

OPERA

Operafone Standard D4 User Guide



**IP COMMUNICATIONS PLATFORM
FOR THE SMALL BUSINESS**



Specifications subject to change without notice. Facilities described may or may not be supported by your network.

This documentation refers to software version 58.409

DM 916

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5 Operafone Standard user guide







5.1 Overview

The Operafone Standard Key Set is a handsfree backlit display telephone, designed specifically for use with the new generation of Opera voice and data switches. It has six function keys with dual colour leds and can be desk or wall mounted.



5.1.1 Function Keys

The Operafone Standard has 6 fixed function keys. These keys provide single touch access to the most commonly used features of the system.

-  **MESSAGE:** A flashing LED alongside the MESSAGE key indicates unanswered voice mail messages.
-  **MUTE:** This key switches off the handset microphone, enabling private local conversations to take place while still allowing the caller to be heard. The mute key is also used to delete digits during on-hook dialling.
-  **REDIAL:** This key redials the last external numbers dialled from the Operafone Standard.
-  **LINE:** One touch access to make an outside call on any available line.
-  **SPEAKER:** This key switches the Standard Key Set to handsfree working.
-  **HOLD:** This key places the current call on exclusive hold for later retrieval.

5.1.2 Dual Colour Leds

Each function key is lit either red or green when activated. Green is associated with a function activated by this Operafone and red is associated with a function activated by another phone on the system.

5.1.3 Display

The single line, 16-character display with blue backlight provides context sensitive information such as the calling party name.

When the phone is idle, the display shows the time and extension number.
When the user lifts the handset or presses any key, the display backlight is illuminated.

5.2 Using your Standard System Phone


The combination of the sixteen-character display and the six function keys on the Operafone Standard facilitates access to many of the most commonly used system features.

This section of the guide provides detailed instructions on how to use the Operafone Standard.


Note: At installation, extension 11 is set as the default operator extension, therefore it's best to install an Operafone Executive at extension 11.

5.2.1 Answering a Call


Incoming calls to the Operafone Standard are indicated in several ways -

- The phone rings
- The ringer lamp flashes
- The LED alongside the **SPEAKER**  key flashes
- The calling party is shown on the display

E x t n 1 3

Internal Call: The call can be answered by pressing the **SPEAKER**  key or by lifting the handset.


L i n e 1

External Call: The call can be answered by pressing the **SPEAKER**  key or by lifting the handset.


0 0 : 0 0 : 0 1

As soon as the call has been answered the display will start to indicate the duration of the call as shown.

The call can be ended at any time by:

- Replacing the handset or
- Pressing the **SPEAKER**  key

5.2.2 Making a Call


As well as normal dialling, i.e. entering digits once the line has been selected, the Operafone Standard allows the digits to be pre-dialled before the line is accessed. This allows the user to check the number before going off-hook by lifting the handset or pressing the **SPEAKER**  key.

5.2.3 Making an internal call using Off-hook dialling

1 1 : 2 5 E x t n 1 4


_____ **1**

_____ **1 8**

With the telephone idle, to make an internal call, **lift the handset** or press the **SPEAKER**  key.

Internal dial tone will be heard and the display will show a dialling prompt on the rightmost character of the display.

Dial the extension (or group) number required. The display will show each digit as it is dialled


Note: If the direct line seize feature is enabled for the extension, external dial tone will be heard when the extension goes off-hook. By pressing the **HOLD**  key you will hear internal dial tone.

E x t n 1 8

0 0 : 0 0 : 0 4

The display shows the number of the extension that is being rung. When the call is answered the display shows the extension that answered the call for approximately 3 seconds before it starts to display the duration of the call.

The call can be ended at any time by:



- Replacing the handset or
- Pressing the **SPEAKER**  key

5.2.4 Making an internal call using On-hook dialling

1 1 : 2 5 E x t n 1 4

With the telephone idle, simply dial the extension or group number from the keypad.

_____ 1

The digits dialled will be displayed starting from the right hand side of the display. To delete the last digit dialled the user can simply press the **MUTE**  key. To initiate the call **pick up the handset** or press the **SPEAKER**  key.

_____ 1 8

Note: If the direct line seize feature is enabled for the extension, then the system will attempt to seize an available line as soon as the user initiates the call. Therefore using on-hook dialling to make an internal call is not recommended in this case.

E x t n 1 8

The display shows the number of the extension that is being rung. When the call is answered the display shows the extension that answered the call for approximately 3 seconds before it starts to display the duration of the call.


