



Quick Start Guide for your Telstra T48G

Business Internet

Let's get this show on the road >

Handset legend

Your Telstra T48G

Getting connected

Bluetooth connectivity

Wi-Fi connectivity

Your contacts

MessageBank

Basic call features

Troubleshooting

Let's get this show on the road



This guide will help you get connected as quickly and as easily as possible. It'll guide you through the set up and run through the features that are included.

If you have questions beyond this guide, we want to help.

To learn more about your Business Broadband or DOT tools and features, visit the Business Broadband support page at www.telstra.com/dot/support

To speak with a DOT consultant, or set up a DOT training session, phone us on 13 2000 and say "Digital Office Technology" when prompted. Our consultants are available 24 hours a day.

When calling, please have your Account Number or phone number, including area code, ready for the consultant.

Let's get started

Your package contains the following:

- Telstra T48G IP Phone
- Telstra T48G Phone Stand
- Power Adapter
- Ethernet Cable
- This Quick Start Guide

Let's get this show on the road

Handset legend >

Your Telstra T48G

Getting connected

Bluetooth connectivity

Wi-Fi connectivity















Your contacts















MessageBank

Basic call features

Troubleshooting

Handset legend

Icon	Description
	Network is unavailable
	Registered successfully
	Register failed
	Registering (Flashing)
	Hands-free speakerphone mode
	Handset mode
	Headset mode
	Multi-lingual lowercase letters input mode
	Multi-lingual uppercase letters input mode
	Alphanumeric input mode
	Numeric input mode
	Multi-lingual uppercase and lowercase letters input mode
	Voice Mail
	Auto Answer

Icon	Description
	Do Not Disturb
	Call Forward
	Call Hold
	Call Mute
	Ringer volume is 0
	Received Calls
	Placed Calls
	Missed Calls
	Forwarded Calls
	Bluetooth mode is on
	Bluetooth headset is both paired and connected
	The default caller photo and contact icon
	Wi-Fi connection is successful
	No Wi-Fi connection

Let's get this show on the road

Handset legend

Your Telstra T48G >

Getting connected

Bluetooth connectivity

Wi-Fi connectivity

Your contacts







MessageBank

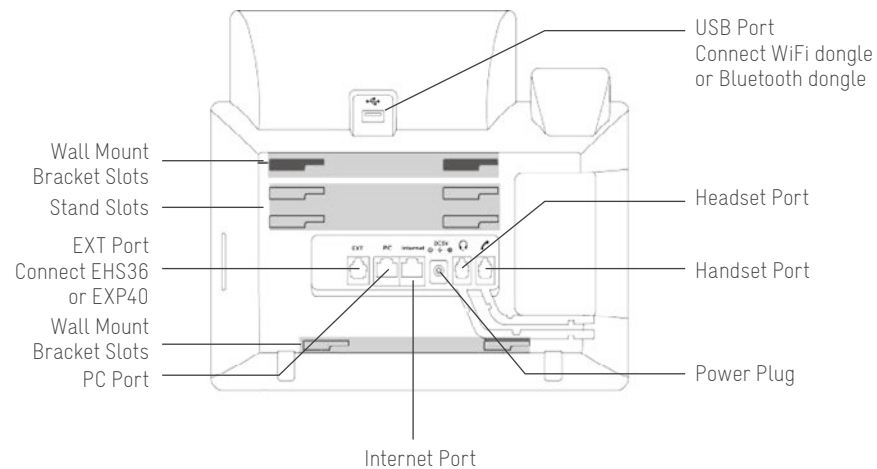
Basic call features

Troubleshooting

Your Telstra T48G



Message Light	Indicates phone power and some feature status.
Headset Key	Presses to activate the headset mode.
Mute Key	Presses to activate the mute mode.
Hold Key	Places a call on hold or resumes a held call.
MessageBank Key	Presses to access MessageBank.
Transfer Key	Transfers a call to another party.
Redial Key	Presses twice to dial out a last dialed number.
Speakerphone Key	Presses to activate the Speakerphone.
Volume Key	Presses +/- to adjust volume.
   	Scrolls through the displayed information.
	Confirms actions or answers incoming calls.
	Cancels actions or rejects incoming calls.



