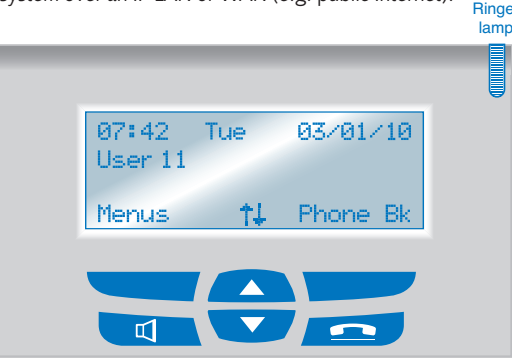


The Operafone IP Professional is a user-friendly Voice Over IP terminal which can be connected to an Opera system over an IP LAN or WAN (e.g. public Internet).



Fixed Function Keys

These keys provide single touch access to the most commonly used features of the system:

- L1** TRUNK 1 for a call on trunk line 1
- L2** TRUNK 2 for a call on trunk line 2
- MESSAGE** for voice mails and missed calls
- REDIAL** for any of the last 10 numbers
- FORWARD** to divert or forward calls
- R** HOLD to place a call on hold or retrieve a call

Connecting to the Opera switch

Connect the LAN port on the underside of the phone to the LAN switch/hub with an Ethernet cable. Connect the phone to the mains power via the plug-top power supply provided. The phone will power up and automatically register with the Opera system on the LAN and display the time, date and user number. Once a phone has learned its IP registration details by auto-discovery on a LAN it may be connected to its Opera system, securely, remotely over the public Internet by simply plugging it into a broadband router.

For further information, consult the Operafone IP Professional installation guide on www.mdsgateways.com/un/ippro/english.html

Dual Colour Lamps (LEDs)

Each function key has a red and a green lamp. Green is associated with this IP Professional system 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.

User Programming

When the IP Professional system phone is idle, pressing the <Menus> key gives access to the following programmable features and settings -

- Personal Address Book
- Call Forward
- Mailbox Settings
- Phone Settings (for details see below)
- Lists of Calls
- Alarm Call
- Do not disturb

Enter Phone Settings -

- Press <Menus> key to enter
- Use up/down keys to scroll
- Select Phone Settings
- Use up/down keys to scroll to the feature to be programmed
- Press <Select> key

Follow the display prompts.

Phone Settings Menu

The Phone Settings Menu enables the features listed below to be customised -

- | | |
|----------------------|--------------------|
| 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 PIN Code |

Answering a Call

Incoming calls to the IP Professional system phone are indicated in several ways -

- The phone rings
- The trunk line or User key lamp flashes
- The Ringer lamp above the display flashes
- The incoming call is shown on the display.

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

Record a call -

A **Record** option, if available to you, is displayed during calls at the bottom right hand corner of the display.

- Press the <Record> key to start recording
- Press the <Stop> key to interrupt the recording.

As soon as you hang up the recording is sent to your programmed email address and to your voice mail box.

Note: Licences required and in the case of the 4800, an Applications card is also required.

Making an External Call

To make an external call on any available trunk -

- Lift handset or press **MESSAGE** key
- Internal dial tone heard
- Dial digit **9**
- External dial tone heard
- Dial external number.

To make an external call using a trunk key -

- Press trunk **L1** - **L2** key
- Handsfree is activated
- External dial tone heard
- Dial external number.

Redial a Number

The IP Professional System phone stores the last 10 external numbers dialled.

To call a number from this list -

- Press the **REDIAL** key

A list of up to the last 10 external numbers dialled appears on display, starting with the most recent.

- Move cursor with the up/down keys until it is alongside the number to be redialled
- Press the <Select> key twice or lift handset or press the **MESSAGE** key to dial entry.

Dialling from an Address Book -

- Press <Phone Book> key when system phone is idle
- Select address book - Personal or Common
- Press <Select> key, at the Search prompt enter first character of the name or use up/down keys to scroll to the required entry
- Press <Select> key to dial.

