OpenStage 40 IP Phone

Important info.:

- Do not unplug or move phones to other rooms, jacks or wall plates.
  *Open a helpdesk ticket at www.fau.edu/helpdesk for all phone, fax, and analog line moves.

- View and download complete Openstage 40 and 20 User Guides and Quick Reference Guides at http://www.fau.edu/irm/phone/phone_features.php

- Your programmed line appearances may not appear until everyone has moved into the new bldg.

- Long distance “pin” codes may now require a 1 when dialing - add 1 in front of the existing “pin” code.

- Support Services at 7.6235 is avail. Monday – Friday from 8 am to 5 pm for assistance

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**5-way navigator**

- Press ▲ key:  - Scroll upwards
- Press ◀ key:  - Cancel function
  - Delete character left of cursor
  - Go up a level
- Press ▼ key:  - Scroll downwards
- Press ◀ key:  - Confirm input
  - Perform action
- Press ▶ key:  - Call up the context menu
  - Go down a level

**NOTE:** SELECT = OK on Touch Wheel

**Function Keys and Audio Keys**

- End (disconnect) call
- Redial
- Activate/deactivate forwarding
- Turn headset on/off
- Turn microphone on/off
- Depending on situation, set volumes for ringer or speaker
- Service/Applications menu
- Voicemails/Call lists
- Turn speaker on/off
### Key

<table>
<thead>
<tr>
<th>Function during text input</th>
<th>Function when held down</th>
</tr>
</thead>
<tbody>
<tr>
<td>✗</td>
<td>Deactivate the ring tone.</td>
</tr>
<tr>
<td>#</td>
<td>Activate telephone lock.</td>
</tr>
</tbody>
</table>

### Navigation / Touch Wheel Options During Incoming Call

While Telephone is Ringing

Accept – Select OK to **Answer call via speaker**
Reject – Scroll ↓ and select OK to **Disconnect** Incoming Call
Deflect – Scroll ↓ and select OK. Type desired destination number and OK to **Redirect** incoming call

### Feature

<table>
<thead>
<tr>
<th>Feature</th>
<th>Touchwheel Menu/Button Options</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Answering and Placing a Call</strong></td>
<td></td>
</tr>
<tr>
<td>via Handset</td>
<td>While telephone is ringing – Lift <strong>Handset</strong> OR Press the <strong>Speaker</strong> button. (Speaker LED will illuminate) OR Press the <strong>Headset</strong> button (Headset LED will illuminate) (icon appears in display)</td>
</tr>
<tr>
<td>or Headset</td>
<td></td>
</tr>
<tr>
<td>Placing a call:</td>
<td></td>
</tr>
<tr>
<td>NOTE: All telephones have a “hot” keypad that allows immediate dialing without lifting receiver. This will automatically activate the SPEAKER option on each telephone. To move a call from speaker to handset, simply lift handset.</td>
<td>EXTERNAL CALLS:</td>
</tr>
<tr>
<td></td>
<td>- Dial the 10-digit telephone number</td>
</tr>
<tr>
<td></td>
<td>INTERNAL CALLS:</td>
</tr>
<tr>
<td></td>
<td>- Dial Internal Extension number only</td>
</tr>
<tr>
<td>REDIAL</td>
<td></td>
</tr>
<tr>
<td>Enables user to select from their Redial list an internal/external number dialed</td>
<td>Press the <strong>REDIAL</strong> button</td>
</tr>
<tr>
<td></td>
<td>Scroll ↓ to and select the number to redial</td>
</tr>
<tr>
<td>HOLD</td>
<td></td>
</tr>
<tr>
<td>Place a caller on hold at your extension</td>
<td></td>
</tr>
<tr>
<td>The HOLD ICON will appear in the display as the call is holding. (if applicable)</td>
<td>- LIGHTLY press the <strong>HOLD</strong> button (hold light will NOT illuminate)</td>
</tr>
<tr>
<td></td>
<td>- The <strong>Hold Icon</strong> will appear on the display next to call</td>
</tr>
<tr>
<td></td>
<td><strong>NOTE: Do NOT replace handset in cradle. This will cancel the HOLD feature and call will “ring back.”</strong></td>
</tr>
<tr>
<td></td>
<td>To take the call OFF of HOLD:</td>
</tr>
<tr>
<td></td>
<td>- Scroll (&gt;) to and select <strong>RECONNECT</strong> from menu options</td>
</tr>
</tbody>
</table>

Below icons appear on Display Screen when feature is activated:

- You have received one or more NEW MESSAGES
- **CALL FORWARDING** is active
- The **DO NOT DISTURB** Function is active
- The PHONE LOCK is active
| **TRANSFER** | • During a call, scroll (→) to and select **CONS/XFER** OR  
• Scroll (↑) to and select **BLIND TRANSFER**  
• Dial the extension number, select OK  
* **(If conducting a Blind Transfer, call is now transferred)**  
• If **CONSULTING** or **CONFERENCING**  
• Announce the call  
• Hang up or Scroll (↓) to and select:  
  ○ **Alternate** (toggles between the two calls)  
  ○ **Complete Xfer** (sends the call)  
  ○ **Conference** (joins all parties)  
  ○ **Blind Transfer**  
  ○ **Hold** (places current connection on Hold)  
  ○ **Disconnect & Return** (disconnects current connection and returns to call being transferred)  
• If the party does not answer or does not want to join:  
• Scroll (↓) to and select **Disconnect & Return** |
| **Transfer** a call to another party |
| * NOTE – If **BLIND TRANSFER** is selected, the call will immediately transfer to desired extension |
| **CONSULT** | • Press the **Mute** button  
• The light on Mute button will illuminate to ensure feature is activated.  
• To Deactivate mute, press the lit **Mute** button  
• The light on the Mute button will deactivate |
| **Consult** privately with a 2nd party |
| **CONFERENCE** | • During a call, scroll (→) to and select **CONS/XFER** OR  
• Scroll (↑) to and select **BLIND TRANSFER**  
• Dial the extension number, select OK  
* **(If conducting a Blind Transfer, call is now transferred)**  
• If **CONSULTING** or **CONFERENCING**  
• Announce the call  
• Hang up or Scroll (↓) to and select:  
  ○ **Alternate** (toggles between the two calls)  
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  ○ **Blind Transfer**  
  ○ **Hold** (places current connection on Hold)  
  ○ **Disconnect & Return** (disconnects current connection and returns to call being transferred)  
• If the party does not answer or does not want to join:  
• Scroll (↓) to and select **Disconnect & Return** |
| Create a Quick Conference Call  
(maximum of 16 parties) |
| **MUTE** | • Press the **Mute** button  
• The light on Mute button will illuminate to ensure feature is activated.  
• To Deactivate mute, press the lit **Mute** button  
• The light on the Mute button will deactivate |
| To temporarily deactivate the microphone on the handset or speakerphone. |
| **CALL WAITING** | • During a call, if a 2nd party is calling, a “Beep” tone is heard AND display shows **CALL WAITING**  
• To answer the 2nd call, select and confirm the **ACCEPT** option from display  
• The 1st call is automatically placed on **soft HOLD** and you will be connected to 2nd call  
• **To end the 2nd call and return to the 1st**, press the **DISCONNECT** key.  
• **2nd calls may also be DEFLECTED using DEFLECT option** |
| To accept a 2nd incoming call while on telephone  
2nd calls may also be DEFLECTED using DEFLECT option | **OR**  
• Hang up from current call. The 2nd call will ring through with “Recalling” on display.  
• Answer telephone |
FORWARD

Temporarily redirect calls to another destination

Once the Destination Targets (1 thru 5) are programmed, user can easily select which target to forward to.

- Press CALL FORWARD button (gray button with fwd arrow and dot)
- If nothing else is pressed, calls will automatically fwd to predetermined target…usually voicemail
- To select a different forwarding destination:
  - Press Call Forward button, Scroll ↓ to and select Edit Call Forwarding
  - Scroll ↓ down and select ON from ALL CALLS field
  - Scroll ↓ down and select the Destination Field
  - Scroll ↓ down and select Edit favourites
  - Scroll ↓ and pick a Destination (1 thru 5)
  - Enter the extension for this destination (3701 is vmail)
  - Press OK
  - Scroll ↑ up and select Save & Exit from Forwarding Favourites screen
  - NOTE: Before exiting the Forward Status screen, be sure that the correct fwd target is displayed in the DESTINATION field.
  - Scroll ↑ up and select Save & Exit from Call Forward Status screen
  - Press the Menu Button (illuminated) to return to your telephony HOME screen.

To Cancel Forwarding:
- Press Call Forwarding button (illumination of button is deactivated)

PHONEMAIL MESSAGES

To check messages

NOTE: Messages from your “old” phone will NOT carry over to this new phone.

CALL LOG/LIST

The CALL LOG/LIST icon will appear in DISPLAY if a call is RECEIVED, FORWARDED, MISSED OR DIALED. Once the list is viewed, the ICON will deactivate.

Each call list may contain up to 30 entries. Once this limit is reached, the oldest entry in the log is deleted.

Multiple calls from the same number are only listed once. The number of call attempts is logged in the “Details” context Menu.

TO ACCESS Phonemail:
- From Idle Menu, Press the ENVELOPE/Mailbox button
- Select MESSAGES, then OK, listen to the voice prompts
- Messages from your “old” phone will NOT carry over to this new phone

TO ACCESS A NUMBER FROM YOUR CALL LOG/LIST:
- From Idle Menu, Press the ENVELOPE/Mailbox button
- Scroll ↓ and select OK at Call Log Envelope to open/view
- Select from: MISSED, DIALED, RECEIVED or FORWARDED calls
- Scroll ↓ and select a number from the list
SAVING A TELEPHONE NUMBER TO A KEY (Repodial)

*If a 1-touch speed dial number is desired, be sure to select REPDIAL in the Normal or Shifted field.*

- Press and hold sensor button to be programmed
- Once Program Screen appears, Scroll $ down to Normal OR Shifted field and press OK
- Scroll $ down and select desired feature for button
- Using keypad, type desired label for button (if applicable)
- Select OK in bottom corner
- Scroll $ down to Settings and press OK
- Type number for the system to speed dial
- Scroll $ down and select OK
- Scroll $ up and select Save & Exit from Options field
- Press the Menu Button (illuminated) to return to your telephony HOME screen. (if necessary)

**AUDIO SETTINGS ♫**

- Press the **Program / MENU** Button
- Access **USER** menu
- Scroll $ to and select **Audio**
- Scroll $ to and select **Volumes** or **Settings**
- Scroll $ to and select **Ringer Melody**
- Scroll $ to and select tone 1 thru 8
- Select **Save & Exit** and press **OK**

*Panic / emergency buttons are not available on this release as of 11/1/10*