

Telstra IP Telephony 450/550/560/650/670 IP Phone Features Guide



The Telstra IP 450, 550, 560, 650, 670 phones allow users with the Premium Call Centre licence assigned to them to utilise the additional specific agent/supervisor call centre features on these phones via new soft keys. Features such as signing in and out, changing agent state, entering disposition codes and wrap up codes (if they have been configured), escalating a call to a supervisor amongst others

1. Signing in as an Agent (Call Centre feature)

With an idle phone and from the Home screen

- Press the **ASignin** soft key
the top line (header) of the phone displays *Agent State: Available*

2. Signing out as an Agent (Call Centre feature)

While Signed in and not on a call

- Press the More soft key
- Press the ASignOut soft key

3. Changing Agent state from Available to Unavailable (Call Centre feature)

When and Agent is signed in and not on a call

- Press the Unavail. soft key
Calls are not routed to the agent on their call centre line while in the unavailable

state. Calls will still arrive on an agent's non-call centre line if they are on a call centre call

When and Agent is signed in and not on a call

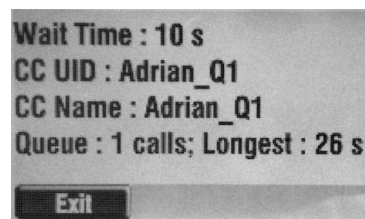
- Press the Avail. soft key
Call are routed to the agent on their call centre line while in the available state

4. Adjusting the Ringer, Handset/Headset Volume

- Press the (+) or (-) volume key to adjust the volume to the desired level: on hook adjusts ring volume; off hook adjusts handset/ headset/speaker

5. Incoming calls – information displayed (Call Centre feature)

An incoming call causes the phone to ring. Queue information for an incoming call centre all is automatically displayed



- Press the Exit soft key to remove the information display from the phone screen
- Press the Answer soft key to answer the incoming call, OR
- Lift the handset, OR

- Press the Speaker or Headset button to answer the incoming call

6. Calling

Placing a Call

On-hook dialling

- Enter the required number and press the Dial soft key or lift the handset, OR
- Lift the handset and enter the required number

Making an outgoing Call Centre call

- Press #80
- Dial the required number

The CLI the caller will see if the Call Centre number and not your personal extension number

- Press the Dial soft key

Answering a Call

- Lift the handset OR
- Press the Answer soft key OR
- Press the green light on the ringing line
- Pressing the Reject soft key will send the call directly to voicemail. (If you do not have voicemail your caller will hear an engaged tone)

Ending a Call



- Hang up the handset OR
- Press the EndCall soft key

7. Lights on the phone

- When an active call is in progress the light next to the line button is solid green light
- When there is an incoming call the light next to the button is fast flashing green
- When a line is in use the light next to the line button is solid green light
- When a call is on Hold the light next to the line button will flash red

8. Placing a Call on Hold

- Press the Hold soft key or the Hold button
- To return to the call
- Press the Resume soft key or the Hold button

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

- Use the scroll key to select the desired call
- Press Resume

To join all three parties onto an impromptu conference call

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

- Press More soft key
- Press Join

9. Muting a call

Muting a call prevents the caller from hearing you (mutes the microphone); however you can still hear the caller.

- During a call press the Mute button (the Mute button is illuminated in red) On the Telstra 450 phone the Mute icon appears on the phone screen
- To turn Mute off, press the Mute button

10. Transferring a Call

Transfer call - *Blind*

Blind Transfer enables you to transfer a call to another party with announcing the call prior to transfer.

- During a call press the Trnsfer soft key or the Transfer button The Telstra 450 phone does not have a Transfer button
- Press the Blind soft key
- Enter the transfer destination number

Your call is automatically transferred

Transfer call - *Supervised*

Supervised Transfer enables you to transfer a call to another party with consultation.

