Quick Start Guide
for your Telstra T48G

Business Internet

Let's get this show on the road

This guide will help you get connected as quickly and as easily as possible. It'll guide you through the set up and run through the features that are included.

If you have questions beyond this guide, we want to help.

To learn more about your Business Broadband or DOT tools and features, visit the Business Broadband support page at www.telstra.com/dot/support

To speak with a DOT consultant, or set up a DOT training session, phone us on 13 2000 and say "Digital Office Technology" when prompted. Our consultants are available 24 hours a day.

When calling, please have your Account Number or phone number, including area code, ready for the consultant.

Let's get started

Your package contains the following:

• Telstra T48G IP Phone

• Telstra T48G Phone Stand

• Power Adapter

• Ethernet Cable

• This Quick Start Guide

Handset legend

Icon	Description
	Network is unavailable
	Registered successfully
	Register failed
(Flashing)	Registering
	Hands-free speakerphone mode
	Handset mode
	Headset mode
abc	Multi-lingual lowercase letters input mode
ABC	Multi-lingual uppercase letters input mode
2aB	Alphanumeric input mode
123	Numeric input mode
Abc	Multi-lingual uppercase and lowercase letters input mode
	Voice Mail
AA	Auto Answer

Icon	Description
	Do Not Disturb
	Call Forward
	Call Hold
	Call Mute
	Ringer volume is 0
	Received Calls
	Placed Calls
	Missed Calls
	Forwarded Calls
	Bluetooth mode is on
	Bluetooth headset is both paired and connected
	The default caller photo and contact icon
	Wi-Fi connection is successful
	No Wi-Fi connection

Your Telstra T48G

Message Light
Navigation Keys
Headset Key
Mute Key
Hold Key
Message Key
Transfer Key
Redial Key
Volume Key   Cancel Key
Speakerphone Key

Message Light	Indicates phone power and some feature status.
Headset Key	Presses to activate the headset mode.
Mute Key	Presses to activate the mute mode.
Hold Key	Places a call on hold or resumes a held call.
MessageBank Key	Presses to access MessageBank.
Transfer Key	Transfers a call to another party.
Redial Key	Presses twice to dial out a last dialled number.
Speakerphone Key	Presses to activate the Speakerphone.
Volume Key	Presses +/- to adjust volume.
◁ ▷ ▲ ▼	Scrolls through the displayed information.
OK	Confirms actions or answers incoming calls.
✕	Cancels actions or rejects incoming calls.
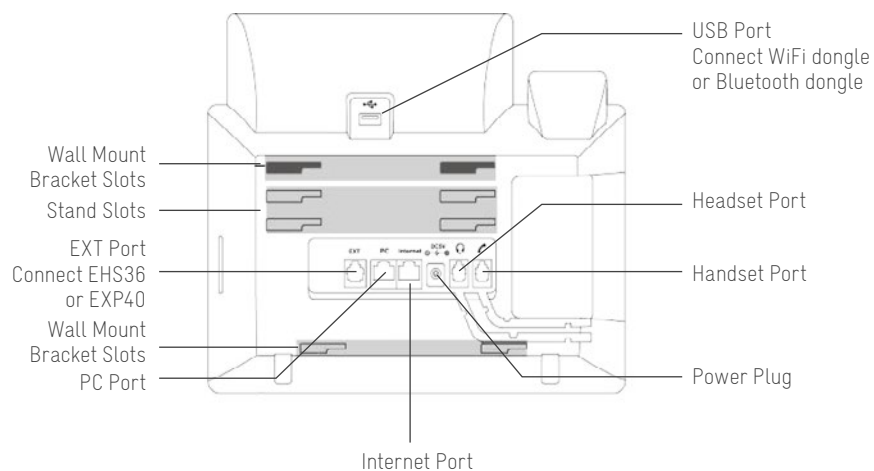
USB Port
Connect WiFi dongle
or Bluetooth dongle

Wall Mount
Bracket Slots
Stand Slots
EXT Port
Connect EHS36
or EXP40
Wall Mount
Bracket Slots
PC Port

Headset Port
Handset Port
Power Plug

Internet Port

Getting connected

1. Set up your Telstra T48G IP Phone
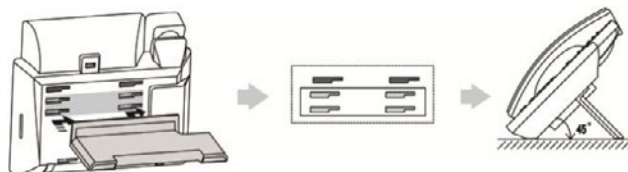
Fig 1

- Turn your phone over to expose the ports on the back of the unit.

