

Telstra IP Telephony – VVX 410/411 Phone Quick Reference 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 Quick Reference Guide is based on Firmware **version 5.4.1**.

1. Place a Call

- Enter a number
- Press the **Dial Soft Key**

2. Answer a Call

- Press the **Answer** soft key
- OR
- Lift the handset

3. End a Call

- Hang up the handset
- OR
- Press the **End Call** soft key

4. Hold a Call

- Press the **Hold** soft key
- Press the **Resume** soft key to take the call off Hold

5. Conference Call

While on a call

- Press the **More** soft key
- Press the **Confnc** soft key
- Enter the required number or extension of the second party
- When the call connects, press the **More** soft key, then select the **Confnc** soft key to connect all parties
- Press **End Call** soft key to end the conference

6. Transfer a Call (Consult Transfer)

Consult Transfer enables you to transfer a call to another party with consultation

- While on a call Press the **Transfer** soft key or the **Transfer** Button
 - Enter the transfer destination button
- 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 pressing Transfer a second time)
- Press the **Cancel** soft key to be returned to the original caller



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)

Navigate to the **Messages Icon** Select **Message Centre** 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

- Navigate to the **Forward** Icon from the Home screen and select, or Press the **Forward** soft key
- Use navigation to select either **Always**, **No answer** or **Busy**
- Press the **Select** soft key
- Enter the number to forward calls too
- Press the **Enable** soft key

A forward icon is displayed on your screen

To disable Forwarding

- Navigate to the **Forward** icon or Press the **Forward** soft key
- Navigate to **Always**, **No Answer** or **Busy**
- Press **Select**
- Press the **Disable** soft key