Operafone IP Professional user guide

1   Operafone IP Professional overview

The Operafone IP Professional phone is a full hands free display telephone, designed specifically for use with the new generation Opera system.
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The Operafone IP Professional phone has a 4 line 20-character, backlit display and associated navigation keys that guide the user through the use and programming of the system and of the phone.

1.1   Display

Display prompts provide assistance to the user when operating or programming the telephone and the system.

When the system phone is idle, the display shows the time, day and date on the top line, the User number on the second line and the function of the context sensitive navigation keys on the fourth. The third line (normally blank) is used to display additional information.
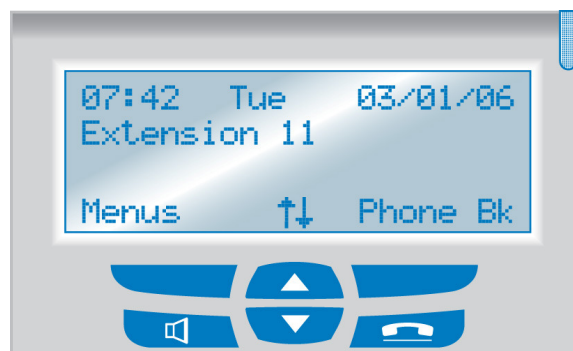
1.2   Navigation Keys

The Operafone IP Professional phone allows call control and programming operations to be performed quickly and intuitively using the phone display and the context-sensitive navigation keys.

The phone has 4 context-sensitive display-associated keys, a green speaker (off hook) key and a red on-hook or return to root key.

Ringer Lamp

```
07:42   Tue    03/01/06
Extension 11

Menus          ↑↓   Phone Bk
```

Press the Upper left navigation key to enter **Menus**

Press Upper Right navigation key to enter **Phone Book**

Press the speaker key 🔊 for handsfree operation.

Use ↑↓ keys to scroll through the options.

Press the on-hook key ☎ to return to root menu or to end current call.
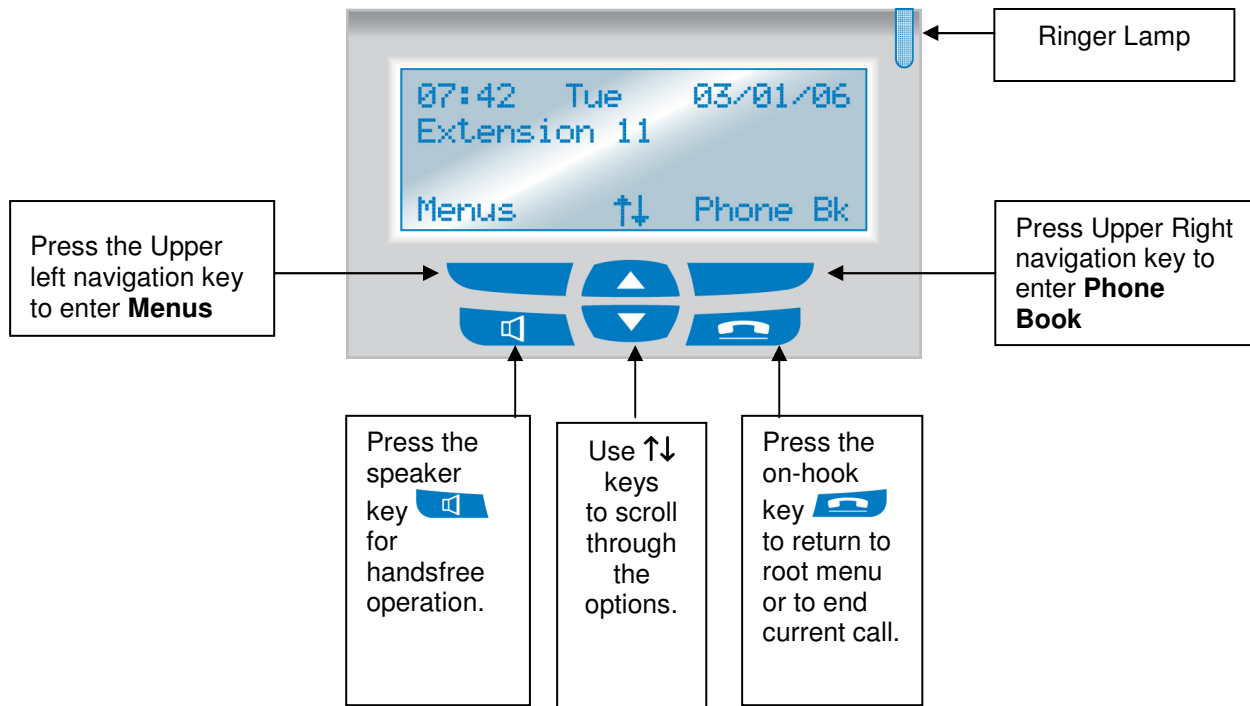
1.3   Programmable Function Keys

The Professional system phone has 6 function keys,

These keys provide single touch access to the most commonly used features of the system. The default functions are as follow.

L1   Trunk 1 to make or receive a call on trunk line 1
L2   Trunk 2 to make or receive a call on trunk line 2
✉   MESSAGE for voice mails and missed calls
⬤   REDIAL for any of the last 10 numbers
↪   FORWARD to forward or divert calls
R   HOLD to allow enquiry and transfer

1.4   Dual Colour Lamps (LEDs)

Each function key has a red and a green lamp. Green is associated with this phone. Red is associated with other users of the system. Fast flashing denotes ringing, slow flashing is for a held or parked call and continuously 'on' means an active call.

2   Operafone IP Professional in use

You can access most of the features of the Operafone IP Professional phone by using the context sensitive navigation keys and following the prompts shown on the display. This section of the guide provides more detailed instructions on how to operate the phone.

Throughout this and the following sections, the function of the left and right navigation keys will be shown in brackets, e.g. **<Menus>**. The fixed function keys will be shown in bold, e.g. **SPEAKER** 📢.

Note: At installation, User 11 is set as the default operator enabled phone.

2.1   Answering a Call

Incoming calls to the Operafone are indicated in several ways -
  – The Phone rings and the ringer lamp flashes
  – The LED flashes on a **Trunk** Line key
  – The calling party is shown on the first line of the display

```
E x t n   1 1
C a l l i n g

O p t i o n s    ↑ ↓     A n s w e r
```

Internal Call: The call can be answered by pressing the <**Answer**> or **SPEAKER** 📢 keys or by lifting the handset.

```
L i n e   1
C a l l i n g

O p t i o n s    ↑ ↓     A n s w e r
```

External Call: The call can be answered by pressing the <**Answer**> or **SPEAKER** 📢 keys or by lifting the handset.

2.2   Making a Call

The Operafone IP Professional phone allows the user to make an internal or external call in a number of different ways.

 Internal Calls
  • Making an internal call using Off-hook dialling
  • Making an internal call using On-hook dialling
  • Making an internal call using the Phone Book

External Calls
  • Making an external call using Off-hook dialling
  • Making an external call using On-hook dialling
  • Making an external call using a Trunk line key
  • Making an external call using the Phone Book
  • Making an external call using the Redial soft Key
  • Making an external call using the REDIAL 🔘 key
  • Making an external call using the Redial code

2.3   Making an internal call using Off-hook dialling

```
1 1 : 2 5      S a t      0 7 / 1 2 / 0 2
E x t e n s i o n    1 5

M e n u s          ↑ ↓    P h o n e    B k
```

With the telephone idle, to make an internal call, **lift the handset** or press the **SPEAKER** key.

```
I n t e r n a l    D i a l l i n g

O p t i o n s      ↑ ↓      C a n c e l
```

Internal dial tone will be heard and the display will show **Internal Dialling**.

Dial the User/group number required, e.g. 18.

Note: If the direct line seize feature is enabled for the User, external dial tone will be heard when the User goes off-hook, by pressing **Hold** you will hear internal dial tone.

```
E x t n    1 8
R i n g i n g

O p t i o n s      ↑ ↓      C a n c e l
```

The display shows the name/number of the User/group being called and the status of the call, i.e. **Ringing**. This will change briefly to **Connected** when the called party answers, after which a call timer will be shown.

```
E x t n    1 8
0 0 : 0 1 : 1 9

O p t i o n s      ↑ ↓      E n d c a l l
```

The call can be ended at any time by:

- Pressing the <**Endcall**> key
- Replacing the handset
- Pressing the **ON HOOK** key

2.4   Making an internal call using On-hook dialling

```
1 1 : 2 5     S a t     0 7 / 1 2 / 0 2
E x t e n s i o n   1 5

M e n u s           ↑ ↓     P h o n e   B k
```

With the telephone idle, to make an internal call simply dial the User/group number from the keypad.

```
1 1 : 2 5     S a t     0 7 / 1 2 / 0 2
E x t e n s i o n   1 5
                                    1 8
D e l e t e         ↑ ↓             D i a l
```

The number dialled will be shown on the third line of the display. The user can delete the last digit by pressing the left navigation key **<Delete>.** To initiate the call press **Dial** or pick up the handset or press the **SPEAKER** ⊄ key.

Note: If the direct trunk seize feature is enabled for the User, then the system will attempt to make an external call as soon as the user initiates the call.

```
E x t n   1 8
R i n g i n g

O p t i o n s       ↑ ↓     C a n c e l
```

The display shows the name/number of the User/group being called and the status of the call, i.e. **Ringing**. This will change briefly to **Connected** when the called party answers, after which a call timer will be shown.

```
E x t n   1 8
0 0 : 0 1 : 1 9

O p t i o n s       ↑ ↓     E n d c a l l
```

The call can be ended at any time by:

- Pressing the <**Endcall**> key
- Pressing the **ON HOOK** ☎ key

2.5 Making an internal call using the Phone book

The Operafone IP Professional phone has access to three **Address Books** and by using the **Phone Book** feature you can make a call to any of the numbers stored in these lists.

Personal Address Book: Contains the numbers entered by the user at their System Phone. These numbers are only accessible from the User terminal at which they were entered. For details of how to create, modify and delete entries please refer to Section **4.1.16.**

Common Address Book: Contains numbers common to all Users on the system. The operator (Default User 11) or system administrator programs the numbers. These entries are accessible from any of the Users connected to the system. Alternatively, they can be programmed from the remote maintenance centre.