- During a call press the Trnsfer soft key or the Transfer button (The Telstra 450 phone does not have a Transfer button)
- Enter the transfer destination number
- Press the Send soft key (if dialling internally, to reduce the time delay)

When the party answers, announce the call

- Press the Trnsfer soft key or the Transfer button again to complete the transfer. (The Telstra 450 phone does not have a Transfer button)

If the party refuses the call

- Press the Cancel soft key to be returned to the original caller

11. Do Not Disturb (DND)

Do Not Disturb *activation*

- Press the Do Not Disturb button

If the Do Not Disturb Service has been turned on your phone will not ring. Activating DND on the IP phones will stop all calls to the handset even if the agent state is *Available*

Do Not Disturb displays on your phone with an **X** next to your phone number as well as a scrolling message on the screen.

The Telstra 450 phone does not have a Do Not Disturb button



Note 1: The Do Not Disturb feature is only available if a user has a Standard or Executive service pack assigned to them.

Note 2: Do not use the Do Not Disturb feature if you are an agent in a Call Centre, as using this feature will not allow calls to be routed to your extension. It will also not put the agent into the Unavailable mode unless configured in CommPilot.

Do Not Disturb *deactivation*

- Press the Do Not Disturb button

The Do Not Disturb Service has been turned off and the **X** will disappear.

The Telstra 450 phone does not have a Do Not Disturb button

12. Conference Calls

While engaged in one call

- Press the Conference button or the Confrnc soft key
The Telstra 450 phone does not have a Conference button
- Enter the required number or extension number of the new party

When the call connects

- Press the Conference button or the Confrnc soft key

The Telstra 450 phone does not have a Conference button

All parties are connected in a three-way call.

Note: If either of the other two parties (providing they are internal parties) hangs up, your call with the remaining party stays intact. If you hang up, the other two internal parties remain connected.

If one of the callers was an external inbound caller and you hang up the call will be disconnected.

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.

13. Disposition Codes (Call Centre feature)

Disposition codes (Line of business codes) are additional codes that can be applied to call centre calls to tag those calls with additional information. Disposition codes can be entered during a call or after a call. Disposition codes need to be configured and activated by your Administrator in order to use this feature.

Disposition Codes during a call

- Whilst in a call, select the More soft key then the Disp Code soft key
- Manually enter the code using the phone keypad
- Press the Enter soft key on the phone

Entering a disposition code does not impact the ongoing phone call.

Disposition Codes after a call

- After a call is complete, select the More soft key then the Disp Code soft key
- Manually enter the code using the phone keypad
- Press the Enter soft key on the phone

If the disposition code is not accepted the agent will hear an announcement advising them.

14. Emergency (Call Centre feature)

Using the Emergency escalation feature it allows a 3-way call to be set up with a Supervisor.

Whilst in a call

- Press the More soft key twice then the Emergency soft key
- Enter the phone number of a Supervisor into the Emergency Escalation field.
- Press the Enter soft key to establish the 3-way call.

Note: If the agent (initiator) hangs up the handset all parties will be disconnected.

15. Escalate (Call Centre feature)

The Escalate function enables an agent to consult with a supervisor whilst placing the original caller on hold. All 3 parties (caller, agent and supervisor) can then be joined into a 3 way conference call.



- Whilst in a call, press the More soft key then the Escalate soft key
- The first available supervisor (if multiple supervisors are assigned to the call centre) is automatically called
- When the Supervisor answers, press the More soft key then the Join soft key

Note: If the agent (initiator) hangs up the handset all parties will be disconnected.

16. Trace (Call Centre feature)

- Whilst in a call, pressing the Trace soft key sends a call trace request to the Application Server

Entering a call trace request does not impact the ongoing phone call.

- After a call is terminated, selecting the More soft key then the Trace soft key sends a call trace request. An announcement acknowledges the success or otherwise of the trace request being accepted.

Note: You must be assigned the Customer Originated Trace service to use this capability.

17. Wrap Up (Call Centre feature)

When configured by the Customer Group Administrator, after call termination, the agent will automatically be placed into

Wrap-up for the duration of the wrap up time.