- Attach the stand (Fig 1) to the phone.
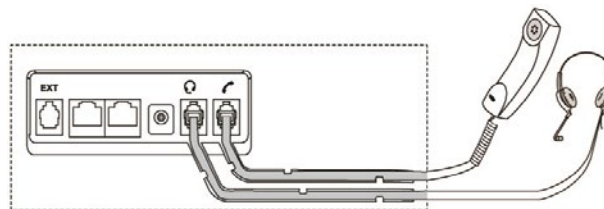
Fig 2
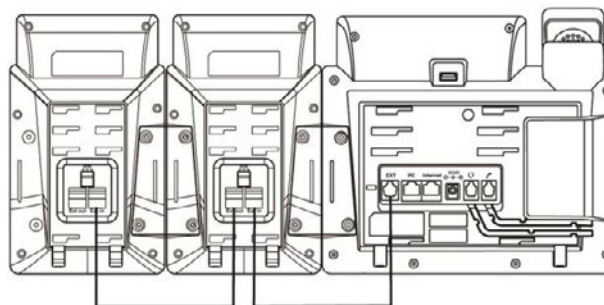
Fig 3

- Connect the handset cable to the handset port on the phone (Fig 2).

- Optional – Wired Headset: Connect the wired headset to the headset port on the phone (Fig 2). Connect the EHS36 (Fig 2) or EXP40 (Fig 3) to the EHS port on the phone.

2. Set up your power and the network connection

Connect via AC power
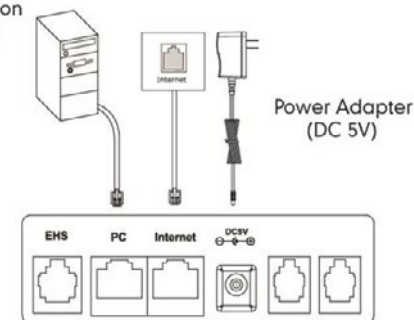
Fig 4

Connect via AC power

- Ensure the power source is turned OFF.

- Plug the Power Adapter (DC5V) into the power source.

- Connect the Power Adapter (DC5V) to the DC5V port on the back of the phone (Fig 4).

- Turn the power source ON.

- Connect the Ethernet cable to the Internet port on the back of the phone and an available Ethernet port on a compatible DOT router/switch* (Fig 4).

- Optional – PC Connection: Connect one end of the second Ethernet cable to the LAN port on the user's PC and the other end to the PC port on the phone (Fig 4).

* DOT-powered switches are available for purchase, if there are insufficient Ethernet ports on your DOT router to connect all your devices.

Fig 5

Connect via Power Over Ethernet (PoE)

• Connect the Ethernet cable to the Internet port on the back of the phone and an available Ethernet port on a compatible DOT router/switch* (Fig 5).

• Optional – PC Connection: Connect one end of the second Ethernet cable to the LAN port on the user's PC and the other end to the PC port on the phone (Fig 5).

* DOT-powered switches are available for purchase, if there are insufficient Ethernet ports on your DOT router to connect all your devices.

3. Set up your User Profile

The user profile must be set-up before you can use the phone.

• During startup, the "Zero Touch" screen will display Update, OK or Cancel?

If your phone is attempting to connect to a wireless network, you will need to manually reboot the phone to access the startup/"Zero Touch" screen.
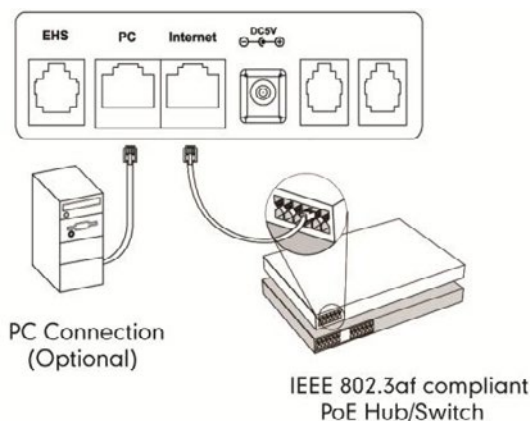
• Press ⓞⓚ to update configuration or ⓧ to cancel startup.

Your phone will update configuration setting automatically after 10 seconds, unless you press ⓧ.

• The LCD screen will cycle display: "Network checking" for ~30 seconds; "Configuration updating" for ~1 minute; "Welcome… Initialising… Please wait" for ~1 minute; "Network checking…" for ~5 seconds.

Fig 6

• You will be prompted for your admin details (Fig 6) – please ensure you follow the next steps correctly.
  – Refer to the Configuration Summary that was sent to your DOT registration email.
  – Refer to section "Device type: T48G" for your User ID and Password.