Let's get this show on the road

Handset legend

Your Telstra T48G

Getting connected >

Bluetooth connectivity

Wi-Fi connectivity

Your contacts

MessageBank

Basic call features

Troubleshooting

Getting connected

1. Set up your Telstra T48G IP Phone

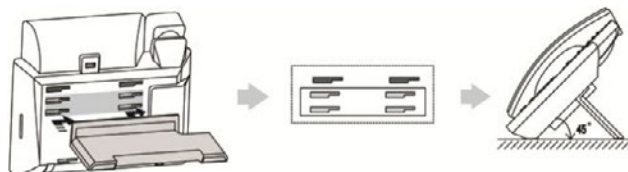


Fig 1

- Turn your phone over to expose the ports on the back of the unit.
- Attach the stand (Fig 1) to the phone.

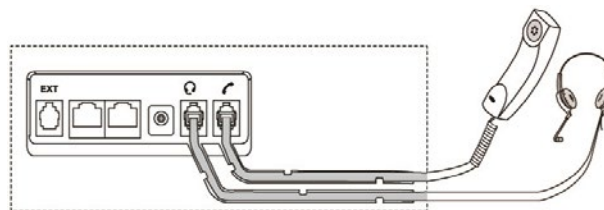


Fig 2

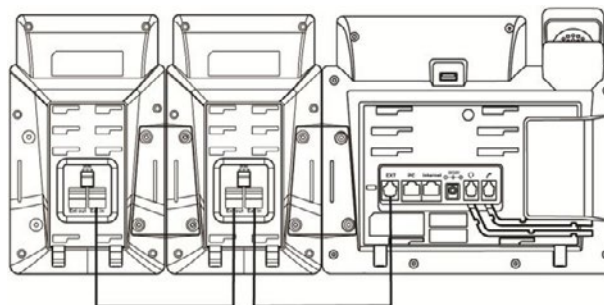


Fig 3

- Connect the handset cable to the handset port on the phone (Fig 2).
- Optional – Wired Headset: Connect the wired headset to the headset port on the phone (Fig 2). Connect the EHS36 (Fig 2) or EXP40 (Fig 3) to the EHS port on the phone.

2. Set up your power and the network connection

Connect via AC power

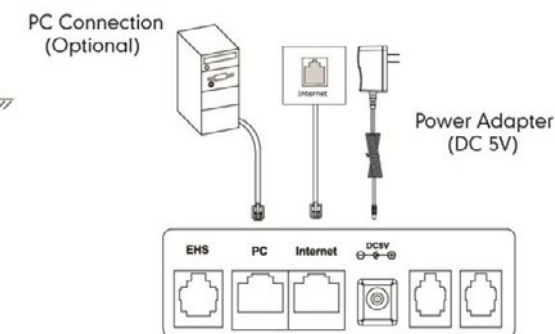


Fig 4

Connect via AC power

- Ensure the power source is turned OFF.
- Plug the Power Adapter (DC5V) into the power source.
- Connect the Power Adapter (DC5V) to the DC5V port on the back of the phone (Fig 4).
- Turn the power source ON.
- Connect the Ethernet cable to the Internet port on the back of the phone and an available Ethernet port on a compatible DOT router/switch* (Fig 4).
- Optional – PC Connection: Connect one end of the second Ethernet cable to the LAN port on the user's PC and the other end to the PC port on the phone (Fig 4).

* DOT-powered switches are available for purchase, if there are insufficient Ethernet ports on your DOT router to connect all your devices.

Let's get this show on the road

Handset legend

Your Telstra T48G

Getting connected >

Bluetooth connectivity

Wi-Fi connectivity

Your contacts

MessageBank

Basic call features

Troubleshooting

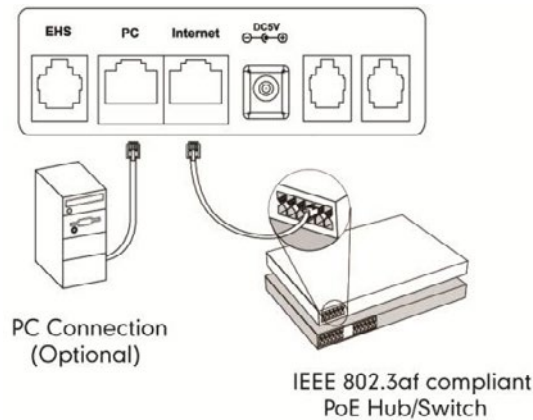


Fig 5

Connect via Power Over Ethernet (PoE)

- Connect the Ethernet cable to the Internet port on the back of the phone and an available Ethernet port on a compatible DOT router/switch* (Fig 5).
- Optional – PC Connection: Connect one end of the second Ethernet cable to the LAN port on the user's PC and the other end to the PC port on the phone (Fig 5).