User List: Gives access to internal Users and groups.

```
1 1 : 2 5      F r i      0 7 / 1 2 / 0 2
E x t e n s i o n    1 5

M e n u s             ↑ ↓    P h o n e    B k
```

To make an internal call using the phone book, simply press the right soft key labelled <**Phone Bk** > on the idle display.

```
  P e r s o n a l    A d d r    B o o k
  C o m m o n    A d d r e s s    B o o k
► E x t e n s i o n    L i s t
S e l e c t          ↑ ↓            E x i t
```

The user must specify the User list, by using the up & down arrow keys (↑↓) to point to User List and then pressing **<Select>**.

```
S e a r c h :
► E x t n    1 1
  E x t n    1 2
S e l e c t          ↑ ↓            B a c k
```

The display will show a list of the Users that can be dialled on the system. To dial the required User, press the up & down arrow keys (↑↓) and then **<Select>**, or you can dial the first letters of the User name to jump to that entry

The call can be ended at any time by:

- Pressing the <**Endcall**> key
- Replacing the handset or
- Pressing the **ON HOOK** key

2.6 Making an external call using Off-hook dialling

```
1 1 : 2 5      S a t      0 7 / 1 2 / 0 2
E x t e n s i o n   1 5

M e n u s            ↑ ↓      P h o n e   B k
```

With the telephone idle, **lift the handset** or press the **SPEAKER** [◁] key.

```
I n t e r n a l      d i a l l i n g


O p t i o n s        ↑ ↓        C a n c e l
```

Internal dial tone will be heard and the display will show **Internal Dialling**.

```
E x t e r n a l      d i a l l i n g
                                8 1 6 6 9
O p t i o n s        ↑ ↓        C a n c e l
```

- Dial the line access digit, the line access group or select a trunk line using the pre-programmed keys. The top line of the display will then show **External Dialling.**

The call can be ended at any time by:

- Pressing the <**Endcall**> key
- Replacing the handset
- Pressing the **OH HOOK** [☎] key.

- Dial the number – the digits will appear on the display as they are dialled. The user can cancel the external call and return to internal dialling by pressing <**Cancel**>.

Note: If the direct trunk line seize feature is enabled, the user will hear external dial tone and the display will indicate external dialling as soon as the User goes off-hook.

2.7 Making an external call using On-hook dialling

```
1 1 : 2 5      S a t      0 7 / 1 2 / 0 2
E x t e n s i o n   1 5

  e n u s            ↑ ↓      P h o n e   B k
```

With the telephone idle, to make an external call simply dial the line access digit or the line access group followed by the external number from the keypad.

```
1 1 : 2 5      S a t      0 7 / 1 2 / 0 2
E x t e n s i o n   1 5
                  0 7 2 4 0 3 0 5 1 1
D e l e t e          ↑ ↓              D i a l
```

The number dialled will be shown on the third line of the display. The user can delete the last digit by pressing the left navigation key <**Delete**>.

To initiate the call either press <**Dial**>, pick up the handset or press the **SPEAKER** [◁] key.

2.8 Making an external call using a Trunk line key

Pressing the L1 or L2 key will automatically seize the trunk line and switch on the hands free facility (you can switch off hands free mode by lifting the handset). The required number can be dialled and the display will show the status of the call. The call can be ended at any time by replacing the handset, pressing the **ON HOOK** [☎] key or <**Endcall**> key.

2.9   Making an external call using the Phone Book

```
1 1 : 2 5      F r i     0 7 / 1 2 / 0 2
E x t e n s i o n   1 5

M e n u s           ↑ ↓     P h o n e   B k
```

To make an external call using the phone book, simply press the right navigation key labelled <**Phone Bk** > on the idle display.

```
► P e r s o n a l   A d d r   B o o k
  C o m m o n   A d d r e s s   B o o k
  E x t e n s i o n   L i s t
S e l e c t         ↑ ↓         E x i t
```

The user must specify either the personal or common address book, by using the up & down arrow keys (↑↓) and then pressing <**Select**>.

```
S e a r c h :  _
► A N D R E W
  D A V E   M
S e l e c t         ↑ ↓         B a c k
```

The display will show a list of the address book entries that can be dialled on the system. To search for an entry, enter the first letter of the name. All entries starting with this character will then be displayed

To dial the required party use the up & down arrow keys (↑↓) and then press <**Select**>.

Note : The Phone Book function may also be stored under a programmable key.

2.10   Making an external call using the REDIAL 🔘 key

A call can be redialled as follows -

```
D i a l l e d   N u m b e r   L i s t
► 0 1 . 6 0 9 3 3 3 2 4 3
  0 2 . 6 9 6 6 7 7 7 1 3
S e l e c t         ↑ ↓         E x i t
```

- Press the **REDIAL** 🔘 key while the System Phone is idle, the dialled number list will be shown on the display
- Use the ↑↓ keys to select the required number

To redial the number the user can either, press the **REDIAL** 🔘 key again, lift the handset, press the **SPEAKER** 🔊 key or press <**Select**> twice, the system will then automatically select a trunk line and redial the number.

Pressing the **REDIAL** 🔘 key with the handset off-hook or with the hands free mode activated automatically selects a trunk line and redials the last number.

2.11 Making an external call by using the Redial code

Redial Last Number can also be activated by lifting the handset or pressing the speaker ⬛ key and dialling the **redial code** < *** 5** >. The system will automatically access a trunk line and redial the last external number.

2.12 Putting a Call on Hold

```
I n t e r n a l    D i a l l i n g

E x t n   1 6   o n   H o l d
O p t i o n s      ↑ ↓        U n H o l d
```

To put a call on hold –

- Press the **HOLD** key ▮R▮. The LED of the key will light up. The LED of the function key of the held party will flash.

The call has been put on exclusive hold, i.e. it can only be retrieved from the User that placed it on hold. Internal dial tone will be heard and the third line of the display will indicate that the other party is on Hold. If the held call is an external call, the LED associated with that line will be flashing at your User.

```
  E n d   C u r r e n t   C a l l
► P l a c e   C a l l   o n   H o l d
  P a r k   C u r r e n t   C a l l
S e l e c t      ↑ ↓          E x i t
```

Alternatively the user can press the <**Options**> navigation key and select **Place Call On Hold.**

2.13 Retrieving a Call from Hold

```
I n t e r n a l    D i a l l i n g

E x t n   1 6   o n   H o l d
O p t i o n s      ↑ ↓        U n H o l d
```

```
► R e t r i e v e   H e l d   C a l l
  P h o n e   B o o k
  C a l l   P i c k   U p
S e l e c t      ↑ ↓          E x i t
```

To retrieve a call from hold -

With a call already on Hold -
- Press the **HOLD** key ▮R▮ or press the <**UnHold**> navigation key

- The held call can also be retrieved by pressing the <**Options**> key and selecting **Retrieve Held Call**

The LED on the Hold key will then be extinguished and the held call will be re-connected.

If there is more than one held call, the user can select which held call to retrieve by pressing the <**UnHold**> navigation key. By pressing the **HOLD** key ▮R▮ the **first** held call will be retrieved.

2.14   To switch between held calls using the HOLD Key `R`

```
E x t n   1 8
0 0 : 0 0 : 5 2
E x t n   1 6    o n   H o l d
O p t i o n s     ↑ ↓      E n d c a l l
```

```
I n t e r n a l   D i a l l i n g

2   C a l l s   o n   H o l d
O p t i o n s     ↑ ↓      U n H o l d
```

- • Place the existing call on hold
- • Make a second call e.g. an internal call to User 18.

Once connected, this call can also be put on hold using any of the methods already described.

Internal dial tone is heard and the display shows that there are now two calls on hold.

- • Press the **HOLD** key `R` to return to the first call held.

To replace the first call on hold and return to the second call, press the **HOLD** key `R` twice. This operation can be repeated to switch between the calls.

2.15   Using the Held Call List

```
H e l d   C a l l   L i s t
► E x t n   1 6
  E x t n   1 8
S e l e c t     ↑ ↓      E x i t
```

When more than one call is on hold, pressing the <**UnHold**> key displays a list of held calls.

- • Use the ↑↓ keys to select the held call that you wish to retrieve.
- • With the cursor alongside the call to be retrieved, press the <**Select**> key to speak to that caller.

2.16   Abandoning a call on Hold

If the system phone returns to idle when there is a call on hold, the held call will ring the User as indicated below.

```
E x t n   1 6
R e t u r n i n g   F r o m   H o l d

O p t i o n s     ↑ ↓      A n s w e r
```

The display will show **Returning From Hold.**

The call can be answered by pressing the <**Answer**> key, lifting the handset or pressing the **SPEAKER** key.

2.17   Transferring a Call

```
E x t n    1 8
0 0 : 0 0 : 5 2
L i n e    1    o n    H o l d
O p t i o n s      ↑ ↓        E n d c a l l
```

To transfer a call -
- Place the existing call on hold
- Dial the User to receive the transferred call, e.g. User 18

```
L i n e    1
P a s s e d    t o    E x t n    1 8

M e n u s         ↑ ↓      P h o n e    B k
```

For an **Unannounced** transfer -
- Upon hearing ringing tone, replace handset or press the soft key <**Transfer**>
- The held call will start ringing User 18

For an **Announced** transfer -
- Wait for the User to answer
- Announce the transfer
- Replace handset or press the softkey <**Transfer**>
- The held call is now transferred

Note: When performing an unannounced transfer, the User will ring for a period of time known as the transfer timeout. If the call has not been answered within that timeout period the call will return to the User that attempted the transfer.

2.18   Parking a Call using the soft keys

Unlike a held call, a call that is parked on the system can be retrieved at **any** User on the system.

```
  E n d    C u r r e n t    C a l l
  P h o n e    B o o k
► P a r k    C u r r e n t    C a l l
S e l e c t         ↑ ↓           E x i t
```

To park a connected call using the navigation keys
- Press the <**Options**> key
- Select **Park Current Call**

```
E X T N    1 6
P a r k e d    O n    L i n e    3

O p t i o n s      ↑ ↓      N e w C a l l
```

The call is now parked and can be retrieved from any other telephone connected to the system.

Note: The **PARK** key LED will light indicating the presence of a parked call.

2.19   Parking a Call using the Park code

```
I n t e r n a l    D i a l l i n g

8 1 6 0 1 0 0    o n    H o l d
O p t i o n s        ↑ ↓        U n H o l d
```

```
8 1 6 0 1 0 0
P a r k e d    O n    L i n e    3

O p t i o n s        ↑ ↓        N e w C a l l
```

To park a connected call using the Park code.

- Place the call on hold using one of the methods already described.
- Dial the Park code (***74**).

The call is now parked and can be retrieved from any other telephone connected to the system.

Note: The **PARK** key LED will light indicating the presence of a parked call.

