

# Your OpenStage phone (model 20 G SIP) Extra Features

The [Quick ref guide](#) covers all of your phone's basic features.

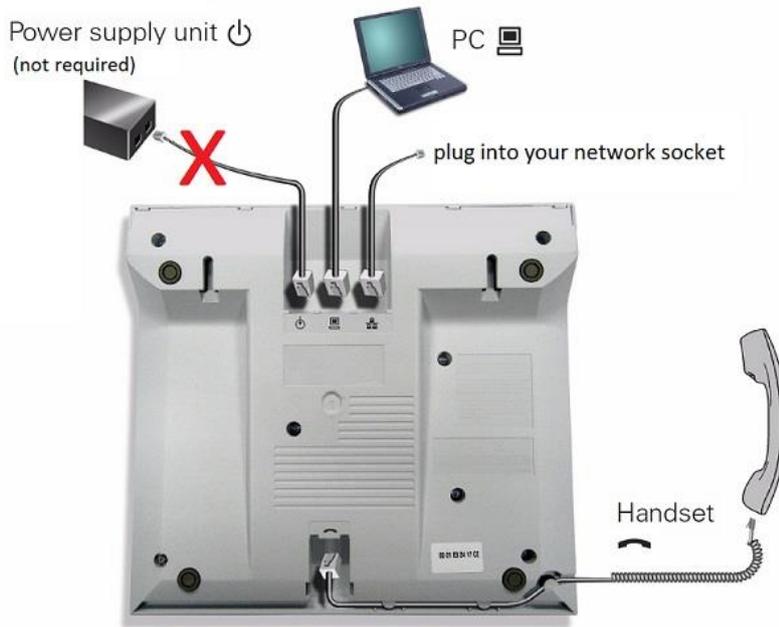
This document looks at some of your phone's further features, and configuration options.

## Table of contents

Plug in your phone.....	2
Functions keys .....	2
Consult a second party .....	3
Switch to the held party (alternate) .....	3
Connecting parties.....	3
Transfer a call .....	3
Blind transfer .....	3
Transfer with consultation.....	3
Callback.....	4
Delete callback requests.....	4
Change your password .....	4
Use a web page to configure your phone .....	5
Find you phone's IP address.....	5
Use the web interface .....	5
Call forwarding .....	5
Activate/deactivate forwarding for all calls .....	6
Deflect a call .....	6
Conference calls.....	6
Dial using a hot or warm line.....	7
Hunt Group.....	7
Useful shortcuts.....	7

## Plug in your phone

Your PC and phone can share the same network point. Connect your PC to the network directly via the phone:



OpenStage 20 G SIP (the model number is written on the underside of your phone)

## Functions keys

Key	Function when key is pressed
	End (disconnect) call.
	Saved number redial (last number dialed).
	Button for fixed call forwarding (with red LED key).

	Open the phone's main menu (with red LED key).
	Open the menu for voicemail or missed calls (with red LED key).

	Activate/deactivate the microphone (OpenStage 20/20 G only; also for speakerphone mode/with red LED).
	Set volume lower and contrast brighter.
	Turn speaker on/off (with red LED key).
	Set volume louder and contrast darker.

Operation	Functions when key is pressed
Press the  key.	In idle mode: <ul style="list-style-type: none"> <li>Open the idle menu</li> </ul> In lists and menus: <ul style="list-style-type: none"> <li>Scroll down</li> </ul>
Press the  key.	In lists and menus: <ul style="list-style-type: none"> <li>Scroll up</li> </ul>
Press the  key.	<ul style="list-style-type: none"> <li>Confirm input</li> <li>Perform action</li> </ul>

---

## Consult a second party

You can call a second party while a call is in progress. The connection to the first party is placed on hold.

**Prerequisite:** You are conducting a call.

**Consult?** Is shown on your display. Confirm   
Enter and confirm second party's number.

End or cancel a consultation call:

Press  to select **Disconnect & return?**. Confirm   
The call with the first party is resumed.

