

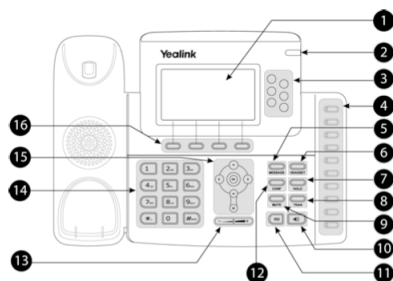


## SIP-T28P IP Phone Quick User Guide

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

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

### BASIC FEATURES




- |               |                     |
|---------------|---------------------|
| 1 LCD Screen  | 9 MUTE Key          |
| 2 Power LED   | 10 Speakerphone Key |
| 3 Line Keys   | 11 Redial Key       |
| 4 Memory Keys | 12 CONF Key         |
| 5 MESSAGE Key | 13 Volume Key       |
| 6 HEADSET Key | 14 Key Pad          |
| 7 HOLD Key    | 15 Scroll Keys      |
| 8 TRAN Key    | 16 Soft Keys        |

### MAKING A CALL


#### Using the handset:

1. Pick up the handset.
2. Enter the number, then press the **Send** soft key.

#### Using the speakerphone:

1. With the handset on-hook, press .
2. Enter the number, then press the **Send** soft key.

#### Using the headset:

1. With the headset connected, press  to activate the headset mode.
2. Enter the number, and then press the **Send** soft key.

**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.

### 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 **Reject** soft key.

### ENDING A CALL

#### Using the handset:

Hang up the handset or press the **Cancel** soft key.





#### Using the speakerphone:


Press  or the **Cancel** soft key.

#### Using the headset:


Press the **Cancel** soft key.


### REDIAL

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


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 the **Menu** soft key when the phone is idle, then select **Settings > Basic Settings > Ring Tones**.




2. Press  or  to select the desired ring tone.

3. Press **Save** soft key to accept the change.

### PUTTING A CALL ON HOLD

Press  or the **Hold** soft key during an active call.



If there is only one call on hold, press  or the **Resume** soft key.

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




## TRANSFERING A CALL

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




### Blind Transfer:

1. Press  or the **Transfer** soft key during an active call. The call is placed on hold.
2. Enter the number you want to transfer to.
3. Press  or the **Transfer** soft key.

### Semi-Attended Transfer:

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

### Attended Transfer:

1. Press  or the **Transfer** soft key during an active call. The call is placed on hold.
2. Enter the number you want to transfer to, then press .
3. Press  or the **Transfer** soft key when the second party answers.

## FORWARDING A CALL

1. Press the **Menu** soft key when the phone is idle, then select **Features > Call 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 the **Save** soft key to accept the change.

## PARKING A CALL

1. With a call in progress press the **Park** key located at the top of the 10-key array (right side of phone).

**Note:** The shared park appearance feature is defined in the system configuration (Location Information). Consult your system administrator or Dealer for more information.



2. The phone will automatically park the call in the first available park position.
3. The shared park appearance position key glows red and the caller is now parked.
4. The caller will hear music or message on hold if configured on your system.
5. Press the relevant **Park** position key on your phone or any similar model local extension to retrieve the call.

## 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  or the **Conf** soft key during an active call. The call is placed on hold.
2. Enter the number of the second party, then press the **Send** soft key.
3. Press  or the **Conf** soft key again when the second party answers. All parties are now joined in the conference.
4. When you hang up, you will be disconnected. The other parties will remain connected.

**Note:** You can split the conference call into two individual calls by pressing the **Split** soft key.

## 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.

## SPEED DIAL

Use the Star2Star Web Portal <https://portal.star2star.com/> to configure speed dial buttons in individual phone settings.

When configured on your phone, press the designated speed dial key to dial out the preset number.



## CONTACT DIRECTORY

**Note:** The Star2Star Company Directory is automatically downloaded.



### Adding a contact:

1. Press the **Directory** soft key when the phone is idle, then select **Local Directory > Contacts**.
2. Press the **Add** soft key to add a contact.
3. Enter a unique contact name in the **Name** field and enter the phone number in the proper field.
4. Press the **Save** soft key to accept the change.

### Editing a contact:

1. Press the **Directory** soft key when the phone is idle, then select **Local Directory > Contacts**.
2. Press  or  to select the desired contact. Press the **Option** soft key and then select **Detail** from the prompt list.
3. Update the contact information.
4. Press the **Save** soft key to accept the change.

### Deleting a contact:

1. Press the **Directory** soft key when the phone is idle, and then select **Local Directory > Contacts**.
2. Press  or  to select the desired contact. Press the **Option** soft key, then select **Delete** from the prompt list.
3. Press the **OK** soft key when "Delete Selected Item?" prompts on the LCD screen.

