### **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.

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| **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.* |

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| **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). |
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| **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 calls 2 = only external calls  3 = only internal calls  End   * 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 \*9  Group \*7 then library number 000 to 999  \*11  \*80 then individual extension  \*91  Individual \*92  Group \*95  \*57  \*59 then ringing extension number  Lift handset #0  \*95 user 1 / password 1 (only on main phone) |