



# 2N<sup>®</sup> StarPoint



## StarPoint manual

Version 4.3.x

[www.2n.cz](http://www.2n.cz)

The 2N TELEKOMUNIKACE a.s. is a Czech manufacturer and supplier of telecommunications equipment.



The product family developed by 2N TELEKOMUNIKACE a.s. includes GSM gateways, private branch exchanges (PBX), and door and lift communicators. 2N TELEKOMUNIKACE a.s. has been ranked among the Czech top companies for years and represented a symbol of stability and prosperity on the telecommunications market for almost two decades. At present, we export our products into over 120 countries worldwide and have exclusive distributors on all continents.



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2N TELEKOMUNIKACE a.s. hereby declares that the 2N<sup>®</sup> StarPoint product complies with all basic requirements and other relevant provisions of the 1999/5/EC directive. For the full wording of the Declaration of Conformity see the CD-ROM (if enclosed) or our website at [www.2n.cz](http://www.2n.cz).



The 2N TELEKOMUNIKACE a.s. is the holder of the ISO 9001:2009 certificate. All development, production and distribution processes of the company are managed by this standard and guarantee a high quality, technical level and professional aspect of all our products.

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# 1. Basic Information

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Here is what you can find in this section:

- [1.1 Introduction](#)
- [1.2 Getting Started](#)
- [1.3 Telephone Description](#)
- [1.4 Accessories](#)
- [1.5 Terms and Symbols](#)

## 1.1 Introduction

The **2N® StarPoint 500** telephone sets are digital key system phones designed for the **2N® NetStar** system. All of them (except for the **2N® StarPoint 500 Entry** phones) are equipped with a two-row display, programmable buttons, the HandsFree function, and other options and accessories. The telephones are available in the arctic or anthracite colour versions.

### 2N® StarPoint 500 Types:



**Figure: 2N® StarPoint 500 Entry, 2N® StarPoint 500 Economy/Standard, 2N® StarPoint 500 Advance**

**A telephone for common traffic – 2N® StarPoint 500 Entry** – is a simple digital telephone without a display, with 8 programmable buttons and one-way Speakerphone (it is not equipped with a microphone for HandsFree but uses the handset microphone).

**A mid-range office telephone – 2N® StarPoint 500 Economy, Standard** – is the basic type of a digital key system phone with a two-row display and 12 programmable buttons. The **Economy** model offers a one-way Speakerphone (is not equipped with a HandsFree microphone); the **Standard** model has a two-way Speakerphone (is equipped with a HandsFree loudspeaker and microphone). The **Economy** model is not equipped with interfaces for optional modules (e.g. button modules).

**A managerial telephone – 2N® StarPoint 500 Advance** – is the most advanced of all **2N® StarPoint 500** telephones. The phone is equipped with a backlit two-row display, 19 programmable buttons and an interface for additional modules. A head set can be connected too. The apparatus provides a two-way Speakerphone (a loudspeaker and microphone are available for the HandsFree function).

### Phone Package Contents:

- a telephone set
- a telephone socket cable
- User Manual and Warranty Certificate
- button tagname templates

