

OPERA

Analogue Telephone User Guide



**IP COMMUNICATIONS PLATFORM
FOR THE SMALL BUSINESS**

The logo for mgs gateways, featuring a stylized green and blue swoosh above the text 'mgs gateways' in a bold, sans-serif font.

Specifications subject to change without notice. Facilities described may or may not be supported by your network. This documentation refers to software version 58.409, Applications card 5.13.

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6. Opera system analogue phone user guide

In addition to the Opera system standard and executive system phones, the user can also connect a normal analogue telephone to the system. This phone can be used to make and receive calls on the system and also access features that are offered by the Opera system systems by simply dialling the pre-programmed feature codes.

Using analogue phones with the Opera system

The wide range of features and options offered by the Opera system can be accessed from a standard analogue telephone, by dialling the appropriate codes as listed in this guide, and summarised in section 6.1.33 (the dialling code table) . Some of the features listed require the user to press a Recall (**R**) key that is included on most analogue phones. The Opera system phones are programmed to recognise the Recall functions of most commercially available telephones.

6.1.1 To Make an External Call on any Available Line

- Lift handset
- Internal dial tone heard
- Dial digit **0**
- External dial tone heard
- Dial external number

6.1.2 To Make an External Call on a Specific Line or Group of Lines

- Lift handset
- Internal dial tone heard
- Press * key
- Dial digit **9**
- Dial line Group number (**1 – 8**)
- External dial tone heard
- Dial external number

6.1.3 To Make an External Call using Last Number Redial

The Opera system allows you to make a call to the last external number dialled from the extension, a Line will be selected automatically for you.

- Lift handset
- Internal dial tone is heard
- Press * key
- Dial digit **5**

6.1.4 To Make an Internal Call to an Extension

- Lift handset
- Internal dial tone heard
- Dial extension number

6.1.5 To Make an Internal Call to a Group of Extensions

- Lift handset
- Internal dial tone is heard
- Dial group number (**80 – 89**)

6.1.6 To Make a Call using the Phone Book

Each extension on the Opera system has access to a Phone Book, This is made up of two parts. The **Common address Book**, which is a system wide pool of **200** speed numbers that may be dialled from any extension, and the **Personal Address Book**, which is your private store of **50** speed numbers that can only be dialled from your extension.

6.1.7 To Dial a number from the System wide Common Address Book

- Lift handset
- Internal dial tone heard
- Press * key
- Dial speed code (**4000 – 4199**)

6.1.8 To Dial a number from Your Personal Address Book

- Lift handset
- Internal dial tone heard
- Press * Key
- Dial speed code (**800 – 849**)

6.1.9 To Program an entry in your Personal Address Book

Each extension on the Opera system has its own Personal Address Book which can hold **50** telephone numbers, add and delete entries in this book as follows:

Note: The line access digit is automatically inserted.

To Add an entry –

- Lift handset
- Internal dial tone heard
- Press * key twice
- Dial speed code you wish to store the external number under **(800 – 849)**
- Press * key
- Dial the external number (maximum of **20** digits)
- Press # key

To Delete an entry –

- Lift handset
- Internal dial tone heard
- Press # key
- Dial speed code that you wish to clear the external number from **(800 – 849)**
- Press # key

6.1.10 Call Hold Operation

While on a call you may wish to place the caller on hold, so that you can carry out some other action while they hear hold tones.

Note: If you replace your handset while you have a caller on Hold, the call will begin to ring back at your extension automatically, lifting your handset will reconnect you.

6.1.11 To place a call on hold

- While on a connected call
- Press **R (Recall)** key
- Internal dial tone heard

6.1.12 To retrieve a held call

- At internal dial tone
- Press **R (Recall)** key
- Held call retrieved

6.1.13 *To Make an Enquiry call*

This option allows you to put a caller on hold and enquire with another extension, and once you have finished return to the caller.

- While on a call
- Press **R (Recall)** key to put call on hold
- Internal dial tone heard
- Dial extension or Group required
- When extension answers – enquire with that extension
- Press **R (Recall)** twice to return to your held call

While on a call you may wish to make an enquiry with another extension, or pass the caller to that extension.

6.1.14 *To Transfer a Call*

To make an Announced Transfer -

This option allows you to transfer a caller to another extension, after the extension has answered and you have announced the caller.

