

## 1. Adjusting the Ringer, Handset/Headset Volume

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

## 2. Calling

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### 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

### 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

## 3. Lights on the phone

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- 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**

## 4. Placing a Call on Hold

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- 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**

## 5. Muting a call

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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

## 6. Transferring a Call

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### 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 **Transfer** 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

## 7. 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.


### 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**

## 8. Do Not Disturb

### Do Not Disturb activation

- Press the **Do Not Disturb** button

The Do Not Disturb Service has been turned on. Your phone will not ring while this service is on.

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:** The Do Not Disturb feature is only available if a user has an Executive service pack assigned to them.

### 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

## 9. 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 two other parties hangs up, your call with the remaining party is intact. If you hang up, the other two parties remain connected. There can be a maximum of 8 parties on a conference call.

## 10. 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.

## 11. 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

## 12. 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.

## 13. 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

## 14. 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 (2<sup>nd</sup> option)
- Scroll down and select DHSG (3<sup>rd</sup> option)

## Voice Portal – Message button

### 15. 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

### 16. 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 (#)

### 17. Voice Portal main menu

- 1 Access your Voice Mailbox
- 2 Change your CommPilot Express profile<sup>†</sup>

- 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
- <sup>†</sup> Only available if assigned

### 18. 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
- 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

## 19. Voice Messaging main menu

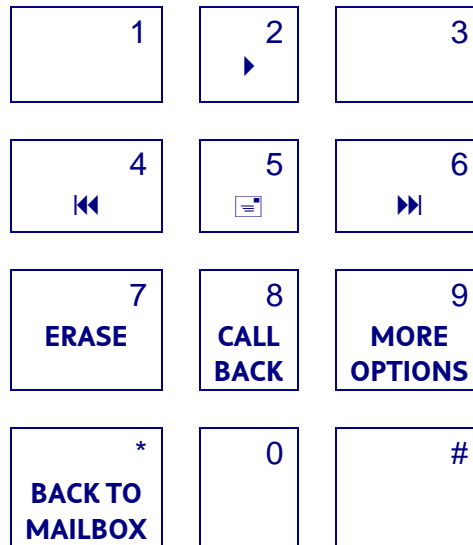
- 1 Listen to your messages
- 2 Change your mailbox Busy greeting
- 3 Change your mailbox No Answer greeting
- 5 Compose and send a new message
- 7 Delete all messages
- \* Go to the CommPilot Voice Portal
- # Repeat this menu

## 20. 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

## Feature Access Codes for Common Handset Features

**Note:** Check that the access codes listed below are the default codes. Your Group

Administrator may have modified these codes

## 21. Call Forwarding Always Activation

- Lift the telephone handset, enter the assigned code \*72
- Type the phone number to which calls will be forwarded
- Replace the telephone handset  
The Call Forwarding Always service is on

## 22. Call Forwarding Always Deactivation

- Lift the telephone handset
- Enter the assigned code \*73
- Replace the telephone handset  
The Call Forwarding Always service is off

## 23. Call Forwarding Busy Activation

- Lift the telephone handset, enter the assigned code \*90
- Type the phone number to forward calls when you are on the phone
- Replace the telephone handset  
The Call Forwarding Busy service is on

## 24. Call Forwarding Busy Deactivation

- Lift the telephone handset, enter the assigned code \*91
- Replace the telephone handset  
The Call Forwarding Busy service is off



## 25. Call Forwarding No Answer Activation

- Lift the telephone handset, enter the assigned code \*92
- Type the phone number to forward calls when you do not answer the phone
- Replace the telephone handset  
The Call Forwarding No Answer service is on

## 26. Call Forwarding No Answer Deactivation

- Lift the telephone handset, enter the assigned code \*93
- Replace the telephone handset  
The Call Forwarding No Answer service is off

## 27. Call Park

- While the call is active, place the call on **Hold**
- Enter the assigned code \*68
- Type the extension of phone on which the call is to be parked
- Replace the telephone handset  
The call is parked at the indicated extension

## 28. Call Park Retrieve

- Lift the telephone handset, enter the assigned code \*88
- You are connected with the call you parked

## 29. Call Pickup

- Lift the telephone handset, enter the assigned code \*98
- The longest-ringing phone in your call pick-up group is connected

## 30. Directed Call Pickup

- Lift the telephone handset, enter the assigned code \*97
- Dial the intended phone number to conduct the directed call pickup
- The directed call pickup is made and the call is connected

## 31. Do Not Disturb activation

**Note:** The Do Not Disturb feature is only active if a user has an Executive service pack assigned to them.

- Lift the telephone handset, enter the assigned code \*78

The Do Not Disturb feature has been turned on.  
Your phone will not ring while this service is on.