2.20   Retrieve a parked call using the Unpark soft key

```
1 1 : 2 5    S a t    0 7 / 1 2 / 0 2
E x t e n s i o n    1 5

M e n u s        ↑ ↓        U n P a r k
```

```
P a r k e d    C a l l    L i s t
► E x t n    1 6

S e l e c t        ↑ ↓        C a n c e l
```

- Press ↓ key once, the <**Unpark**> option will appear at the bottom-right of the display
- Press the <**UnPark**> key, the display will indicate the list of calls currently parked
- Use the ↑↓ keys to scroll through the list and press the <**Select**> key to retrieve the call

2.21   Retrieve a parked call using the retrieve parked call code

```
1 1 : 2 5    S a t    0 7 / 1 2 / 0 2
E x t e n s i o n    1 5

M e n u s        ↑ ↓        P h o n e    B k
```

```
P a r k e d    C a l l    L i s t
► E x t n    1 6

S e l e c t        ↑ ↓        C a n c e l
```

- Lift the handset or press the speaker 🔊 key
- If you know the number of the User which parked the call, dial ***75Extn No.**
- Or if you know which line the call is parked on, dial ***9* Line No.**
- Or if you know the number of an internal User which has been parked, dial ***9#Extn No.**

2.22   Call Park timeout

Call Park Time-out: To prevent calls being abandoned or lost in the **PARK** state, there is a programmable timer that sets the maximum time a call can be parked on the system. By default this is set at 180 seconds.

```
E  x  t  n     1  6
R  e  t  u  r  n  i  n  g     F  r  o  m     P  a  r  k

O  p  t  i  o  n  s        ↑↓           A  n  s  w  e  r
```

If the Call Park Timer expires before the call is retrieved, the parked call will ring back the User that parked it.

- Press the <**Answer**> key or lift the handset to answer the call

2.23   Paging

```
1  1  :  2  5        F  r  i        0  7  /  1  2  /  0  2
E  X  t  e  n  s  i  o  n     1  5

M  e  n  u  s              ↑ ↓        P  h  o  n  e     B  k
```

```
1  1  :  2  5        F  r  i        0  7  /  1  2  /  0  2
E  x  t  e  n  s  i  o  n     1  5

M  e  n  u  s              ↑ ↓           P  a  g  i  n  g
```

```
► A  l  l     D  e  v  i  c  e  s
  P  A     P  o  r  t
  S  y  s  t  e  m     P  h  o  n  e  s
S  e  l  e  c  t        ↑ ↓              E  x  i  t
```

```
► A  l  l     S  y  s  t  e  m     P  h  o  n  e  s
  E  x  t  n     1  1
  E  x  t  n     1  2
S  e  l  e  c  t        ↑ ↓              E  x  i  t
```

```
          L  i  f  t     H  a  n  d  s  e  t

                                        E  x  i  t
```

```
A  l  l     D  e  v  i  c  e  s
B  e  i  n  g     P  a  g  e  d

O  p  t  i  o  n  s        ↑ ↓        E  n  d  c  a  l  l
```

To broadcast a page -
- Press the ↓ key twice. The right key will change from <**Phone Bk**> to <**Paging**>

- Press the <**Paging**> key

The three paging options are displayed.
- Use the ↑↓ keys to scroll to the required option
- Press the <**Select**> key

If **All Devices** or a **PA Port** is selected, the display opposite will not appear.

If page **System Phones** is selected, there is an option to page all System Phones or just a specific User.

- Choose an option and press the <**Select**> key
- Lift the handset
- Make the announcement

To end the page -
- Replace the handset
- The System Phone returns to idle

Note: If the Operafone IP Professional phone has a **PAGE** key programmed, pressing this key once will take the display directly to the paging options screen.

Pressing the **PAGE** key twice in quick succession also enables/disables the **Receive Page Calls** feature. The LED on the **PAGE** key will indicate whether this feature is enabled or not.

- LED ON: The phone will not receive page calls
- LED OFF: The phone can be paged by other Users

2.24   Answering Page calls

```
E  x  t  n     1  5
P  a  g  i  n  g

O  p  t  i  o  n  s        ↑ ↓          A  n  s  w  e  r
```

If the IP system system phone is being paged by another User, e.g. User 15 as shown, the Page can be answered by

```
E  x  t  n     1  5
0  0  :  0  0  :  1  4

O  p  t  i  o  n  s        ↑ ↓          E  n  d  c  a  l  l
```

- Pressing the <**Answer**> key

The executive system phone will be connected to User 15 in handsfree mode

The originating user can disconnect from the page by replacing the handset or pressing the **ON HOOK** 📞 key.

2.25   Pick Up a Call Ringing at another User

```
1  1  :  2  5        F  r  i        0  7  /  1  2  /  0  2
E  x  t  e  n  s  i  o  n      1  5

M  e  n  u  s              ↑ ↓      P  h  o  n  e     B  k
```

- Press the ↓ key until the right key changes to <**Pick Up**>.

```
1  1  :  2  5        F  r  i        0  7  /  1  2  /  0  2
E  x  t  e  n  s  i  o  n      1  5

M  e  n  u  s              ↑ ↓          P  i  c  k     U  p
```

- Press the <**Pick Up**> key

The User being called will be shown on the display.

```
▶ E  x  t  n     2  1

S  e  l  e  c  t          ↑ ↓              E  x  i  t
```

- Press the <**Select**> key to pick up the call

Note: If more than one incoming call is ringing , a list of ringing User will be shown on the display. Use the up & down arrows (↑↓) to select the User from which the call is to be picked up.

Note: The Operafone IP Professional phone has a **Pick-Up** key programmed by default, and a call can be picked up by pressing this key. If more than one User is ringing, the list of ringing Users will appear on the display.

2.26   Conference Calls

A conference is a call in which there are three parties connected together at the same time.
A Operafone IP Professional phone can hold a conference with the following:

> - Two internal Users
> - Two external lines
> - One internal User and one external line.

```
E x t n    1 2
0 0 : 3 3

O p t i o n s       ↑ ↓       E n d c a l l
```

```
I n t e r n a l     D i a l l i n g
                                          _
E x t n    1 2    O n   H o l d
O p t i o n s       ↑ ↓       C a n c e l
```

```
E x t n    1 3
0 0 : 1 5
E x t n    1 2    O n   H o l d
O p t i o n s       ↑ ↓       E n d C a l l
```

```
E x t n    1 3    C o n f e r
E x t n    1 2    C o n f e r

O p t i o n s       ↑ ↓     U n C o n f e r
```

To initiate a conference call while on an external or internal call -

- Place the call on hold by pressing the **HOLD** key ◖ R ◗

- Dial the number to initiate the second call, e.g. internal User 13

- When connected to the second party, press the <**Options**>key
- Use the ↑↓ keys to scroll and select the **Conference** option
- All parties are now in conference. The top 2 lines will show the other 2 parties in the conference.

2.27   End a conference call

There are different ways to terminate the conference call –

- If either of the other two parties involved in the conference call clears down, the conferencing User will revert to a two-party call with the remaining party
- By replacing the handset, the second party will be cleared, the conferencing User will ring and when answered, a two-party call will be established with the first party
- Pressing the <**UnConfer**> key will put the first call in hold and establish a two-party call with the second User

```
E x t n    1 3    C o n f e r
E x t n    1 2    C o n f e r

O p t i o n s       ↑ ↓     U n C o n f e r
```

Pressing the <**Options**> key displays the following
  – **End Conference Call (**See pressing the <**UnConfer**> key above)
  – **End Current Call** which ends both calls

2.28   Using the CONFERENCE Key:

The Operafone IP Professional phone by default will have a **CONFERENCE** key programmed.

- Pressing the **CONFERENCE** key will establish a conference between a held call and the call in progress
- While the conference is in progress, the LED of the **CONFERENCE** key will be lit
- Pressing the **CONFERENCE** key while the LED is lit will terminate the conference and establish a two-party call with the second party while putting the first call into Hold

2.29   Forward Incoming Calls

Incoming calls to a Operafone IP Professional phone can be Forwarded at various stages in the call and to various destinations as shown below -

Type Of Forward   **Destinations**
                                                            - Forward to a User
Forward All Calls   - Forward to Voice Mail
Forward On Busy   - Forward to External Number
Forward On No Answer   (Not available for Forward On Busy)
                                                        Forward to an Entry in the Common/Personal Address Book
                                                   . (Not available for Forward On Busy).

Note: If there are no entries in the Address Books, these options will not be displayed.

2.30   Forward all Calls to a User

Pressing the **FORWARD** key on the Operafone IP Professional phone automatically selects **Forward All Calls.** The options for Forwarding the calls are shown on the display.

```
D i v e r t   A l l   C a l l s
   V o i c e m a i l
► E x t e n s i o n   l i s t
S e l e c t         ↑ ↓         B a c k
```

Use the ↑↓ keys to scroll through the options and when the cursor is alongside the required option, press the <**Select**> key

```
D i v e r t   A l l   C a l l s
► E x t n   1 1
   E x t n   1 2
S e l e c t         ↑ ↓         B a c k
```

- Select **User List** from options

The list of internal Users will appear on the display.

```
1 1 : 2 5     F r i     0 7 / 1 2 / 0 1
E x t e n s i o n   1 5
D i v e r t - > E x t n   1 6
M e n u s         ↑ ↓     P h o n e   B k
```

- Use the ↑↓ keys to scroll to the User that is to receive the Forwarded call
- Press the <**Select**> kev

When the phone is idle, the third line of the display will show the User to which calls are being forwarded. All calls will now be forwarded to the selected User.

Note: The LED of the **FORWARD** key will be lit to indicate that Forwarding has been set and broken dial tone will be heard on going off-hook.

To remove the Forward -
- Press the **FORWARD** key once - the LED will be extinguished and the display will return to idle

2.31   Forward all Calls to Voice Mail

```
D i v e r t   A l l   C a l l s
► V o i c e m a i l
   E x t e n s i o n   l i s t
S e l e c t         ↑ ↓         B a c k
```

To Forward all calls to voicemail press the **FORWARD** key and with the cursor pointing at Voicemail press <**Select**>.

```
1 1 : 2 5     F r i     0 7 / 1 2 / 0 1
E x t e n s i o n   1 5
D i v e r t - > V o i c e   M a i l
M e n u s         ↑ ↓     P h o n e   B K
```

The display will then show the Forwarding set to voicemail on the third line of the display and all calls to the User will be Forwarded to the mailbox of that User.

Note: The LED of the **FORWARD** key will be lit.
         To remove the Forward, press the **FORWARD** key once - the LED will be extinguished

2.32 Forward all calls to a Common or Personal Address Book entry

```
D i v e r t    A l l    C a l l s
▶P e r s o n a l    a d d r    B o o k
  C o m m o n    A d d r e s s    B o o k
S e l e c t          ↑ ↓          B a c k
```

```
S e a r c h : S
▶S t e v e n

S e l e c t          ↑ ↓          B a c k
```

```
1 1 : 2 5      F r i      0 7 / 1 2 / 0 1
E x t e n s i o n    1 5
D i v e r t - > S t e v e n
M e n u s          ↑ ↓      P h o n e    B k
```

- Press the **FORWARD** key and select the **Common** or **Personal Address Book** option
- The **Search** command will appear on the display
- Enter the letters of the name to be found
- The display will show all entries beginning with those letters
- Scroll through the entries using the ↑↓ keys
- Press <**Select**> when the curser is pointing to the required entry

When the phone is idle, the third line of the display will show the entry to which calls are Forwarded.

Note: The LED of the **FORWARD** key will be lit.