## Switch to the held party (alternate)

**Prerequisite:** You are conducting a consultation call.

**Alternate?** Is shown on your display. Confirm 

You can switch back and forth between both parties, by repeatedly selecting and confirming Alternate.

End an alternate operation:

Press  to select **Disconnect & return?**. Confirm   
The active call is disconnected and the held call is restored.

## Connecting parties

You can connect a first party with the party you consulted, ending your connection to both parties in the process.

**Prerequisite:** You are conducting a consultation call.

Replace the handset .

The active and held parties are joined. You are disconnected from the call.

If **Consult?** does not show on your display, just use  or  to select.

Alternative: Press  to select **Complete transfer?**. Confirm 

---

## Transfer a call

You can transfer your current call to another party with or without consultation.

**Prerequisite:** You are conducting a call.

### Blind transfer

Press  until you see **Blind transfer?** on your display. Confirm   
Enter the number of the second party to whom you want to transfer the call. Confirm 

### Transfer with consultation

You can announce a call to a recipient before transferring it.

Press  until you see **Consult?** on your display.

Bear in mind – if the second party does not answer and they have voicemail configured the caller will be directed to their voicemail.

Confirm . The call is placed on hold.  
Enter the number of the second party to whom you want to transfer the call. Confirm .

**If the party answers:**

Announce the call you want to transfer.  
End the call (replace handset or press .

**If the party does not answer:**

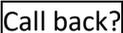
You do not have to wait for the second party to answer before you transfer the call. Just replace the handset .

If the party does not answer, you will be called back by the first party.

### Callback

You can request a callback if the station called is busy.  
You receive a callback when the other's party's line becomes free.

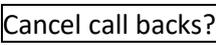
**Prerequisite:** The station called is busy.

Press  to select . Confirm .

### Delete callback requests

You can delete scheduled callback requests, for example, at the end of a working day.

**Prerequisite:** The phone is idle.

Press  until you see  on your display.  
Confirm .

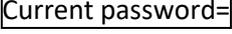
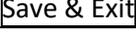
### Change your password

When you configure your phone's features, you need to enter a password. The default password is 123456. You should change your password.

Press .



Use the 3-way navigator to select ( ) and confirm  the following options:

- Select and confirm .
- Enter and confirm your current password.
- Select and confirm .
- Select and confirm .
- Select and confirm .
- Type your current password. Confirm.
- Select and confirm .
- Type your new password. Confirm.
- Select and confirm .
- Type your new password again. Confirm.
- Select and confirm .

You can deactivate the phone's password prompt - setting your password as "000000" corresponds to a blank password.

If you deactivate the user password, you are not able to lock the phone, and the user menu is not password protected.

Note: Deactivating the password does not apply to the web interface. If you intend to use the web interface to configure your phone's settings, use a password known only to you. Do not use 123456 or 000000.

If you forget your password, contact the [IT Service Desk](#), or go directly to [IT Phone Requests page](#)

## Use a web page to configure your phone

You can configure a number of settings for your phone via a web page. If you'd like to use the web interface, you will first of all need to find your phone's IP address.

### Find your phone's IP address

On your phone, press 



Use the 3-way navigator to select (▲ ▼) and confirm (OK) the following options:

Select and confirm

Select and confirm

Select

Make a note of the IP address (e.g. 10.118.##.#)

### Use the web interface

Open a Web browser and enter the following:

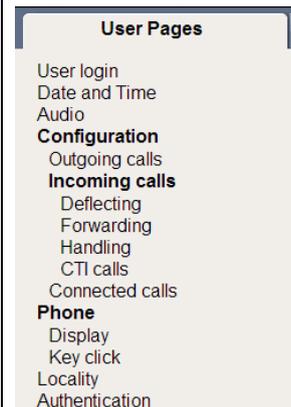
**https://[the IP address of your phone]**  
(e.g. https://10.118.##.#)

You may see a message "There is a problem with this website's security certificate". Choose "Continue anyway".