## 1.2 Getting Started

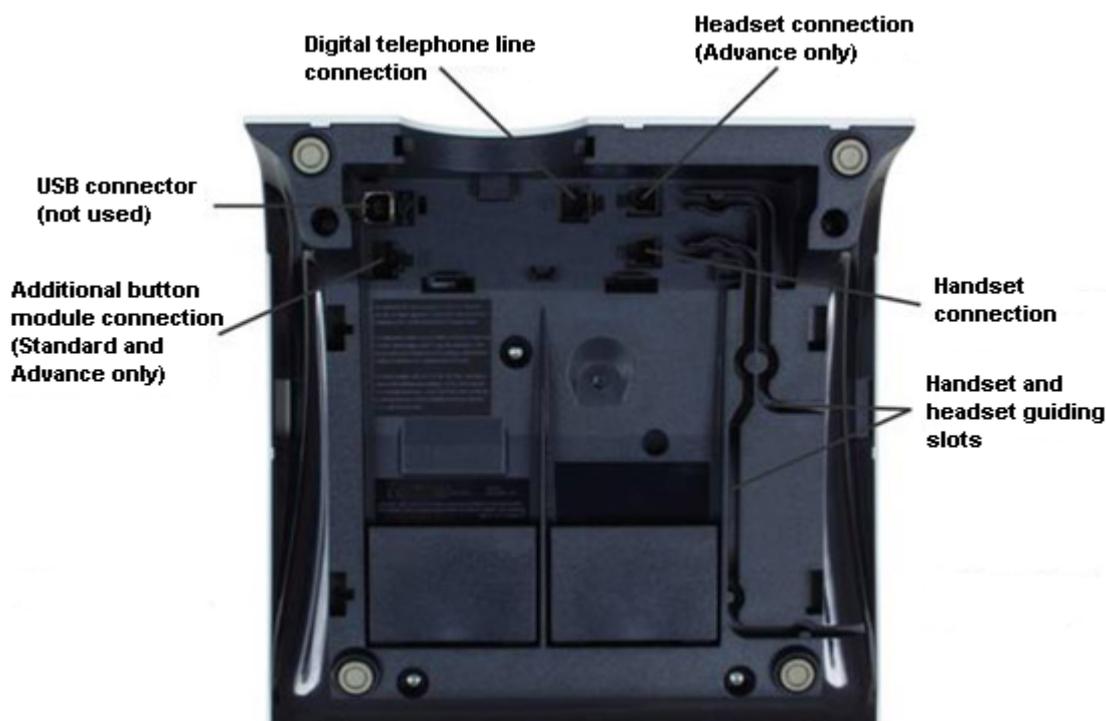
### Putting in Operation

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1. Unpack the telephone set.
2. Connect the handset to the telephone set using a twisted cable (from the bottom – see the figure below).
3. Connect the telephone set to the telephone socket using the cable included in the delivery.

**Warning**

- Be sure to connect the **2N® StarPoint 500** phone to a dedicated socket only.



### Button Tagnames

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- Use the **2N® NetStar Assistant** to create button tagnames automatically. Click on **Prepare for printing** on the button displaying screen to create a complete template in the PDF format automatically.
- You can also use a blank template as included in the delivery to create button tagnames.

 **Tip**

- Refer to [4.2 Programmable Buttons - Setting](#) for details on button programming.

## 1.3 Telephone Description



Use the  and  buttons to browse through the phone menus and list items.

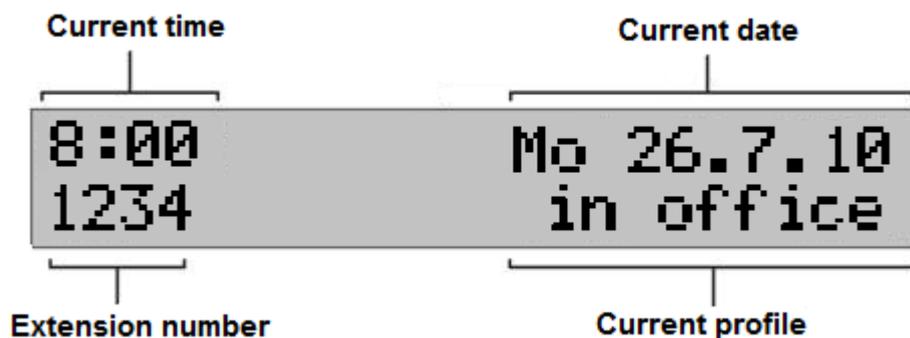
Push the  confirmation button to select a function. Use the  and  buttons to adjust the ringing and call volume (handset or HandsFree). Any volume change applies to the current call only, the next call will have a volume level as set in the phone menu (or **2N<sup>®</sup> – NetStar Assistant**).

	Types of 2N <sup>®</sup> StarPoint 500 telephones			
	Entry	Economy	Standard	Advance
Display	-	2-line	2-line	2-line backlit
Programmable buttons	8	12	12	19
Handsfree	One-way	One-way	Two-way	Two-way
Extra modules (KEY, BLF)	-	-	ano	ano

### Telephone Display

All the **2N<sup>®</sup> StarPoint 500** telephones (except for Entry ones) are equipped with a two-row display. The display contrast is adjustable in eight steps; time is displayed in 12h or 24h formats. Refer to [5.2 Service Settings](#) for display parameter details.