Make an Internal Call -

- Lift handset or press **MESSAGE** key
- Internal dial tone heard
- Dial the required user.

Call Hold and Enquiry

To put a call on hold -

- Press the **R** key.

To make an enquiry call -

- Dial the required user or outside number.

To retrieve a held call -

- Press the **R** key.

Note: If more than one call is on hold, the first held call is retrieved. The **R** key can be used to toggle between held calls.

Lists of Calls

The IP Professional phone stores up to the last 10 missed calls, 10 dialled calls and 10 answered calls.

- Press <Menus> key
- Scroll down to the **List of Calls** option and press <Select> and then select the list required

Call Transfer

- While on a call, press **R** key to place the call on hold
- Dial the internal user to which call is to be transferred.

There are three types of transfer -

Unannounced Transfer - when ringing tone is heard, replace handset.

Announced Transfer - when user answers, announce call.

Transfer to Mailbox - when ringing or busy tone is heard, dial **# 9 9**

Replacing the handset or pressing the <Transfer> key transfers the call.

Conference Calls

A 3-person conference can be established with two internal parties, two external parties, or with one external party and one internal party.

- Place a call on hold
- Internal dial tone heard
- Initiate the second call
- Once second call is in progress, press **CONFERENCE** key

If either of the called parties clears while the conference call is in progress, the IP Professional system phone that set the conference will continue with a normal 2-party call.

Call Forward

There are 3 types of call forwarding -

- Forward all Calls**
- Forward on No Answer**
- Forward on Busy**

Calls can be forwarded to an internal phone, a Voice Mail box, an entry in the Personal / Common Address Books or to an external number.

Note: Forward on Busy cannot be to an external number.

To set a call forward -

While the IP Professional system phone is idle

- Press <Menus> key
- Scroll down to the required **Call Forward** option and press <Select>
- Scroll to the type of forward required and press <Select>
- With the cursor alongside **Enabled**, press <Select>
- Scroll through the call forwarding options and press <Select>

To clear call forward -

- Follow first three steps above
- Move cursor and select **Disabled**.

Note: Pressing the **MESSAGE** key will select Forward All Calls.

Tip: for single stroke forward to your mobile, enter *** 2 1 0 * mobile no. #** to an empty speed dial key and at Advanced Features, set External to "off".

Personal Address Book

Up to 50 telephone numbers can be stored in the Personal Address Book. Each number is allocated a short code *800 to *849. When a code is dialled, the system accesses a trunk and dials the stored number. Entries may also be dialled by entering the **Phone Book** menu.

To create a new entry -

- Press **<Menus>** key
- Select **Personal Address Book**
- Select **New Entry**
- Enter telephone number (using **↑↓** keys to move cursor) and press **<Next>**
- Enter a name to identify the telephone number and press **<Next>**.

Advanced options -

Normally it is only necessary to program the number and name but the system allows the following features to be programmed for each entry.

- **External** (trunk) - to access a specific trunk, the default is 9, i.e. any trunk
- **CLI** - the default is **Presented**, select **Restricted** to prevent the trunk number being sent to called parties
- **Function Key** - Stores entry under a Function key.

To modify and delete entries -

- Enter **Personal Address Book** as described above
- Select **Modify** or **Delete** entry as appropriate.

Note: Only the codes that have numbers stored are displayed.

Roaming PIN

Calls made from an IP Professional system phone are normally subject to the level of access that has been assigned to the user of that telephone. The Roaming PIN feature can override this restriction by allowing the user to have an assigned roaming level of access at any of the telephones, for a predetermined period of time, by entering a Roaming PIN code at that telephone.

To activate Roaming PIN -

- Press **<Menus>** key
- Scroll down to Roaming PIN and press **<Select>**
- With the cursor alongside **Enabled**, press **<Select>**
- Enter User ID Number and Roaming PIN code.

The system phone returns to idle and the display shows the Roaming User ID Number.

To deactivate Roaming PIN -


- Enter Roaming PIN option
- Select **Disabled**.


