

Telstra VVX410/411 Phone Guide



The changes between the **VVX 410** and the **VVX 411** 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.

VVX410/411 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.

Press the **QSetup** soft key

Press the **Server User** field

Enter the Server User credentials (obtain this information from Telstra. This number will be your phone number)

Press the **Server Password** field

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

Enter the Server password (obtain this information from Telstra)

Press **Save Config** to Save the Config

You will now need to manually reboot the phone

Press the **Home** button 

Navigate to **Settings**

Select **Basic**

Navigate to **Restart** Phone

Press 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

Select **Settings**

Select **Status**

Select **Platform**

Select **Application**

Select **Main**


The Firmware Version will be listed on the screen

3. Home View

Home View shows the main icons:



Some VVX 410/411 may also have a Redial icon configured

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



New Call – Navigate to **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 – Navigate to **Messages** to access your Voicemail Messages



Directories – Directories allow you 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 Dialler, 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 – Navigate to **Settings** to access features and settings to customise your phone



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

4. Navigating the Screen

To enter the **Home** View main menu, press

To return to the **Line** View, press

To select a menu item, press the **Home** button, scroll through the icons and select the relevant option ie settings or directories by pressing the **Select** button in the middle of the **Navigation** button.

Scroll through the menu items using the down arrow on the **Navigation** button and Press the **Select** soft key.



To return to previous screen, Press the **Back** soft key

5. Soft Keys

The VVX 410/411 has four soft keys at the bottom of the screen. The contact sensitive tabs appearing on the screen relate to the relevant soft key

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 your phones' default display. Line View displays all your phone lines, your favorites and soft key tabs.



If your phone is idle you can;
Press a line to access the Dialer

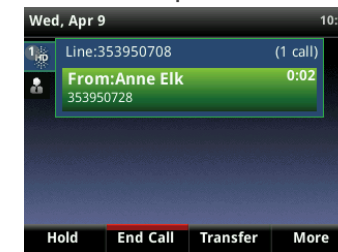
If your phone has calls, the phone line indicates the number of calls you have, and if they are active or held

An active call displays a green border
A held call displays as a red border

8. 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 select the **More** soft key for additional options



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

Or

Press the **green flashing line** button

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 scrolling and selecting you can toggle between the active and held calls.

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

You cannot receive additional calls while both lines are engaged.

13. Placing a Call on Hold

Whilst on an active call

Press the **Hold** soft key

To return to the call

Press the **Resume** soft key

To make another call while the original caller is on hold

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

If multiple calls are on hold

Scroll to the call on hold and select it and press 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)

Press the **More** soft key and then 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 press the **Transfer** soft key

Enter the transfer destination number

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

Your call will be transferred automatically

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 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 to

Press the **Enable** soft key

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

Call Forward Always deactivation

Press the **Forward** soft key

Select **Always**

Press **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

Scroll to **No Answer** and select

Enter the required number to which to forward your calls

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

Press the **Enable** soft key

Call Forward No Answer deactivation:

Press the **Forward** soft key

Press Call **Forward No Answer**. Scroll and select **No Answer**.

Press the **Disable** soft key

Call Forward Busy activation

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

Press the **Forward** soft key

Scroll down and select **Busy**

Enter the required number to which to forward your calls

Press the **Enable** soft key

Call Forward Busy deactivation:

Press the **Forward** soft key

Scroll down and select **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 **Line View**

Press the **Do Not Disturb** soft key



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

Or

From **Home View**

Select DND icon 

19. Do Not Disturb deactivation

From **Line View**

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

Or

From **Home View**

Select DND 

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

20. Conference Calls

While engaged in one call:

Press the **More** soft key and select the **Confrncn** soft key

Enter the required number or extension of the second party

When the call connects

Press the **More** soft key and select the **Confrncn** 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. Updating Contact Directory

To add a contact:

Press **Home** and select the **Directories**



Select **Contact Directory**

Press the **Add** Soft key

Enter **first name**, scroll down and enter **last name**. Scroll down to the **contact** field and enter the numbers

Select **Save** soft key

To edit a contact

From Home View



Select **Directories**

Select **Contact Directory**, scroll to the required contact

Highlight required contact

Press the **Info** soft key and Press the **Edit** soft key. Make the required changes and press the **Save** Soft Key.

To Delete a Contact

From Home view select Directories

Select **Contact Directory**. Scroll to select the contact

Press the **Info** soft key and press the **Delete** soft key.

The screen will display the message “are you sure you want to delete the contact?” Press **Yes** or **No**.

22. 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

From Line View

Use the **Navigation** button to access and view the Call List:

Press the **right** Arrow to view placed calls

Press the **downward** arrow to view missed calls

Press the **upward** arrow to view favorites

Press the **left** arrow to view received calls

To Delete a List

Highlight the call list and select the **More** soft key

Press **Clear** soft key

A menu will display listing all Calls, Missed Calls, Received Calls, Placed Calls,

Displayed. Scroll onto the required list and press the **Select** soft key.

23. Adding a Favorite

From **Home** View

Select the **Directories** Icon

Select **Contact Directory**

Select the Contact

Press the **Info** soft key

Press the **Edit** soft key

Scroll down to **Favorite Index**

Press **Save**

24. Ring type

To change your ring type:

From Home View

Select **Settings** icon

Select **Basic**

Scroll down and select **Ring** Type

Scroll to select the **Ring** type option

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

Press the **Select** soft key

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

25. Backlight display

To change the Backlight display of the phone screen

From the Home View screen select the

Settings icon

Select **Basic**



Scroll down and select **Backlight Intensity**

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

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

Or

Select **Maximum Intensity**

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

Press the **Back** soft key to return to the previous screen

26. 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.

27. 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

Select **Settings** icon 


Select **Basic**

Select **Preferences**

Scroll down and select **Headset...**

Select **Headset memory...**


Scroll down and select **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

28. 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.


29. Voice Portal – Message icon

First time login setup

From Line view press the voicemail  icon to access voicemail

Or

From the Home view select the Messages

icon  and select Message Centre...

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

30. Login to the Voice Portal

From your own phone:


Press the **Messages** button,  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:

Press 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 (#).

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 (#).

31. 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

1... Record your Name

2... Change your conference Greeting

*... Go back to previous menu

#... Repeat menu

Change your mailbox No Answer greeting

Press 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

32. 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

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 select the **Message** icon



Select Message Centre (this will direct you to your voicemail, where you will follow the prompts to retrieve your messages

33. 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

34. 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

Telstra VVX410/411 Phone Guide



- 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