0 0 : 0 0 : 0 4

The call can be ended at any time by:

- Replacing the handset or
- Pressing the **SPEAKER**  key.

5.2.5 Making an external call using the Line access code

1 1 : 2 5 E x t n 1 4

With the telephone idle, lift the handset or press the **SPEAKER**  key.

_____ _

Internal dial tone will be heard and the display will show the dialling prompt.

_____ 1 1 9

- Dial the line access code, 0. **External** dial tone will be heard.
- Dial the number – the digits will appear on the right of the display as they are dialled.
- Once the digits are dialled to line, they left justify on the display. If the number has been already programmed as an address book entry then the name of that entry will appear.


_____ 1 1 9 1

S p e a k i n g C l o c k

0 0 : 0 0 : 0 4

When the call is answered the display shows the called party for approximately 3 seconds before it starts to display the duration of the call.

The call can be ended at any time by:

- Replacing the handset or
- Pressing the **SPEAKER**  key.

5.2.6 Making an external call using the Line key


1 1 : 2 5 E x t n 1 4

_____ 1 1 8

_____ 1 1 8 1 1

1 1 8 1 1

0 0 : 0 0 : 0 4

With the telephone idle, in handsfree mode or with the handset off-hook, simply press the **LINE**  key.

External dial tone will be heard and the display will show the dialling prompt.

- Dial the number – the digits will appear on the right of the display as they are dialled.
- Once the digits are dialled to line, they left justify on the display as shown. If the number has been already programmed as an address book entry then the name of that entry will appear

When the call is answered the display shows the called party for approximately 3 seconds before it starts to display the duration of the call.

The call can be ended at any time by:


- Replacing the handset or
- Pressing the **SPEAKER**  key.

5.2.7 Making a call using the REDIAL key

_____ 1 1 8 1 1

1 1 8 1 1



0 0 : 0 0 : 0 4

With the telephone in handsfree mode or with the handset off-hook, simply press the **REDIAL**  key.


The last external call made from the extension will be redialled.

- The digits will appear on the right of the display as they are dialled.
- Once the digits are dialled to line, they left justify on the display as shown. If the number has been already programmed as an address book entry then the name of that entry will appear

When the call is answered the display shows the called party for approximately 3 seconds before it starts to display the duration of the call.

Note: With the phone in the idle state, successive presses of the **REDIAL**  key scroll through the last five numbers dialled from that extension. To dial one of the numbers, either press the **SPEAKER**  key or go off hook while the number is on the display. The system automatically selects a line and redials the displayed external number. As soon as the external call proceeds, the called party name, if available in the address book, is displayed.

The call can be ended at any time by:


- Replacing the handset or
- Pressing the **SPEAKER**  key

5.2.8 To redial the last number using the redial Code

1 1 8 1 1

E i r c o m D i r e c t o r y

The call can be ended at any time by:

- Replacing the handset or
- Pressing the **SPEAKER**  key

With the telephone in handsfree mode or with the handset off-hook, simply dial the **redial code**. The user can also dial the redial code using on-hook dialling and trigger the redial by going off-hook.

The last external call made from the extension will be redialled.

- The digits will appear on the right of the display as they are redialled.
- Once the digits are dialled to line, they left justify on the display. If the number has been already programmed as an address book entry then the name of that entry will appear.

5.2.9 To Dial a number in the Common Address Book


* 4 0 0 0

1 1 8 1 1

D i r e c t o r y

Note: The Common Address Book contains **200** entries accessible to all extensions on the system. The numbers are programmed by the system administrator, the default Operator (Extension 11), or by any extension programmed with Operator functionality. The codes associated with each entry extend from ***4000 to *4199**.

The call can be ended at any time by:

- Replacing the handset or
- Pressing the **SPEAKER**  key

With the telephone in handsfree mode or with the handset off-hook, simply dial the **common address book entry code**. The user can also dial the common address book entry using on-hook dialling and initiate the call by going off-hook.

- The digits will appear on the right of the display as they are redialled.
- Once the digits are dialled to line, the name programmed for that address book entry will be shown on the display.

5.2.10 To Dial a number in the Personal Address Book

[Empty display box]

* 8 0 0

1 1 8 1 1

D i r e c t o r y

With the telephone in handsfree mode or with the handset off-hook, simply dial the **personal address book entry** code. The user can also dial the personal address book entry using on-hook dialling and initiate the call by going off-hook.

