

Telstra VVX410 Call Centre Phone Guide



VVX410 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
- Select the **Server User** field
- Enter the Server User credentials (obtain this information from Telstra, it will be your phone number)
- Press the **OK** soft key
- Scroll down and *select* the **Server Password** field
- Tap the **Mode** soft key and ensure **123** is selected (to select numbers)
- Enter the **Server password**
This is a 16 digit number that will be supplied by Telstra
- Select **Save Config** to Save the Config
- Your phone will automatically reboot

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. Home View

Home View shows the main icons:



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 – Press **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 – Press **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 – Press **Settings** to access features and settings to customise your phone



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



3. 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 Back

4. Soft Keys

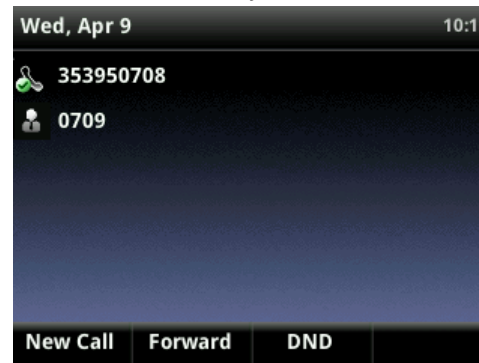
The VVX410 has four soft keys at the bottom of the phone. The contact sensitive tabs appearing on the screen relate to the relevant soft key

5. 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.

6. 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

The Telstra VVX410, VVX500 and VVX600 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 (wrap up codes if they have been configured), escalating, or performing an emergency transfer to a supervisor.

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

With an idle phone and from the Line view screen

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





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

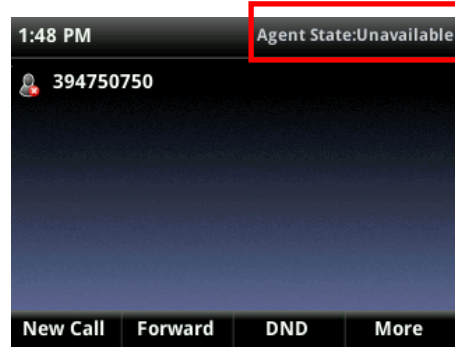
While Signed in and not on a call

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

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

When an Agent is signed in and not on a call, to change your state to Unavailable

- Press the **More** soft key then the **Unavailable** soft key
- Enter an **Unavailable code** or press **0** for no code, press **Select**
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



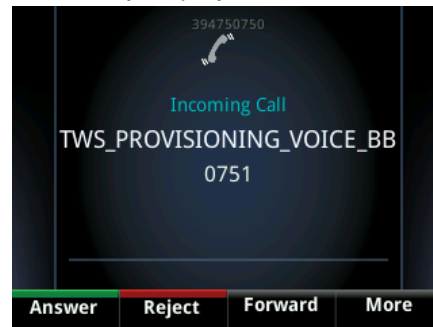
When an Agent is signed in and not on a call, to change your state to Available

- Press the **More** soft key then the **Available** soft key

Calls are routed to the agent on their call centre line while in the available state Active Call View

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

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



- 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

11. 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 Call Centre number and not your personal extension number is displayed to the called contact

- Press the **Dial** soft key

12. Placing a Call

Using the handset

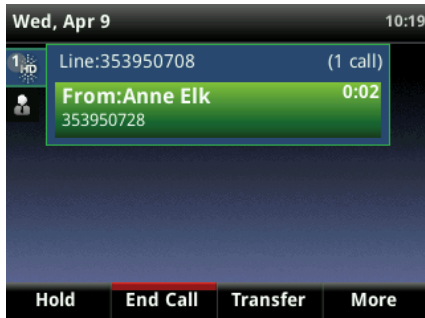
- Lift the handset and enter the required number by using the phone keypad

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

13. Answering a Call

- Lift the handset **OR**
- Press the **Answer** soft key OR
- Press the *green flashing* line button
- 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



Answering on a Shared Line

If you share a line with another phone, you can answer calls as described above. If you answer the call and place it on hold, anyone who shares your line can resume the held call.

14. Call Waiting

If the Call Waiting feature has been turned on, while engaged in a call:

- The 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.

