### **HIPATH 3550**

### **OPTIPOINT 500 ADVANCE TELEPHONE**

Your OptiPoint telephone has a display to assist you. If you like the option that is displayed, press the **√** button. If you want a different choice, use the backwards  or forwards  scroll buttons to move to the next option.

Preprogrammed buttons on your OptiPoint 500 Advance telephone:-

**PROGRAM** Service menu

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

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

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

**MUTE**  Turns microphone on/off.

**LOUD SPEAKER**  Handsfree operation.

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| **FUNCTION** | DESCRIPTION |
| **Phone Settings** | * Receiving volume – whilst in conversation, press + or – button near handpiece. * Setting ringer volume - with handpiece in cradle press + button   Screen: Telephone settings  Ringer volume?  Press: **√** Press + or – button until desired volume is reached Press: **√***to save.*   * Setting ringer tone - with handpiece in cradle press + button   Screen: Telephone settings  Ringer volume?  Press forwards arrow   Screen: Telephone settings  Ringer tone?  Press: **√**  Press + or – button until desired tone is reached Press: **√***to save.* |
| **Phone Settings Cont:** |  |
| **Handsfree Operation** | * If speaking to caller using handpiece and you wish to use handsfree, press and hold Loudspeaker button until you place handpiece in cradle. |

The next 16 keys programmed as:-

**GENERAL CALL KEYS** Incoming call answer and indication buttons.

**SPARE KEYS**  Keys not programmed.

**HOLD** Places answered call on hold.

**PARK A CALL** Places calls on hold in a Park position.

10 locations from 0 – 9.

**RELEASE** Releases call

1. from console to an extension
2. from the phone completely.