- The digits will appear on the right of the display as they are redialled.
- Once the digits are dialled to line, the name programmed for that address book entry will be shown on the display.

Note: The Personal Address Book contains **50** entries that are only accessible from that user's extension. The codes associated with each entry extend from ***800 to *849**.

The call can be ended at any time by:

- Replacing the handset or
- Pressing the **SPEAKER**  key

5.2.11 Placing a Call on Hold

0 0 : 0 1 : 1 2

[Empty display box]

To place a call on hold -

While on a connected call -

- Press the **HOLD R** key
- The LED of the **HOLD R** key will light and internal dial tone will be heard.
- The display will show the dialling prompt.

The call has now been put on exclusive hold and can only be retrieved from the extension that placed it on hold.

5.2.12 Retrieving a Call from Hold

[Empty display box]

J o e B l o g g s

0 0 : 0 2 : 1 5

To retrieve a call from hold -

While hearing internal dial tone with the **HOLD R** key lit -

- Press the **HOLD R** key
- The LED of the **HOLD R** key will extinguish and the held call will be reconnected.
- The display will momentarily show the connected party identity before reverting to the call duration.

5.2.13 Switching between Held Calls

0 0 : 0 2 : 3 3

J o h n S m i t h

0 0 : 0 3 : 4 3

While on a connected call with another call on hold, the user can switch between held calls by

- Pressing the **HOLD R** key – Both calls are non placed in the hold state.
- The LED of the **HOLD R** key will remain lit and internal dial tone will be heard.
- Pressing the **HOLD R** key again, will connect the user to the first party that was placed on hold.
- The display will momentarily show the connected party identity before reverting to the call duration.

5.2.14 Abandoning a call in Hold

If the telephone returns to the idle state when there is a call on hold, the held call will ring back to the extension.

5.2.15 Transferring a Call

[Redacted]

[Redacted] 1 8

Ex t n 1 8

C a l l T r a n s f e r r e d

While connected to a call to transfer that call -

- Press the **HOLD R** key to place the existing call on hold
- Dial the extension or the external number to transfer the call, e.g. extension 18

For an **Unannounced** internal transfer -

- Upon hearing internal ringing tone, replace handset
- The held call will start ringing the extension, (e.g. extension 18) and the display will indicate that the call has been transferred.

For an **Announced** internal or external transfer -

- Wait for the called party to answer
- Announce the transfer
- Replace handset
- The held call is now transferred and will be indicated as such on the display

5.2.16 Parking a Call

Unlike a held call, a call that is parked on the system can be retrieved at **any** extension on the system.

[Redacted] * 7 4

C a l l P a r k e d

1 1 : 2 5 E x t n 1 4

To park the current call –

- Place the call on hold using one of the methods already described.
- Dial *74
- Success tone will be heard and the display will indicate that the call has been parked before returning to the idle state.

The call is now parked and can be retrieved from any other telephone connected to the system.

Note: To prevent calls being abandoned or lost in the **PARK** state, a programmable timer sets the maximum time a call can be parked on the system. By default this is set at **180 seconds**.

If the Call Park Timer expires before the call is retrieved, the parked call will ring back the extension that parked it.

5.2.17 To retrieve a Parked call from an extension

* 7 5 1 1

To retrieve a parked call;

- Dial ***75** followed by the **extension number** that parked the call, (e.g extension 11)
- The parked call will then be connected to the extension

No Calls Present

If no calls are parked on the system or the extension referenced in the retrieve parked call code did not park any calls, the display will indicate this as shown.

Note: If multiple calls have been parked by the extension referenced in the retrieve parked call code, then the **first** call that was parked by that extension will be retrieved.

5.2.18 To retrieve a parked line call

* 9 * 0 1

To retrieve a parked line call;

- Dial ***9*** followed by the **Line Number**. (e.g. Line 01)
- The parked line call will then be connected to the extension

No Calls Present

If no calls are parked on the system or the line referenced in the retrieve parked line code is not parked, the display will indicate this as shown.

5.2.19 To retrieve a Parked extension

* 9 # 1 1

To retrieve a parked extension;

- Dial ***9#** followed by the **parked extension** (e.g. extension 11).
- The parked extension will then be connected to the user.

No Calls Present

If no extensions are parked on the system or if the extension referenced in the retrieve parked extension code is not parked, the display will indicate this as shown.