The text “Wrap-up” will appear on the screen of the phone.

This will disappear after the wrap up timer has expired.

The handset does not require a Wrap-up soft key or configured speed dial.

18. Supervisor Functionality (Call Centre feature)

A Supervisor has the following additional call centre features available; Silent Monitoring, Night Service Manual Override Activation/Deactivation, Forced Forwarding Activation/Deactivation. These features do not have soft keys assigned to them. A supervisor uses Feature Access codes to activate them.

See list of Call Centre related Feature Access Codes at the end of this document

19. 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 and Call Forward Busy.

Call forwarding your extension will not affect Call centre calls being routed to your handset, only callers that have dialled your extension number directly will be routed to the preconfigured number entered.

Configuring call forwarding via the

Forward soft key on your phone

Call Forward Always

To forward all your calls to another number

Call Forward Always activation

- Press the Forward soft key
- Press 1 or select Always
- Enter the required number to forward your calls to
- Press the Enable soft key

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

Call Forward Always deactivation

- Press the Forward soft key
- Select Always
- Select 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
- Press 2 or select No Answer
- Enter the required number to forward your calls to
- Scroll down to the Forward After Rings field and enter the required number of rings (3 rings is the default)



- Press the Enable soft key

Call Forward No Answer deactivation

- Press the Forward soft key
- Select Call Forward No Answer
- Select Disable

Call Forward Busy activation

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

- Press the Forward soft key
- Press 3 or select Busy
- Enter the required number to forward your calls to
- Press the Enable soft key

Call Forward Busy deactivation

- Press the **Forward** soft key
- Select Busy
- Select Disable

20. 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 the incoming call

The initial call is automatically placed on hold.

- Using your scroll arrow you can toggle between calls and scroll onto the call that is on hold
- Press the Resume soft key to resume your conversation
You cannot receive additional calls while both lines are engaged

Note: Call Waiting needs to be turned on either from the **Services** button on the Telstra Telephony Toolbar or via CommPilot user in the Incoming Calls menu.

21. Configuring Speed Dial buttons

To configure a speed dial

- Press the required Line button for a few seconds
- Enter a First name, scroll down and enter a Last name (if required)
- Scroll down to the Contact field and enter the phone number
- Press Save to confirm changes

22. Adding names to the Contact Directory

To add names to your Contact Directory (a maximum of 200 names can be entered)

- Press the Directories button

- Select Contact Directory
- Select the Add soft key
- Enter a First name, scroll down and enter a Last name (if required)
- Scroll down to the Contact field and enter the phone number
- Press Save to confirm changes
- Press the Back soft key to go back a screen

Note: If you enter incorrect information the **X** button under the scroll arrows act as a backspace key.

23. Call History

Call History can be accessed in a variety of ways, using the arrow keys, using the Menu button and using the Directories button.

To quickly view the Call History

Press ► for **Placed Calls**

Press ◀ for **Received Calls**

Press ▼ for **Missed Calls**

Press ▲ for **Speed Dial Info**

To view the Call History via the Menu button

- Press the Menu button
- Select Features (1)
- Select Call Lists (3) (the following list appears)
 1. Missed Calls
 2. Received Calls



- 3. Placed Calls
- 4. Clear

- Press the relevant menu option to view your Missed, Received or Placed calls

To delete a single number from the relevant list

- Select either Missed, Received or Placed calls
- Using your scroll arrow, highlight the number to be deleted
- Press the More soft key
- Press the Clear soft key

To delete an entire list

- Press the Menu button
- Select Features (1)
- Select Call Lists (3)
- Select Clear (4)
- Select the list to clear
 1. Missed
 2. Received
 3. Placed
- Press the Back soft key to return to the previous screen

24. Settings

Ring type

To change your ring type

- Press the Menu button

- Select the Settings (or press 3)
- Select the Basic (or press 1)
- Scroll down and select the Ring Type soft key (or press 4)
- Scroll and select a ring type option
- Press the Play soft key to listen to the tune
- Press the Select soft key to make that ring type your default ring
- Press the Back soft key to return to the previous screen