* DOT-powered switches are available for purchase, if there are insufficient Ethernet ports on your DOT router to connect all your devices.

3. Set up your User Profile

The user profile must be set-up before you can use the phone.

- During startup, the “Zero Touch” screen will display Update, OK or Cancel?

If your phone is attempting to connect to a wireless network, you will need to manually reboot the phone to access the startup/“Zero Touch” screen.

- Press (OK) to update configuration or (X) to cancel startup.

Your phone will update configuration setting automatically after 10 seconds, unless you press (X).

- The LCD screen will cycle display: “Network checking” for ~30 seconds; “Configuration updating” for ~1 minute; “Welcome... Initialising... Please wait” for ~1 minute; “Network checking...” for ~5 seconds.



Fig 6

- You will be prompted for your admin details (Fig 6) – please ensure you follow the next steps correctly.
 - Refer to the Configuration Summary that was sent to your DOT registration email.
 - Refer to section “Device type: T48G” for your User ID and Password.
- Enter your User Name and Password select to complete the set up.



Fig 7

- The LCD screen will revert to the home display screen (Fig 7) – your phone is ready for use.

Let's get this show on the road

Handset legend

Your Telstra T48G

Getting connected

Bluetooth connectivity >

Wi-Fi connectivity

Your contacts

MessageBank

Basic call features

Troubleshooting

Bluetooth connectivity

A Bluetooth-enabled mobile phone or wireless headset can be paired to the Telstra T48G IP phone – this allows you answer calls on your headset and mobile around the office.

1. Pair and Connect a Bluetooth Device

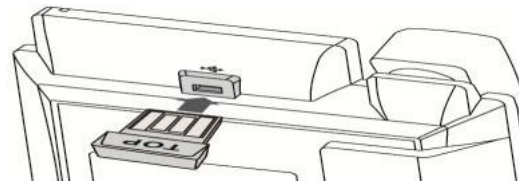


Fig 8

- When phone is in idle state, connect the Bluetooth dongle into the USB port on the back of the phone (Fig 8).



Fig 9

- You will be prompted (Fig 9): "Adapter has been added, scan bluetooth devices right now?"
- Select "OK".
The IP phone will automatically scan for available Bluetooth devices; these will be displayed on the touch screen.
- Tap the desired Bluetooth device.
- Enter the PIN in the **Password** field.
- Tap the **OK** soft key to connect your phone and Bluetooth headset.

Let's get this show on the road

Handset legend

Your Telstra T48G

Getting connected

Bluetooth connectivity

Wi-Fi connectivity >

Your contacts

MessageBank

Basic call features

Troubleshooting

Wi-Fi connectivity

1. Connecting to a Wireless Network (Wi-Fi)

There are three ways to connect your phone to Wi-Fi:

- A: Manually connect to an available wireless network
- B: Wi-Fi Protected Setup (WPS)
- C: Manually add and connect to a new wireless network

Before attempting to configure and connect to a wireless network / Wi-Fi, you must ensure your Telstra T48G IP Phone is:

- 1) Connected to a mains power supply; and
- 2) NO Ethernet cable should be connected (either for wired Ethernet or Power over Ethernet).

The PC Port does not support wireless operations; it is only supported in a wired operation (i.e. when the phone is connected to the network via an Ethernet cable).

A: To manually connect to an available wireless network

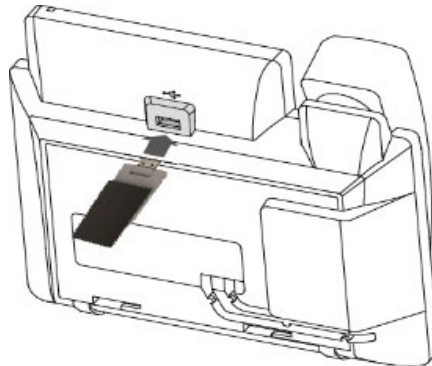





Fig 10

- When phone is in idle state, connect the Wi-Fi dongle into the USB port on the back of the phone (Fig 10).

