

FAU Telephone Quick Reference Guide

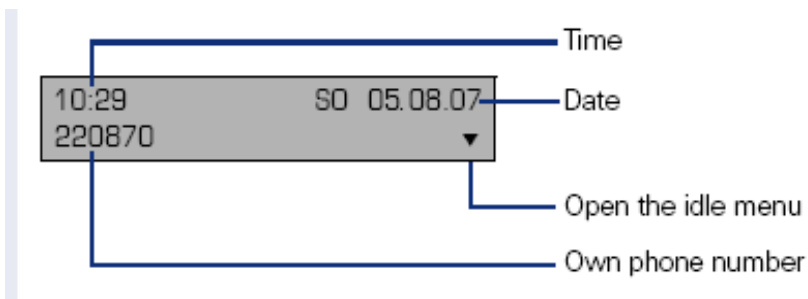
OpenStage 15 IP Phone (OSV 15 phone)



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 www.fau.edu/helpdesk 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 Emergency/Panic buttons and phonemail will not work.
- View and download complete Openstage IP Phone User Guides and Quick Reference Guides at http://www.fau.edu/oit/phone/phone_features.php
- 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  key and use the navigation keys to select the required sub-menu.

- Messages
- Calls

See chart below for additional icon details on the display -

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

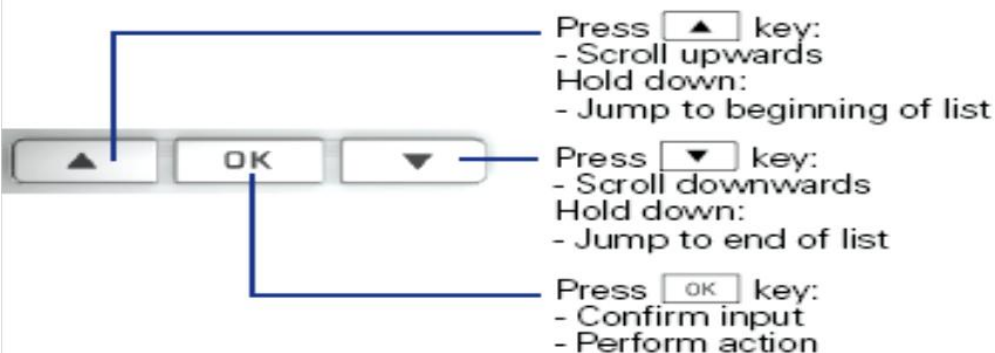
Function Keys



Audio Keys




Navigation Keys



BASIC INSTRUCTIONS:

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

FEATURE	Navigation Keys
<p>HOLD</p>  <p>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)</p>	<ul style="list-style-type: none"> • During a call, scroll ↓ and select HOLD from the menu <p>To take the call OFF of HOLD:</p> <ul style="list-style-type: none"> • Hit the blinking line key or scroll to release hold
<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 Conference Call (maximum of 16 parties)</i></p>	<ul style="list-style-type: none"> • Scroll ⬆ 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) ○ Hold (places current connection on Hold) • If the party does not answer or does not want to join: • Scroll ⬆ to and select Disconnect & Return
<p>REDIAL – last number only</p>	<ul style="list-style-type: none"> • Scroll ↓ and select REDAIL then OK
<p>CALL WAITING</p> <p><i>To accept a 2nd call while on telephone (Pre-requisite: The 2nd call function must be activated)</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 the # calling in. • To answer the 2nd call, select and confirm the ACCEPT option from display • The 1st call is automatically placed on HOLD and you will be connected to 2nd call • ALTERNATE will toggle between the 2 calls. <p>OR</p> <ul style="list-style-type: none"> • Hang up from current call. The 2nd call will ring through with “Recalling” on display. • Use Disconnect & Return to release the last call and return to 1st call. <p>2nd calls may also be DEFLECTED using DEFLECT option – can send to phonemail or another extension.</p>