To remove the Forward -
- Press the **FORWARD** key once - the LED will be extinguished

2.33 Forward all calls to an External Number

```
D i v e r t    A l l    C a l l s
  C o m m o n    A d d r e s s    B o o k
▶E x t e r n a l    N u m b e r
S e l e c t          ↑ ↓          E x i t
```

```
E n t e r    E x t e r n a l    N o .
8 1 6 _

A c c e p t          ↑ ↓          B a c k
```

To set Forward all calls to an **External Number**

- Press the **FORWARD** key and select **External Number** from the options
- Enter the number to which calls are to be Forwarded. The Line access digit is **not** required.
- Press the <**Accept**> key

Note: If a Forwarding to an External Number has previously been set, this number will appear on the display.

```
1 1 : 2 5      F r i      0 7 / 1 2 / 0 1
E x t e n s i o n    1 5
D i v e r t - > 8 1 6 0 0 0 0
M e n u s          ↑ ↓      P h o n e    B k
```

When the phone is idle, the third line of the display will show the number to which calls are forwarded.

Note: The LED of the **FORWARD** key will be lit.

To remove the Forward -
- Press the **FORWARD** key once - the LED will be extinguished

2.34   Forward on No Answer

```
   P e r s o n a l   A d d r   B o o k
   C o m m o n   A d d r e s s   B o o k
 ► C a l l   D i v e r s i o n
 S e l e c t         ↑ ↓           E x i t
```

```
   D i v e r t   A l l   C a l l s
 ► D i v e r t   N o   A n s w e r
   D i v e r t   O n   B u s y
 S e l e c t         ↑ ↓           E x i t
```

```
 D i v e r t   N o   A n s w e r
 ► E n a b l e d       √
   D i s a b l e d
 S e l e c t         ↑ ↓           B a c k
```

```
 D i v e r t   N o   A n s w e r
 ► E x t e n s i o n   l i s t
   P e r s o n a l   A d d r   B o o k
 S e l e c t         ↑ ↓           B a c k
```

To set **Forward No Answer -**
- Press the <**Menu**> key when the System Phone is idle
- Select **Call Forwarding**
- Use the ↑↓ keys to scroll through the options
- Press the <**Select**> key when the **Forward No Answer** option is reached

The current setting will be ticked.

By default **Forward No Answer** is disabled.

To enable -
- Use the ↑ key to move the cursor
- Press the <**Select**>key to enable
- Use the ↑↓ keys to select the destination option
- Press the <**Select**> key to set

Forward No Answer allows calls to be forwarded to
- Another User
- Voicemail
- An entry in the Personal Address Book
- An entry in the Common Address Book
- An External Number

Note: If there are no entries in the Address Books, these options will not be displayed.

For details of selecting Address Book entries and entering External Numbers, see **Forward All Calls** section above.

Forward No Answer is now set. Any internal or external calls ringing the User that are not answered within a pre-defined time will be Forwarded to the selected number.

To cancel the Forwarding –
- Press the <**Menu**> key when the phone is idle
- Select **Call Forwarding**
- Select the **Forward No Answer** option
- Select the **Disabled** setting

To return to the idle display simply press <**Back**> twice and then <**Exit**>

2.35 Forward On Busy

```
 P e r s o n a l     A d d r     B o o k
 C o m m o n     A d d r e s s     B o o k
►C a l l     D i v e r s i o n
 S e l e c t             ↑ ↓               E x i t
```

```
 D i v e r t     A l l     C a l l s
 D i v e r t     N o     A n s w e r
►D i v e r t     O n     B u s y
 S e l e c t             ↑ ↓               E x i t
```

```
 D i v e r t     O n     B u s y
►E n a b l e d       √
 D i s a b l e d
 S e l e c t             ↑ ↓               B a c k
```

```
 D i v e r t     O n     B u s y
►V o i c e m a i l
 E x t n   1 1
 S e l e c t             ↑ ↓               B a c k
```

To set **Forward On Busy** -
- Press the <**Menu**> key when the System Phone is idle
- Select **Call Forwarding**
- Use the ↑↓ keys to scroll through the options
- Press the <**Select**> key when the **Forward On Busy** option is reached

The current setting will be ticked.

By default **Forward On Busy** is disabled.

To enable -
- Use the ↑ key to move the cursor
- Press the <**Select**> key to enable
- Use the ↑↓ keys to select the destination option
- Press the <**Select**> key to set

Forward On Busy allows calls to be Forwarded to -
- Another User
- Voicemail

Forward On Busy is now set. Any internal or external calls arriving at the User while it is busy on another call will be Forwarded to the selected number.

To cancel the Forwarding –
- Press the <**Menu**> key when the phone is idle
- Select **Call Forwarding**
- Select the **Forward On Busy** option
- Select the **Disabled** setting

To return to the idle display simply press <**Back**> twice and then <**Exit**>.

2.36 Do Not Disturb (DND)

Do Not Disturb is a function which when activated gives busy tone to all incoming calls. The exceptions to this are calls from Users that have DND Override set in system programming. This function can be programmed into programmable keys as described in section 4.3.9.

```
 1 1 : 2 5       F r i       0 7 / 1 2 / 0 2
 E x t e n s i o n   1 5
 D o   N o t   D i s t u r b
 M e n u s           ↑ ↓       P h o n e   B k
```

To set **DND** -
- Press the **DND** key. The LED on the key will be lit and the display will show **Do Not Disturb** on the third line

To clear **DND** -
- Press the **DND** key. The LED on the key will be extinguished and **DND** will be cleared

2.37   List of Calls

The system maintains a list of the last 10 **missed** calls, 10 **dialled** calls and 10 **received** calls, for each User equipped with a Operafone IP Professional phone. If more than 10 calls are missed, dialled or received, the list will be continually updated with the details of the last ten.

```
1 1 : 2 5      F r i      0 7 / 1 2 / 0 2
E x t e n s i o n   1 5
M i s s e d    C a l l s    =    0 1
M e n u s          ↑ ↓    P h o n e    B k
```

For the case of an unanswered incoming call, the number of calls **missed** will be shown on the third line of the display.

Once the system has recorded a missed, dialled or received call, the user has the option to

- **Call** the person who's call was missed, dialled or received
- View the **time and date** of the call
- **Save** the details of the caller to his/her **Personal Address Book**.
- **Delete** the call entry from the list

Once the user has checked his missed calls, the missed call message will be removed from third line of the display and the normal idle display will be shown again.

2.38   View an entry in the missed call list

```
1 1 : 2 5      F r i      0 7 / 1 2 / 0 2
E x t e n s i o n   1 5
M i s s e d    C a l l s    =    0 1
M e n u s          ↑ ↓    P h o n e    B k
```

To **view** a missed call entry, when the third line of the display indicates a missed call simply;

- Press the **MESSAGE** ✉ key

Note: If the voice module is fitted and there are any unread Voice Mail messages, pressing the **MESSAGE** ✉ key will access the **Mailbox** option

```
M i s s e d    C a l l    L i s t
► 0 1 . 6 9 6 6 7 7 7 1 3
  0 2 . J o h n    W
S e l e c t          ↑ ↓          E x i t
```

The display will show the last 10 missed calls on the system. If the telephone number of a missed call matches an entry in the **Personal** or **Common Address Book,** then the name of the entry will be shown instead of the number.

If the unanswered incoming call does not present a number to the network, the entry in the list will show the text **Unknown**.

2.39   Call back an entry in the missed call list

```
1 1 : 2 5      F r i      0 7 / 1 2 / 0 2
E x t e n s i o n   1 5
M i s s e d   C a l l s   =   0 3
M e n u s        ↑ ↓    P h o n e    B k
```

To **call back** a missed call when the third line of the display indicates that a call was missed;

```
M i s s e d   C a l l   L i s t
► 0 1 . 6 9 6 6 7 7 7 1 3
  0 2 . J o h n   W
S e l e c t        ↑ ↓         E x i t
```

- Press the **MESSAGE** ✉ key.
- Use the ↑↓ keys to select the required entry from the missed call list.
- Press the <**Select**> key
- Press the **Call** option.

```
► C a l l
  T i m e   o f   C a l l
  S a v e
S e l e c t        ↑ ↓         B a c k
```

The system will automatically access an external line and make a call to the selected number.

```
E x t e r n a l   D i a l l i n g
              6 9 6 6 7 7 7 1 3

S e l e c t        ↑ ↓      C a n c e l
```

Pressing the <**Cancel**> key will cancel the call and return the phone to the idle state.

2.40   View the time and date of the missed call

```
1 1 : 2 5      F r i      0 7 / 1 2 / 0 2
E x t e n s i o n   1 5
M i s s e d   C a l l s   =   0 3
M e n u s        ↑ ↓    P h o n e    B k
```

To view the **time and date** of a missed call when the third line of the display indicates that a call was missed;

```
M i s s e d   C a l l   L i s t
► 0 1 . 6 9 6 6 7 7 7 1 3
  0 2 . J o h n   W
S e l e c t        ↑ ↓         E x i t
```

- Press the **MESSAGE** ✉ Key.
- Use the ↑↓ keys to select the required entry from the missed call list.
- Press the <**Select**> key
- Press the **Time of Call** option.

```
  C a l l
► T i m e   o f   C a l l
  S a v e
S e l e c t        ↑ ↓         B a c k
```

The system will display the missed party ID on the top line of the display with the time and date of that missed call on the second and third lines respectively.

```
6 9 6 6 7 7 7 1 3
M i s s e d   a t   1 8 : 4 2
O n   W e d   1 8 / 1 2 / 0 2
                          B a c k
```

Pressing the <**Back**> key will return the user to the missed call list on the previous screen.

2.41   Store a missed call in the Personal Address Book

```
1 1 : 2 5      F r i       0 7 / 1 2 / 0 2
E x t e n s i o n   1 5
M i s s e d   C a l l s   =   0 3
M e n u s          ↑ ↓    P h o n e    B k
```

To **Store** a missed call to the **personal address book** when the third line of the display indicates that a call was missed ;

```
M i s s e d   C a l l   L i s t
► 0 1 . 6 9 6 6 7  7 7 1 3
  0 2 . J o h n    W
S e l e c t        ↑ ↓          E x i t
```

- Press the **MESSAGE** ✉ Key.
- Use the ↑↓ keys to select the required entry from the missed call list.
- Press the <**Select**> key
- Press the **Save** option.

```
  C a l l
  T i m e   o f   C a l l
► S a v e
S e l e c t        ↑ ↓          B a c k
```

The display will prompt the user to enter the name for the Personal Address book entry.

```
E n t e r    N a m e
_

A c c e p t                     B a c k
```

On entering the name and pressing the <**Accept**> key the system will confirm that the missed call entry has been stored in the personal address book of that user.

```
6 9 6 6 7 7 7 1 3
S t o r e d   i n
P e r s o n a l   A d d r   B o o k
                                B a c k
```

Pressing the <**Back**> key will return the user to the missed call list on the previous screen.

