware Version will be listed on the screen

3.   Camera

Your VVX 600 Media phone supports a Polycom USB camera with a Shutter to Open
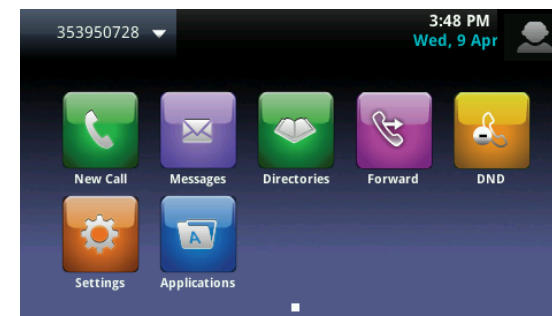

and Close

Slot on the back of your phone for Polycom USB camera

4.   Home View

Home View shows the main icons:

To enter the Home View main menu, press

To return to the Line View, press

Tap an icon on the screen to select a menu item – New Call, Messages. Directories, Forward, DND, Settings or Applications.

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Use the Page Indicator icon if there are multiple pages to move through the pages

Alternatively, you can Swipe the screen to display additional icons

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

Using the Dialler, you can enter a number or URL via the screen of the phone.

Tap the **Call** soft key to make the call

From the DialPad, you can access the Directory, Recent and Favorites via the soft key tabs on the screen

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

Directories – Tapping the Directories icon allows you to view all the contacts in your Contact Directory, Recent Calls, BroadSoft Directory and UC-One Contacts.

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

Forward - Tap the **Forward** icon to enable/disable your call forward always, no answer or busy settings.

DND - Tap the **DND** icon to enable/disable **Do Not Disturb**. Calls cannot be received when enabled. You can also tap the **DND** soft key tab on the screen to enable/disable DND.

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

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

To return to previous screen, Press Back

5. Soft Keys

The VVX 600/601 has four soft key tabs at the bottom of the phone screen. Tapping the relevant soft key will access that feature.

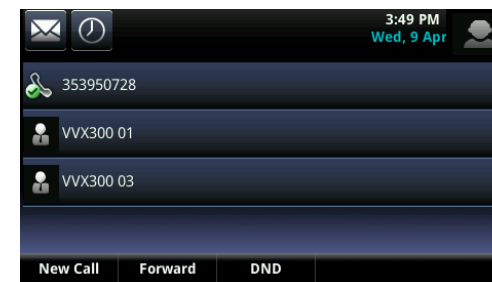## 6. Adjusting the Ringer, Handset/Headset Volume

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. Line View
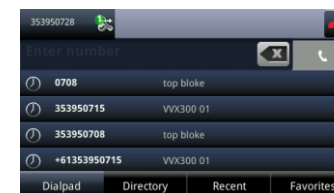
Line View is the default display.
Line View displays all your phone lines, your favorites and other soft key tab options.
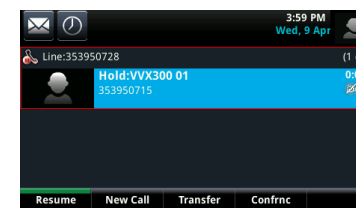
If your phone is idle you can;

Tap the **New Call** soft key to access the dialpad

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 with a **green** bar (right of the call)
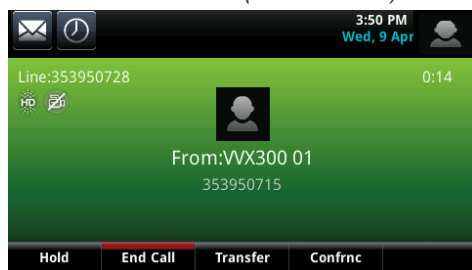
A held call displays as seen below

8. Active Call View

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

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From Active view you can *Hold, End Call, Transfer or Confrnc (Conference)*

9. 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

Press the *Dial* soft key
Or

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

10. Answering a Call

Lift the handset *Or*

Press the *Answer* soft key

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.

11. Ending a Call

Hang up the handset **OR**

Press the *End Call* soft key

12. 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 and answer the incoming call.

The initial call is automatically placed on hold.

By tapping on the required call you can toggle between the active and held calls.

On the held call tap the *Resume* soft key to resume your conversation.
You cannot receive additional calls while both lines are engaged.

