

OPTIPOINT 500 DISPLAY PHONES

QUICK REFERENCE GUIDE

OptiGuide Keys:

- The **Select key** (√) is used to activate or select a feature (i.e., enter/yes key)
- The **right arrow key** (>) is used to scroll forward or access the feature menus
- The **left arrow key** (<) is used to scroll backwards through the menus
- The menus change depending on the state of the phone (i.e., idle, ringing, busy, talking)

To change the ring volume/pitch:

- Press the **+ or - key** while phone is idle
- Press **Select** (√) when display shows **“Ring volume?”** or scroll & **Select** (√) when display shows **“Ring pitch?”**
- To adjust settings, press **+ or - key**
- Press **Select** (√) to save the setting

To place a caller on hold:

- Press the **Hold key** (line key will flash slowly)
- To return to caller, press the **flashing line key**

To transfer a caller:

- Press the **Transfer key** or **Select** (√) **“Start Transfer?”**
- **Dial the extension**
- **Hang up or announce** the call & hang up

To reconnect to the original caller:

- Press the flashing **Connect key** if the call is refused (or Xpressions answers), or...
- Scroll and **Select** (√) **“Release and return?”** to disconnect from the current party and return to the first party, or...
- Scroll and **Select** (√) **“Toggle?”** to return to the first party and place the current party on hold
- **Select** (√) **“Dial again?”** during a transfer if you entered the wrong extension and enter the correct extension

To place a conference call (8 parties):

- Scroll & **Select** (√) **“Start Conference?”** while talking to your first party (or press **Transfer**)
- **Dial** the internal or external party to add
- After they answer, **Select** (√) **“Conference?”** to join all parties (or press **Transfer** or **Conf key**)
- **Select** (√) **“Add to conference?”** to add another party (or press **Transfer**)
- **Dial** the next party
- After they answer, **Select** (√) **“Conference?”** to join all parties (or press **Transfer** or **Conf key**)

To park a call on an idle or busy phone:

- While talking, scroll & **Select** (√) **“Park to station?”** or press the **Park key** (Transfer * 6)
- When display shows **“Park to station”**, enter the extension where you want to park the call
- Hang up

To retrieve a parked call:

- On an **idle** phone....press the flashing **line key**
- On a **busy** phone....press **Connect** to toggle to the parked call, or...
- **Hang up** your current call ...your phone will triple ring back to you with the parked call

To answer (pickup) another ringing phone:

- Press the **Pickup key** (* 3), or...
- Get dial tone and scroll & **Select** (√) **“Direct call pickup?”**
- **Enter the extension** of the ringing phone, or...
- If you are in a **Pickup Group**, just press the **Pickup key twice** (** 3)
- Begin speaking

To answer (pickup) a held call from any phone:

- Press the **Pickup key** (* 3), or...
- Get dial tone and scroll & **Select** (√) **“Direct call pickup?”**
- Enter the extension of the held call
- Begin speaking

To save a number for later redial:

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- Dial the **extension or external #** you want to reach
- While the phone is ringing, busy, or while talking, press the **SNR key (# 4)**, or...
- Scroll and Select (√) **“Save number?”**
- The number is stored until another number is programmed over it

To dial a saved number:

- Press the **SNR key (# 4)**, or...
- Get dial tone and scroll and Select (√) **“Saved number redial?”**
- The last number you saved will begin dialing

To redial the last number you dialed:

- Press the **LNR key (## 4)**, or...
- Get dial tone and Select (√) **“Last number redial?”**
- The last number you dialed will show on the display & begin dialing

To forward your calls to another phone:

- Get dial tone on the line you want to forward
- Press the **Forward key (# 91)**
- **Enter** the extension where you want to forward your calls
- Press Select (√) at **“Save number?”**
- **Hang up**
- The line key you forwarded will **flicker**

To cancel forwarding:

- Press the lit **Forward key (## 91)** to unforward your primary line, or ...
- Get dial tone on any other line you want to unforward and press **# # 91**
- Hang up

To program a Redial or DSS key:

- Scroll & Select (√) **“Program/service?”**
- Press the **Redial or DSS key** you want to program
- Enter the extension or 9 + the external number
- Press Select (√) at **“Save?”**

To program a station speed number (up to 30):

- Scroll & Select (√) **“Program/service?”**
- Select (√) **“Destinations?”**
- Scroll & Select (√) **“Speed dial features?”**
- At **“Enter index:”**, enter the code (00-29) you want to assign to the number
- At **“Enter destination:”** enter the extension or 9 + external number
- Select (√) **“Save?”**

To dial a station speed number:

- Press the **Station Speed key**, or...
- Scroll & Select (√) **“Speed dial features?”**
- Scroll & Select (√) **“Station speed dial?”**
- Enter the **speed dial code** (00 through 29), or...
- Enter **# 3** followed by the **speed dial code**

To dial a system speed number:

- Press the **System Speed key (# 61)**, or....
- Scroll & Select (√) **“Speed dial features?”**
- Scroll & Select (√) **“System speed dial 1?”**
- Enter the 3-digit **system speed dial code**
- A list of numbers with codes will be published

To dial into voicemail (new messages will light key):

- Press the **PHMLkey** to dial into voicemail
- Follow the voicemail prompts

NOTES:



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