## 32. Do Not Disturb deactivation

- Lift the telephone handset, enter the assigned code \*79

## 33. Cancel Call Waiting

- Lift the telephone handset, enter the assigned code \*70

The Call Waiting service is turned off so that you can make an uninterrupted phone call. The Call Waiting service will be back on after the next outgoing phone call

## 34. Last Number Redial

- Lift the telephone handset, enter the assigned code \*66
- The last outgoing phone number is redialled

## 35. Call Return

- Lift the telephone handset, enter the assigned code \*69
- The last incoming phone number is redialled

## 36. Calling Line ID Delivery Blocking

- Lift the telephone handset, enter the assigned code \*67
- Dial the intended phone number
- The call is placed, and your calling line ID is not displayed

## 37. Calling Line ID Delivery Per-call

- Lift the telephone handset, enter the assigned code \*65
- Dial the intended phone number
- The call is placed, and your calling line ID is not displayed for this call

## 38. Anonymous Call Rejection

To activate Anonymous Call Rejection per call

- Lift the telephone handset, enter the assigned code \*77

To deactivate Anonymous Call Rejection per call

- Lift the telephone handset, enter the assigned code \*87

## 39. Push-to-Talk

- Lift the telephone handset, enter the assigned code \*50
- Dial the intended phone number
- The Push-to-Talk call is connected

**Note:** This feature can be used between 2 users. This feature needs to be configured by the Customer Group Administrator in CommPilot.

## 40. Clear Voice Message Waiting Indicator

- Lift the telephone handset
- Enter the assigned code \*99
- The visual message waiting indicator light on your phone has been cleared

## 41. Speed Dial 100

- Lift the telephone handset, enter the assigned code \*75
- Enter a two digit number representing the speed dial number to be assigned
- Enter the phone number to assign to the speed dial, press **Send**  
(You will receive a confirmation

message that your speed dial was successfully assigned)

To dial the Speed Dial number

- Enter \* then two digits assigned, press the **Dial** soft key

## 42. Speed Dial 8

- Lift the telephone handset, enter the assigned code \*74
- Enter a number from 2-9 representing the speed dial number to be assigned
- Enter the phone number to assign to the speed dial and press the Send soft key  
(You will receive a confirmation message that your speed dial was successfully assigned)
- To dial the Speed Dial number, enter the speed dial number assigned (2-9), press the **dial** soft key

**Note:** Handset functions provide telephony services via your telephone handset. Your Group Administrator assigns these functions to you and your work group. You may need to check with them that these have been assigned to you.

## 43. Shared Call Appearance Call Retrieve and Location Control

The **Shared Call Appearance Call Retrieve** feature allows a user to dial a FAC to retrieve an existing active call from another phone.

- Lift the telephone handset
- Enter the assigned code \*11

The **Shared Call Appearance Call Location Control** feature enables the user to activate or deactivate a shared line.

**To activate a shared line location**

- Press the shared line to activate
- Enter the assigned code \*12

**To deactivate a shared line location**

- Press the shared line to deactivate
- Enter the assigned code \*13

**Note:** When a shared line location has been deactivated, the line indicator will still flash red for an incoming call; however, the phone will not ring and the call cannot be answered from the flashing line.

With a shared line location being deactivated, it has no effect on the ability to originate calls, i.e. outbound calls can still be made from that line location.

## 44. Reset the Phone

- Press the **Menu** button
- Select the **Settings (3)**
- Select the **Basic (1)**
- Select **Restart the phone (5)**
- Press the **Yes** soft key to confirm the restart or the **Back** soft key to cancel the restart