2.42   Delete a missed call from the missed call list

```
1 1 : 2 5      F r i       0 7 / 1 2 / 0 2
E x t e n s i o n   1 5
M i s s e d   C a l l s   =   0 3
M e n u s          ↑ ↓    P h o n e    B k
```

To **Delete** a missed call from the missed call list when the third line of the display indicates that a call was missed:

```
M i s s e d   C a l l   L i s t
► 0 1 . 6 9 6 6 7  7 7 1 3
  0 2 . J o h n    W
S e l e c t        ↑ ↓          E x i t
```

- Press the **MESSAGE** ✉ Key.
- Use the ↑↓ keys to select the required entry from the missed call list.
- Press the <**Select**> key
- Press the **Delete** option.

```
  T i m e   o f   C a l l
  S a v e
► D e l e t e
S e l e c t        ↑ ↓          B a c k
```

Selecting the **Delete** option will automatically delete the entry and return the user to the **Missed Call List** menu

Note: If there are no more entries left in the list, the display will show **No Entries Found.**

2.43   View the Missed Calls list when there are no new missed calls

```
1 1 : 2 5      F r i      0 7 / 1 2 / 0 2
E x t e n s i o n   1 5

M e n u s           ↑ ↓    P h o n e   B k
```

To enter the **Missed Calls** list when there are **no** new missed calls -

```
  M a i l b o x   S e t t i n g s
  P h o n e   S e t t i n g s
► L i s t   o f   C a l l s
S e l e c t         ↑ ↓        E x i t
```

- Press the <**Menus**> key
- Use the ↑↓ keys to move to the **List of Calls** option
- Press the <**Select**> key

```
► M i s s e d   C a l l s
  D i a l l e d   C a l l s
  R e c e i v e d   C a l l s
S e l e c t         ↑ ↓        E x i t
```

- Use the ↑↓ keys to move to the **Missed Calls** option
- Press the <**Select**> key

The list of the last ten unanswered calls will be displayed.

The calls can then be selected for **calling**, **saving**, **deleting** or to view the **time and date** details as previously described.

```
  N o   E n t r i e s   F o u n d


                        B a c k
```

Note: If there are no missed calls, the display will show **No Entries Found.**

2.44   Using the Dialled Number List

```
  M i s s e d   C a l l   L i s t
► D i a l l e d   N u m b e r   L i s t
  R e c e i v e d   C a l l   L i s t
S e l e c t         ↑ ↓        B a c k
```

The **Dialled Number List** is accessed from the **List of calls** menu.

Each entry can be **Called**, **Saved**, **Deleted** and the **time & date** information viewed in the same way as described for missed calls.

2.45   Using the Received Call List

```
  M i s s e d   C a l l   L i s t
  D i a l l e d   N u m b e r   L i s t
► R e c e i v e d   C a l l   L i s t
S e l e c t         ↑ ↓        B a c k
```

The **Received Call List** is accessed from the **List of calls** menu.

Each entry can be **Called**, **Saved**, **Deleted** and the **time & date** information viewed in the same way as described for missed calls.

2.46   Call Back

When a called User is busy, a call back can be set so that when the called User becomes free, the system will first ring the User that set the call back and when that User answers, the system will ring the called User.

```
E x t n   1 2
B u s y

O p t i o n s      ↑ ↓      C a n c e l
```

```
  C a n c e l
  I n t r u d e   c a l l
► C a l l b a c k
S e l e c t      ↑ ↓      E x i t
```

```
E x t n   1 2
C a l l b a c k

O p t i o n s      ↑ ↓      N e w C a l l
```

```
E x t n   1 2
C a l l b a c k

S e l e c t      ↑ ↓      A n s w e r
```

```
E x t n   1 2
R i n g i n g

S e l e c t      ↑ ↓      C a n c e l
```

To set a call back (e.g. on User 12) -

- On receiving busy tone, press the <**Options**> key
- Scroll down - when the cursor is alongside **Call back**
- Press the <**Select**> key

Success tone will be heard confirming that the **Call back** feature has been set.

The System Phone will return to idle.

When User 12 becomes free, the User that set the **Call back** will start to ring.

When the handset is lifted or the **SPEAKER**   key is pressed, ringing tone will be heard and User 12 will start to ring.

Note: If the phone has a **CALLBACK** key programmed, pressing this key once while hearing busy tone while calling another User will set call back.

2.47   Intrusion

If when calling another User busy tone is heard, a Operafone IP Professional phone user can intrude on the busy User. Alert tones will be given to indicate that another User is about to intrude. The ability for an User to intrude has to be enabled in system programming by the installer or system administrator.

To intrude on a busy User -

```
E x t n    1 2
B u s y

O p t i o n s      ↑ ↓         C a n c e l
```

- When busy tone is heard, press the <**Options**> key

```
  C a n c e l
► I n t r u d e   c a l l
  C a l l b a c k
S e l e c t        ↑ ↓            E x i t
```

- Scroll down using the ↑↓ keys
- With the cursor alongside **Intrude call** press the **<Select>** key

```
  C a n c e l
► I n t r u d e   c a l l
  C a l l b a c k
S e l e c t        ↑ ↓      I n t r u d e
```

- The busy User will receive Alert tones
- Pressing the <**Intrude**> key will intrude on the call in progress

Note: If the system phone has an **INTRUDE** key programmed, pressing this key once while hearing busy tone from another User will let you intrude on the call.

2.48   Day / Night Changeover

The system can be programmed so that incoming calls ring different Users or groups of Users at different times of the day, e.g. after hours, all calls ring a night service User. These changeovers can take place automatically but can also be overridden by an User provided that User has **Operator Functionality** enabled in system programming. Normally only the system administrator or reception User would have this facility programmed.

Note: At installation, User 11 is automatically set as the default Operator phone and **Operator Functionality** will be enabled at that User.

2.49   Set the Day/Night Ringing Mode

```
 M  a  i  l  b  o  x     S  e  t  t  i  n  g  s
 P  h  o  n  e     S  e  t  t  i  n  g  s
▶D  a  y  /  n  i  g  h  t     C  h  a  n  g  e  o  v  e
 S  e  l  e  c  t           ↑ ↓              E  x  i  t
```

When the System Phone is idle -
*   Press the <**Menus**> key
*   Use the ↑↓ keys to scroll through the options
*   With the cursor alongside **Day/Night Changeover,** press the <**Select**> key

```
 D  a  y  /  N  i  g  h  t     C  h  a  n  g  e  o  v  e  r
▶D  a  y     R  i  n  g  i  n  g   √
 N  i  g  h  t     R  i  n  g  i  n  g
 S  e  l  e  c  t          ↑ ↓            B  a  c  k
```

A list with the available ringing modes will be shown with the current option ticked.

```
 1  1  :  2  5       F  r  i       0  7  /  1  2  /  0  1
 E  x  t  e  n  s  i  o  n     1  5
 N  i  g  h  t       R  i  n  g  i  n  g
 O  p  t  i  o  n  s        ↑ ↓      P  h  o  n  e     B  k
```

*   Use the ↑↓ keys to scroll
*   Press the <**Select**> key to set the ringing mode
*   Press the <**Back**> key to return to menu

When the phone is idle, the current ringing mode will be displayed.

Note: Day Ringing mode will not be displayed.

2.50   Roaming PIN

Calls made from a User are subject to the level of access that has been assigned to the user of that User. The level of access defines the types of call the user is permitted to make, e.g. internal calls only, internal and external local calls only etc. The Opera system offers up to 100 different user profiles with associated levels of access. By entering a User Name and a PIN code, a user can make calls at a roaming PIN enabled User using his/her profile with its associated level of access. The system administrator will issue Roaming PIN and user numbers.

2.51   Change the profile of a Roaming PIN User

```
1 1 : 2 5      F r i      0 7 / 1 2 / 0 1
E x t e n s i o n    1 5

M e n u s              ↑ ↓    P h o n e    B k
```

- Press the <**Menus**> key
- Use the ↑↓ keys to scroll through the options

```
   C a l l    D i v e r s i o n
   P h o n e    S e t t i n g s
► R o a m i n g    P i n
S e l e c t        ↑ ↓           E x i t
```

- When the cursor is alongside the **Roaming PIN** option
- Press the <**Select**> key

```
R o a m i n g    P i n
► E n a b l e d    √
   D i s a b l e d
S e l e c t           ↑ ↓         B a c k
```

To log-in to Roaming PIN as User 10 -
- Use the ↑↓ keys to move the cursor
- Press the <**Select**> key when the cursor is alongside **Enabled**

```
R o a m i n g    P i n
U s e r :     _ _
P i n :       _ _ _ _
                              B a c k
```

- Enter user number and **Roaming PIN** code

- Press the <**Accept**> key

```
R o a m i n g    P i n
U s e r :     1 0
P i n :       0 1 0 0
A c c e p t           D e l e t e
```

The System Phone will return to idle and the display will show the Roaming User number.

```
1 1 : 2 5      F r i      0 7 / 1 2 / 0 1
E x t e n s i o n    1 5          ( 1 0 )

M e n u s              ↑ ↓    P h o n e    B k
```

Calls can now be made using the profile of User 10.

Note: The Roaming PIN user profile will automatically become inactive after a pre-determined time or the user can log-out by entering the Roaming PIN menu and selecting **Disable**.

2.52   Unsuccessful log in to Roaming PIN

Each Roaming PIN user is allowed three attempts to enter the log-in information correctly after which the user number will be disabled for one hour. During this time the Roaming PIN will not be usable at any User.

```
U s e r    T e m p o r a r i l y
D i s a b l e d    A s    L o g i n
A t t e m p t s    E x c e e d e d
                              B a c k
```

If the user tries to log-on, the display shows that the user number is suspended.

- Press the <**Back**> key to exit

ROAMING Key: If one of the function keys has been programmed as a **ROAMING** key, pressing this key will initiate Roaming PIN log-in and the user will be prompted to input a user number and PIN. While Roaming PIN is activated, the LED on the key will be lit. Pressing the key while the LED is on will log the user out of the Roaming PIN feature.

2.53   Programming the Personal Address Book

This feature allows up to 50 commonly used numbers to be stored in the **Personal Address Book** for the Operafone IP Professional phone. These numbers can be called directly either by dialling a short code, using the **Phone book** option on the system phone or by pressing a function key programmed for that number.

The numbers stored in the **Personal Address Book** are only accessible from the User at which they were programmed.