- While on a call
- Press **R (Recall)** key to put call on hold
- Internal dial tone heard
- Dial extension or Group required
- When extension answers – announce call
- Replace handset to Transfer

To Make an Unannounced Transfer -

This option allows you to transfer a caller to another extension without waiting for that extension to answer.

Note: While hearing ring tone you may Dial **#99** and replace handset to transfer to Voice Mail.

- While on a call
- Press **R (Recall)** key to put call on hold
- Internal dial tone heard
- Dial extension or Group required
- While hearing ring tone – replace handset.

6.1.15 *To Make a Paging Call*

The Opera system allows you to make public address announcements, you may make these announcements over a Public address amplifier connected to the PA port, over the speakers of the Opera System phones connected to the system, or a combination of both.

To page through a System Phone -

- Lift handset
- Internal dial tone heard
- Press * key
- Dial digits **77**
- Dial extension required

To page through the PA port -

- Lift handset
- Internal dial tone heard
- Press * key
- Dial digits **77**
- Press # key

To make a universal page (all System Phones and the PA Port) -

- Lift handset
- Internal dial tone heard
- Press * key
- Dial digits **77**
- Press * key

6.1.16 *To answer a Paging Call*

To answer a universal page

- Lift handset
- Internal dial tone heard
- Press * key
- Dial digits **76**
- Press * key

To answer a page from an Extension (when you know the extension which is paging) -

- Lift handset
- Internal dial tone heard
- Press * key
- Dial digits **76**
- Dial Extension number which is paging

6.1.17 To Pick-Up a Call ringing at another Extension

The Opera system allows you to answer a call ringing at another extension, without having to go over to that extension telephone.

To pick-up a call ringing at another extension -

- Lift handset
- Internal dial tone heard
- Press * key
- Dial digits **71**
- Dial extension number of phone ringing
- Call connected

To make a universal pick-up (answer a call ringing at any extension) -

- Lift handset
- Internal dial tone heard
- Press * key
- Dial digits **710**
- Call connected

6.1.18 To Pick-Off a Call which has been answered by another Extension

The Opera system allows you to take a call, which has already been answered by another extension, (for example, an answering machine)

Note: This option is not enabled by default.

To pick up a call already answered by another extension –

- Lift handset
- Internal dial tone heard
- Press * key
- Dial digits **71**
- Dial extension number from which call is to be retrieved
- Call connected

6.1.19 To Park a Call

The Opera system allows you to park a caller (this is a special type of hold, where by the caller is put on hold at the system), so that it can be retrieved from the same or another extension.

- While on a call
- Press **R (Recall)** key to put call on hold
- Internal dial tone heard
- Press * key
- Dial digits **74**

6.1.20 *To Unpark a Call*

To retrieve a parked call (when you know the extension number that parked it) -

- Lift handset
- Internal dial tone heard
- Press * key
- Dial digits **75**
- Dial extension number which parked call

To retrieve a parked call (when you know the External Line which is parked) -

- Lift handset
- Internal dial tone heard
- Press * key
- Dial digits **9**
- Press * key
- Dial Line number, which is parked (i.e. 01, 02, 03 etc.)

6.1.21 *To Set-up a Conference Call*

The Opera system allows you to create a 3-way Conference call, between either -

- 2 external lines + 1 internal extension
- 1 external line + 2 internal extensions
- 3 internal extensions

With **two** calls on hold proceed as follows -

- Internal dial tone is heard
- Press * key
- Dial digits **73**

6.1.22 *To intrude on an established call*

The Opera system allows you to intrude (or barge in on) an extension that is on a call. The extension will be given alert tones to indicate that it is been intruded upon.

- Lift handset
- Internal dial tone heard
- Dial extension number required
- Busy tone is heard
- Dial digits **79**

6.1.23 *To Enter the Voice Mail Menu*

The Opera system allows each extension to have a personal voice mailbox.

Note: The optional voice card needs to be installed for this feature to be available.

Note: When there is a new Voice mail message in your mailbox your internal dial tone will change to indicate this, from the normal continues tone to a tone with a gap every two seconds.

To access your voice mail –

- Lift handset
- Internal dial tone heard
- Press * key
- Dial digits **99**

Follow the voice prompts to retrieve, play, record or delete voice messages, for further information about using Voicemail, consult the Opera system voicemail user guide

6.1.24 To Divert All Calls

The Opera system allows you to set a diversion so that all calls to your extension will no longer ring there, but will ring at the destination you have selected.

