

Telephone Reference Guide

OpenStage 20 IP BASIC 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

FUNCTION KEYS AND AUDIO KEYS



Disconnect Redial Forward Mute

NOTE: SELECT = OK on 3-way Navigation Wheel



Voicemails/Call lists

Service/Applications menu

Turn speaker on/off

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

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

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











NAVIGATION 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	TOUCHGUIDE MENU/Button Options
<p>ANSWERING A CALL</p> <p>via Handset  Speaker Button </p>	<p>While telephone is ringing – Lift Handset OR Press the Speaker button. (Speaker LED will illuminate)</p>
<p>HOLD</p> <p></p> <p><i>Place a caller on hold .at your extension, retrievable only by user. The HOLD ICON will appear in the display as the call is holding. (if applicable)</i></p>	<ul style="list-style-type: none"> • During a call, scroll (>) to and select HOLD from the menu OR To take the call OFF of HOLD: • Scroll (>) to and select RECONNECT from menu options
<p>MUTE</p> <p><i>To temporarily deactivate the microphone on the handset or speakerphone.</i></p> <p></p>	<ul style="list-style-type: none"> • 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
<p>TRANSFER</p> <p><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>CONSULT</p> <p><i>Consult privately with a 2nd party</i></p> <p>CONFERENCE</p> <p><i>Create a Conference Call (maximum of 16 parties)</i></p>	<ul style="list-style-type: none"> • During a call, scroll  to and select Consult OR • Scroll  to and select Blind Transfer • Dial the extension number, select OK <i>(If conducting a Blind Transfer, call is now transferred)</i> • If CONSULTING or CONFERENCING • Announce the call • Hang up or Scroll  to and select: <ul style="list-style-type: none"> ○ 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
<p>REDIAL</p> <p><i>Enables user to select from their Redial list an internal/external number dialed</i></p> <p></p>	<ul style="list-style-type: none"> • Press the REDIAL button • Scroll  to and select the number to redial <p>NOTE: To return to the telephony MAIN MENU, press your MAILBOX BUTTON</p>

CALL WAITING

To accept a 2nd call while on telephone
(Pre-requisite: The 2nd call function must be activated)

- 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.



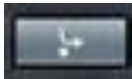
OR

- Hang up from current call. The 2nd call will ring through with “**Recalling**” on display.
- Answer telephone








2nd calls may also be DEFLECTED using DEFLECT option

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
 - 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)

DO NOT DISTURB (DND)

Disables ringer and sends callers directly to voicemail (if programmed)

- While telephone is idle
- Scroll  to and select **Do Not Disturb On** (DND icon will appear on display with red circle)

To Cancel DND:

- Scroll  to and select **Do Not Disturb Off**

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 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

<p>CALLBACK</p> <p><i>To request a “return call” from a busy or idle extension.</i></p>	<p>TO INITIATE A CALLBACK REQUEST:</p> <ul style="list-style-type: none"> • Dial the internal extension of desired party • If line is busy, select CALLBACK? <p>TO ACCEPT A CALLBACK:</p> <ul style="list-style-type: none"> • When telephone rings with “Distinctive Callback Ring”, answer the telephone. • Once answered, the system will automatically dial the requested extension in the Callback Request <p>TO CANCEL A CALLBACK REQUEST:</p> <ul style="list-style-type: none"> • From the HOME menu, Scroll  to and select View Callbacks? • Select Delete? For callbacks no longer needed
<p>STATION PICKUP</p> <p><i>To answer a ringing extension other than your own.</i></p>	<ul style="list-style-type: none"> • From idle phone, scroll (>) to and select Directed Pickup • Enter the extension of ringing phone • Select OK
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<p>AUDIO SETTINGS </p> <ul style="list-style-type: none"> • Press the MENU Button • Access USER menu (if password is needed, default is 123456) • Select OK • Scroll  to and select Audio • Scroll  to and select Settings • Scroll  to and select Ringer Melody • Scroll  to and select tone 1 thru 8 • Select Save & Exit and press OK 	