- You will be prompted: "Wi-Fi adapter connected. Scan for available Wi-Fi networks?"
- Select "OK".



Fig 11

- The IP phone will toggle the Wi-Fi on and search for available wireless networks in your area (Fig 11).
- Optional – Refresh search: To search again for available networks, tap .
- To connect to the desired wireless network (SSID): Select the wireless network (SSID); or Tap  at the end of the desired SSID, and then tap .
- For secure networks, please enter the password in the **Wi-Fi Password** field.
- Select "OK".

Let's get this show on the road

Handset legend

Your Telstra T48G

Getting connected

Bluetooth connectivity

Wi-Fi connectivity >

Your contacts

MessageBank

Basic call features

Troubleshooting



Fig 12

- Once the connection has completed successfully, The SSID will now display the status "Connected" (Fig 12).

You will need to contact your network administrator for your Wi-Fi password.

B: Wi-Fi Protected Set up (WPS)

There are 2 options for connecting your Telstra IP Phone via the Wi-Fi Protected Set up (WPS):

- Push Button Configuration (PBC): The user has to push the WPS button on both the IP phone and modem router to connect.
- Personal Identification Number (PIN): The user has to enter a PIN generated randomly by the IP phone on the modem router to connect.

Push Button Configuration (PBC)

To connect to the wireless network using PBC method:

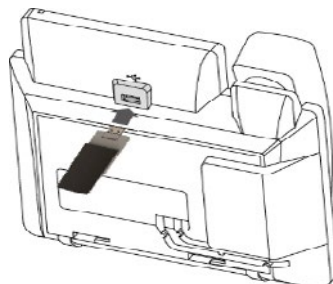


Fig 13

- When phone is in idle state, connect the Wi-Fi dongle into the USB port on the back of the phone (Fig 13).
- You will be prompted: "Wi-Fi adapter connected. Scan for available Wi-Fi networks?"
- Select "OK".



Fig 14

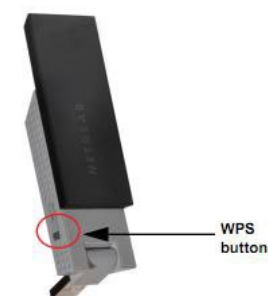



Fig 15

- The IP phone will toggle the Wi-Fi on and search for available wireless networks in your area (Fig 14).
- Optional – Refresh search: To search again for available networks, tap .
- Whilst the phone is scanning for available networks, long press the WPS button on the Wi-Fi USB dongle. (Fig 15)
- You will be prompted: "WPS activated. Connecting...120s".
- Long press the WPS button on your modem router.
- Once WPS setup has completed successfully, the SSID will now display the status: "Connected".

Let's get this show on the road

Handset legend

Your Telstra T48G

Getting connected

Bluetooth connectivity

Wi-Fi connectivity >

Your contacts

MessageBank

Basic call features

Troubleshooting

Personal Identification Number (PIN)

To connect to the wireless network using PIN method:

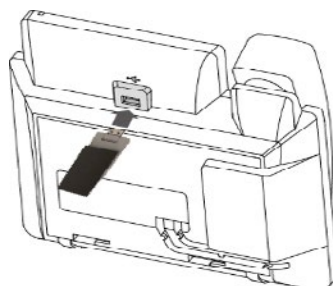


Fig 16

- When phone is in idle state, connect the Wi-Fi dongle into the USB port on the back of the phone (Fig 16).
- You will be prompted: "Wi-Fi adapter connected. Scan for available Wi-Fi networks?"
- Select "OK".



Fig 17

- The IP phone will toggle the Wi-Fi on and search for available wireless networks in your area (Fig 17).



- Optional – Refresh search: To search again for available networks, tap .
- Tap  and select PIN.
- You will be presented with a randomly-generated PIN.