5.2.20 Paging

An Operafone Standard can make and receive page (one-way announcement) calls. There are a number of different types of page calls that can be performed on the system as listed below:

- Directed Page – This operation pages a single system phone.
- Universal Page – This operation pages all system phones connected to the Opera system.
- Page the PA Port – This operation will provide a one way announcement path to a paging device connected to the PA port.

5.2.21 To perform a Directed Page

To page a system phone -

*** 7 7 1 3**

E x t n 1 3

- Lift handset
- Dial ***77** followed by the **extension** required (e.g. extension 13)

Note: If the Operafone Standard receives a directed page then lifting the handset will disconnect the call.

5.2.22 To perform a universal page

To make a universal page to all system phones and the PA Port -

*** 7 7 ***

A l l D e v i c e s

- Lift handset
- Dial digits ***77***
- The display will indicate that all devices are being paged.

5.2.23 To page a PA port

To page through a PA port device -

*** 7 7 #**

P A P o r t

- Lift handset
- Dial digits ***77#**
- The display will indicate that the PA Port is being paged

5.2.24 To answer a page

* 7 6 *

E x t n 1 3

To answer a universal page or the PA Port from a paging extension (e.g. extension 13)

- Lift handset
- Dial digits *76*

Note: If the Operafone Standard phone receives a directed page then lifting the handset will disconnect the call.

5.2.25 Call Pick-up

The Call Pick-up feature allows a user on the system to answer a call ringing at another extension by dialling a simple code from the user's extension. There are 2 types of call pick-up:

- Directed Call Pick-up – This allows a user to pick up a call ringing at a specific extension.
- Universal Call Pick-up – This allows a user to pick up any incoming call.

Note: For **multiple** calls ringing an extension, the longest ringing call will be picked up.

5.2.26 Directed Call Pick Up

* 7 1 1 2

0 8 7 1 2 3 4 5 6 7

To pick up a call ringing at a specific extension:

- Lift the handset
- Dial *71 followed by the **ringing extension** (e.g. extension 12)

5.2.27 Universal Call Pick Up

* 7 1 0

0 8 7 1 2 3 4 5 6 7

To pick up an any incoming call ringing at another extension:

- Lift the handset
- Dial *710

5.2.28 Call Pick-Off

The Call Pick-Off feature allows a user on the system to steal a call that has already been answered at another extension, by dialling a simple code. (For example, a call that has been answered by an answering machine):

5.2.29 Call Pick-Off

*** 7 1 1 2**

To Pick Off a call that has been answered by a specific extension:

0 8 7 1 2 3 4 5 6 7

- Lift the handset
- Dial ***71** followed by the extension that **answered** the call (e.g. extension 12)

5.2.30 Conference Calls

A conference is a call in which three parties are connected at the same time. An Operafone Standard can hold a conference with

- Two internal extensions
- Two external lines
- One internal extension and one external line.

5.2.31 To Setup a 3 Party Conference call


Conference Call

To set up a 3-party conference, place **two** calls on hold and from internal dial tone:

- Dial ***73**
- The conference call will be indicated on the display.

5.2.32 To End a 3 Party Conference call

If either of the two **other** parties involved in the conference call clears down, the user's extension will revert to a two-party call with the remaining connected party.

If the **user** replaces the handset or presses the **SPEAKER**  key during a conference call, then the last party to be placed on hold will be cleared, and the user's extension will ring for the **first** party that was placed on Hold.

5.2.33 To Divert Incoming Calls

Incoming calls to an Operafone Standard phone can be diverted at various stages of the call and to different destinations as follow -

Types Of Divert

Divert All Calls
Divert No Answer
Divert On Busy

Destinations

- Divert to an Extension
- Divert to Voice Mail
- Divert to an External Number
(not available on Divert on Busy)

5.2.34 To Divert all Calls to another Extension

*** 2 1 * 1 5 #**

▶ Ext n 1 5

To divert all calls to another extension;

- Dial ***21*** followed by the **extension number** to which all calls are to be diverted (e.g. 15) followed by **#**
- If the diversion is successful success tone will be heard and the display will indicate the diversion setting on the idle display. As soon as the user goes off-hook, **broken** dial tone will be heard to indicate that diversion is set

All calls for that extension now will be diverted to extension 15.

5.2.35 To Divert all Calls to Voice Mail

* 2 1 * * 9 9 #

▶ V o i c e M a i l

To divert all calls to your voice mail;

- Dial *21* followed by the **voicemail** access code *99 and #
- If the diversion is successful success tone will be heard and the display will indicate the diversion setting on the idle display. As soon as the user goes off-hook, **broken** dial tone will be heard to indicate that diversion is set

All calls for that extension now will be diverted to your voicemail.