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| **FUNCTION** | **DESCRIPTION** |
| **Internal Call** | Lift handset and dial the extension number you require, or use DSS key (Direct Station Selection). |
| **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 on the screen,   Press **√**button, key in extension number, or use DSS key.  Press Release button. |
| **(b) Hold** | * Screen: From External   Enquiry?  To put 1st caller on hold, 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** | (10 Park locations from 0 to 9).Precondition – You are engaged in a call.Wait for enquiry? to appear on screen.Press **Park A Call** key - or enter code \*56 –Enter and note park location (0-9).Press **Release** key.If park position number you entered is in use, enter another location.To retrieve: Press **Park A Call** key – or enter code #56 – enter location number. |
| **Return to Caller** | If the extension you are transferring to is busy or not answering the call, you can return to the call by:Screen: Return to held call?Press **√** |
| **Call Back** | If the internal extension you are trying to reach is busy or does not answer, you can store an automatic callback.   * Check Screen or scroll to Set Callback? * Press **√** **  To Cancel: Key in #58 on keypadScreen: Callback : Ext no:DeletePress **√** |
| **FUNCTION** | **DESCRIPTION** |
| **Programming keys** (For extensions or outside numbers.) | Enter Code \*91  Screen: Press feature key (press button you require)  Screen: Key not programmed  Change feature?  Press **√**  Screen: Select feature  Repdial key?  Press **√**  Screen: Tel. no:  Dial **0** for outside line then required  number, or dial extension number  Screen: Save entry?  Press **√**  Screen: Saved  End? Press **√** |
| **Voice Calling Announcement/****Intercom** | This function allows you to issue a loud speaker announcement to another Optipoint Standard internal extension. Key in \*80 on key pad then extension number. Then speak the announcement. The extension user hears a bleep tone followed by an announcement over the telephone loudspeaker. Extension user (Optipoint STD only) can reply but make sure Mute button is off (no light). |
| **Do Not Disturb** | Console cannot be put on DND. Extension users on DND can’t receive calls but can make calls.  For extension users to activate \*97.  To cancel #97. |
| **Conference Calls** | * Dials required internal extension, or 0 for an outside line.   Screen: Enquiry?  Press **√**   * Dial 2nd required internal extension, or 0 for an outside line, when called party answers scroll forward to:-   Conference?   Press **√**    Screen: Conference: **√** parties  Add to party?  (If another party is required Press **√** then 3rd required internal extension or outside line).   * To view Conference parties:-   Scroll forward to View Conf parties?  Press  Screen: Shows internal extension or outside number  Next?  Press **√**   * To remove party after viewing:-   Screen: Shows internal extension or outside number  Scroll forwards   Screen: Remove party?  Press **√** |
| **FUNCTION** | **DESCRIPTION** |
| **Individual Speed Dialling -** **Stores 10 numbers****\*0 to \*9** **FUNCTION** | Enter Code: \*92  Screen: Abb. Dialling no:  Next?  Press **√**  Screen: \*0  Next entry?  Scroll forwards to change entry?  Press **√**    Screen: \*0:  Dial 0 – for outside line, then required number.  Save entry?  Press **√**  Screen: \*0: (number)  Next entry?  Press **√**  Screen: \*1:  Next entry?  Scroll to change entry?  Next entry?  Press **√**  Repeat as above until \*9 **To change Individual Speed Dial numbers**Enter Code \*92 Screen: Abb. Dialling no:  Next?  Press **√**  Screen: \*0: Number  Next entry? Or until you reach required number.  Scroll to change entry  Press **√**  Screen: \*0  Dial 0 for outside line, then required number and save.  **DESCRIPTION** |
| **Individual Speed Dialling … continued** | To quit System Administration Press Service Key. To dial a number using Individual Speed Dialling Code \*7 then library number \*0 to \*9 |
| **Group Speed Dialling –**  **stores 1000 numbers from 000 to 999**  **FUNCTION** | It is necessary to start System Administration    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?  Etc  Make sure cursor is on 11 = System speed dial?  Press **√**  Screen: 11 System speed dial  1 Speed dial number  2 Speed dial name  F7 Previous menu  F8 Main menu  Make sure cursor is on 1 Speed dial number  Press **√**    Screen: 111 Abb. Speed dial number  000:  + Next  \* Change  # Select Member  F2 Abb. Dial Name  F7 Previous menu  Put cursor on \* Change Entry Press **√**  **DESCRIPTION** |
| **Group Speed Dialling –**  **stores 1000 numbers from 000 to 999**  **FUNCTION** | Screen: 111 Speed dial number  Abb dial no: 000  Key in 0 for outside line then required number  Screen: Confirm  Press **√**  If entering more numbers:-  Screen: 111 Speed dial number  000 (number)    + Next  \* Change  # Select member  F2 Abb. Dial Name  F7 Previous menu  Put cursor on + Next  Press **√** Screen: 111 Speed dial number 001:  + Next  \* Change  # Select member  F2 Abb. Dial Name F7 Previous menuPlace cursor on \* Change Press **√** Screen: 111 Speed dial number 001:  Key in 0 for an outside line then required number.  Screen: Confirm  Press **√**  Keep entering numbers in the same manner. To quit System Administration Press Service button. To dial a number using Group Speed Dialling Code \*7 then library number 000 to 999.  **DESCRIPTION** |
| **Call Forwarding/** **Divert** | Press Call Forwarding button or scroll forwards to  Forwarding on? Screen: Diversion type: 1 = all calls 2 = only external calls  3 = only internal calls  (if 1 = all calls)  Press **√**  Screen: All to:  Key in extension number calls are to be diverted to.  Screen: Save entry?  Press **√**  **To cancel Call Forwarding/Diversion**  Press Call Forwarding button or scroll forwards to  Cancel Divert, Press **√** |
| **Change Time**  **FUNCTION** | 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?  etc  Make sure cursor is on 12 = Time?  Press **√**  Screen: 12 Time  Format: hhmm:  \* Change  Press **√**  Screen: 12 Time  Format hhmm: (key in correct time – 24 hour clock)  Confirm  Press **√**  **To quit System Administration**  Press Service key  **DESCRIPTION** |
| **Call Transfer to** **Network** (Note: This function needs to be programmed by a SATELCO Technician) | Receive call in normal manner, caller wishes to speak with extension user who is not in office but is available on a mobile number.  Screen: Enquiry?  Press **√**    Use DSS key if a mobile number has been programmed, or dial 0 for outside line then required number. Press Release button.  The call has now been transferred.  If the person you were ringing does not answer check the screen:  Return to held call?  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 Group Pick Up - to answer call.  Screen: Call for:  Pickup – Group?  Press **√**  Note: If you are in the process of transferring a call and Pickup – Group? appears on the screen, scroll forwards to Enquiry? and transfer call in the normal manner. |
| **Quick Reference Guide for Feature Codes**  **Speed Number Dialling**  **Call Forwarding**  **Call Park**  **Voicecall/Intercom**  **Programming DSS keys**  **Speed Number Programming**  **Call Pick Up – Group**  **Call Pick Up – Direct**  **Clear unknown feature on extension** | Individual \*7 then library number \*0 to \*9  Group \*7 then library number 000 to 999  \*11  \*56 then enter park location  \*80 then individual extension  \*91  Individual \*92  Group \*95  \*57  \*59 then ringing extension number  Lift handset #0 |