15. Placing a Call on Hold

- 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

16. 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

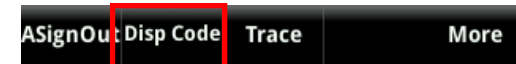
17. Disposition Codes (Call Centre feature)

Disposition codes or wrap up 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

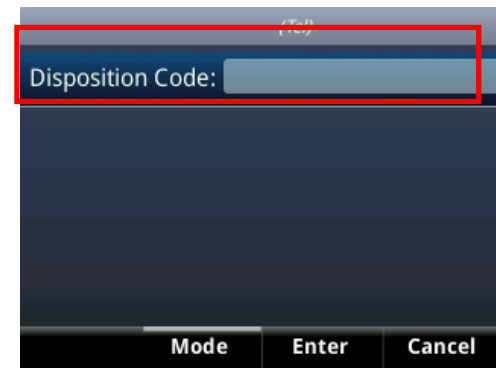
Customer Administrator in order to use this feature.

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 the code is not accepted.

18. Ending a Call

- Hang up the handset, **OR**



- Press the **End Call** soft key

19. 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
- Tap the **Blind** soft key
- *Enter* the transfer destination number
- Your call will be transferred automatically

20. 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.

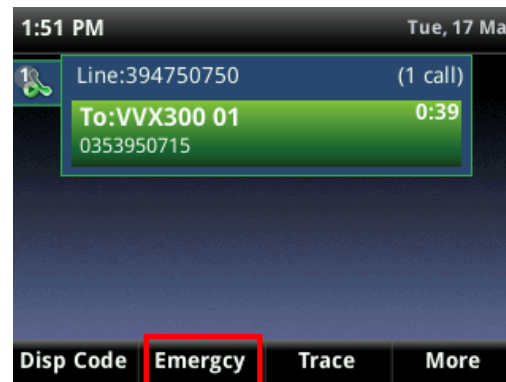
21. Emergency (Call Centre feature)

Using the Emergency feature allows a 3-way call to be set up with a Supervisor, Agent and caller.

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.

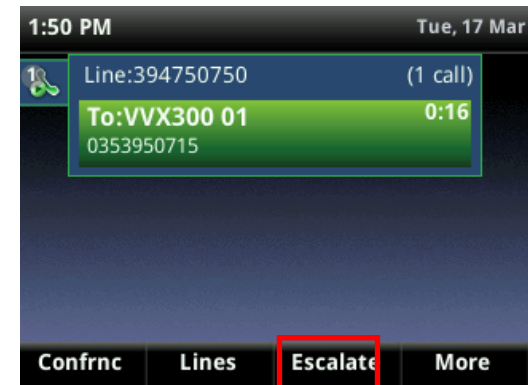


Note: If the agent (initiator) hangs up the handset all parties will be disconnected.

22. 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.

23. 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. This service must also be previously arranged with Telstra

24. Wrap Up (Call Centre feature)

When configured by the Customer Group Administrator, after call termination, the agent will automatically be placed into the *Wrap-up state* for the duration of the wrap up time.

The text “Wrap-up” will appear at the top of 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.

25. 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.


26. 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

27. 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 

28. 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.

29. Conference Calls

While engaged in one call:

- Press the **More** soft key and select the **Confrcnc** soft key
- Enter the required number or extension of the second party

When the call connects

- Press the **More** soft key and select the **Confrcnc** 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.

30. Updating Contact Directory

To add a contact:

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



- 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 **More** 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**.

31. 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.


32. Adding a Speed Dial

- From Line View
- Hold down a spare line button
- Enter the **First Name**
- Using the down arrow on the navigation button, scroll down
- In the Contact field, enter a phone number or Feature Access Code
- Press the **Save** soft key

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

34. 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

35. 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.

36. 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

37. 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.

38. 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

39. 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 (#).

40. 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

- 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

41. 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

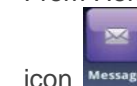


- A message icon also scrolls under the Date and Time display

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**

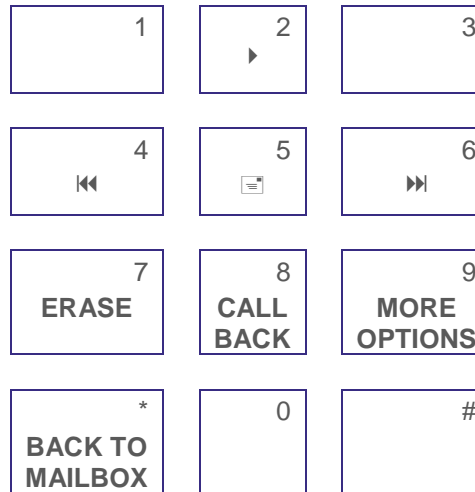




- Select Message Centre (this will direct you to your voicemail, where you will follow the prompts to retrieve your messages)

42. 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



43. 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):

- #... 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