5.2.36 To Divert all Calls to an external number

* 2 1 0 * 0 8 7 1 2 3 4 5 6 7 #

▶ 0 8 7 1 2 3 4 5 6 7

To divert all calls to an external number;

- Dial *210* followed by the **external** number and #
- If the diversion is successful success tone will be heard and the display will indicate the diversion setting on the idle display. As soon as the user goes off-hook, **broken** dial tone will be heard to indicate that diversion is set

All calls for that extension now will be diverted to that external number.

5.2.37 To Cancel Divert All Calls

▶ 0 8 7 1 2 3 4 5 6 7

2 1

1 1 : 2 5 E x t n 1 4

To cancel divert all calls;

- Dial #21#
- Success tone will be heard and the display will indicate the normal idle display again. As soon as the user goes off-hook, **continuous** dial tone will be heard to indicate that diversion has been cancelled.

All calls for that extension will now ring that extension.

5.2.38 To Divert On No Answer to an extension

* 6 1 * 1 5 #

1 1 : 2 5 E x t n 1 4

To divert on no answer to another extension;

- Dial ***61*** followed by the **extension** number to which all unanswered calls are to be diverted, (e.g. 15) followed by #
- If the diversion is successful, success tone will be heard. The idle display will not give any indication of Divert On No Answer being programmed.

All unanswered calls for that extension will be diverted to extension 15.

5.2.39 To Divert On No Answer to Voicemail

* 6 1 * * 9 9 #

1 1 : 2 5 E x t n 1 4

To divert on no answer to Voicemail;

- Dial ***61*** followed by the **voicemail** access code ***99**, followed by #
- If the diversion is successful, success tone will be heard. The idle display will not give any indication of Divert On No Answer being programmed.

All unanswered calls for that extension will be diverted to that extension's voicemail.

5.2.40 To Divert On No Answer to an external number

* 6 1 0 * 0 8 7 1 2 3 4 5 6 7 #

1 1 : 2 5 E x t n 1 4

To divert on no answer to an external number;

- Dial ***610*** followed by the **external number** that all unanswered call are to be diverted to, followed by #
- If the diversion is successful, success tone will be heard. The idle display will not give any indication of Divert On No Answer being programmed.

All unanswered calls for that extension will be diverted to that external number.

5.2.41 To Clear Divert On No Answer

6 1

To cancel Divert On No Answer;

1 1 : 2 5 E x t n 1 4

- Dial #61#
- Success tone will be heard and the display will return to idle

All unanswered calls to that extension will not be diverted.

5.2.42 To Divert On Busy to an extension

* 6 7 * 1 5 #

To Divert On Busy to another extension;

1 1 : 2 5 E x t n 1 4

- Dial *67* followed by the **extension** number to which all calls are to be diverted when busy, (e.g. 15) followed by #
- If the diversion is successful, success tone will be heard. The idle display will not give any indication of Divert On Busy being programmed.

All calls made to that extension when it is busy will be diverted to extension 15.

5.2.43 To Divert On Busy to Voice Mail

* 6 7 * * 9 9 #

To Divert On Busy to your voice mail;

1 1 : 2 5 E x t n 1 4

- Dial *67* followed by the voicemail access code *99 and #
- If the diversion is successful success tone will be heard. The idle display will not give any indication of Divert On Busy being programmed.

All calls for that extension when it is busy will be diverted to it's voicemail.

5.2.44 To Clear Divert On Busy

6 7

To clear Divert On Busy;

1 1 : 2 5 E x t n 1 4

- Dial #67#
- Success tone will be heard and the display will return to idle.

All calls to that extension when it is busy will not be diverted.

5.2.45 To Set Do Not Disturb (DND)

When DND is set, all calls arriving at the Operafone Standard will receive Busy tone. The only exceptions to this are calls from extensions that have DND Override set in system programming.

* 6 2 #

Do Not Disturb

To Set Do Not Disturb;

- Dial ***62#**
- Success tone will be heard and the idle display will indicate that Do Not Disturb has been programmed.
- On going off-hook, the user will hear **broken** dial tone to indicate that the phone is on Do Not Disturb.