• Enter your User Name and Password select 🔜 to complete the set up.

Fig 7

• The LCD screen will revert to the home display screen (Fig 7) – your phone is ready for use.

Bluetooth connectivity

A Bluetooth-enabled mobile phone or wireless headset can be paired to the Telstra T48G IP phone – this allows you answer calls on your headset and mobile around the office.

1. Pair and Connect a Bluetooth Device

Fig 8

• When phone is in idle state, connect the Bluetooth dongle into the USB port on the back of the phone (Fig 8).

Fig 9

• You will be prompted (Fig 9): "Adapter has been added, scan bluetooth devices right now?"

• Select "**OK**".

   The IP phone will automatically scan for available Bluetooth devices; these will be displayed on the touch screen.

• Tap the desired Bluetooth device.

• Enter the PIN in the **Password** field.

• Tap the **OK** soft key to connect your phone and Bluetooth headset.

Wi-Fi connectivity

1. Connecting to a Wireless Network (Wi-Fi)

There are three ways to connect your phone to Wi-Fi:

• A: Manually connect to an available wireless network

• B: Wi-Fi Protected Setup (WPS)

• C: Manually add and connect to a new wireless network

Before attempting to configure and connect to a wireless network / Wi-Fi, you must ensure your Telstra T48G IP Phone is:

1) Connected to a mains power supply; and

2) NO Ethernet cable should be connected (either for wired Ethernet or Power over Ethernet).

The PC Port does not support wireless operations; it is only supported in a wired operation (i.e. when the phone is connected to the network via an Ethernet cable).
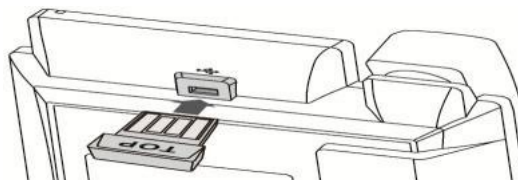
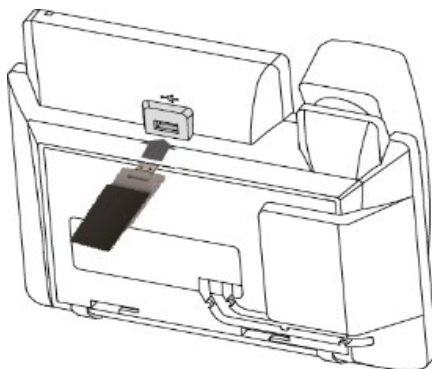### A: To manually connect to an available wireless network

Fig 10

• When phone is in idle state, connect the Wi-Fi dongle into the USB port on the back of the phone (Fig 10).

• You will be prompted: "Wi-Fi adapter connected. Scan for available Wi-Fi networks?"

• Select "OK".

Fig 11

• The IP phone will toggle the Wi-Fi on and search for available wireless networks in your area (Fig 11).

• Optional – Refresh search: To search again for available networks, tap [Scan].

• To connect to the desired wireless network (SSID): Select the wireless network (SSID); or Tap ⋯ at the end of the desired SSID, and then tap [Connect].

• For secure networks, please enter the password in the Wi-Fi Password field.

• Select "OK".

Fig 12

• Once the connection has completed successfully, The SSID will now display the status" "Connected" (Fig 12).

You will need to contact your network administrator for your Wi-Fi password.

B: Wi-Fi Protected Set up (WPS)

There are 2 options for connecting your Telstra IP Phone via the Wi-Fi Protected Set up (WPS):

• Push Button Configuration (PBC): The user has to push the WPS button on both the IP phone and modem router to connect.

• Personal Identification Number (PIN): The user has to enter a PIN generated randomly by the IP phone on the modem router to connect.

Push Button Configuration (PBC)

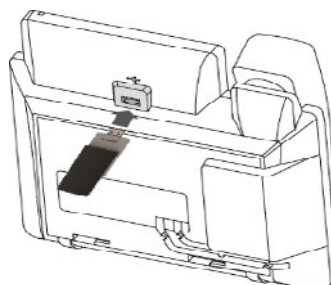To connect to the wireless network using PBC method:

Fig 13

• When phone is in idle state, connect the Wi-Fi dongle into the USB port on the back of the phone (Fig 13).

• You will be prompted: "Wi-Fi adapter connected. Scan for available Wi-Fi networks?"
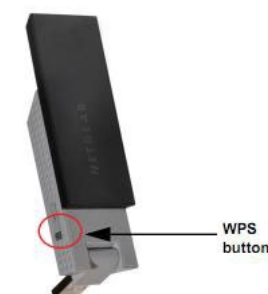
• Select "OK".

