# FAU Telephone Quick Reference Guide

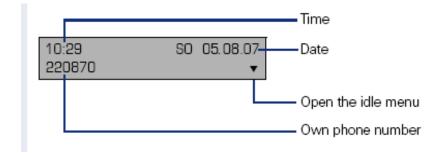
# OpenStage 15 IP Phone (OSV 15 phone)



#### Important Info.:

- Do not unplug or move phones to other rooms, jacks or wall plates as this will deactivate service. \*Open a helpdesk ticket at <a href="https://www.fau.edu/helpdesk">www.fau.edu/helpdesk</a> for all phone, fax, and analog line moves.
- Phantom lines ("second lines") will not work as members of a pick or hunt group.
   Only your primary line can be a member of a pick or hunt group.
- During **SURVIVABILITY** when phone service may be affected and is running on the backup system, the <u>Emergency/Panic buttons and phonemail will not work.</u>
- View and download complete Openstage IP Phone User Guides and Quick Reference Guides at <a href="http://www.fau.edu/oit/phone/phone\_features.php">http://www.fau.edu/oit/phone/phone\_features.php</a>
- Support Services at 7.6235 is avail. Monday Friday from 8 am to 5 pm for assistance.

#### **PHONE DISPLAY –** the screen will display:



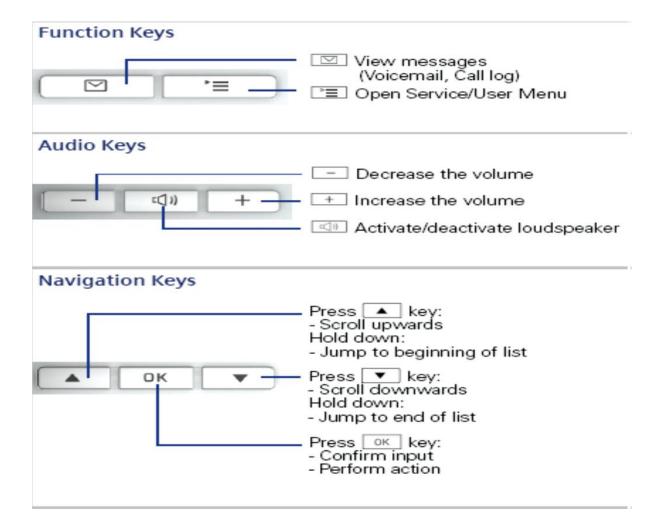
If the ENVELOPE button is blinking RED, this indicates either a missed call or a new voicemail:

Press the Markey and use the navigation keys to select the required submenu.

- Messages
- Calls

See chart below for additional icon details on the display -

Icon	EXPLANATION
lacksquare	You have received one or more NEW MESSAGES
(≄	One or more new entries have been added to the CALL LIST
j.	CALL FORWARDING is active
•	The DO NOT DISTURB Function is active
т0	The PHONE LOCK is active



## **BASIC INSTRUCTIONS:**

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

FEATURE	Navigation Keys			
HOLD	During a call, scroll      and select HOLD from the menu  To take the call OFF of HOLD:			
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)	Hit the blinking line key or scroll to release hold			
TRANSFER Transfer a call to another party  * NOTE – If BLIND TRANSFER is selected, the call will immediately transfer to desired extension  CONSULT Consult privately with a 2 <sup>rd</sup> party  CONFERENCE Create a Conference Call (maximum of 16 parties)	<ul> <li>Scroll \$\Dightarrow\$ and select Blind Transfer</li> <li>Dial the extension number, select OK (If conducting a Blind Transfer, call is now transferred)</li> <li>If CONSULTING or CONFERENCING</li> <li>Announce the call</li> <li>Hang up or Scroll \$\Dightarrow\$ to and select:  <ul> <li>Alternate (toggles between the two calls)</li> <li>Complete Xfer (sends the call)</li> <li>Conference (joins all parties)</li> <li>Hold (places current connection on Hold)</li> </ul> </li> <li>If the party does not answer or does not want to join:</li> <li>Scroll \$\Disconnect &amp; Return</li> </ul>			
REDIAL – last number only	Scroll       and select REDAIL then OK			
CALL WAITING  To accept a 2 <sup>nd</sup> call while on telephone (Pre-requisite: The 2 <sup>nd</sup> call function must be activated)	<ul> <li>During a call, if a 2<sup>nd</sup> party is calling, a "Beep" tone is heard AND display shows the # calling in.</li> <li>To answer the 2<sup>nd</sup> call, select and confirm the ACCEPT option from display</li> <li>The 1<sup>st</sup> call is automatically placed on HOLD and you will be connected to 2<sup>nd</sup> call</li> <li>ALTERNATE will toggle between the 2 calls.</li> </ul>			
	<ul> <li>OR</li> <li>Hang up from current call. The 2<sup>nd</sup> call will ring through with "Recalling" on display.</li> <li>Use Disconnect &amp; Return to release the last call and return to 1<sup>st</sup> call.</li> <li>2<sup>nd</sup> calls may also be DEFLECTED using DEFLECT option – can send to phonemail or another extension.</li> </ul>			

## PROGRAMMABLE KEYS – Step by Step instructions:

This phone features 7 programmable keys, which can be programmed on two separate levels for a total of 14 programmable keys.

The "shift" programmable key to switch between the two key levels is pre-assigned as the bottom key.

- 1. Press and hold the desired key you want to program and wait for display to show "program" then select "OK?"
- 2. At "NORMAL" select "OK"
- 3. Scroll down to the desired feature and hit "OK"
- 4. Follow the prompts on the screen and hit "OK"
- 5. Always SAVE & EXIT to save changes.
- 6. Repeat as needed for the first 7 keys, then select "shift" and repeat to program the next 7 keys.

## Sample popular functions to program on keys:

- CALL WAITING toggle
- CONFERENCE
- CONSULT
- FORWARD ALL CALLS
- HOLD
- MUTE
- RELEASE (disconnect)
- REPDIAL (frequently dialed #)
- TRANSFER
- UNALLOCATE clears the key

### **FACEPLATE Template**

You can type in below table and then print and cut to size after you have programmed your feature keys.