5.2.46 To clear Do Not Disturb (DND)

6 2

1 1 : 2 5 E x t n 1 4

To Clear Do Not Disturb;

- Dial **#62#**
- Success tone will be heard and the idle display will return to normal.
- On going off-hook, the user will hear continuous dial tone again to indicate that Do Not Disturb has been cleared.

5.2.47 To set a Call Back

When a called extension is busy, a call back can be set by dialling the call back code into busy tone. When the called extension becomes free, the system will first ring the extension that set the call back and when that extension answers, the system will ring the called extension.

E x t n 1 5

1 1 : 2 5 E x t n 1 4

While hearing busy tone, to set a Callback:

- Dial the callback code (5).
- Success tone will be heard

On returning to the idle state, no indication will be given that the callback has been set.

5.2.48 To Intrude on a call

If a user rings an extension that is already on a connected call, then that user on hearing busy tone can dial the intrude code. On dialling the code the 2 parties already on a connected call will hear alert tones to indicate that their call is about to be intruded upon. After the tones have been given, all 3 parties will be connected together. The ability for an extension to intrude has to be enabled in system programming by the Opera system administrator.

Ext n 15

C o n f e r e n c e C a l l

While hearing busy tone, to intrude on a call:

- Dial **79**
- After a few seconds the extension will intrude on the other 2 parties establishing a 3 way conference call.

5.2.49 Day / Night Changeover

The system can be programmed so that incoming calls ring different extensions or groups of extensions at different times of the day, e.g. after hours, all calls ring a night service extension. These changeovers can take place automatically but can also be overridden by an extension that has **Operator functionality** enabled in system programming. Normally only the system administrator or the operator extension (Default extension 11) would have this facility programmed.

*** 0 7 * 2 #**

N i g h t R i n g i n g

To set the ringing mode of the system;

- Dial ***07*** followed by the **ringing mode index** (1 for Day, 2 for Night, etc...) followed by #.
- Success tone will be heard and the idle display will show the ringing mode if it is not the default Day ringing mode.

5.2.50 Roaming PIN

Calls made from an extension are subject to the level of access that has been assigned to the user of that extension. The level of access defines the types of call the user is permitted to make, e.g. internal calls only, internal and external local calls only etc. The Opera system offers up to 100 different user profiles with associated levels of access. By entering a User Name and a PIN code, a user can make calls at a roaming PIN enabled extension using his/her profile with its associated level of access. The Opera system administrator will issue Roaming PIN and user numbers.

5.2.51 to enable a Roaming PIN profile at an extension

* 6 8 * 0 1 * 0 0 0 0 #

C u r r e n t U s e r 0 1

To enable a roaming PIN profile at an extension;

- Dial ***68*** followed by the **user profile** number followed by *, followed by the 4 digit **PIN** code, followed by #.
- Success tone will be heard and the Idle display will show the current User profile enabled at the extension for the roaming PIN timer period.

Note: For this feature to operate at an extension, the system administrator must;

- Enable roaming PIN operation at that extension
- Program a valid Roaming PIN user profile

Each Roaming PIN user is allowed **three** attempts to enter the PIN code correctly after which the user profile will be disabled for one hour. During this time that Roaming PIN profile will not be usable at any extension.

5.2.52 To disable the Roaming PIN profile at an extension

6 8

1 1 : 2 5 E x t n 1 4

To cancel roaming PIN simply;

- Dial **#68#**
- Success tone will be heard and the idle display will return to normal.

Note: The roaming PIN profile will automatically be disabled at the extension after the roaming PIN time-out period has expired. The Opera system administrator programs this time-out period.

5.2.53 Programming a Personal Address Book entry

*** * 8 0 1 * 1 1 8 1 1 #**

*The code shown above if dialled will program the number 11811 under the speed dial code * 801*

To program a personal address book entry, from internal dial tone or in on-hook dialling;

- Dial ****8** followed by the **index** code (ranges from **00** to **49**) followed by *****, followed by the **external number**, followed by **#**.
- If the entry has been successfully programmed success tone will be heard.

The line access digit is automatically inserted by the system.

Note: The **Personal Address Book** allows up to 50 commonly used numbers to be stored for each extension of the system. These numbers can be called directly by dialling a short code, (*800 - *849) from internal dial tone. The numbers stored in the **Personal Address Book** are only accessible from the extension at which they were programmed

5.2.54 To Delete a Personal Address Book entry

8 0 1

*The code shown above if dialled will delete the number stored under the speed dial code * 801*

To delete a personal address book entry, from internal dial tone or in on-hook dialling;

- Dial **#8** followed by the **index** code, (Ranges from **00** to **49**) followed By **#**.
- If the entry has been successfully deleted success tone will be heard.

