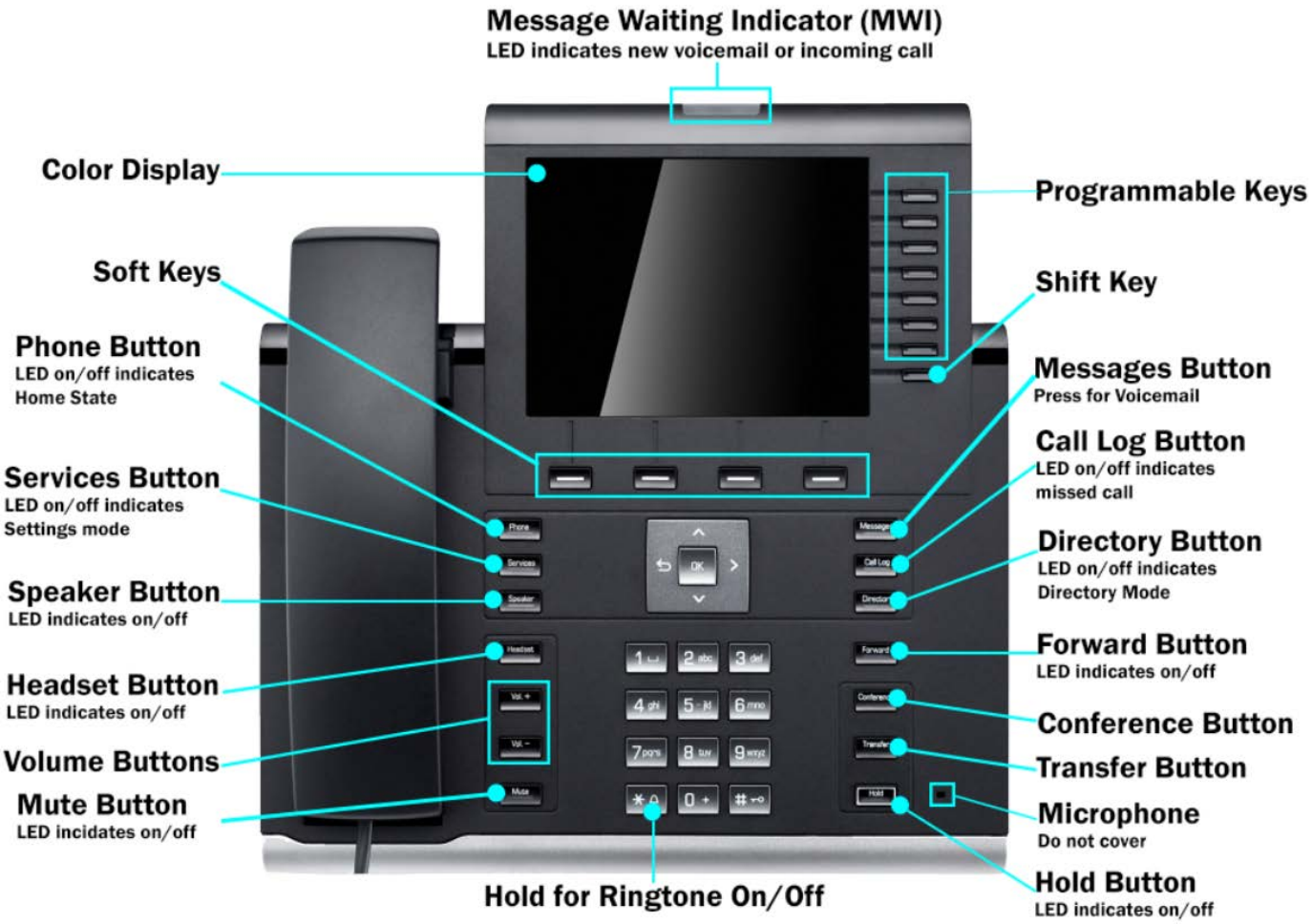
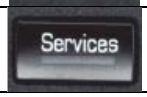
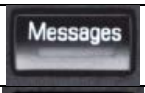
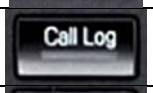
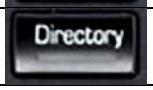
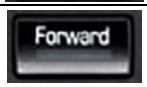
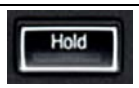
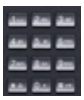
OpenScape IP55 Reference Guide



