

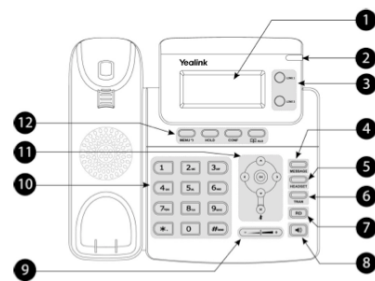


SIP-T20P IP Phone Quick User Guide

For detailed information please consult the Star2Star Phone and Features Guide, available for view/download via the Star2Star Knowledge Base at:

<https://support.star2star.com/>

BASIC FEATURES



1 LCD Screen
2 Power LED
3 Line Keys
4 MESSAGE Key
5 HEADSET Key
6 TRAN Key

7 Redial Key
8 Speakerphone Key
9 Volume Key
10 Keypad
11 Scroll Keys
12 Soft Keys

MAKING A CALL

Using the handset:

1. Pick up the handset.
2. Enter the number using the keypad.
3. Press or .

By default, the # key is set as send. You may set the * key as send key or set neither of them as send keys.

Using the speakerphone:

1. With the handset on-hook, press or the line key to obtain a dial tone.

2. Enter the number, then press or .

Using the headset:

1. With the headset connected, press to activate the headset mode.
2. Enter the number, and then press or .

Note: During a call you may alternate between headset, hands-free speakerphone and handset modes by pressing the **Headset** key or **Speakerphone** key or by picking up the handset. Headset mode requires a headset be connected to the phone.

Multiple calls:

1. Press the line key. The active call is placed on hold.
2. Enter the desired number using the keypad.

3. Press , or .

You can press or to switch between calls, then press again to resume the desired call.

ANSWERING A CALL

Using the handset:

Pick up the handset.

Using the speakerphone:

Press .

Using the headset:

Press .

Note: You may ignore an incoming call by pressing the **X** key.

ENDING A CALL

Using the handset:

Hang up the handset or press .

Using the speakerphone:

Press or .

Using the headset:

Press .

REDIAL

Press to enter the **Dialed Calls** list. Press or to select the desired call, then press or .


Press twice when the phone is idle to call the last dialed number.


MUTING A CALL

Press to mute the microphone during a call.


Press again to un-mute the call.



VOLUME ADJUSTMENT


Press  during a call to adjust the receiver volume of the handset/speakerphone/headset.

Press  when the phone is idle to adjust the ringer volume.

RING TONE


1. Press  when the phone is idle, then select **Settings > Basic > Ring Tones**.




2. Press  or  to select the desired ring tone.

3. Press  to accept the change.

PUTTING A CALL ON HOLD

Press  during an active call.

To resume a held call, press  again.

If there is more than one call on hold, press  or  to select the desired call, then press .



STAR2STAR CALL PARK AND RETRIEVE

1. Perform an Attended transfer to the park code 7000.
2. Listen to the system retrieval code announcement e.g. 7001
3. Press Transfer.
4. The caller is now parked.
5. The caller will hear music or message on hold if configured on your system.
6. Dial the system retrieval code e.g. 7001 on any local extension to retrieve the call.




TRANSFERING A CALL

There are three ways to transfer a call: Blind Transfer, Attended Transfer and Semi-Attended Transfer.

Blind Transfer:

1. Press  during an active call. The call is placed on hold.
2. Enter the number you want to transfer to, then press .



Semi-Attended Transfer:

1. Press  during an active call. The call is placed on hold.
2. Enter the number you want to transfer to, then press .
3. Press  when you hear the ring-back tone.


Attended Transfer:

1. Press  during an active call. The call is placed on

hold.

2. Enter the number you want to transfer to, then press .
3. Press  when the second party answers.


FORWARDING A CALL

1. Press  when the phone is idle, then select **Features > Forward**.
2. Select the desired forward type:

Always Forward: Incoming calls are all forwarded unconditionally.

Busy Forward: Incoming calls are forwarded when the phone is busy.

No Answer Forward: Incoming calls are forwarded when the phone is not answered after a preset time period.

3. Enter the number you want to forward to. For **No Answer Forward**, enter the ring time to wait before forwarding.
4. Press  to accept the change.

FIND-ME / FOLLOW-ME




Use the Star2Star Find-Me / Follow-Me feature in the Star2Star Web portal to forward calls from your extension.


Follow Me (Immediate) -- Calls to your extension will be sent automatically to the number you define.



Find Me (Sequential) -- Calls to your extension will ring your extension and any other numbers that you define, in order.

Find Me (All) -- Calls to your extension will ring your extension and any other numbers that you define, all at once.

CONFERENCE CALL

1. Press  during an active call. The call is placed on hold.
2. Enter the number of the second party, then press .
3. Press  again when the second party answers. All parties are now joined in the conference.
4. Hang up to disconnect yourself. The other parties will remain connected.


Note: You may press  to place the conference on hold.

You can press  to split the conference call into two individual calls. To drop the conference call, press .

VOICE MAIL






The Message Waiting Indicator on the idle screen indicates that you have new voice messages waiting. The Message key LED lights up.

Listening to voice messages:











1. Press  twice. A stuttered dial tone will sound.
2. Follow the voice prompts to listen to your voice messages. Alternatively you can dial 1000 to access the Voicemail system at any time. The system will prompt for your password. **Note:** when accessing the voice mail system for the first time your password is your extension #. Change this to a 4-digit number you can easily recall.

CONTACT DIRECTORY











Adding a contact:

1. Press  when the phone is idle, then select **Local Directory > Contact List**.
2. Press  or  to select **Enter**, then press .
3. Enter a unique contact name in the **Name** field and enter the phone number in the proper field.
4. Press  to accept the change. **(Note): If your phone firmware is updated, contacts entered in this manner will be lost.**

Editing a contact:

1. Press  when the phone is idle, then select **Local Directory > Contact List**.
2. Press  or  to select **Enter**, then press .
3. Press  or  to select the desired contact, then press  or  to select **Edit**, then press .
4. Update the contact information. Press  to accept the change.

Deleting a contact:

1. Press  when the phone is idle, and then select **Local Directory > Contact List**.
2. Press  or  to select **Enter**, then press .
3. Press  or  to select the desired contact, then press  or  to select **Del**, then press .
4. Press  when "Delete Selected Item?" prompts on the LCD screen.

CALL PICKUP

1. To pick up a call ringing a specific phone that is not ringing as part of a Ring Group, dial ***8xxx** (xxx being the extension of the ringing phone).
2. For example your neighbor's phone extension 112 is ringing. You would dial ***8112** to pickup that call.
3. To pick up a call on any ringing phone dial ***8**.