5.2.55 To open the Door latch

If the system has a door phone fitted, when the door button is pressed, the system will ring the extensions that have been assigned to ring for the door phone. If a standard system phone has been assigned to ring for the door phone then, when the door phone is pressed, the phone will ring and the display will indicate that the door phone is ringing.

Door phone

* 7 8

Opening Door

To open the door from internal dial tone;

- Dial *78
- The relay connected to the door lock will activate and the door lock will open.
- The display will indicate that the door is opening

Notes: If the call from the doorphone is not answered within **30** seconds, the call is cleared and the extensions stop ringing. If all the extensions programmed to ring are busy, the door phone extension will receive 3 seconds of Busy tone after which the call is cleared.

5.2.56 Meet-Me Conference Room

There are two Meet-Me Conference Rooms, each able to support a 7 party conference.

You can enter the conference room by dialling the conference room number. By default these are 700 and 701.

You may be required to dial a PIN number if the conference room is PIN protected.

The conference room parameters can be programmed though the browser based programming by clicking on the link 'Meet Me Conference'.

The Conference Rooms may be programmed into the Ringing Assignments or the Auto Attendant.

5.2.57 Account Codes

You may associate an account code of up to 10 digits with a phone call for billing purposes. The account code is inserted into the call data record which is then exported to a billing application.

Outgoing Call:

- Lift hand to receive internal dial tone
- Dial Line access digit.
- Dial #3 followed by the Account Code followed by *
- Now dial external number.
-

Incoming Call:

- While connected to an external party
- Put the caller on hold by press Hold key to receive internal dial tone.

- Dial #3 followed by the Account Code followed by *
- You will receive internal dial tone. Now press the Hold key to return to your caller or dial an extension number to transfer the call.

Redial Buffer

The Last Number Redial buffer will hold all digits dialled on the line. If you make a call by dialling 0 to get the line and then #3123* to set the account code and then the external number 8160000, the redial buffer will contain #3123*8160000. If you redial this buffer entry you will ring 816000 with account code 123 assigned to the call.

Speed Dial Numbers

You can pre-assign an accounts code to a speed number, by adding the account code to the start of the speed dial number, i.e. if you had a speed number 8160000 and you wanted to always assign the account code 123 to calls made to that number, you would change the speed dial number to #3123*8160000.

On Hook Dialling

For on-hook dialling operation, you can dial the line access code followed by the account code followed by the external number, and then lift the handset or press the green key to make the call. i.e. dial 0#3123*8160000 the lift handset or press the green key to make the call.

4.2.58 Dialling on PRI lines (USA Only)

When making outgoing calls on PRI lines in the USA, the dialled number must be transmitted to the network en bloc. The Opera system stores the digits as they are dialled and waits until three seconds has elapsed after the last digit dialled and then transmits the entire number to the network.

If the user wishes to transmit the number to the network immediately on completion of dialling without waiting for the three second period to elapse, the # symbol can be dialled at the end of the number and the preceding digits will be transmitted immediately to the network.

4.2.59 Hot Keying (USA Only)

In the USA version of the Opera system the telephone keypad can be activated by dialling a number without lifting the receiver or pressing the speaker key beforehand.

5.2.60 Dialling Code Table

FEATURES	CODES
To Call Extension	(Extn No.)
To Access any Line	0
To Access a Line Group	*91 to *98
Last Number Redial	*5
Dial entries in Common Address Book	*4000 to *4199
Dial entries in Personal Address Book	*800 to *849
Park a Call	(Recall) *74
Retrieve Parked Call from an extension	*75 (Extn No.)
Retrieve Parked Line Call	*9* (Line No.)
Retrieve Parked Extension	*9# (Extn No.)
Universal Pick-up	*710
Directed Pick-up	*71 (Extn No.)
Directed Pick-off	*71 (Extn No.)
Call Transfer Explicit (at dial tone with two calls on hold)	*72
Conference (at dial tone with two calls on hold)	*73
Directed Page	*77 (Extn No.)
Page PA Port	*77#
Universal Page (all Extensions and PA Port)	*77*
Answering a Universal Page	*76*
Answer a Page from an Extension	*76 (Extn No.)
To call an Extension Group	80 – 89
Door Opening Code	*78
To access Voice Mail	*99
Break-out of Voice Mail (while listening to voice mail greeting)	* (Extn No.)
Remotely accessing your Voicemail (while listening to voice mail greeting.)	#PIN
Transfer call to Mailbox (While ringing the Extension)	#99
Call-Back (at busy tone)	5
Intrude (at busy tone)	79
Meet Me Conference Room default extension numbers	700 and 701
Associate an account code XXXX with a call	*3XXXX#
Transfer call to analog modem	*79#
Open Relay 1	#41
Open Relay 2	#42