Fig 18

- Tap OK (Fig 18).
- You will be prompted: "WPS activated. Connecting...120s".
- From a PC or laptop connected to the DOT router/switch, open up a web browser and enter in the DOT router address.
- Locate the Wireless Protected Setup configuration menu.
- Enter the PIN in the corresponding field to enable the setup of wireless devices via PIN.
- Click the corresponding button in the router's web interface to search clients.
- Once WPS setup has completed successfully, the modem router's web interface will prompt success.

Let's get this show on the road

Handset legend

Your Telstra T48G

Getting connected

Bluetooth connectivity

Wi-Fi connectivity >

Your contacts

MessageBank

Basic call features



Troubleshooting

C: Manually add and connect to a new wireless network

To manually add and connect to a new wireless network:



Fig 19

- Tap  in the Wi-Fi configuration screen (Fig 19).
- Using WLAN settings obtained from your DOT router, configure the following WLAN Profile on your DOT IP phone:
 - If you select WEP from the pull-down list “Security Mode”:
Edit the profile name, SSID, WPA shared key in the corresponding fields.
 - If you select WPA PSK or WPA2 PSK from the pull-down list “Security Mode”:
Select the desired Cipher type (TKIP, AES or TKIP+ AES) from the pull-down list of Encryption Type.
Edit the profile name, SSID, WPA shared key in the corresponding fields.
- Tap .

2. Disconnecting from a Wireless Network (Wi-Fi)

To disconnect the wireless network connection:



- Tap  > Basic > Wi-Fi.
- Do one of the following:



Fig 20

- In the Available Networks list – Tap the connected SSID or  at the end of the connected SSID (Fig 20).

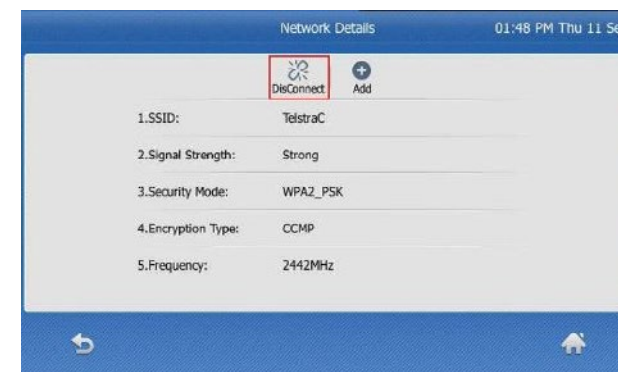



Fig 21

- Tap  (Fig 21).
- Tap Saved Networks.
- Tap the connected SSID.
- The SSID will now display the status: “Disconnected”.

Let's get this show on the road

Handset legend

Your Telstra T48G

Getting connected

Bluetooth connectivity

Wi-Fi connectivity >

Your contacts

MessageBank

Basic call features

Troubleshooting


3. Viewing the Wireless Network (Wi-Fi) information

To view the WLAN information:

- Tap  > Basic > Wi-Fi.




Fig 22

- Tap  at the end of the desired SSID to view the detailed WLAN information.
- If the IP phone has been connected to a wireless network successfully, you can also tap **Network Status** to view the connected WLAN information.

4. Disabling Wi-Fi

To disable Wi-Fi feature, do one of the following:

- Tap  > Basic > Wi-Fi.
- In the Wi-Fi field, select "Off".
- Connect an Ethernet cable to the IP phone.
- Unplug the Wi-Fi USB dongle from the IP phone.

The IP phone will switch the Wi-Fi off.

The wireless network is changed to the wired network, and the IP phone will switch the Wi-Fi off.

Let's get this show on the road

Handset legend

Your Telstra T48G

Getting connected

Bluetooth connectivity

Wi-Fi connectivity

Your contacts >



MessageBank

Basic call features


Troubleshooting

Your contacts


Search and call a saved contact

- Select  to access your Phone Directory.
- In left column, select the address book you would like to search.
- Select  and type the complete or partial name of the contact you wish to call.
- Using the navigation keys, scroll up or down to desired contact.
- Select the desired contact/number to initiate call.

Search a contact/place a call from Call History

- From the home screen, use navigation keys to scroll down.
- Select "History".
- Select  applicable Call History type: Missed, Placed, Received, Forwarded
- Optional – search by name: Select and type the complete or partial name of the contact you wish to call.
- Using the navigation keys, scroll up or down to desired contact.
- Select the desired contact/number to initiate call.