2.54   Creating a new entry in the Personal Address book

```
1 1 : 2 5     F r i     0 7 / 1 2 / 0 2
E x t e n s i o n   1 5

M e n u s           ↑ ↓     P h o n e   B k
```

```
► P e r s o n a l   A d d r   B o o k
  C a l l   D i v e r s i o n
  P h o n e   S e t t i n g s
S e l e c t         ↑ ↓           E x i t
```

To Enter the **Personal Address Book** –

- Press the <**Menus**> key
- Press the <**Select**> key while the cursor is pointing to the **Personal Address Book** option
- Press the <**Select**> key to create a new entry

Although not shown when programming, the entries will be stored sequentially using the codes *800 to *849 inclusive.

```
► N e w   E n t r y
  M o d i f y   E n t r y
  D e l e t e   E n t r y
S e l e c t         ↑ ↓           B a c k
```

```
E n t e r   N u m b e r
6 9 6 6 7 7 7 1 3

N e x t           ↑ ↓         D e l e t e
```

```
E n t e r   N a m e
M i k e   M _

N e x t           ↑ ↓         D e l e t e
```

- Enter the telephone number
- To correct any errors the ↑↓ keys can be used to move the cursor to the right or left
- The incorrect digit can then be deleted using the <**Delete**> key
- When the entry is correct, press the <**Next**> key

- Enter a name to identify the number, eg for 'M' press digit 6 once for 'I' press digit 4 three times etc. Lower case characters can be found with continued key presses of the same key.
- To correct any errors, the ↑↓ keys can be used to move the cursor to the right or left. The incorrect digit can then be deleted using the <**Delete**> key
- When the entry is correct, press the <**Next**> key

2.55   Program the advanced options for a Personal address book entry

Usually, it is only necessary to program the number and name for the Phonebook entry but the system also allows the user to select the following parameters:

- − The line group that the system will access when dialling the number (**External Option**)
- − To enable or disable the system to send the CLI (Call line Identification) information to line when making the call (**CLI Option**)
- − To store the number under a function key, allowing one touch dialling from that key (**Function Option**)

```
Enter    Name
Mike    Murphy

Next            ↑↓        Delete
```

To program the advanced options for a personal address book entry;

- Enter the personal address book and enter the Number and Name for a new entry as previously described
- Press the **<Next>** Key

```
Do   You   Wish   To
Change     the   Advanced
Options   ?
No                      Yes
```

- The display will ask the user if they wish to change the advanced options
- Press the **<Yes>** key

There are three settings available to the user to program

```
► External :            9
  CLI :        Presented
  Function  Key:    None
Select        ↑↓        Back
```

- - **1. External**
- - **2. CLI**
- - **3**. **Function Key**

---

1. External Option: Selects the line group that the system will try to access when dialling the entry.

The following options are presented:

```
  Off
► 9    √
  * 91
Select        ↑↓        Back
```

- "**Off**" (The system will **not** attempt to seize a line for the entry)
- Set Line Access Groups **(*91-*98)**
- "**9**" (Seize **Any** available line)
- Use the ↑↓ keys to move to the required setting and press the <**Select**> key.
- To return to the previous screen press the <**Back**> key

By default, the external option is enabled (**9** is ticked).

---

2. CLI Option: Selects whether or not the Calling Line Identification is sent to line.

The following options are presented:

- **Restricted**: The CLI is **not** sent out to called parties.

```
► Presented        √
  Restricted

Select        ↑↓        Back
```

- **Presented**: The CLI is sent out to called parties.
- Use the ↑↓ keys to move to the required option and press the <**Select**> key
- To return to the previous screen press the <**Back**> key

By default, the CLI option is set to **Presented.**

3. **Function Key:** This option allows the user to program a function key for that phone book entry. There are **16** programmable keys on the Operafone with an extra **48** if the DSS is fitted.

```
  N o n e
► F u n c t i o n   K e y   1   √
  F u n c t i o n   K e y   2
S e l e c t           ↑ ↓         B a c k
```

By default, the Function Key option is set to **None**.

```
► E x t e r n a l :               9
  C L I :         P r e s e n t e d
  F u n c t i o n   K e y :     0 1
S e l e c t           ↑ ↓         B a c k
```

- Use the ↑↓ keys to scroll to the required function key and press the **<Select>** Key
- The LED of the function key at which the cursor is pointing will be flashing
- Press the <**Selec**t> key to program that key as a personal address book entry. A tick will appear beside the selected entry
- On pressing the <**Back**> key the display will show the function key selected on the third line.

2.56   Modify an existing entry in the Personal Address book

```
  N e w   E n t r y
► M o d i f y   E n t r y
  D e l e t e   E n t r y
S e l e c t           ↑ ↓         B a c k
```

```
► * 8 0 0 : M i k e   M u r p h y
  * 8 0 1 : J o h n   S m i t h
  * 8 0 2 : J a n e   R e i l l y
S e l e c t           ↑ ↓         B a c k
```

```
► N a m e :       M i k e   M u r p h y
  N u m b e r :     1 2 3 4 5 6 7 8 9 0
  E x t e r n a l :             9
S e l e c t           ↑ ↓         B a c k
```

To modify an existing entry in the personal address book;

- Enter the personal address book as previously described
- Use the ↑↓ keys to select **Modify Entry** and press the <**Select**> key
- The programmed list of entries will be shown starting from the first entry (***800**)
- Use the ↑↓ keys to select the entry to be modified and press the <**Select**> key
- The options that can be modified for that entry are:
  - **Name**
  - **Number**
  - **External**
  - **CLI**
  - **Function Key**

- To modify an option use the ↑↓ keys and press the <**Select**> key
- Each entry may then be modified as previously described

2.57   Delete an entry in the Personal Address Book

```
   N e w     E n t r y
   M o d i f y     E n t r y
 ► D e l e t e     E n t r y
 S e l e c t         ↑ ↓             B a c k
```

To delete a personal address book entry

- Enter the personal address book as previously described
- Use the ↑↓ keys to select **Delete Entry** and press the <**Select**> key

```
   * 8 0 0 : M i k e     M u r p h y
   * 8 0 1 : J o h n     S m i t h
 ► * 8 0 2 : J a n e     R e i l l y
 D e l e t e         ↑ ↓             B a c k
```

Only codes which have numbers assigned to them will be shown on the list.

- Use the ↑↓ keys to scroll to the required entry, e.g. code **802**

```
 D e l e t e     E n t r y     ?
 J a n e     R e i l l y
 1 2 3 4 5 6 7
 N o                               Y e s
```

- Press the <**Delete**> key

The name and the number of the entry stored under code **802** will be displayed.

- Press the <**Yes**> key to delete the entry
- Press the <**No**> key to return to the previous window without deleting the entry

2.58   Programming the Common Address Book

This feature allows up to 200 commonly used numbers to be stored in the **Common Address Book** for the system. These numbers can be called directly either by dialling a short code or by using the Phonebook option on any telephone connected to the system.

Note: Programming the **Common Address Book** can only be done by the system administrator at an User programmed for operator functionality (Default User 11) or by the installer**.**

2.59   Enter the Common Address Book

```
1 1 : 2 5      F r i      0 7 / 1 2 / 0 2
E x t e n s i o n   1 5

M e n u s           ↑ ↓    P h o n e    B k
```

- From the idle state, press the <**Menus**> key

```
  P e r s o n a l   A d d r   B o o k
► C o m m o n   A d d r   B o o k
  P h o n e   S e t t i n g s
S e l e c t         ↑ ↓          E x i t
```

- Press the <**Select**> key while the cursor is alongside the **Common Address Book** option

2.60   Create a New Entry

```
► N e w     E n t r y
  M o d i f y     E n t r y
  D e l e t e     E n t r y
S e l e c t        ↑ ↓            B a c k
```

To create a new entry -

- With the cursor pointing at **New Entry** press <**Select**>

Although not shown when programming, the entries will be stored sequentially using the codes *4000 to *4199 inclusive.

```
E n t e r     N u m b e r
6 9 6 6 7 7 7 1 3

S a v e            ↑ ↓          D e l e t e
```

- Enter the telephone number
- To correct any errors, the ↑↓ keys can be used to move the cursor to the right
- The incorrect digit can then be deleted using the <**Delete**> key
- When the entry is correct, press the <**Save**> key

```
E n t e r     N a m e
M i k e     S t e v e n s

S a v e            ↑ ↓          D e l e t e
```

- Enter a name to identify the number, eg for 'M' press digit 6 once for 'i' press digit 4 three times etc
- To correct any errors the up & down arrow keys (↑↓) keys can be used to move the cursor to the left or right. The incorrect digit can then be deleted using the <**Delete**> key
- When the entry is correct, press the <**Save**> key

2.61   Modify an entry in the Common Address Book

```
  N e w     E n t r y
► M o d i f y     E n t r y
  D e l e t e     E n t r y
S e l e c t      ↑ ↓          B a c k
```

With the cursor pointing to **Modify Entry**, press <**Select**>

Only codes which have numbers assigned to them will be shown on the list.

```
  * 4 0 0 0 : O W E N     K
► * 4 0 0 1 : D A V E     M
  * 4 0 0 2 : A N D R E W
S e l e c t      ↑ ↓          B a c k
```

- Use the ↑↓ keys to scroll and press the <**Select**> key to access the entry

```
► N a m e :              D A V E     M
  N u m b e r :    5 5 5 2 2 2 3 3 3 1
  E x t e r n a l :                  0
S e l e c t      ↑ ↓          B a c K
```

The attributes that can be edited are –
Name
Number
External
CLI
Function Key.

To select the attribute required -
- Press the <**Select**> key

Proceed as above in **Common Address Book** (Create a New Entry)

2.62 Delete an entry in the Common Address Book

```
  * 4 0 0 0 : O W E N    K
  * 4 0 0 1 : D A V E     M
► * 4 0 0 2 : A N D R E W
D e l e t e        ↑ ↓              B a c k
```

Only codes which have numbers assigned to them will be shown on the list.
- Use the ↑↓ keys to scroll to the required entry, e.g. code ***4002**
- Press the <**Delete**> key

```
D e l e t e     E n t r y     ?
A N D R E W
1 2 3 4 5 6 7
N o                              Y e s
```

The name and the number of the entry stored under code ***4002** will be displayed.

- Press the <**Yes**> key to delete the entry
- Press the <**No**> key to return to the previous window without deleting the entry

2.63   Door Phone

If the system has a door phone fitted, when the door button is pressed, the system will ring the Users that have been assigned to ring for the door phone.

To answer a door phone call -

```
D  o  o  r  p  h  o  n  e
C  a  l  l  i  n  g

O  p  t  i  o  n  s       ↑ ↓            A  n  s  w  e  r
```

A **Doorphone** call will be shown on the display of the System Phone programmed to ring.
   • Press the <**Answer**> key to take the call

```
D  o  o  r  p  h  o  n  e
0  0  :  0  0  :  0  1

O  p  t  i  o  n  s       ↑ ↓            O  p  e  n
```

An internal call is established between the System Phone and the door phone User.
   • Press the <**Open**> key to unlock the door

To end the call either -
   • Replace the handset or press the **ON HOOK** ☎ key

```
D  o  o  r  p  h  o  n  e
O  p  e  n  i  n  g     D  o  o  r

O  p  t  i  o  n  s       ↑ ↓            E  n  d  c  a  l  l
```

   • Or Press the <**Options**> key to go into the menu and press <**Endcall**>

Note 1: It is not possible to put the call on hold.