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USER PROGRAMMING OPTIONS	CODES
Divert All Calls to an Extension	*21* (Extn No.) #
Divert All Calls to Voice Mail	*21* *99 #
Divert All Calls to an External number	*210* (Tel No.) #
Clear Divert All	#21#
Divert on No Answer to an Extension	*61* (Extn No.) #
Divert on No Answer to Voice Mail	*61* *99 #
Divert on No Answer to an External number	*610* (Tel No.) #
Divert on No Answer to an Extension after S seconds	*61* (Extn No.) *S #
Divert on No Answer to Voice Mail after S seconds	*61* *99 *S #
Divert on No Answer to an External number after S seconds	*61* (Tel No.) *S #
Clear Divert on No Answer	#61#
Divert on Busy to an extension	*67* (Extn No.) #
Divert on Busy to Voice Mail	*67* *99 #
Clear Divert on Busy	#67#
Do Not Disturb	*62#
Clear Do Not Disturb	#62#
Program entries in Your Personal Address Book	**8 (Index Code 00-49) * (Tel No.) #
Manual Day/Night Switch	*07* (Ringing Mode 1-5) #
Change PIN code	*70* PIN * NEWPIN * NEWPIN #
Clear PIN code	*70* PIN #
Program PIN Code (if you have no PIN code)	*70** NEWPIN * NEWPIN #
Activate Roaming PIN	*68* (Roaming Account) * (Roaming PIN) #
Deactivate Roaming PIN	#68#
Restrict CLI for all calls	*30#

Select an external line and Restrict CLI for this call only	*0 *30#
Present CLI for all calls	*31#
Select an external line and Present CLI for this call only	*0 *31#

5.3 Operafone Standard Programming

5.3.1 General

User programming allows the users to tailor the features and settings of the Operafone Standard to suit their own ways of working.

5.3.2 Phone Settings

The user has the ability to change the following features by dialling a simple code:

- LCD Contrast
- Language shown on the Display
- Ringer Volume
- Speaker Volume
- Handset Volume

5.3.3 To adjust the LCD Contrast

*** 6 3 1 * 5 0 #**

To adjust the contrast of the LCD display simply dial the following code;

1 1 : 2 5 E x t n 1 4

- ***631*** followed by the **percentage level** from 0 to 100 (e.g. 50) and **#**
- Success tone will be heard and when the display returns to idle, the new contrast setting will be used.

5.3.4 To Change the Language on the display

*** 6 3 2 * 0 #**

To change the language that is used on the phone display simply dial the following code;

1 1 : 2 5 E x t n 1 4

- ***632*** followed by the **index** for the required language from 0 to 9 (e.g. 0) and **#**
- Success tone will be heard and when the display returns to idle, the new language setting will be used.

Language Index Numbers			
0	English	5	German
1	Dutch	6	Polish
2	Italian	7	Portuguese
3	Spanish	8	Flemish
4	French	9	Swedish

5.3.5 To adjust the Ringer Volume

*** 6 3 3 * 5 0 #**

To adjust the volume of the ringer simply dial the following code;

1 1 : 2 5 E x t n 1 4

- ***633*** followed by the **percentage level** from 0 to 100 (e.g. 50) and **#**
- Success tone will be heard and when the phone is rung, the new ringer volume setting will be used.

5.3.6 To adjust the Speaker Volume

*** 6 3 4 * 5 0 #**

To adjust the volume of the speaker simply dial the following code;

1 1 : 2 5 E x t n 1 4

- ***634*** followed by the **percentage level** from 0 to 100 (e.g. 50) and **#**
- Success tone will be heard the new speaker volume setting will be applied.

5.3.7 To adjust the Handset Volume

*** 6 3 5 * 5 0 #**

To adjust the volume of the handset simply dial the following code;

1 1 : 2 5 E x t n 1 4

- ***635*** followed by the **percentage level** from 0 to 100 (e.g. 50) and **#**
- Success tone will be heard the new handset volume setting will be applied.

