Important info:

- Do not unplug or move phones to other 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.

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

**SIEMENS**  
**Telephone Reference Guide**  
**OpenScape Voice - OpenStage 20**  
**FAU**

**FUNCTION KEYS AND AUDIO KEYS**

- Disconnect
- Redial
- Forward
- Mute

**NOTE:** *SELECT = OK* on 3-way Navigation Wheel

- Depending on situation, set volumes for ringer or speaker
- Service/Applications menu
- Voicemails/Call lists
- Turn speaker on/off

**Key** | **Function during text input** | **Function when held down**
---|---|---
* | Write special characters | Deactivate the ring tone.
↑↓ | Switch between upper/lower case and digit entry. | Activate telephone lock.

(Below icons appear on Display Screen when feature is activated)

**Display**

**Components**

<table>
<thead>
<tr>
<th>Time and Date</th>
<th>Time and Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Set 07/27/07</td>
<td>A new entry in the call lists</td>
</tr>
<tr>
<td>2222</td>
<td></td>
</tr>
<tr>
<td>HiPath 8000</td>
<td></td>
</tr>
<tr>
<td>1:15pm</td>
<td></td>
</tr>
<tr>
<td>07/27/07</td>
<td></td>
</tr>
</tbody>
</table>

**FEATURE** | **TOUCHGUIDE MENU/Button Options**
---|---
**ANSWERING A CALL** via Handset | While telephone is ringing – Lift **Handset**
Speaker Button | OR
Press the **Speaker** button. (Speaker LED will illuminate)
<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
</table>
| **MUTE** | To temporarily deactivate the microphone on the handset or speakerphone.  
- 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 |
| **TRANSFER** | Transfer a call to another party  
- During a call, scroll down to and select Consult OR  
- Scroll down to and select Blind Transfer  
- Dial the extension number, select OK  
  *(If conducting a Blind Transfer, call is now transferred)*  
- If CONSULTING or CONFERENCEING  
- Announce the call  
- Hang up or scroll down 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 down to and select Disconnect & Return |
| **CONSULT** | Consult privately with a 2nd party  
- NOTE – If BLIND TRANSFER is selected, the call will immediately transfer to desired extension |
| **CONFERENCE** | Create a Conference Call  
(maximum of 16 parties)  
- During a call, scroll to and select Consult 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 CONFERENCEING  
- Announce the call  
- Hang up or scroll down 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 down to and select Disconnect & Return |
| **HOLD** | Scroll to “Consult” and select to place caller on HOLD.  
- Select “return to held call” to release HOLD |
| **REDIAL** | Enables user to select from their Redial list an internal/external number dialed  
- Press the REDIAL button  
- Scroll down to and select the number to redial  
**NOTE: To return to the telephony MAIN MENU, press your MAILBOX BUTTON** |
| **STATION PICKUP** | To answer a ringing extension other than your own.  
- From idle phone, scroll (> ) to and select Directed Pickup  
- Enter the extension of ringing phone  
- Select OK |
| **CALLBACK** | To request a “return call” from a busy or idle extension.  
**TO INITIATE A CALLBACK REQUEST:**  
- Dial the internal extension of desired party  
- If line is busy, select CALLBACK then hang up handset.  
**TO ACCEPT A CALLBACK:**  
- When telephone rings with “Distinctive Callback Ring”, answer the telephone.  
- Once answered, the system will automatically dial the requested extension in the Callback Request  
**TO CANCEL A CALLBACK REQUEST:**  
- From the HOME menu, Scroll down to and select View Callbacks?  
- Select Delete? For callbacks no longer needed |
| **FORWARD** | To forward line to another line  
- Lift handset or press speakerphone to get dial tone  
- Dial #91 then 5 digit ext. followed by #  
- To remove – dial # 91. |
| **AUDIO SETTINGS ♫** | Hit the Up arrow  
Select Phone Settings for ringer volume and ringer pitch |