Note: When you have Divert All set your internal dial tone will change to indicate this, from the normal continues tone to a tone with a gap every two seconds.

To Divert All Calls to an Extension or Group -

- Lift handset
- Internal dial code heard
- Press * key
- Dial digits **21**
- Press * key
- Dial Extension or Group to which your calls are to be diverted to
- Press # key

To Divert All Calls to your Voice Mail –

- Lift handset
- Internal dial tone heard
- Press * key
- Dial digits **21**
- Press * key
- Press * key
- Dial digits **99**
- Press # key

To Divert All Calls to an External Number -

- Lift handset
- Internal dial tone heard
- Press * key
- Dial digits **210**
- Press * key
- Enter the external number to which your calls are to be diverted to
- Press # key

To Clear Divert All Calls -

- Lift handset
- Internal dial tone heard
- Press # key
- Dial digits **21**
- Press #

6.1.25 *To Divert On No Answer*

The Opera system allows you to set a diversion so that calls to your extension will ring as normal, but if not answered after a time, will divert to the destination you have selected.

To Divert On No Answer to an Extension or Group -

- Lift handset
- Internal dial tone heard
- Press * key
- Dial digits **61**
- Press * key
- Dial Extension or Group to which your calls are to be diverted on no answer to
- Press # key

To Divert On No Answer to the Voice Mail -

- Lift handset
- Internal dial tone heard
- Press * key
- Dial digits **61**
- Press * key
- Press * key
- Dial digits **99**
- Press # key

To Divert On No Answer to an External Number -

- Lift handset
- Internal dial tone heard
- Press * key
- Dial digits **610**
- Press * key
- Enter the external number to which your calls are to be diverted on no answer to
- Press # key

To Clear Divert On No Answer -

- Lift handset
- Internal dial tone heard
- Press # key
- Dial digits **61**
- Press # key

6.1.26 *To Divert On Busy*

The Opera system allows you to set a diversion so that calls to your extension will ring as normal, unless you are already busy on a call in which case they will divert to the destination you have selected.

To Divert On Busy to an Extension or Group –

- Lift handset
- Internal dial tone heard
- Press * key
- Dial digits **67**
- Press * key
- Dial Extension or Group to which your calls are to be diverted on busy to
- Press # key

To Divert On Busy to the Voice Mail -

- Lift handset
- Internal dial tone heard
- Press * key
- Dial digits **67**
- Press * key
- Press * key
- Dial digits **99**
- Press # key

To Clear Divert On Busy -

- Lift handset
- Internal dial tone heard
- Press # key
- Dial digits **67**
- Press # key

6.1.27 *To Open the Door when the Door Phone Rings*

The Opera system allows you to connect a Door Phone and Door Opening Relay to its ports, so that a visitor to your premises, may press a Door Phone button and extensions within will ring, these extensions may answer this call and talk to the visitor and if they wish, open the door and let them in.

When the Door Phone button is pressed, to open the door -

- Lift handset to answer the call
- Talk with visitor
- Replace handset
- Lift handset again
- Internal dial tone heard
- Press * key
- Dial digits **78**

6.1.28 *To Set Do Not Disturb*

The Opera system allows you to put your extension on Do Not Disturb, so that when a caller rings you, your extension will appear busy.

Note: When you have Do Not Disturb set your internal dial tone will change to indicate this, from the normal continuous tone to a tone with a gap every two seconds.

To Set Do Not Disturb -

- Lift handset
- Internal dial tone heard
- Press * key
- Dial digits **62**
- Press #

To Clear Do Not Disturb -

- Lift handset
- Internal dial tone heard
- Press # key
- Dial digits **62**
- Press #

6.1.29 *To Manually Switch between Day / Night Modes*

The Opera system allows you to switch the system between different ringing modes. The system may be set-up to ring one set of extensions when callers ring in during the day and a different set at night. These switching times may be automated within the system, but can also be manually switched from an extension.

Note: This option is only available at extensions enabled as Operator Extensions; by default this is Extension 11 only.

- Lift handset
- Internal dial tone heard
- Press * key
- Dial digits **07**
- Enter code: 1 = day ringing 2 = night ringing etc
- Press # key

6.1.30 *To Control your CLI when making External Calls*

When you make an External call your CLI (Caller Line Identification) is sent out to the network, so that the person you are call will see it and know who is calling, sometimes you may not wish to do this and the Opera system allows you to control this.