Voice Mail

Only available if the system is equipped with a Voice Mail licence or Applications Card and the user has been enabled for Voice Mail.

If the mailbox is password protected, a PIN code must be entered at the prompt (default PIN 1111).


Manage new mailbox messages-

The  key lamp flashes and the display shows the total number of new messages.

- Press  key
- Scroll down through the list of new messages
- Select the message.

Messages can be replayed, deleted, dialled (if the CLI was received) or forwarded.

Retrieve saved messages -

- Press  key and select **Mailbox**
- Three sub-options are typically available: **Message List**, **Recorded List** and **Setup Voice Mail**
- Select **Message List** or **Recorded List** to view any stored messages.

Record introductory and busy message -

- Follow first three steps above and select **Setup Voice Mail**
- Select **Intro Message** or **Busy Message**
- Follow the display prompts to play, record or delete introductory or busy message.
- To record, lift handset.

Forward a message or recording to a mail box -

- Select a message or recording as described above
- Scroll down through the options and select **<Forward>**
- Select the destination voice mailbox

After the welcome message you can record an introductory tag (e.g. I think you should action the following..) and hang up to forward the message.

Record a memo or a Dictaphone message -

- Dial **#98** followed by the destination **extension number** (your own for a personal memo)
- Record a message of up to three minutes and hang up.

Break-out of Voice Mail -

- Dial **#*** followed by the required internal number while listening to the introductory message.

Remote Access to Voice Mail and Call Forward -

Voice mail can be checked, messages altered and call forwarding altered from an outside location, provided the welcome message can be accessed; i.e. the user is forwarded to voice mail, automated attendant is set up or by transfer from another user.

- Get to your intro message by, for example ringing your own direct number from the remote site.
- While listening to introductory message, dial **#**
- Enter **PIN** code and follow the prompts.

Internal Dialling Codes

Feature

Access a trunk
Trunk Access Group
Redial
Dial Entries in -
Personal Addr Book
Common Addr Book

Park Call
Retrieve Parked Call
Retrieve Parked Call
Universal Pick-up
Directed Pick-up
Directed Pick-off
Conference
Call-Back (on busy)
Directed Page
Page PA Port
Universal Page
Answer a Universal Page
Call an Group
Opt out of group
Re-enter group
Door Opening Code

Access Voicemail
Break-out of Voicemail
Skip to end of message
Connect to Mailbox -
to the welcome message
without welcome message
on ringback or busy tone

Programming Options

Forward All Calls -
to a User
to Voicemail
to User Number
Clear Forward all Calls

Forward on No Answer -
to a User
to Voicemail
to User Number
Clear Forward No Answer

Forward on Busy -
to a User
to Voicemail
Clear Forward on Busy

Do Not Disturb (DND)
Clear DND

CLI Restriction
CLI Presentation

Change PIN Code

Activate Roaming PIN

Deactivate Roaming PIN

Personal Address Book
Program Entries

Clear entry in Personal
Address Book

Manual Day/Night Switch

DM-1034 Rev1

Code

0
*91 to *98
*5

*800 to *849
*4000 to *4199

*74
*75(User No)
9(Trunk No)
*710
*71(User No)
*71(User No)
*73
5
*77(User No)
*77#
77
76
(Group No)
*62*Group No#
*62*Group No#
*78

*99
*(User No)
0

#99 (User No.)
#98 (User No.)
#99

Code

21(User No)#
*21**99#
210(Tel No)#
#21#

61 (User No)#
*61**99#
610(Tel No)#
#61#

67(User No)#
*67**99#
#67#

*62#
#62#

*30#
*31#

*70*oldPIN*
newPIN*newPIN#

*68 (User ID)
(Roaming PIN)
#68#

**(Index Code)*(Tel
No)#

#(Index Code)#

07(ring mode)#

OPERA



Operaphone IP Professional Quick Reference Guide

For more detailed instructions,
please refer to the Operafone IP Professional
user guide at www.mdsgateways.com/un/ippro/english.html