### **HIPATH 3550**

### **OPENSTAGE 40 TELEPHONE**

Your Openstage telephone has a display to assist you. If you like the option that is displayed, press the  key. If you want a different choice, use the → ⯅ ⯆ ⮌ scroll key to move to the next option.

Preprogrammed key on your Openstage 40 telephone:-

**PROGRAM**  Service menu.

**MAILBOX**  Calls the voicemail to access your mailbox.

**LOUD SPEAKER ** Handsfree operation.

**VOLUME**  and  Changes the volume and handset settings.

**RELEASE ** Hangs the current call up / Releases the call.

**NUMBER REDIAL ** Press Redial = the last external number dialed is automatically dialed.

 Press Redial key twice = the second last external number called is automatically dialed.

 Press Redial key three times = the third last external number called is automatically dialed.

**CALL FORWARD**  Forwards your phone to another number.

**HEADSET**  Operates headset when headset is connected.

**MUTE**   Turns microphone on/off.

The 6 keys on the side of the screen are programmed as:-

**LINE KEYS**  Incoming call answer and indication buttons.

**SPARE KEYS**   Keys not programmed.

**HOLD**  Places answered call on hold.

|  |  |
| --- | --- |
| **FUNCTION** | DESCRIPTION |
| **Phone Settings** | **To change the speaker volume of the handpiece.*** Whilst in conversation, press + or – key near handpiece.

**To change the ringer volume.*** With the handpiece in cradle press + button

Screen: Telephone settings* + - * Make sure “Ringer volume” is highlighted on the screen.
* Press:

Press + or – key until desired volume is reached.* Press: *to save.*

**To set the ringer tone.*** With the handpiece in cradle press + button.

Screen: Telephone settings* Scroll down ⯆so that “Ringer tone is highlighted on the screen.
* Press:
* Press + or – key until desired tone is reached.
* Press: *to save.*
 |

|  |  |
| --- | --- |
| **FUNCTION** | **DESCRIPTION** |
| **Internal Call** | Lift handset and dial the extension number you require, or use DSS (Direct Station Selection) key. |
| **External Call** | Lift handset **dial 0** for outside line, then dial the number you require. |
| **Answering Calls** | If the phone is ringing, lift the receiver. |
| **To Answer more than one call.** | You will have to decide whether you would like to:-Transfer call you are attending to – refer below.Place call on hold – refer below.Place call in park – refer below. |
| **(a) Transfer Call** | * Make sure “Enquiry” is highlighted on the screen.
* Press key.
* Key in extension number, or use DSS key.
* Press **Release** key.

If the extension you are transferring to is busy or not answering the call, you can return to the call.* Make sure “Return to held call” is highlighted on the screen.

Press  |
| **(b) Hold** | **To put 1st caller on hold.*** Make sure “Enquiry” is highlighted on the screen.
* Press **Hold** key, then press **Release** key.

(Your 1st caller is on hold and 1st **General Call key** will flash slowly).You are now free to accept second call.**To get your 1st caller back.*** Press slow flashing 1st **General Call key**.
 |
| **(c) Call Park** | **To place call in park position.*** Make sure “Enquiry” is highlighted

Press **Park A Call** key. Enter and note park location (0-9). If park position number you entered is in use, enter another location.Press **Release** key.**To retrieve a call from park position.**Press **Park A Call** key.Enter park location number (0-9). |
| **Handsfree Operation** | * If speaking to caller using handpiece and you wish to use handsfree, press and hold **Loudspeaker** key until you place handpiece in cradle.
 |
| **FUNCTION** | **DESCRIPTION** |
| **Call Back** | If the internal extension you are trying to reach is busy or does not answer, you can store an automatic callback.* Make sure “Set Callback” is highlighted on the screen.
* Press  **