Display default:



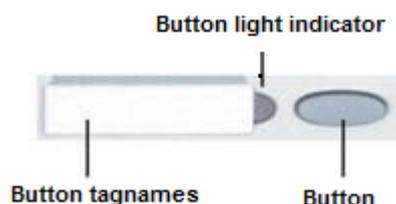
- **Station number** – this item depends on your PBX setting. The station number, name, or both can be displayed.
- **Current profile** – this item depends on your PBX setting.

To work more comfortably with your **2N® StarPoint** telephone, adjust the display tilt in six steps:



## Programmable Buttons

The **2N® StarPoint 500** telephones are equipped with programmable buttons. Use the **2N® NetStar Assistant** to program the buttons. The system administrator defines the basic settings, the user may adjust the button settings as required. Refer to [4.2 Programmable Buttons - Setting](#) for more details.



 **Tip**

- Refer to [4.3 Programmable Buttons - Functions](#) for available programmable button functions.

## 1.4 Accessories

Optional accessories can be connected to the **2N® StarPoint 500** phone bottom for convenience: additional button modules or head sets.

### Button Modules

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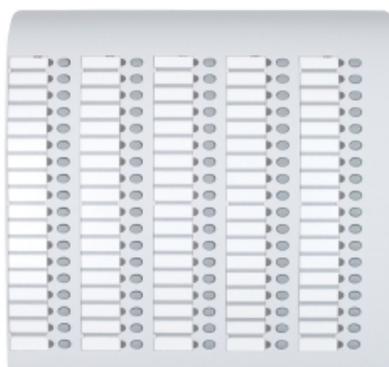
A 16/90-button console can be added to the **2N® StarPoint 500** Standard and Advance phones to increase the count of available buttons. Connect multiple consoles serially to get an extremely high number of buttons. Program the console buttons like your telephone buttons. 18-button module is only available for the **2N® OpenStage 15T** and **40T** terminals.

 **Tip**

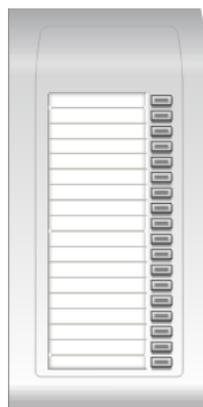
- Every 90-button module needs a power supply of its own. Every other 16-button module needs a power supply of its own.



**Figure:** Console, 16 buttons – **2N® StarPoint**



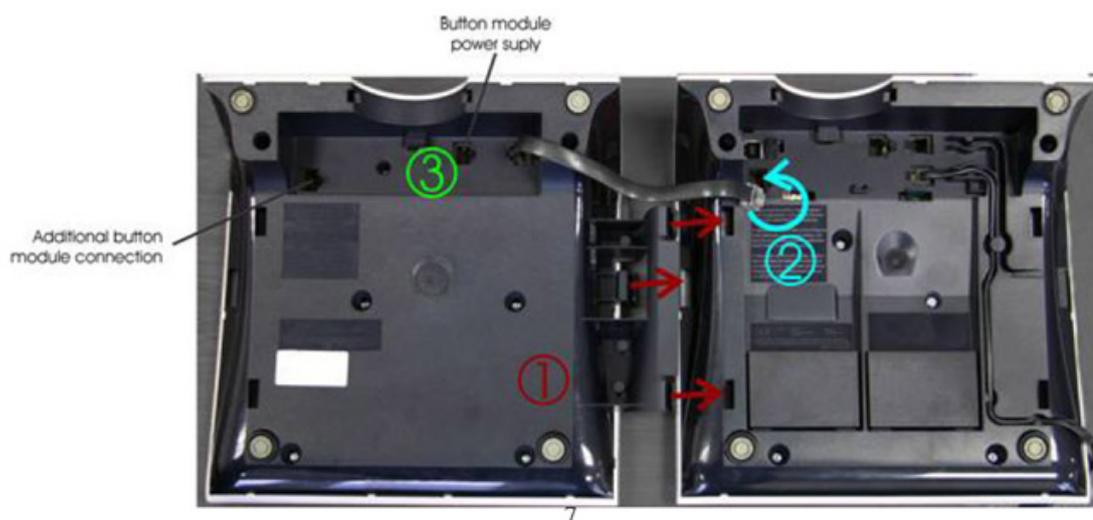
**Figure:** Console, 90 buttons – **2N® StarPoint**



**Figure:** Console, 18 buttons – 2N® OpenStage

## Button Console Connection

1. Connect the console mechanically to the phone.
2. Interconnect the telephone and the console using a cable.
3. Connect the included mains adapter to the dedicated bottom socket for power supply.



