

FAU -

Telephone Reference Guide

OpenScape Voice –

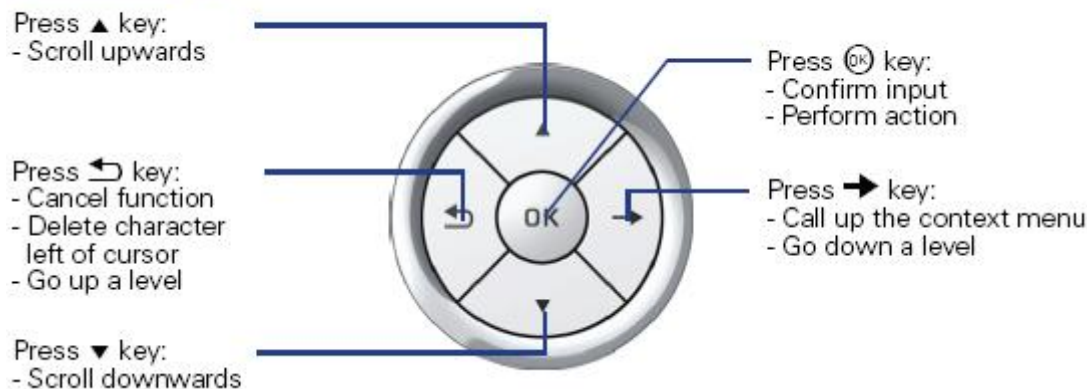


OpenStage 40 IP Phone

Important info.:

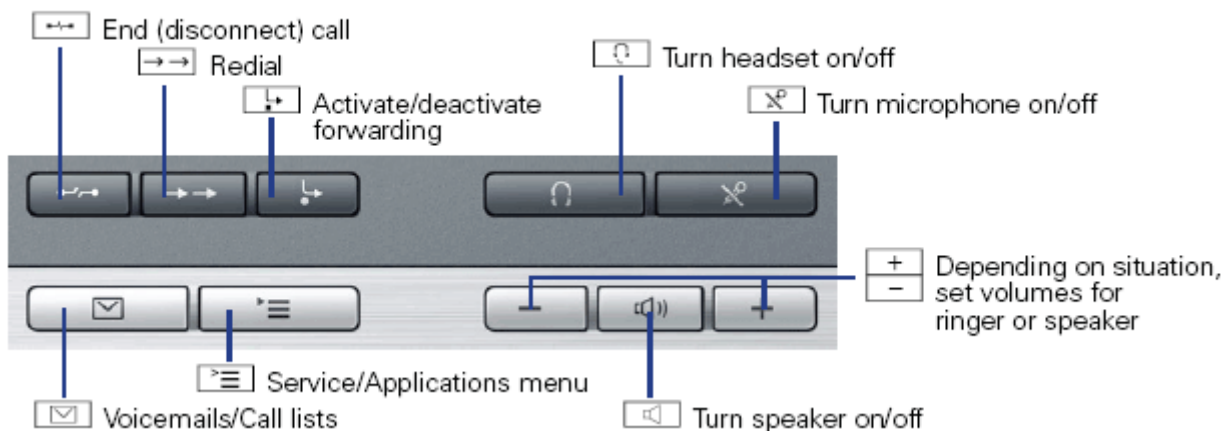
- Do not unplug or move phones to other rooms, jacks or wall plates.
*Open a helpdesk ticket at www.fau.edu/helpdesk for all phone, fax, and analog line moves.
- View and download complete Openstage 40 and 20 User Guides and Quick Reference Guides at http://www.fau.edu/irm/phone/phone_features.php
- 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

5-way navigator



NOTE: SELECT = OK on Touch Wheel

Function Keys and Audio Keys



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)

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

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

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

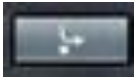
Deflect – Scroll and select **OK**. Type desired destination number and **OK** to **Redirect** incoming call

FEATURE	TOUCHWHEEL MENU/Button Options
<p>ANSWERING AND PLACING A CALL</p> <p>via Handset Speaker Button </p> <p>or Headset </p>	<p>While telephone is ringing – Lift Handset</p> <p>OR</p> <p>Press the Speaker button. (Speaker LED will illuminate)</p> <p>OR</p> <p>Press the Headset button (Headset LED will illuminate)</p> <p> (icon appears in display)</p>
<p>Placing a call:</p> <p><i>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.</i></p>	<p>EXTERNAL CALLS:</p> <ul style="list-style-type: none"> Dial the 10-digit telephone number <p>INTERNAL CALLS:</p> <ul style="list-style-type: none"> Dial Internal Extension number only
<p>REDIAL</p> <p><i>Enables user to select from their Redial list an internal/external number dialed</i></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>
<p>HOLD</p> <p><i>Place a caller on hold .at your extension</i></p> <p><i>The HOLD ICON will appear in the display as the call is holding. (if applicable)</i></p>	<ul style="list-style-type: none"> LIGHTLY press the HOLD button (hold light will NOT illuminate) The Hold Icon will appear on the display next to call <p>NOTE: Do NOT replace handset in cradle. This will cancel the HOLD feature and call will "ring back."</p> <p>To take the call OFF of HOLD:</p> <ul style="list-style-type: none"> Scroll (>) to and select RECONNECT from menu options

<p>TRANSFER <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 <i>Consult privately with a 2nd party</i></p> <p>CONFERENCE <i>Create a Quick Conference Call (maximum of 16 parties)</i></p>	<ul style="list-style-type: none"> • During a call, scroll (>) to and select CONS/XFER 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>MUTE <i>To temporarily deactivate the microphone on the handset or speakerphone.</i></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>CALL WAITING <i>To accept a 2nd incoming call while on telephone</i></p> <p><i>2nd calls may also be DEFLECTED using DEFLECT option</i></p>	<ul style="list-style-type: none"> • 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.  <p>OR</p> <ul style="list-style-type: none"> • 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 \blacktriangle to and select **Edit Call Forwarding**
 - Scroll \blacktriangle down and select **ON** from **ALL CALLS** field
 - Scroll \blacktriangle down and select the **Destination Field**
 - Scroll \blacktriangle down and select **Edit favourites**
 - Scroll \blacktriangle and pick a **Destination (1 thru 5)**
 - Enter the **extension** for this destination (**3701 is vmail**)
 - Press **OK**
 - Scroll \blacktriangle 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 \blacktriangle 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.

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

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 \blacktriangle and select **OK** at **Call Log Envelope** to open/view
- Select from: **MISSED**, **DIALED**, **RECEIVED** or **FORWARDED** calls
- Scroll \blacktriangle and select a number from the list

<p>SAVING A TELEPHONE NUMBER TO A KEY (Repdial)</p> <p><i>IF a 1-touch speed dial number is desired, be sure to select REPDIAL in the Normal or Shifted field.</i></p>	<ul style="list-style-type: none"> • 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 • Scroll  down to Label field and press OK • 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) 
<p>AUDIO SETTINGS </p> <p>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</p>	

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