Icon Description	IP 55G
Call forwarding enabled	
You have received one or more new messages	
New entries have been added to the call lists	
Incoming Call	
Ringer is deactivated	
Phone lock is activated	
The "Do Not Disturb" is activated	
High-quality voice connection	
Call has been disconnected	
Call is placed on hold	
Your partner has placed the call on hold	
The voice connection is secure	
The voice connection is not secure	

Button	Description
	With the Navigation Keys, the user can navigate through the various phone functions, applications and configuration menus.
	Shows the phone screen also known as “Home State”
	Services button opens configuration menus and applications
	Toggles hands-free mode. To move from handset to speaker while connected to the caller press the speaker button. Once the speaker LED illuminates replace the handset. To move from speaker to handset while connected to the caller lift the handset.
	Press to connect to voicemail. Lights up to indicate missed calls.
	Accesses the call log, press again to move between missed/dialed/received
	Accesses the internal directory, where numbers can be stored.
	Activate / deactivate the headset.
	Increases or decreases the speaker, handset speaker or headset volume.
	Turns the microphone on or off. This feature can be used to prevent background noise or other voice traffic from being transmitted.
	Forward incoming calls to a defined destination.
	Press to begin adding additional callers to an existing call. Up to 9 additional callers can be added to a conference.
	Allows calls to be transferred to another phone number.
	Press to place the active call on hold. Press again to resume.
	Soft Keys, these keys change functions depending on the status of the phone. Active call, dialing, receiving a call, programming a key etc.
	Programmable keys. These keys can be programmed with speed dials, as additional function keys (e.g. DND or Hold), repertory dial, DSS etc. Note: Programming over the shift key will remove a second set of programmable buttons.
	The Keypad is provided for input of phone numbers, codes and text. It is a “live” keypad which allows immediate dialing without lifting the receiver. This will automatically activate the speaker option on the telephone or the headset.
	Long press * to deactivate or activate the ring tone.
	Long press # to lock or unlock the phone.
	Message Waiting Indicator (MWI) – The bar at the top of the phone flashes red when the phone receives incoming calls. A steady red light indicates new voicemail.

Training Videos

It is highly recommended you watch these short training videos and book mark the accompanying documents:

https://www.oregon.gov/das/OSCIO/Pages/SharedServMusicvideo.aspx

Placing a Call

1. Lift handset and dial the number you wish to call on the keypad.

NOTE: By default, there is a 6-second delay after dialing before the call is placed. This feature provides the opportunity to double check your dialing and gives the option of backspacing to correct the number if misdialed. The delay can be bypassed by pressing OK after dialing the last digit of the phone number.

NOTE: When dialing within the same site you can use 5 digit dialing. Migrated sites can use 7 digit dialing. Outside of the state network dial the Area Code + telephone number.

Answering a Call

1. While the telephone is ringing:
    a. Lift the Handset
    b. Press the flashing Speaker button (Speaker LED will illuminate SOLID once answered).
    c. Press the flashing Headset button (Headset LED will illuminate SOLID once answered).

Deflecting a Call (iDivert)

1. While the phone is ringing:
    a. Press the deflect softkey type the desired destination number and press OK to redirect the incoming call.

Answering a Second Call

1. If the phone is on a call already and a second call comes in, the phone will display the new caller's name and number along with the question Accept? Or Deflect?
2. Press the Answer softkey to accept the call. The first call will be placed on hold.
3. While Once you are on the second call, you have several options, each of which are accessible using the up or down buttons on the Navigation bar and pressing OK. The Options are:
    - Disconnect & Return
    - Hold
    - Blind Transfer
    - Conference
    - Complete xfer
    - Retrieve held call

Redial

To call the last number inputted, press the redial soft key, OR lift the receiver, and press the redial soft key.

Transfer a Call

There are two ways to transfer an active call:

Warm Transfer:

With an active call, press the Transfer button. Using the keypad dial the number you wish to transfer the caller to, announce the call to the recipient and press the transfer button again. The display returns to idle following successful transfer.