Save a number/edit a contact from Call History

- From the home screen, use navigation keys to scroll down.
- Select "History".
- Select applicable Call History type: Missed, Placed, Received, Forwarded
- Optional – search by name: Select  and type the complete or partial name of the contact you wish to call.
- Using the navigation keys, scroll up or down to desired contact.
- Select "i" at the end of the desired contact/number to open contact details.

You can choose to call ("Send"); delete ("Delete") contact or edit details directly in corresponding fields.

Let's get this show on the road

Handset legend

Your Telstra T48G

Getting connected

Bluetooth connectivity

Wi-Fi connectivity

Your contacts



MessageBank >

Basic call features

Troubleshooting



MessageBank

Set up your MessageBank

- Using the keypad, key in "101" and select  or press  on your phone to connect straight to MessageBank.
- Follow the prompts to set up your MessageBank greeting, etc.

Access your MessageBank

The message light on your phone will flash to indicate new messages.

- Using the keypad, key in "101" and select  or press  on your phone to connect straight to MessageBank.
- Follow the prompts to listen to your voicemail messages.

Let's get this show on the road

Handset legend

Your Telstra T48G

Getting connected

Bluetooth connectivity

Wi-Fi connectivity

Your contacts

MessageBank

Basic call features >


Troubleshooting

Basic call features



Call Transfer

These are 2 ways to transfer calls: Blind or Supervised.

Blind Transfer – Transfer the call to another handset without announcing the call to the other party.



- Whilst on an active call, press .
- Dial the number you are transferring to.
- Hang up to complete the transfer.

Supervised Transfer – Transfer the call to another handset after announcing the call to the other party.

- Whilst on an active call, press .
- Dial the number you are transferring to.
- Wait for the party to answer, and announce the call.
- Press  after the call is answered to complete the transfer.

Call Park

Call Park allows you to park a line by placing a call on hold and pick-up the call from any other phones in the office.

- To place an active call on hold, press  or press *68 using the keypad.
- Dial the number or extension of the location you would like to resume the call on, followed by #.
- To resume the call, go to the location and press  or press *88 using the keypad.

Note: Call Park code (*68) and Call Park retrieve code (*88) should already be pre-configured on the phone. The call on hold will remain 'parked' if you dial the incorrect phone or extension number, and the parked call will ring at the originating location after ~45 seconds.

Group Call Pickup

Group Call Pickup enables calls that are ringing on another phone to be answered from any other phone in the office.



- When another phone within the office is ringing, press .

Note: Group Call Pickup code (*98) should already be pre-configured on the phone.



Conference Calls

Local Conference Call – a maximum of three parties (including the caller) can be on a conference call at any one time.



To initiate a conference, add a third party to a call

- Whilst on an active call, press .
- Enter the other party's number, wait for the party to answer the phone.
- Press  to connect all parties into the conference.

To manage callers in a conference

- During the conference call, press  to mute the selected party. The muted party can hear everyone, but no one can hear the muted party.
- Press  to remove the selected party from the conference call.

Network Conference Call – more than three parties (including the caller) can be on a conference call at any one time.

- Whilst on a 3-way conference call, press .
- Enter the other party's number, wait for the party to answer the phone.
- Press  to connect all parties into the conference.
- Repeat the above steps to invite more parties.

Note: Network conference features should already be pre-configured on the phone.

Let's get this show on the road

Handset legend

Your Telstra T48G

Getting connected

Bluetooth connectivity

Wi-Fi connectivity

Your contacts

MessageBank

Basic call features

Troubleshooting >

Troubleshooting

Why can't the IP phone enable the Wi-Fi feature?

- Ensure the Ethernet cable is removed.
- Ensure the Wi-Fi USB dongle is working correctly.

Why can't the IP phone connect to Wi-Fi?

- Ensure the entered password is correct.
- Ensure your modem router has Wi-Fi enabled.
- Reboot your modem router.
- Turn off the Wi-Fi feature on the IP phone and then turn it on again.

Why is the wireless signal strength low?

- Ensure the IP phone and your modem router are within working range and there is no obvious interference (walls, doors, etc) between them.



Thank you