To Cancel: Key in #58 on keypad.Screen: Callback : Ext no:Make sure “Delete” is highlighted on the screen. Press  |
| **Programming DSS keys**(For extensions or outside numbers.) | You can program your spare keys on the phone to be DSS keys for numbers you regularly call.* Enter Code \*91

Screen: Press feature key * Press key you require to program

Screen: Not programmed* Make sure “Change feature” is highlighted on the screen.
* Press

Screen: Select feature* Make sure “Destinations” is highlighted on the screen.
* Press

Screen: Select feature* Make sure “Repdial Key” is highlighted on the screen.
* Press

Screen: Tel. no:* Dial **0** for outside line then required number, or dial extension number.
* Make sure “Save entry” is highlighted on the screen.
* Press

Screen: Saved* Make sure “End” is highlighted on the screen.

Press  |
| **FUNCTION** | **DESCRIPTION** |
| **Voice Calling Announcement/****Intercom** | This function allows you to issue a loud speaker announcement to another internal extension. Pick up handpiece.Key in \*80 on key pad.Dial the extension number. Speak the announcement. The extension user hears a bleep tone followed by an announcement over the telephone loudspeaker. Extension user can reply but needs to make sure the Mute button is off (no light). |
| **Do Not Disturb** | Extension users can activate DND so that they can’t receive calls but can make calls. The main telephone should never be put into DND.To activate * \*97.

 To cancel * #97.
 |
| **Conference Calls** | You are able to have a conference with several telephones at once.* Dial required internal extension, or 0 then number for an external number.

Screen: Enquiry* Make sure “Enquiry” is highlighted on the screen.
* Press
* Dial 2nd required internal extension, or 0 then number for an external number.
* When called party answers scroll down ⯆ to: “Conference”. 
* Press

 **If another party is required.** * Make sure –Conference is highlighted on the screen.
* Press
* Make sure “Add to party” is highlighted on the screen.
* Press  then dial 3rd required internal extension or 0 then number for an external number.
* When called party answers scroll down ⯆ to: “Conference”. 
* Press
 |
|  **FUNCTION** | **DESCRIPTION** |
| **Individual Speed Dialling -** **Stores 10 numbers****\*0 to \*9** | * Enter Code: \*92

 Screen: Abb. Dialling no:* Make sure “Next” is highlighted on the screen.
* Press

 Screen: \*0* Scroll down⯆ so that “change entry” is highlighted on the screen.
* Press

Screen: \*0:* Dial 0 – for outside line, then required number.
* Make sure “Save entry” is highlighted on the screen.
* Press

 Screen: \*0: (number)Make sure “Next entry” is highlighted on the screen. * Press

 Screen: \*1:* Scroll down⯆so that “change entry” is highlighted on the screen.
* Press
* Dial 0 – for outside line, then required number.
* Make sure “Save entry” is highlighted on the screen.
* Press
* Repeat above process until all required speed dial numbers have been entered.

**To change Individual Speed Dial numbers**Enter Code \*92  Screen: Abb. Dialling no:* Make sure “Next” is highlighted on the screen.
* Press

 Screen: \*0: (number)* Make sure “Next” is highlighted on the screen if \*0 is not the speed dial you wish to change and Press 
* Repeat the last step until you reach the speed dial you wish to change.
* Scroll down⯆so that “Change entry” is highlighted on the screen.

Press  Screen: \*0* Dial 0 – for outside line, then required number.
* Make sure “Save entry” is highlighted on the screen.
* Press

To quit System Administration.Press **Program/Service** Key.To dial a number using Individual Speed Dialling.Code \*7 then speed dial code (\*0 through to \*9). |
| **FUNCTION** | **DESCRIPTION** |
| **Group Speed Dialling –** **stores 1000 numbers from 000 to 999** | To program group speed dials it is necessary to start System Administration. This can **only** be done on the main phone. * Enter Code \*95

