

Your OpenStage Phone (model 20 G SIP)

Quick Reference Guide



1	You can make and receive calls as normal using the handset .
2	The tilt-and-swivel display provides intuitive support for telephone operation
3	The function keys allow you to call up the most frequently used functions during a call (e.g. Disconnect)
4	mailbox key and menu key.
5	Audio keys, allowing you to optimally configure the audio features on your phone
6	Using the 3-way navigator , you can conveniently navigate through the applications on your telephone
7	The keypad can be used to enter phone numbers and text

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

Basic use

- **Make a call:** Enter the number, then lift the handset .
OR lift the handset . Enter the number. Press . If you don't press the phone will dial automatically after a few seconds.
- **End a call:** Replace the handset or press Disconnect
- **Hands-free (loud speaker):** Enter the number and press
To answer a call without picking up the handset, press . To end a hands-free call, press
- **Switchboard:** The number for the Brookes switchboard is 100.
- **Put someone on hold:** Use the arrow keys or to select Hold and press . Select Reconnect to return to the held call.

Change the volume

- **Adjust the phone ring volume:** Press the + or – button while you are not using the phone.
- **Adjust the call volume:** To make a call louder or quieter, press + or – while you are on the call.
- **Mute a call:** So that you cannot be heard, press . The key will light up to show that the phone is muted. Press again to un-mute.

Transfer a call

Prerequisite: You are conducting a call.


















- You should see **Consult?** On your display (if not, press or to select it). Press
The caller will be put on hold.
- Enter the number of the second party to whom you want to transfer the call. Press
- If someone answers, tell them that you are transferring a call, then replace the handset or press
- If there is no answer, use or to select **Disconnect & Return?** and press
- If the second person answers, but is not available to talk, use or to select **Reconnect?** and press

Call forwarding

You can forward calls for your phone to another phone.



- Press #9xxxx (where xxxx is the number you want to forward call to).
- When you activate call forwarding the key lights up. To deactivate, press .

Redial a number





- **Redial the last number:** Lift the handset . The last number entered is shown on your display: , press .
- **Redial from a list of previously dialed numbers:** Press , use  or  to select the number you want. Press .
Note: You are directed to the **Missed** list in the calls menu if there are any new calls. If you press  again, you are branched to the **Dialed** list.
- **Redial from the Call Log:** Press . use  or  to select Call Log and press .
Select Missed, Dialed, Received or Forwarded call and press . Select the number you want, press .
- If you have a missed call, the  button will flash. Use the Call Log as described above to find the number.
- **Tip:** To exit any menu press . To exit a sub menu, press and hold down  to activate the Back option, then press .

Pick up someone else's call

If you have put in a 'call group' you can pick up calls for other members of the group:





- When another member of the group receives a call you will see the details of the caller and on your display.
- First press , then lift your handset  to take the call.

You can also pick up calls for colleagues, even if you don't belong to a 'call group'.








- A colleague's phone rings. Lift your handset . Press  to select on your display.
- Enter the colleague's phone's internal number. Press .
- *Alternative: Press *3xxxx, where xxxx is the internal number. Press .*

Divert a call

If you are unable to take a call you can divert it to another extension or your voicemail:

- Use the arrow keys  or  to select Deflect and press .
- Enter the extension number to divert the call and press .
(Enter 8852 to divert to your voicemail)

Conference calls

- While talking to one person, use the arrow keys  or  to select Consult and press .
- Enter the phone number of the second person and press .
- Once connected with the second person, use the arrow keys  or  to select Conference and press .
- You are now talking to both people.

Request voicemail and other features

- **To make a request:** Contact the [IT Service Desk](#), or go directly to [IT Phone Requests page](#).
- You can request **voicemail**. You can pick up voicemail messages from any phone, and each voicemail will be forwarded to your Brookes Gmail account, as a .wav file attachment.
- When you receive an incoming call, you see the **caller information** on your phone's display. By default, just the caller's number appears. If you'd like your number and name to appear on a recipient's phone when they receive a call from you, simply make a request.
- You may want your teams' phones to belong to **Hunt group**. Hunt groups are a simple solution for distributing calls to a group of telephones.