Fig 14

Fig 15

• The IP phone will toggle the Wi-Fi on and search for available wireless networks in your area (Fig 14).

• Optional – Refresh search: To search again for available networks, tap [Scan].

• Whilst the phone is scanning for available networks, long press the WPS button on the Wi-Fi USB dongle. (Fig 15)

• You will be prompted: "WPS activated. Connecting...120s".

• Long press the WPS button on your modem router.

• Once WPS setup has completed successfully, the SSID will now display the status: "Connected".

Personal Identification Number (PIN)

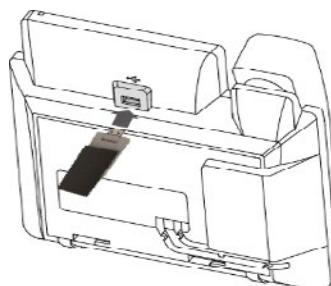To connect to the wireless network using PIN method:

Fig 16

- When phone is in idle state, connect the Wi-Fi dongle into the USB port on the back of the phone (Fig 16).

- You will be prompted: "Wi-Fi adapter connected. Scan for available Wi-Fi networks?"

- Select "OK".

Fig 17

- The IP phone will toggle the Wi-Fi on and search for available wireless networks in your area (Fig 17).

- Optional – Refresh search: To search again for available networks, tap [Scan].

- Tap [WPS] and select PIN.

- You will be presented with a randomly-generated PIN.

Fig 18

- Tap OK (Fig 18).

- You will be prompted: **"WPS activated. Connecting…120s".**

- From a PC or laptop connected to the DOT router/switch, open up a web browser and enter in the DOT router address.

- Locate the Wireless Protected Setup configuration menu.

- Enter the PIN in the corresponding field to enable the setup of wireless devices via PIN.

- Click the corresponding button in the router's web interface to search clients.

- Once WPS setup has completed successfully, the modem router's web interface will prompt success.

C: Manually add and connect to a new wireless network

To manually add and connect to a new wireless network:

Fig 19

• Tap ⊕ in the Wi-Fi configuration screen (Fig 19).

• Using WLAN settings obtained from your DOT router, configure the following WLAN Profile on your DOT IP phone:
  – If you select **WEP** from the pull-down list "**Security Mode**":
    Edit the profile name, SSID, WPA shared key in the corresponding fields.
  – If you select **WPA PSK** or **WPA2 PSK** from the pull-down list "**Security Mode**":
    Select the desired Cipher type (**TKIP**, **AES** or **TKIP+ AES**) from the pull-down list of **Encryption Type**.
    Edit the profile name, SSID, WPA shared key in the corresponding fields.

• Tap 💾 .

2. Disconnecting from a Wireless Network (Wi-Fi)

To disconnect the wireless network connection:

• Tap ⊞ > **Basic** > **Wi-Fi**.

• Do one of the following:

Fig 20

• In the **Available Networks** list – Tap the connected SSID or ⋯ at the end of the connected SSID (Fig 20).
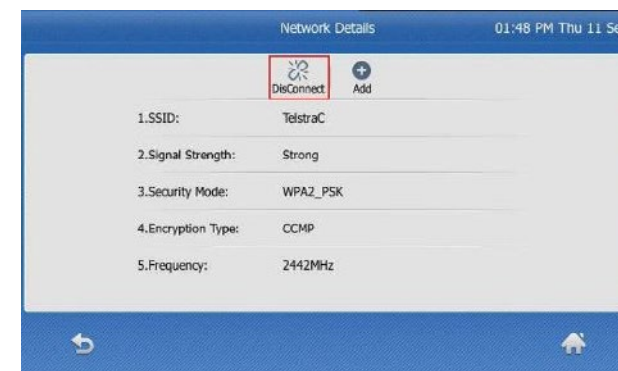

Fig 21

• Tap ⟲ (Fig 21).

• Tap **Saved Networks**.

• Tap the connected SSID.

• The SSID will now display the status: "**Disconnected**".

3. Viewing the Wireless Network (Wi-Fi) information

To view the WLAN information:

• Tap ▦ > **Basic** > **Wi-Fi**.

Fig 22

• Tap ⋯ at the end of the desired SSID to view the detailed WLAN information.

• If the IP phone has been connected to a wireless network successfully, you can also tap **Network Status** to view the connected WLAN information.

4. Disabling Wi-Fi

To disable Wi-Fi feature, do one of the following:

• Tap ▦ > **Basic** > **Wi-Fi**.

• In the Wi-Fi field, select "**Off**".