 Screen: System Administration user: * Press 1.
* Press

Screen: System Administration Ident/Password:* Press 1.
* Press

  Screen: System admin. -User: 11 System speed dial 12 Time 13 Date* Make sure cursor is on 11 System speed dial.
* Press

 Screen: 11 System speed dial 1 Speed dial number 2 Speed dial name Previous menu* Make sure cursor is on 1 Speed dial number.
* Press

 Screen: 111 Abb. Speed dial number 000:  + Next \* Change* Scroll down⯆to put cursor on \* Change.
* Press

 Screen: 111 Speed dial number Abb dial no: 000 F3 Delete Previous menu* Key in 0 for outside line then required number.
* Make sure curser is on “Confirm”.
* Press

If entering more numbers:-Screen: 111 Abb. Speed dial number 000: (number) + Next \* Change* Make sure curser is on “+ Next”.
* Press
* Scroll down⯆to put cursor on \* Change.
* Press

Screen: 111 Speed dial number Abb dial no: 001 F3 Delete Previous menu* Key in 0 for outside line then required number.
* Make sure curser is on “Confirm”.
* Press
* Repeat above process until all required speed dial numbers have been entered.

To quit System Administration.Press **Program/Service** Key.To dial a number using Group Speed Dialling.Code \*7 then speed dial code (000 through to 999). |
|  |  |
| **FUNCTION** | **DESCRIPTION** |
| **Call Forwarding/****Divert** | You can call forward your phone to another telephone.* With the handpiece in the cradle press the **Call Forward**  key.

Screen: Diversion type: 1 = all calls2 = only external calls3 = only internal callsEnd* If you want to forward all calls make sure “1=all calls” is highlighted or scroll down⯆so that your choice is highlighted on the screen.
* Press

Screen: all to:* Key in the extension number that calls are to be diverted to.

Screen: all to: (number)* Make sure “Save entry” is highlighted on the screen.
* Press

**To cancel Call Forwarding/Diversion*** With the handpiece in the cradle press the **Call Forward**  key.
 |
| **Change Time** | You can change the system time and date but only on the main telephone.* Enter Code \*95

  Screen: System Administration User:* Press 1.
* Press 

Screen: System Administration Indent Password:* Press 1.
* Press 

Screen: System admin – User: 11 System speed dial 12 Time 13 Date* Scroll down⯆to put cursor on “12 Time”.
* Press

Screen: 12 Time Format: hhmm:* Make sure the cursor is on “\* Change”.
* Press

Screen: 12 Time Format hhmm: * Key in correct time in 24 hour format.
* Make sure the cursor is on “Confirm”.
* Press

**To quit System Administration.**Press **Program/Service** Key. |
| **FUNCTION** | **DESCRIPTION** |
| **Call Transfer to****Network**(Note: This function needs to be programmed by a SATELCO Technician) | You can transfer a call to an external number.Screen: Enquiry* Press
* Press a **DSS** key if one has been programmed for the required number, or dial 0 for outside line then required number.
* Wait for the person to answer.
* Press **Release**  key.

The call has now been transferred.If the person you were ringing does not answer and you wish to return to the caller:* Make sure “Return to held call” is highlighted on the screen.
* Press

You are now connected to your original caller. |
| **Group Pick Up**(Note: Pickup groups can be programmed by a SATELCO Technician) | If your extension is in a Pick Up Group you can pickup calls for other extensions in your group.Screen: Call for: Pickup – Group* Press
 |
| **Quick Reference Guide for Feature Codes****Speed Number Dialling****Call Forwarding****Voicecall/Intercom****Programming DSS keys****Speed Number Programming****Call Pick Up – Group****Call Pick Up – Direct** **Clear unknown feature on extension****Set Time and date** | Individual \*7 then library number \*0 to \*9Group \*7 then library number 000 to 999\*11\*80 then individual extension\*91Individual \*92Group \*95\*57\*59 then ringing extension numberLift handset #0\*95 user 1 / password 1 (only on main phone) |