13. 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 and select it and tap the *Resume* soft key

To join all three parties onto an impromptu conference call

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

Tap the *Join* soft key

14. 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

15. 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.

16. 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.

17. Call Forwarding

There are 3 Call forward options which can be set from your handset using either soft keys or

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Feature Access Codes; Call Forward Always, Call Forward No Answer, Call Forward Busy.

Call Forward Always activation

To forward all your calls to another number

Press the **Forward** soft key

Select **Always**

Enter the required number 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

Press the **Forward** soft key

Tap **No Answer** and select

Enter the required number to which to forward your calls

Tap **Forward After Rings** field and enter the required number of rings (20 rings is the maximum)

Tap the **Enable** soft key

Call Forward No Answer deactivation:

Tap the **Forward** soft key

Tap **No Answer**.

Tap the **Disable** soft key

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**

Press **Disable** soft key

Call Forwarding is not available on Shared Lines

18. Do Not Disturb activation

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

From Home View

Tap **DND** icon

Or

From Line View

Tap the **DND** soft key tab

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

19. Do Not Disturb deactivation

From Line View

Tap **DND** soft key, the icon changes on the screen to display Do Not Disturb is disabled

Or

From **Home** View

Tap DND

The **Do Not Disturb** Service has been turned off.

20. 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:

Press the **End Call** soft key

Note: If either of the other two parties hang 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.

21. TIPT Virtual Meeting Room (VMR)

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

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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.

22. Contact Directory

To add a contact:
Press Home and tap the **Directories** icon

Press the **Plus** icon (at top right of screen)

Enter **first name**, tap on **last name** and enter the detail tap on **contact** and enter the numbers

Tap **Save**

To edit a contact:
From Home View

Tap **Directories**

Tap the required contact

Tap the **Pencil icon** (edit) and make the required changes.

Tap the **Save** Soft Key

To Delete a Contact:

From Home view

Tap Directories

Tap the **Contact**

Tap the **Delete** soft key

The screen will display the message "Are you sure you want to delete this contact?" Press **Yes**.

23. 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 the **Call History** icon to access the Call List.

To Delete a List

Tap the **Call History** icon .

Tap the **delete** icon .

Select the list you want to delete – All calls, missed calls, received calls, placed calls. The selected list will be deleted

24. Adding a Favorite

From Home View
Tap the **Directories**
Tap the required contact
Tap **Add to Favorites**
The message **Add to Favorites with and index of 1** will appear tap **Yes**.

25. Ring type

To change your ring type:
From Home View

Tap **Settings** icon

Tap **Basic**

Tap **Ring type** option

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

Tap the **Back** soft key **three** times to return to the Home view screen

26. Backlight display

To change the Backlight display of the phone screen

From the Home View screen select the

Settings icon

Tap **Basic**

Tap **Backlight Intensity**

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

Tap **Back** icon

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

Tap **Back** icon

Or

Tap **Maximum Intensity**

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

Tap the **Back** icon to return to the previous screen

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27. Headsets

You can connect an Analogue headset to your phone. When the headset button is pressed it illuminates **green**. All calls received will be answered through the headset. When the headset is activated, Mute and Volume will take effect on the headset device.

Tap the *headset* button again to deactivate the 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

From the Home Screen

Tap *Settings* icon

Tap **Basic**

Tap *Preferences*

Tap *Headset*...

Tap **Headset memory**

Tap *Enabled*

Press the **Home** button to return to the home screen

To access Headset memory mode, press the 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 voicemail icon to access voicemail

OR

From the **Home** view

Tap the *Messages* icon

Tap **Message Centre**

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

Note: It is essential your passcode is 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* button, or dial the Voice Portal extension.

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

From another phone in your group:

Tap 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 (#).

Press **1**

Press **1** again

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... Go to the Greetings Menu
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.

Change your mailbox Busy greeting

Press the *Messages* button

Enter your passcode and press #

Press **3** to access your Greetings menu

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

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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

33. Listen to Messages

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

A message counter in the Home View ✉, and

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

Press the **Message** Button ✉ (this will direct you to your voicemail, where you will follow the prompts to retrieve your messages

OR

From Home View tap the **Message** icon

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