Blind Transfer:

With an active call, press the transfer button, select and confirm Blind Transfer Call? on the display. Using the keypad dial the number you wish to transfer the caller to and press OK or wait until the autodial delay expires (6 second delay). The display returns to idle following successful transfer.

Consult

To place your current call on a soft hold to make a second call.

1. During a call press the Consult softkey. The current caller is placed on hold.
2. Dial the desired number and press the Dial softkey or OK
    a. If the party doesn't answer press the Drop & Return softkey to return to the previous call
3. To toggle between the two callers press the Alternate softkey.

Conference Calling

1. Make or answer your first call.
2. Within the active call, press the conference button.
3. Dial the third person you wish to add to the conference.
4. Press the conference button to connect to the second and third parties.
5. Repeat for additional parties.

Forwarding Calls

Calls can be forwarded to any destination number including cellular phone numbers.

1. Press the Forward button; the red LED will illuminate. (If call forwarding is active pressing the Forward button will deactivate call forwarding.)
2. Activate forwarding to the last destination:
    - The screen will display "Set Forward?" is displayed with the number of the last forwarding destination, and you will have the following four options:
        - Accept
        - Set a forwarding destination
        - Edit call forwarding
        - Cancel
    - Press OK to confirm the pervious forward destination. Taking no action will also activate the previous forward destination.
3. To set a new destination, scroll down and select "Set a forwarding destination?"
4. Use the keypad to dial the number you wish to forward calls to, and press OK.

How to Change the Ringtone

1. Press the settings button, select "Settings" and press OK.
2. Select "User" and press OK. The phone will prompt for the password: **123456**
3. Press OK.
4. Scroll down to Audio and press OK.
5. Scroll down to Settings and press OK.
6. The current setting "Ringer = Pattern" will display. Press OK.
7. Press up and down to listen to the various ringtones listed below and press OK on the one you like.
8. Next the phone will display "Save Changes?" Press OK to save or use the Back button on the navigation block to make a change.

How do I program a speed dial to the buttons on my phone or KEO?

1. Press and Hold the desired key to program
2. Press OK when phone displays: Program key ___
3. Normal field (for the first page) press OK OR scroll to the Shifted field (For the second page of programmable keys) and press OK
4. From the list of features available, scroll and press OK on Selected Dialing (feature will display in Normal or Shifted field)
5. Scroll down to Label and press OK
6. Using keypad, label the key (TIP: when the Softkey abc-ABC is pressed, the options for the keypad digits change)
7. Scroll down to Settings and press OK
8. Enter the telephone number or extension to speed dial
9. Press the Done Softkey
10. Press the Save & exit Softkey
11. Press the Phone button to exit the programming mode.

NOTE: Do not program over the "SHIFT" key!

Forwarding lines other than the primary line.

The forward button will only forward the primary line on an IP55 phone. To forward additional lines utilize a code to forward any additional lines on your phone (see below steps):

TO FORWARD ADDITIONAL LINES ON AN IP55 Telephone:

1. Get dial tone on the line to be forwarded (press line button)
2. Dial *40 + the destination phone number
3. Press the Dial SoftKey (very important)

You will hear a confirmation beep tone that the line is forwarded and the LED on the line will flash.

TO CANCEL CALL FORWARDING FROM AN INDIVIDUAL LINE ON AN IP55 PHONE

1. Get dial tone on the forwarded line (press line button)
2. Dial #40
3. Press the Dial SoftKey

A confirmation beep tone will sound indicating that the call forwarding has been removed and the LED on the line will deactivate.

How to transfer a caller directly to a voicemail box without ringing the destination phone

Utilize the Transfer Access Number: For most state users use: 541-465-2806 For DHS use: 541-947-9896.

1. While connected to the caller . . . press the TRANSFER button
2. Dial 15414652806 (The Voicemail Transfer Access Number)
3. Press OK
4. Dial the desired Mailbox number
5. Press the # key twice and hang up!

Do Not Disturb (DND)

This function disables the ringer and redirects inbound callers to voicemail if applicable. Press the DND softkey to toggle DND on and off.