While the door is being opened, the call can be cleared and the System Phone will return to idle.

Note 2: If the call is not answered within 30 seconds, the call is cleared and the Users stop ringing.

If all the Users programmed to ring are busy, the door phone User will receive 3 seconds of Busy tone after which the call is cleared.

(DOOR PHONE) USER Key: If one of the programmable keys has been configured as the **USER** key for the door phone User, the door can be opened by pressing this key when a call has been established with the door phone. The LED on the key will flash slowly to indicate that the door is opening.

Door opening dialling code

As well as being able to open the door while on a call to the door phone (see above), any User user can also open the door by dialling the door opening code ***78**.

2.64   Dialling Codes' Table

Feature	Code
Any trunk line	0
Any SIP trunk line	*00
Trunk lines 1 or 2	* 9 1 or * 9 2
SIP trunk lines 1 to 10	* 901 to * 910
Call User	User number (e.g. 11 – 34)
Groups 80 to 88	80 to 88
Operator Group	9
Auto-Attendant	700 -799
Forward all calls for user	* 2 1 * < destination > # destination examples: User number (11 – 34), Voicemail (*99), External number on any trunk (0 xxxxxxxxxx) External number using a trunk (*91 xxxxxxxxxx) Group (80 – 88), Operator Group (9), Common address book number (*4000 - *4199), Personal address number (*800 - *849), Auto-Attendant (700 -799) Networked user (network user number)
Cancel forwarding of all calls for user	# 2 1 #
Forward all calls for Group	If leader: * 2 1 * < group number > * < destination > # If not leader * 2 1 * < group number > * < destination > *< group PIN > #
Cancel forwarding of all calls for Group	If leader: # 21 * < group number > # If not leader: # 21 * < group number > * < group PIN > #
Restrict your outgoing CLI	* 30 #
Send your outgoing CLI	* 31 #
Common address book short codes	* 4 0 0 0 to * 4 1 9 9
Personal address book short codes	* 8 0 0 to * 8 4 9
Redial Last external number	* 5
Forward on No Answer for user	* 6 1 * < destination > #
Forward on No Answer for user with timer	* 6 1 * < destination > * <timer> #
Cancel Forward on No Answer for user	# 6 1 #
Forward on No Answer for group	If leader: * 6 1 * < group number > * < destination > * # If not leader * 6 1 * < group number > * < destination > * * < group PIN > #
Forward on No Answer for group with timer	If leader: *6 1 * < group number > * < destination > * < timer > # If not leader * 6 1 * < group number > * < destination > * < timer > * < group PIN > #
Cancel Forward on No Answer for group	If leader: # 61 * < group number > # If not leader: # 61 * < group number > * < group PIN > #
Camp On (Call Back on busy) internal	5
Do Not Disturb	* 6 2 #

Cancel Do Not Disturb	# 6 2 #
Opt out of a group	* 6 2 * <group number(80 – 88)> #
Opt into a group	# 6 2 * <group number(80 – 88)> #
Set Alarm Call	* 641 * HHMM #
Clear Alarm Cal	# 641 #
Forward on Busy for user	* 6 7 * < destination > #
Cancel Forward on Busy for user	# 6 7 #
Forward on Busy for group	If leader: * 6 7 * <group number > * < destination > # If not leader * 6 7 * <group number > * < destination > * < group PIN > #
Cancel Forward on Busy for group	If leader: # 6 7 * < group number > # If not leader: # 6 7 * < group number > * < group PIN > #
Activate Roaming PIN	* 6 8 <Roaming Account> <Roaming PIN> #
Deactivate Roaming PIN	# 6 8 #
CallPickUp/CallPickOff	* 7 1 < user number >
Universal pickup	* 7 1 0
Call Transfer Explicit (at dial tone with two calls on hold)	* 7 2
Conference (at dial tone with two calls on hold)	* 7 3
Meet-me Conference bridge access	6900 - 6901
Park/Unpark a call	* 7 4
Retrieve a parked call from an internal user	* 7 5 < user number >
Answer a universal page	* 7 6 *
Answer a page from an extension that's not being paged	* 76 < user number that is being paged >
Directed page	* 7 7 < user number >
Universal page	* 7 7 *
Intercom (force handsfree answer to system phone user)	#77 < user number >
Door opening code	* 7 8
Intrude (at busy tone)	* 7 9
Access voicemail	* 9 9
Connect to a user's Mailbox	# 9 9 <user number>
Connect to a user's Mailbox (without hearing welcome message)	# 9 8 <user number>
Transfer call to Mailbox (While ringing the User)	# 9 9
Direct access to a user when answered by the Auto Attendant	* + user number
Direct access to a user voicemail when answered by the Auto Attendant	# + user number
Access voicemail settings (when pressed while listening to voicemail welcome message)	#
Programming	**Code**
Program an external number in your personal address book.	* * < 8 0 0 to 8 1 9 > * < external number > #
Erase a number from your personal address book.	# < 8 0 0 to 8 1 9 > #
Implement Ringing mode (Modes 1 to 5)	* 0 7 * <Ringing Mode > #
Set user PIN	* 70 * * NEW PIN * NEW PIN #
Clear user PIN	* 70 * CURRENT PIN #
Change user PIN	* 70 * CURRENT PIN * NEW PIN * NEW PIN #
Enter System Programming	* * * * # # # #
Play system IP Address	* * 0 1 #
Set system IP Address	* * 0 1 * xxx * xxx * xxx * xxx #
Play system subnet mask	* * 0 2 #
Set system subnet mask	* * 0 2 * xxx * xxx * xxx * xxx #
Play Gateway Address	* * 0 3 #
Set Gateway Address	* * 0 3 * xxx * xxx * xxx * xxx #

3   Operafone programming from the display menu

3.1   General

User programming allows users to tailor the features and settings of the Operafone IP Professional phone to suit their own ways of working. The following options can be accessed and changed by pressing the <**Menus**> key when the phone is idle

Personal Address Book
Common Address Book
Call Forwarding
Mailbox Settings
Phone Settings
Day/Night Changeover**
List of Calls
Group Settings
Roaming PIN***

Ringing Volume
Handset Volume
Speaker Volume
Headset Volume
LCD Contrast
Change Language
Define Function Keys
Keypad Tones
Phone Software
Receive Page Calls
Show Number
Change User PIN Code

Redefine Keys

01: Fn Key 01
02: Fn Key 02
03….

Redial Last Number
Day/Night Ringing *
Conference Call
Intrude Call
Call Pick Up
Park Current Call
Phone Book
Internal Paging
Transfer Call
Call back
Forward Recall
CLI Restriction
Roaming Pin **
Any trunk line
User Key
Line Key
Speed Dial Key
Central Speed Dial

Notes:

**   Only available if the User has been enabled for Operator Functionality in system programming.
***   Only available if the User has been programmed as a Roaming PIN User in system programming.

3.2　　Phone Settings

```
1 1 : 2 5      F r i      0 7 / 1 2 / 0 1
E x t e n s i o n    1 5

M e n u s            ↑ ↓    P h o n e    B k
```

```
  P e r s o n a l    A d d r    B o o k
  C a l l    D i v e r s i o n
► P h o n e    S e t t i n g s
S e l e c t          ↑ ↓          E x i t
```

```
► R i n g i n g    V o l u m e
  H a n d s e t    V o l u m e
  S p e a k e r    V o l u m e
S e l e c t          ↑ ↓          B a c k
```

To enter the **Phone Settings** Menu, while
the System Phone is idle -
- Press the <**Menus**> key
- Use the ↑↓ keys to scroll through the
  options

When the cursor is alongside **Phone
Settings -**
- Press the <**Select** > key

A list of settings will be displayed.

To change a setting
- Press the <**Select**> key when the cursor is alongside the setting to be changed
- Press the <**Back**> key to return to the Phone programming menu
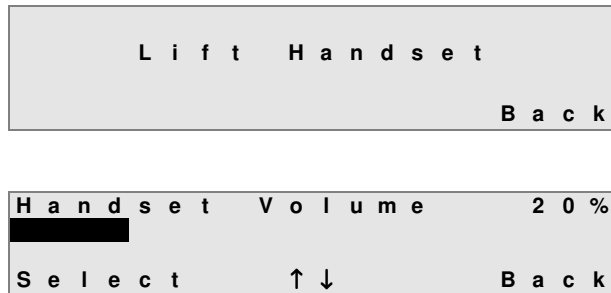
3.3　　Ringing Volume

```
R i n g i n g    V o l u m e        2 0 %
█████████

S e l e c t          ↑ ↓          B a c k
```

The volume is adjusted in steps of 5%.
Each step is represented by a character
position on the second line of the display
and the % setting is shown in the top right-
hand corner of the display.

Use the up & down arrow keys (↑↓) to adjust the volume. As the volume is altered, a short burst
of ringing will be heard to demonstrate the new volume setting.

- Press the <**Select**> key to set the new volume level, the display will automatically return to
  the Phone **Settings** menu.

- Press the <**Back**> key to return to the Phone Settings menu **without** setting the new
  volume level.

3.4   Handset Volume

```
        L i f t    H a n d s e t


                                 B a c k
```

When **Handset Volume** is selected, the display will prompt the user to –

- **Lift Handset**
- On lifting the handset the current handset volume will be displayed

```
H a n d s e t    V o l u m e      2 0 %
█████████

S e l e c t        ↑ ↓        B a c k
```

The volume is adjusted in steps of 5%. Each step is represented by a character position on the second line of the display and the % setting is shown in the top right-hand corner of the display.

Use the up & down arrow keys (↑↓) to adjust the volume. As the volume is altered, a short burst of tone will be heard to demonstrate the new volume setting.

- Press the <**Select**> key to set the new volume level, the display will then prompt the user to replace the handset and on doing so, the display will return to the Phone Settings menu.

- Press the <**Back**> key and replace the handset to return to the Phone Settings menu **without** setting the new volume level.

3.5   Speaker Volume
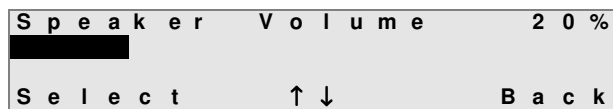
```
S p e a k e r      V o l u m e      2 0 %
█████████

S e l e c t        ↑ ↓        B a c k
```

The volume is adjusted in steps of 5%. Each step is represented by a character position on the second line of the display and the % setting is shown in the top right-hand corner of the display.

Use the up & down arrow keys (↑↓) to adjust the volume. As the volume is altered, a short burst of tone will be heard to demonstrate the new volume setting.

- Press the <**Select**> key to set the new volume level, the display will automatically return to the Phone Se**ttings** menu.

- Press the <**Back**> key to return to the Phone Settings menu **without** setting the new volume level.