## 1.5 Terms and Symbols

### Manual Symbols

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The following symbols and pictograms are used in the manual:

-  **Safety**
- **Always** abide by this information to prevent persons from injury.

-  **Warning**
- **Always** abide by this information to prevent damage to the device.

-  **Caution**
- **Important information** for system functionality.

-  **Tip**
- **Useful information** for quick and efficient functionality.

-  **Note**
- Routines or advice for efficient use of the device.

### Future Functions, Innovations

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The **grey-marked text** in this document designates the functions that are under preparation or development at present.

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## 2. Basic Operation

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Here is what you can find in this section:

- [2.1 Outgoing calls](#)
- [2.2 Incoming calls](#)
- [2.3 During a Call](#)

## 2.1 Outgoing calls

### Outgoing Call Setup

1. Pick up the handset. You can hear the dialtone.
2. Dial a number. Having dialled the last digit, wait for automatic call setup.
3. If stored in your or group directory, the called subscriber's name is also displayed.
4. The call time will be displayed when the called subscriber answers.
5. If the called user is busy, you will get the busy tone and the **Call end** message gets displayed.

#### Tip

- Or, you can enter the called number on your phone display first and then pick up the handset to set up the call.

Push the HandsFree button to use the HandsFree function instead of lifting the handset. The HandsFree button indicator signals activation. Push the HandsFree button again to terminate the current call.

#### Tip

- If the HandsFree button is not programmed on your phone, just press the  confirmation button after dialling a number to activate HandsFree .

### Outgoing Call to Call Register Record

The telephone stores records on missed, incoming and outgoing calls, the so-called call register. Using these records, you can call the subscribers whom you called or who called you before. The call register can contain up to one thousand records.

#### Response to Missed Call

##### Situation:

The phone is signalling missed calls. You want to reply to these calls.

##### Procedure:

1. Push  to enter the list of missed calls.
2. Or, use the pre-programmed missed call accessing button if available.
3. If the missed call is not displayed, push  to enter the main menu, select **Call register** and then **Missed calls**.
4. Now you can see the list of missed calls on your display. Use  and  to browse through the list items.
5. Having selected the item to be called (using the confirmation button), pick up the handset or push the HandsFree button.

## Call to Previously Called Number

### Situation:

You want to make a call to a number you called before.

### Procedure:

Use the outgoing call history for calling a previously called number.

1. Push the outgoing call accessing button if pre-programmed to enter the list. If the button is not programmed, push  to enter the phone main menu, select **Call register** and then **Dialled numbers**.
2. Use  and  to browse through the list items.
3. Pick up the handset, or press the HandsFree button to dial the selected number.

## Call to Previously Calling Number

### Situation:

You want to make a call to a number from which you were successfully called before.

### Procedure:

1. Push the answered call accessing button if pre-programmed to enter the list. If the button is not programmed, push  to enter the phone main menu, select **Call register** and then **Received calls**.
2. Use  and  to browse through the list items.
3. Having selected the item to be called (using the confirmation button), pick up the handset or push the HandsFree button.

## Outgoing Call from Telephone Directory

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To facilitate dialling, program a telephone directory access button. Use the directory to search items according to their names or name parts. Pick up the handset, press  or confirmation, or push the HandsFree button to dial the telephone number for the selected list item. Refer to [3.4 Contacts](#) for more details on phone directory search.

## Speed Dialling

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You can program the so-called speed (quick) dialling buttons for frequently used numbers. Just push the button once to dial the selected telephone number. Refer to [4.2 Programmable Buttons - Setting](#) for one-button dialling settings.

## Calling Line Identification Restriction

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Use the **CLIR** (Calling Line Identification Restriction) button to restrict your identification. Refer to [4.2 Programmable Buttons - Setting](#) for CLIR button programming.

Remember to press this button before dialling a number. The active CLIR mode is signalled by the button LED indicator. CLIR remains active until you re-press this button. If you activate CLIR during dialling, it will be active for the next call.