To Restrict your CLI (Caller Line Identification) when making External Calls -

- Lift handset
- Internal dial tone heard
- Press * key
- Dial digits **30**
- Press # key
- This restricts CLI for all subsequent calls

To Present CLI (Caller Line Identification) when making External Calls -

- Lift handset
- Internal dial tone heard
- Press * key
- Dial digits **31**
- Press # key

This allows CLI for all subsequent calls

6.1.31 *To Control your PIN Code*

The Opera system allows you to have a PIN code assigned to your extension, this allows you to access services securely, i.e. voicemail

Note: PIN codes must be 4 digits long

Note: If you clear your PIN code and do not create a new one, you will not be able to use options that require a PIN code, e.g. remote access to Voicemail.

To Change your PIN Code -

- Lift handset
- Internal dial tone heard
- Press * key
- Dial digits **70**
- Press * key
- Enter your Current PIN code
- Press * key
- Enter Your New PIN code
- Press * key
- Enter Your New PIN code again
- Press # key

To Clear your Pin Code -

- Lift handset
- Internal dial tone heard
- Press * key
- Dial digits **70**
- Press * key
- Enter Your Current PIN code
- Press # key

To Create a PIN Code if you have cleared yours -

- Lift handset
- Internal dial tone heard
- Press * key
- Dial digits **70**
- Press * key
- Press * key
- Enter Your New PIN code
- Press * key
- Enter Your New PIN code again
- Press # key

6.1.32 *To Use Roaming Pins*

The Opera system allows you with the use of Roaming pins, to make external calls at an extension that would normally be barred from making such calls. You need to have a Roaming account code and PIN, which can be assigned to you by the Administrator.

Note: Roaming account codes are 2 digits long and Roaming PIN codes are 4 digits long.

To Activate Roaming Pin at an Extension –

- Lift handset
- Internal dial tone heard
- Press * key
- Dial digits **68**
- Press * key
- Enter Your Roaming account code
- Press * key
- Enter Your Roaming PIN
- Press # key

To Deactivate Roaming PIN at an Extension -

- Lift handset
- Internal dial tone heard
- Press # key
- Dial digits **68**
- Press # key

6.1.33 *To set an Alarm Call*

The Opera system allows you to program an alarm call. The Opera system rings the programming extension at the programmed time (24 hour clock) on one occasion.

To Activate an alarm call at an Extension –

- Lift handset
- Internal dial tone heard
- Press * key
- Dial digits **641**
- Press * key
- Enter the alarm time in 24-hour clock format HHMM, e.g. 1430 for 14:30
- Press # key

To Deactivate an alarm call at an Extension -

- Lift handset
- Internal dial tone heard
- Press # key
- Dial digits **641**
- Press # key

6.1.34 **Meet-Me Conference Room**

There are two Meet-Me Conference Rooms, each able to support a 7 party conference.

You can enter the conference room by dialling the conference room number. By default these are 700 and 701.

You may be required to dial a PIN number if the conference room is PIN protected.

The conference room parameters can be programmed through the browser based programming by clicking on the link 'Meet Me Conference'.

The Conference Rooms may be programmed into the Ringing Assignments or the Auto Attendant.

6.1.35 **Account Codes**

You may associate an account code of up to 10 digits with a phone call for billing purposes. The account code is inserted into the call data record which is then exported to a billing application.

Outgoing Call:

- Lift hand to receive internal dial tone
- Dial Line access digit.
- Dial #3 followed by the Account Code followed by *
- Now dial external number.
-

Incoming Call:

- While connected to an external party
- Put the caller on hold by press Hold key to receive internal dial tone.
- Dial #3 followed by the Account Code followed by *
- You will receive internal dial tone. Now press the Hold key to return to your caller or dial an extension number to transfer the call.

Redial Buffer

The Last Number Redial buffer will hold all digits dialled on the line. If you make a call by dialling 0 to get the line and then #3123* to set the account code and then the external number 8160000, the redial buffer will contain #3123*8160000. If you redial this buffer entry you will ring 816000 with account code 123 assigned to the call.

Speed Dial Numbers

You can pre-assign an accounts code to a speed number, by adding the account code to the start of the speed dial number, i.e. if you had a speed number 8160000 and you wanted to always assign the account code 123 to calls made to that number, you would change the speed dial number to #3123*8160000.