Contrast

To change the Contrast of the phone screen

- Press the Menu button
- Select the Settings (or press 3)
- Select the Basic (or press 1)
- Select the Contrast (or press 2)
- Press the Up or Down soft key to adjust the screen contrast
- Press OK

Backlight display

To change the Backlight display of the phone screen

- Press the Menu button
- Select the Settings (or press 3)
- Select the Basic (or press 1)

- Select the Backlight Intensity (or press 3)
- Select Backlight On Intensity and choose either High, Medium or Low
- Press OK
- Select Backlight Idle Intensity and choose either High, Medium or Low
- Press OK
- Select Maximum Intensity
- Press the Up or Down soft key to adjust the intensity
- Press OK
- Press the Back soft key to return to the previous screen

This option if set will override the settings in the Backlight On and Backlight Idle settings. Having it set high will use unnecessary amounts of power and will force the setting to maximum brightness.

Headsets

To specify the Headset memory

- Press the Menu button
- Select the Settings (or press 3)
- Select the Basic (or press 1)
- Select the Preferences (or press 1)
- Select the Headset (or press 3)
- Select Headset Memory



- Select Enable (a ✓ will appear in the Enable check box to ensure this is selected)

To enable the Jabra DHSG headset

- Press the Menu button
- Select the Settings (or press 3)
- Select the Basic (or press 1)
- Select the Preferences (or press 1)
- Select the Headset (or press 3)
- Select Headset Memory
- Select Disable
- Select the Back soft key
- Select Analog Headset Mode (or press 2)
- Select Jabra DHSG
- Select the Back soft key

The Jabra Headset requires a setting change

On the scroll button on the headset stand

- Press > to go to Electronic Hook switch (2nd option)
- Scroll down and select DHSG (3rd option)

25. First time login setup

- Press the Messages button or dial the Voice Portal number (ask your Group Administrator what this is)
- Enter a passcode when prompted

- You will be prompted to enter a new passcode and then re-enter the new 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

26. 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 (#)

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 (#)

27. Voice Portal main menu

- 1... Access your Voice Mailbox
- 2... Change your CommPilot Express profile†
- 3... Record your name
- 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

28. Changing your mailbox greeting

Busy greeting

- Press Messages Button
- Enter your passcode and press #
- Press 1 to access your voice mailbox
- Press 2 to change your mailbox Busy greeting
-



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- 1... Record new Busy Greeting
- 2... Listen to current Busy Greeting
- 3... Revert to system default Busy Greeting
- *... Return to Voice Messaging main menu
- #... Repeat menu

No Answer greeting

- Press Messages Button
 - 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... Listen to current No Answer Greeting
 - 3... Revert to system default No Answer Greeting
 - *... Return to Voice Messaging main menu
 - #... Repeat menu

29. 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

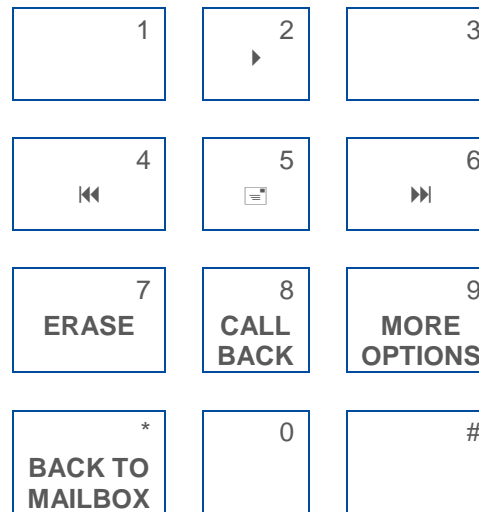
- 7... Delete all messages
- *... Go to the CommPilot Voice Portal
- #... Repeat this menu

30. Listen to Your Messages

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)



- #... 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