## Intercom

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Intercom is a special type of call where a predefined telephone number is dialled by pressing the **Intercom** button and the called station receives the call automatically in the HandsFree mode. The function provides flexible communication – you can speak almost the moment you press the button.

### Tip

- The function works with the **2N® StarPoint 500** telephones only. If a different telephone type is used, the call will not be answered automatically.

### How to use Intercom:

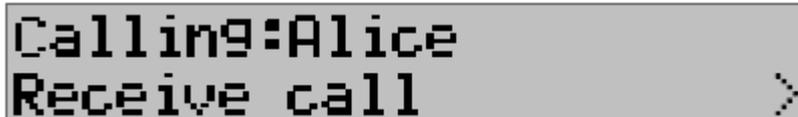
1. Press and keep pressed the Intercom pre-programmed button.
2. Start speaking when you hear a beep.
3. The called subscriber answers the call automatically switching into the HandsFree mode. The called subscriber is notified of the call with an acoustic signal.
4. Keep the button pressed during the whole call.
5. Release the button to terminate the call.

Refer to [4.2 Programmable Buttons - Setting](#) for Intercom button programming.

## 2.2 Incoming calls

### Answering Incoming Call

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Calling: Alice  
Receive call >

An incoming call is signalled by displaying the calling station name and/or telephone number or the called number if possible. Names from your private phone directory or the system administrator directory are assigned to the numbers.

**Pick up the handset to answer the call.** Press the confirmation or HandsFree button to answer the call in the HandsFree mode.

### Ringing Volume Control

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Suppose you do not want to answer or reject a call yet do not want to be disturbed by your telephone's loud ringing. In that case, either lower the volume or mute the call as follows.

a) Push  to adjust the ringing volume.

b) Push the  or  arrows, select **Ringer off** and press  to mute ringing of an incoming call.



Ringer volume  
3 <■■■----->

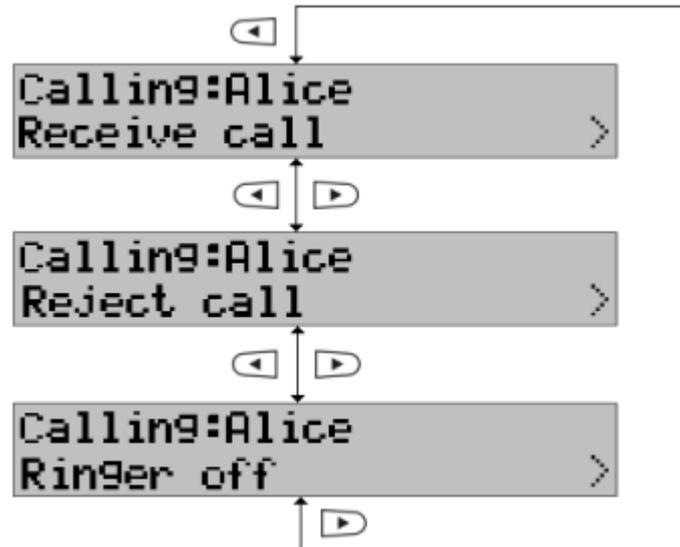
### Rejecting Incoming Call

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Use the  or  arrows, select **Reject call** and press  for confirmation. The calling subscriber will get the busy tone.

Or, you can use the **Esc** programmable button. Refer to [4.2 Programmable Buttons - Setting](#) for Esc button programming.

The diagram below shows a complete incoming call menu.



## Do Not Disturb (DND)

You can use the **Do Not Disturb (DND)** function to work without being disturbed by incoming calls. If this function is enabled, all incoming calls are rejected. Every rejection is followed by a missed call record on your display, allowing you to call the number later. Outgoing calls are set up without limitations.

Pre-program a button for the **Do Not Disturb** mode. The active state is signalled by a shining LED indicator at the button. Press the pre-programmed button again to cancel the mode. Refer to [4.2 Programmable Buttons - Setting](#) for DND button programming.

## 2.3 During a Call

### Switching to HandsFree During a Call

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Suppose you are speaking with your handset picked-up, but suddenly you have to put the handset aside without ceasing to speak. Push the **HandsFree** button. The telephone transits into the HandsFree mode as signalled by the button LED. Now you can hang up and go on speaking. Push the **HandsFree** button with your handset hung-up to terminate the call.