3.6 Headset Volume

```
H e a d s e t    V o l u m e       2 0 %
███████
S e l e c t        ↑ ↓          B a c k
```

The volume is adjusted in steps of 5%. Each step is represented by a character position on the second line of the display and the % setting is shown in the top right-hand corner of the display.

```
N o   H e a d s e t   C o n n e c t e d

                                 B a c k
```

If there is no headset connected to the system phone then the system will indicate this by displaying the message shown.

Use the up & down arrow keys (↑↓) to adjust the volume. As the volume is altered, a short burst of tone will be heard to demonstrate the new volume setting.

- Press the <**Select**> key to set the new volume level, the display will automatically return to the Phone Se**ttings** menu.

- Press the <**Back**> key to return to the Phone Settings menu **without** setting the new volume level

3.7 Display Contrast

```
L C D    C o n t r a s t          2 0 %
██████
S e l e c t        ↑ ↓          B a c k
```

The contrast is adjusted in steps of 5%. Each step is represented by a character position on the second line of the display and the % setting is shown in the top right-hand corner of the display.

Use the up & down arrow keys (↑↓) to adjust the contrast setting. As the contrast is altered, the characters on the display will appear darker or lighter.

- Press the <**Select**> key to set the new volume level, the display will automatically return to the Phone Se**ttings** menu.

- Press the <**Back**> key to return to the Phone Settings menu **without** setting the new volume level

3.8   Change Language

```
C h a n g e    L a n g u a g e
► E N G L I S H     √
  N E D E R L A N D S
S e l e c t        ↑ ↓        B a c k
```

A set of pre-defined languages is available on the phone display. On entering this menu option the current language setting will be marked by a tick (√).

Use the up & down arrow keys (↑↓) to view the language options that are available.

- Press the <**Select**> key to set the language, the display will automatically return to the Phone Settings menu and the selected language will used for all displays.

- Press the <**Back**> key to return to the Phone Settings menu **without** setting the new language

3.9   Function Keys

There are 6 programmable function keys on the Professional System Phone situated immediately to the right of the handset. These keys, depending on the market and version of the phone, are normally factory programmed as follows.

Line 1
Line 2
Message
Redial
Call Forward
Hold

Each of these keys can be reassigned to any of the functions listed below

- Redial Last Number
- Day/Night Ringing (*)
- Conference Call
- Intrude Call
- Call Pick Up
- Park Current Call
- Phone Book
- Internal Paging
- Transfer Call
- Call back
- Forward recall (**)
- CLI Restriction
- Roaming PIN (***)
- Any Key
- User Key
- Trunk Line Key
- Speed Dial Key
- Central Speed Dial

.

Notes: * Only accessible if Operator Functionality has been enabled for the User.
    ** Only accessible if the system has analogue line capability
    *** Only accessible if Roaming PIN is enabled for the User

3.10   Redefine function Keys

```
R e d e f i n e    K e y s
▶ 0 1 : L i n e     0 1
  0 2 : E x t n      1 1
S e l e c t         ↑ ↓            B a c k
```

```
F u n c t i o n    K e y    0 1
  R e d i a l    L a s t    N u m b e r
  C o n f e r e n c e
S e l e c t         ↑ ↓            B a c k
```

```
R e d e f i n e    K e y s
▶ 0 1 : I n t r u d e    C a l l
  0 2 : E x t n      1 1
S e l e c t         ↑ ↓            B a c k
```

To redefine the Function keys -
• From the **Phone Settings** menu, select **Redefine Keys**

Note: Selecting the **Reset All Keys** option will return all keys to their default setting (factory set) as shown on the diagram above.

The display will show the current settings for each of the 6 programmable keys.
• Use the ↑↓ keys to scroll through the list or press a function key to go directly to that key.

Note: The LED of each key will light as the cursor points to that key number.

• Press the <**Select**> key when the cursor is alongside the key to be redefined

The display will list the programmable functions available to the User.

• Use the ↑↓ keys to scroll to the required function
• Press the <**Select**> key

The display will show the key number with the new associated function.

Press the <**Back**> key to return to the redefine keys menu

Notes: When assigning a function as a Speed Dial Key, the display will list all entries in the Personal Address Book. Select the one to be stored under the key. When that key is pressed, the telephone will automatically access a line and dial the stored number.
When assigning a function key as a Central Speed Dial Key, the display will list all entries in the Common Address Book. Select the one to be stored under the key. When that key is pressed, the telephone will automatically access a line and dial the stored number. If the user programs a key with a function that has already been assigned to another key, then the first key will lose its original function and now appear on the display as **undefined.**

3.11   Keypad tones

```
K e y p a d    T o n e s
► E n a b l e d    √
  D i s a b l e d
S e l e c t         ↑ ↓        B a c k
```

The **Keypad Tones** option allows the keypad tones to be turned on or off. When enabled, a short tone is heard whenever a key is pressed on the phone.

Use the up & down arrow keys (↑↓) to choose between the enable or disable options.

To set the desired option-
• Press the <**Select**> key
• Press the <**Back**> key to return to the **Phone Settings** menu.

3.12   Phone Software

```
P h o n e    S o f t w a r e
R e v i s i o n    X X . Y Y

                              B a c k
```

This option displays the revision number of the software installed in the System Phone.

There are no configurable settings for this option.

• Press the <**Back**> key to return to the **Phone Settings** menu.

3.13   Receive Page Call

```
R e c e i v e    P a g e    C a l l
► E n a b l e d    √
  D i s a b l e d
S e l e c t         ↑ ↓        B a c k
```

This option enables or disables the Receive Page Call feature. If enabled, the system phone will receive Page calls from other Users.

Use the up & down arrow keys (↑↓) to choose between the enable or disable options.

To set the desired option -
• Press the <**Select**> key
• Press the <**Back**> key to return to the **Phone Settings** menu.

3.14   Show Number

```
S h o w    N u m b e r
► E n a b l e d
  D i s a b l e d
S e l e c t         ↑ ↓          B a c k
```

The system Phone user can select whether or not the Calling Line Identification (CLI) information (line number) is sent to line when an outgoing call is made.

Use the up & down arrow keys (↑↓) to choose between the enable or disable options.

To set the desired option -
- Press the <**Select**> key
- Press the <**Back**> key to return to the **Phone Settings** menu.

3.15   Change User PIN Code

```
E n t e r   O l d   P i n   C o d e :
* * * *

A c c e p t                 D e l e t e
```

```
E n t e r   N e w   P i n   C o d e :
* * * *

A c c e p t                 D e l e t e
```

```
V e r i f y   N e w   P i n   C o d e :
* * * *

A c c e p t                 D e l e t e
```

User PIN codes are used when accessing voicemail boxes and as the password for browser based user programming.
To change the User PIN code

- Select **Change User Pin Code** from the **Phone Settings** menu
- Enter the four digits of the old PIN code. Errors can be corrected using the <**Delete**> key
- Press the <**Accept**> key when finished
- Enter a new 4 digit PIN code
- Errors can be corrected using the <**Delete**> key

To save the new code -
- Press the <**Accept**> key

To verify the **New Pin Code -**
- Enter the new 4 digit PIN

To save the new PIN code -
- Press the <**Accept**> key

```
    P i n   C o d e   C h a n g e d


                    B a c k
```

If the User PIN code was entered correctly, the display will show that the User PIN code has been changed.

```
  I n v a l i d   P i n   C o d e


                  B a c k
```

If the old password was incorrect, the display will show that the PIN code is invalid.

```
  E r r o r   C h a n g i n g   P i n

                  B a c k
```

If the new PIN code and the verification PIN code were different the screen will show that

Note: When **remotely** accessing voicemail (See Voicemail user guide), only certain 4 digit User PIN codes are accepted by the system. The codes that will **not** be accepted by the system for remote access are the following:

- Any User PIN code starting with the digits 19 or 20 (e.g. 1945, 2004, ..)
- Any User PIN code that is a consecutive 4 digit number (e.g. 1234, 9123,..)
- Any User PIN code that consists of the same 4 digits (e.g. 1111, 4444)

4 User programming from the PC browser

User login to personal programming page

A user can easily manage their phone settings, personal phonebook, call forwarding and voicemails by logging into the Opera 4IP control unit from a PC. The Username, as listed on the User Names page, for example Extn 13, and the User PIN, as listed on the PIN codes page, are required.

If your PC is connected on the same network as the Opera 4IP system, type the internal IP address of the Opera 4IP into your browser:

http://192.168.1.250

This is the default IP address of the Opera 4IP. In order to connect, the PC must have an IP address in the same range as the Opera 4IP (i.e. 192.168.1.XXX), but different from the Opera 4IP. If it does not, you must change the IP address of the PC or the Opera 4IP as described in the Opera 4IP user guide.

If you wish to connect to the Opera 4IP from a remote location, type the WAN IP address of the system followed by the port number. For example-

http://92.18.137.42:7000

In the login panel type your username and password (User PIN) and your personal phone page will be displayed:

On this page you can search or edit your personal address book, set your call forwarding, programme an alarm call, change your PIN code, manage your voicemail and your phone settings.

If you are connecting to the system from a remote location you can use the remote office feature. This allows you to make and receive calls using the system phone number at a remote location. Type in the remote phone number, where you are currently located, in the 'Remote number' box. This can be a GSM or a fixed number. Type in the number you wish to call in the box 'Dial'. The system will first call you back at your remote number and then connect you to your required destination.

You can programme the keys on your phone as speed dials or function keys by pressing the 'Function keys' button.

Phone language and volume settings can also be programmed on this page.

Software revision	11.100
DM Number	DM 992
Date	290910

Specifications are subject to change without notice. Facilities described may or may not be supported by your network.

User instructions

All the user instructions for Opera® telephone exchanges are available on line at your technical support point.

Diagnosing the problem

In the event of a technical failure or problem, we request that you systematically carry out the following tests before contacting our technical support service.
To facilitate the diagnosis, please inform the technical support engineer of these test results.
Our technical support team can solve certain problems remotely. This will avoid an engineer's visit and reduce repair time considerably.

Problem with a telephone connected to your PBX
1. Reset the telephone by unplugging it and plugging it back in again.
2. Check the connections, cables and the various plugs. Try it out with the cables from another telephone that is working properly.
3. Test the defective telephone in another socket into which a functioning telephone is plugged.

Problem with a cordless DECT telephone
1. Remove and then reinsert the batteries.
2. Ensure that the charger is properly connected.
3. Test the DECT telephone near each of the antennas.

General external or internal communication problem
1. Check that the installation is always powered by 230V.
2. Reset the PABX:
   Switch off the 230V power supply for a few seconds.
   Disconnect the system's UPS backup power supply, too.
   Plug it back in and wait a few minutes for the system to start up again
   NB: You will not be able to use the system during this period
   (up to 30 minutes).
   If the problem persists, contact your technical support engineer.

Contact our technical support service

If the problem persists after these few tests:
– Consult your technical support

Change your configuration

– To change your installation, add equipment or adapt the programming on your *Opera®*, contact your technical support.