

**Important info.:**

- Do not unplug or move phones to other jacks or wall plates.  
\*Open a helpdesk ticket at [www.fau.edu/helpdesk](http://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](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 now require a 1 in front - 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

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

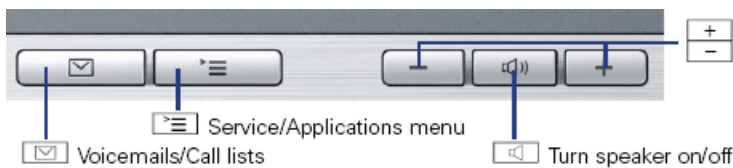


**FAU**

**FUNCTION KEYS AND AUDIO KEYS**



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



+ - Depending on situation, set volumes for ringer or speaker

Key	Function during text input	Function when held down
* (star)	Write special characters	Deactivate the ring tone.
# (hash)	Switch between upper/lower case and digit entry.	Activate telephone lock.

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









**Display**

**Components**

1:15pm	Sat 07/27/07	Time and Date
2222	HiPath 8000	Own telephone number and menu icon
1:15pm	07/27/07	Time and Date
(= 1		A new entry in the call lists

Icon	EXPLANATION
✉	You have received one or more NEW MESSAGES
(=	One or more new entries have been added to the CALL LIST
↪	CALL FORWARDING is active
⊖	The DO NOT DISTURB Function is active
🔒	The PHONE LOCK is active

FEATURE	TOUCHGUIDE MENU/Button Options
<b>ANSWERING A CALL</b> via Handset  Speaker Button	While telephone is ringing – Lift <b>Handset</b> <b>OR</b> Press the <b>Speaker</b> button. (Speaker LED will illuminate)

<p><b>MUTE</b> To temporarily deactivate the microphone on the handset or speakerphone.</p> 	<ul style="list-style-type: none"> <li>• Press the <b>Mute</b> button</li> <li>• The light on Mute button will illuminate to ensure feature is activated.</li> <li>• To Deactivate mute, press the lit <b>Mute</b> button</li> <li>• The light on the Mute button will deactivate</li> </ul>
<p><b>TRANSFER</b> <i>Transfer a call to another party</i></p> <p><i>*NOTE – If BLIND TRANSFER is selected, the call will immediately transfer to desired extension</i></p> <p><b>CONSULT</b> <i>Consult privately with a 2<sup>nd</sup> party</i></p> <p><b>CONFERENCE</b> <i>Create a Conference Call (maximum of 16 parties)</i></p>	<ul style="list-style-type: none"> <li>• During a call, scroll  to and select <b>Consult OR</b></li> <li>• Scroll  to and select <b>Blind Transfer</b></li> <li>• Dial the extension number, select <b>OK</b> <i>(If conducting a Blind Transfer, call is now transferred)</i></li> <li>• If <b>CONSULTING</b> or <b>CONFERENCING</b></li> <li>• Announce the call</li> <li>• Hang up or Scroll  to and select: <ul style="list-style-type: none"> <li>○ <b>Alternate</b> (toggles between the two calls)</li> <li>○ <b>Complete Xfer</b> (sends the call)</li> <li>○ <b>Conference</b> (joins all parties)</li> <li>○ <b>Blind Transfer</b></li> <li>○ <b>Hold</b> (places current connection on Hold)</li> <li>○ <b>Disconnect &amp; Return</b> (disconnects current connection and returns to call being transferred)</li> </ul> </li> <li>• If the party does not answer or does not want to join:</li> <li>• Scroll  to and select <b>Disconnect &amp; Return</b></li> </ul>
<p><b>HOLD</b></p>	<ul style="list-style-type: none"> <li>• Scroll to “<b>Consult</b>” and select to place caller on HOLD.</li> <li>• Select “return to held call” to release HOLD</li> </ul>
<p><b>REDIAL</b></p> <p><i>Enables user to select from their Redial list an internal/external number dialed</i></p> 	<ul style="list-style-type: none"> <li>• Press the <b>REDIAL</b> button</li> <li>• Scroll  to and select the number to redial</li> </ul> <p><b>NOTE: To return to the telephony MAIN MENU, press your MAILBOX BUTTON</b></p>
<p><b>STATION PICKUP</b></p> <p><i>To answer a ringing extension other than your own.</i></p>	<ul style="list-style-type: none"> <li>• From idle phone, scroll (&gt;) to and select <b>Directed Pickup</b></li> <li>• Enter the extension of ringing phone</li> <li>• Select <b>OK</b></li> </ul>
<p><b>CALLBACK</b></p> <p><i>To request a “return call” from a busy or idle extension.</i></p>	<p><b>TO INITIATE A CALLBACK REQUEST:</b></p> <ul style="list-style-type: none"> <li>• Dial the internal extension of desired party</li> <li>• If line is busy, select <b>CALLBACK</b> then hang up handset.</li> </ul> <p><b>TO ACCEPT A CALLBACK:</b></p> <ul style="list-style-type: none"> <li>• When telephone rings with “Distinctive Callback Ring”, answer the telephone.</li> <li>• Once answered, the system will automatically dial the requested extension in the Callback Request</li> </ul> <p><b>TO CANCEL A CALLBACK REQUEST:</b></p> <ul style="list-style-type: none"> <li>• From the HOME menu, Scroll  to and select <b>View Callbacks?</b></li> <li>• Select <b>Delete?</b> For callbacks no longer needed</li> </ul>
<p><b>FORWARD</b></p> <p><i>To forward line to another line</i></p>	<p><b>Lift handset or press speakerphone to get dial tone</b></p> <ul style="list-style-type: none"> <li>• Dial #91 then 5 digit ext. followed by #</li> <li>• To remove – dial # # 91.</li> </ul>
<p><b>AUDIO SETTINGS</b> 🎵</p> <p><b>Hit the Up arrow</b> <b>Select Phone Settings for ringer volume and ringer pitch</b></p>	