 **Tip**

- The function only works with the HandsFree or Speakerphone supporting terminals.

### Handset/HandsFree Volume Control

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Use the  and  buttons to adjust the volume of the handset or HandsFree mode during a call. The change will apply to the currently active mode (handset/HandsFree).

### Microphone Muting

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Do you need to consult a colleague of yours or just not to be heard during a call? Use the **Mute** function. Microphone muting is signalled by the button LED flashing. Re-press the button to switch the microphone on again.

### Call Transfer

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Suppose you want to transfer your opponent to another telephone number during a call.

**Call Transfer with Hang-Up Procedure:**

1. Push the **Flash** or **Call slot** programmable button.
2. You can hear the dialtone in your handset (the opponent hears music).
3. Dial the telephone number to which you want to transfer the call.
4. Hang up after receiving the ringing tone. The two subscribers will get connected.

**Call Transfer without Hang-Up Procedure:**

1. Push the **Flash** or **Call slot** programmable button.
2. You can hear the dialtone in your handset (the opponent hears music).
3. Dial the telephone number to which you want to transfer the call.
4. Wait until the called subscriber answers the call.
5. Now you can push **Flash** or the respective **Call slot** button to switch between the active and held calls.
6. When you terminate the active call, the held subscribers will be connected.

**Call Transfer with Speed Dialling Procedure:**

1. Push the **State/Speed dialling** programmable button during a call to which the

- 
- subscriber number that should receive the transferred call is assigned.
2. The active call is put on hold and a new call is set up to the required number.
  3. Having received the ringing tone, hang up (Call transfer with hang-up), or wait for answer and then hang up to complete the transfer (Call transfer without hang-up).

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# 3. Telephone Menu and Functions

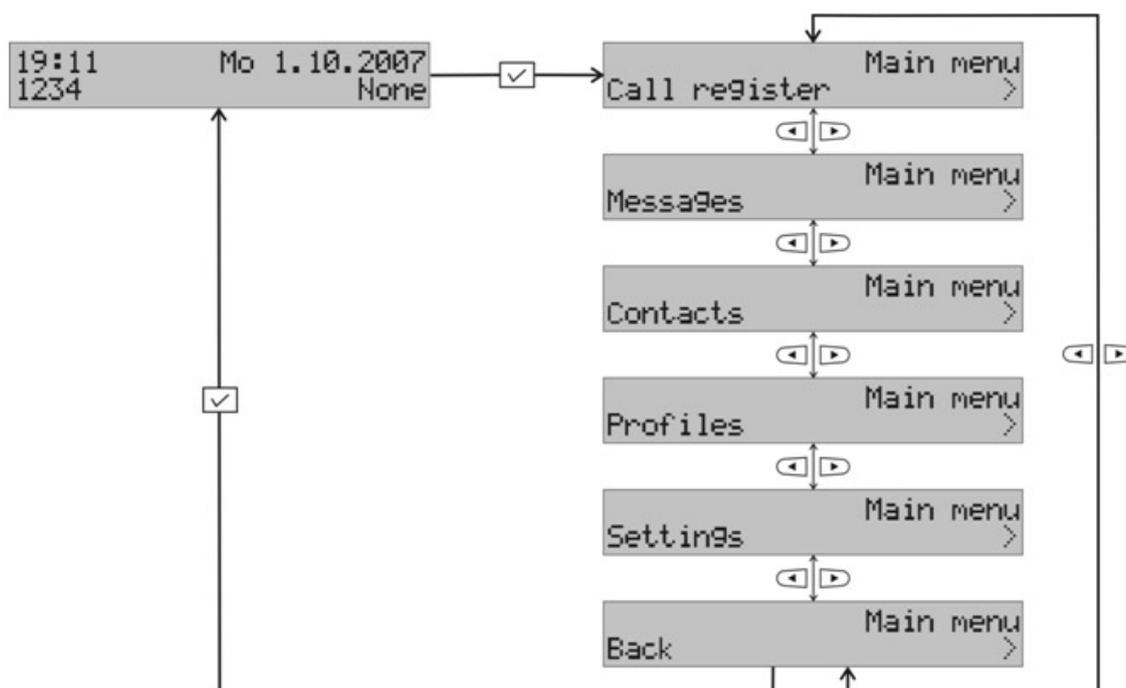
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Here is what you can find in this section:

- [3.1 Main Menu](#)
- [3.2 Call Register](#)
- [3.3 Messages](#)
- [3.4 Contacts](#)
- [3.5 Profiles](#)
- [3.6 Settings](#)

## 3.1 Main Menu

Press the  confirmation key when the telephone is at relax to enter the main menu. Use the  and  arrow keys to browse through the menu items. Press  to enter the submenus. You can program an **ESC** button to accelerate your return to higher menu levels.