On Hook Dialling

For on-hook dialling operation, you can dial the line access code followed by the account code followed by the external number, and then lift the handset or press the green key to make the call.

i.e. dial 0#3123*8160000 the lift handset or press the green key to make the call.



6.1.36 *Dialling on PRI lines (USA Only)*

When making outgoing calls on PRI lines in the USA, the dialled number must be transmitted to the network en bloc. The Opera system stores the digits as they are dialled and waits until three seconds has elapsed after the last digit dialled and then transmits the entire number to the network.

If the user wishes to transmit the number to the network immediately on completion of dialling without waiting for the three second period to elapse, the # symbol can be dialled at the end of the number and the preceeding digits will be transmitted immediately to the network.

6.1.37 *Hot Keying (USA Only)*

In the USA version of the Opera system the telephone keypad can be activated by dialling a number without lifting the receiver or pressing the speaker key beforehand.

6.1.38 *Dialling Code Table*

FEATURES	CODES
To Call Extension	(Extn No.)
To Access any Line	0
To Access a Line Group	*91 to *98
Last Number Redial	*5
Dial entries in Common Address Book	*4000 to *4199
Dial entries in Personal Address Book	*800 to *849
Park a Call	(Recall) *74
Retrieve Parked Call from an extension	*75 (Extn No.)
Retrieve Parked Line Call	*9* (Line No.)
Retrieve Parked Extension	*9# (Extn No.)
Universal Pick-up	*710
Directed Pick-up	*71 (Extn No.)
Directed Pick-off	*71 (Extn No.)
Call Transfer Explicit (at dial tone with two calls on hold)	*72
Conference (at dial tone with two calls on hold)	*73
Directed Page	*77 (Extn No.)
Page PA Port	*77#
Universal Page (all Extensions and PA Port)	*77*
Answering a Universal Page	*76*
Answer a Page from an Extension	*76 (Extn No.)
To call an Extension Group	80 – 89
Door Opening Code	*78
To access Voice Mail	*99
Break-out of Voice Mail (while listening to voice mail greeting)	* (Extn No.)
Remotely accessing your Voicemail (while listening to voice mail greeting.)	#PIN
Transfer call to Mailbox (While ringing the Extension)	#99
Call-Back (at busy tone)	5
Intrude (at busy tone)	79
Meet Me Conference Room default extension numbers	700 and 701
Associate an account code XXXX with a call	*3XXXX#
Transfer call to analog modem	*79#
Open Relay 1	#41
Open Relay 2	#42

USER PROGRAMMING OPTIONS	CODES
Divert All Calls to an Extension	*21* (Extn No.) #
Divert All Calls to Voice Mail	*21* *99 #
Divert All Calls to an External number	*210* (Tel No.) #
Clear Divert All	#21#
Divert on No Answer to an Extension	*61* (Extn No.) #
Divert on No Answer to Voice Mail	*61* *99 #
Divert on No Answer to an External number	*610* (Tel No.) #
Divert on No Answer to an Extension after S seconds	*61* (Extn No.) *S #
Divert on No Answer to Voice Mail after S seconds	*61* *99 *S #
Divert on No Answer to an External number after S seconds	*61* (Tel No.) *S #
Clear Divert on No Answer	#61#
Divert on Busy to an extension	*67* (Extn No.) #
Divert on Busy to Voice Mail	*67* *99 #
Clear Divert on Busy	#67#
Do Not Disturb	*62#
Clear Do Not Disturb	#62#
Program entries in Your Personal Address Book	**8 (Index Code 00-49) * (Tel No.) #
Manual Day/Night Switch	*07* (Ringing Mode 1-5) #
Change PIN code	*70* PIN * NEWPIN * NEWPIN #
Clear PIN code	*70* PIN #
Program PIN Code (if you have no PIN code)	*70** NEWPIN * NEWPIN #
Activate Roaming PIN	*68* (Roaming Account) * (Roaming PIN) #
Deactivate Roaming PIN	#68#
Restrict CLI for all calls	*30#
Select an external line and Restrict CLI for this call only	*0 *30#
Present CLI for all calls	*31#
Select an external line and Present CLI for this call only	*0 *31#
Set an alarm call	*641*HHMM#
Clear alarm call	#641#
Assign an Account code (after seizing a line or on Hold)	#3 (Account code) *