Log in with your password.

Note: The web interface is only accessible when you have your computer connected to a network point via your phone.

Web interface User menu:



## Call forwarding

You can forward calls for your phone to another phone.

Shortcut: Press #9xxxx (where xxxx is the number you want to forward call to).

Three forwarding conditions can be programmed in the forwarding menu:

- All Calls
- Busy
- On no reply

Because of its direct impact, "All Calls" call forwarding has the highest priority followed by "No reply" and "Busy".

It is easier to use the web interface when setting up call forwarding.

If active, "All Calls" call forwarding is shown on your phone's display when the phone is idle. The Forwarding key also lights up.

To set up call forwarding using your phone, rather than the web interface, see [OpenStage user guide \(pages 40-44\)](#)

Log in to the web interface.  
 From the **User Pages** menu, navigate to **Forwarding**.  
 Click **Forwarding Favourites**.  
 Enter up to five destination numbers.  
 Click **Submit**.  
 Click **back to Forwarding**.

Now you can assign a destination number/s.

In the example shown opposite **all calls** will be immediately forwarded to the external mobile number selected.

### Activate/deactivate forwarding for all calls

Once you have set up call forwarding for **all calls**, it is easy to activate and deactivate from your phone.

Press .

Wait three seconds, or Confirm .

When you activate call forwarding the  key lights up, and a call forwarding icon appears on your display.

### Deflect a call

**Prerequisite:** An incoming call is displayed.

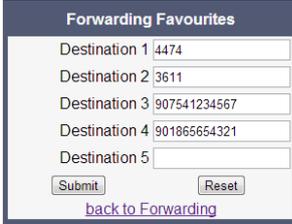
Press  until you see  On your display.

Enter the destination phone number.

Confirm .

### Conference calls

You can set up a conference call, involving three or more participants.



**Forwarding Favourites**

Destination 1 4474

Destination 2 3611

Destination 3 907541234567

Destination 4 901866654321

Destination 5

[back to Forwarding](#)

For external numbers remember to precede with "9", and don't use spaces.



**Forwarding**

**Settings**

[Forwarding Favourites](#)

Forward all calls

to 907541234567

Forward on busy

to not set

Forward on no reply

to not set

**Alerts**

Visual alerts

Audible alerts

Forwarding party Display last

Incoming calls will be forwarded immediately to the destination number. If you want to specify a delay before calls are forwarded contact the [IT Service Desk](#), or go directly to [IT Phone Requests page](#)

To deactivate call forwarding press , wait three seconds, or Confirm .

You can set a default destination number, either via the web interface or your phone's configuration menu, see [OpenStage user guide \(pages 49-50\)](#).

Simple conference calls are explained in the [Quick ref guide](#).

For more conference options see the [OpenStage user manual \(pages 70-74\)](#).

---

## Dial using a hot or warm line

A hot or warm line can be configured for your phone.

If you lift the handset of the phone or press the loudspeaker key, a number specified is automatically dialled...

- with a hot line immediately or
- with a warm line after a defined period of time.

Example: A phone at Reception immediately dials a taxi number.

To set up a hot/warm line contact the [IT Service Desk](#), or go directly to [IT Phone Requests page](#)

---

## Hunt Group

If your phone is assigned to a hunt group, the system forwards calls for the members of your group in accordance with specific rules. Hunt groups are a simple solution for distributing calls to a group of telephones.

To set up a Hunt group, contact the [IT Service Desk](#), or go directly to [IT Phone Requests page](#)

---

## Useful shortcuts

To lock your phone press and hold #

To deactivate the ring tone, press and hold \*

When you are navigating your phone's configuration menus:

Press and hold ▼ to return to the previous menu.

Press  to exit the configuration menus.

---