• Connect an Ethernet cable to the IP phone.

The wireless network is changed to the wired network, and the IP phone will switch the Wi-Fi off.

• Unplug the Wi-Fi USB dongle from the IP phone.

The IP phone will switch the Wi-Fi off.

Your contacts

Search and call a saved contact

• Select 🔳 to access your Phone Directory.

• In left column, select the address book you would like to search.

• Select 🔍 and type the complete or partial name of the contact you wish to call.

• Using the navigation keys, scroll up or down to desired contact.

• Select the desired contact/number to initiate call.

Search a contact/place a call from Call History

• From the home screen, use navigation keys to scroll down.

• Select "**History**".

• Select 🔍 applicable Call History type: Missed, Placed, Received, Forwarded

• Optional – search by name: Select and type the complete or partial name of the contact you wish to call.

• Using the navigation keys, scroll up or down to desired contact.

• Select the desired contact/number to initiate call.

Save a number/edit a contact from Call History

• From the home screen, use navigation keys to scroll down.

• Select "**History**".

• Select applicable Call History type: Missed, Placed, Received, Forwarded

• Optional – search by name: Select 🔍 and type the complete or partial name of the contact you wish to call.

• Using the navigation keys, scroll up or down to desired contact.

• Select "**i**" at the end of the desired contact/number to open contact details.

You can choose to call ("Send"); delete ("Delete") contact or edit details directly in corresponding fields.

MessageBank

Set up your MessageBank

• Using the keypad, key in "101" and select 📞 or press ✉
  on your phone to connect straight to MessageBank.

• Follow the prompts to set up your MessageBank
  greeting, etc.

Access your MessageBank

The message light on your phone will flash to indicate
new messages.

• Using the keypad, key in "101" and select 📞 or press ✉
  on your phone to connect straight to MessageBank.

• Follow the prompts to listen to your voicemail messages.

Basic call features

Call Transfer

These are 2 ways to transfer calls: Blind or Supervised.

Blind Transfer – Transfer the call to another handset without announcing the call the other party.

• Whilst on an active call, press 🔲.

• Dial the number you are transferring to.

• Hang up to complete the transfer.

Supervised Transfer – Transfer the call to another handset after announcing the call to the other party.

• Whilst on an active call, press 🔲.

• Dial the number you are transferring to.

• Wait for the party to answer, and announce the call.

• Press 🔲 after the call is answered to complete the transfer.

Call Park

Call Park allows you to park a line by placing a call on hold and pick-up the call from any other phones in the office.

• To place an active call on hold, press 🔲 or press ✱68 using the keypad.

• Dial the number or extension of the location you would like to resume the call on, followed by #.

• To resume the call, go to the location and press 🔲 or press ✱88 using the keypad.

Note: Call Park code (✱68) and Call Park retrieve code (✱88) should already be pre-configured on the phone. The call on hold will remain 'parked' if you dial the incorrect phone or extension number, and the parked call will ring at the originating location after ~45 seconds.

Group Call Pickup

Group Call Pickup enables calls that are ringing on another phone to be answered from any other phone in the office.

• When another phone within the office is ringing, press 🔲.

Note: Group Call Pickup code (✱98) should already be pre-configured on the phone.

Conference Calls

Local Conference Call – a maximum of three parties (including the caller) can be on a conference call at any one time.

To initiate a conference, add a third party to a call

• Whilst on an active call, press 🔲.

• Enter the other party's number, wait for the party to answer the phone.

• Press 🔲 to connect all parties into the conference.

To manage callers in a conference

• During the conference call, press 🔲 to mute the selected party. The muted party can hear everyone, but no one can hear the muted party.

• Press 🔲 to remove the selected party from the conference call.

Network Conference Call – more than three parties (including the caller) can be on a conference call at any one time.

• Whilst on a 3-way conference call, press 🔲.

• Enter the other party's number, wait for the party to answer the phone.

• Press 🔲 to connect all parties into the conference.

• Repeat the above steps to invite more parties.

Note: Network conference features should already be pre-configured on the phone.

Troubleshooting

Why can't the IP phone enable the Wi-Fi feature?

• Ensure the Ethernet cable is removed.

• Ensure the Wi-Fi USB dongle is working correctly.

Why can't the IP phone connect to Wi-Fi?

• Ensure the entered password is correct.

• Ensure your modem router has Wi-Fi enabled.

• Reboot your modem router.

• Turn off the Wi-Fi feature on the IP phone and then turn it on again.

Why is the wireless signal strength low?

• Ensure the IP phone and your modem router are within working range and there is no obvious interference (walls, doors, etc) between them.

Thank you