

Telstra IP Telephony – Telstra IP 550/560 Phone Quick Reference Guide



1. Place a Call

- Enter a number
- Lift the handset and press the **Dial** soft key

2. End a Call

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

3. Conference Call

- While on a call
- Press the **Confrnc** soft key or the **Conference** button
- Enter the new parties number when the call connects
- Press the **Confrnc** soft key or the **Conference** button to connect all parties

4. Transfer a Call

- While on a call press the **Trnsfer** soft key or press the **Transfer** button
 - Enter the number you are transferring to
 - Wait until the call is answered
 - Press the **Trnsfer** soft key or press the **Transfer** button 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

5. Hold a Call

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

Commonly used Feature Access Codes

- *72... Call Forward Always Activation
- *73... Call Forward Always Deactivation
- *68... Call Park
- *88... Call Retrieve
- *98... Call Pickup

Soft Keys

- Soft key tabs will appear
- Follow and select the appropriate soft key prompt by pressing the button below the required tab

7. Messages

- Select the Messages button and follow the prompts to access the Voice Portal to retrieve Voice Mail messages
- Record greeting and set Call Forward features

6. Forwarding a Call

To enable Forwarding

- Press the **Forward** soft-key
- Select either **Always**, **No answer** or **Busy**
- Press the **Enable** soft key

To disable Forwarding

- Press the **Forward** soft key
- Select either **Always**, **No answer** or **Busy**
- Press the **Disable** soft key