### Tip

- If you press  at relax, you will get directly to the **List of called numbers**.

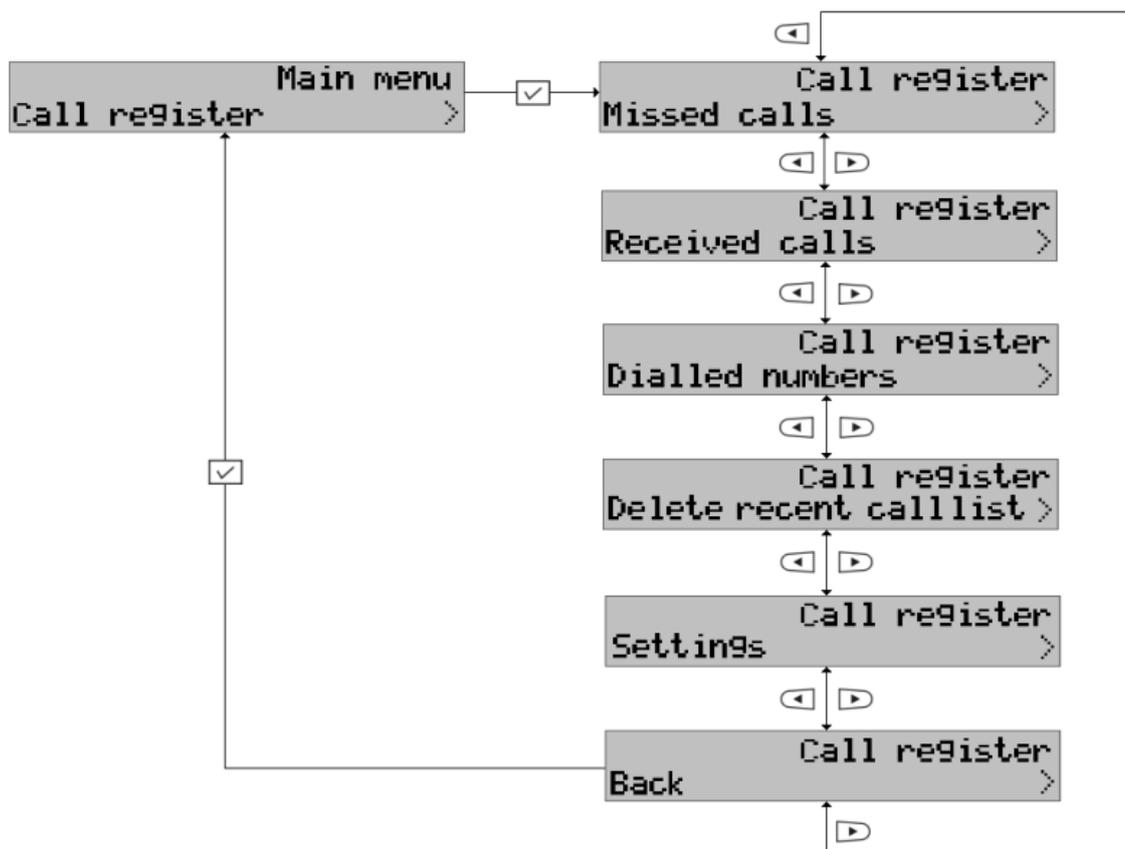
### Tip

- If you press  at relax, you will get directly to the menu **Contacts** (Telephone directory).

## 3.2 Call Register

### Menu Structure

The **2N® StarPoint** key system phone main menu includes lists of missed, incoming and outgoing calls. Each list contains up to 1,000 records on latest calls. You can access the call lists both from the main menu and by pressing a programmable button. The lists are also accessible in the **2N® – NetStar Assistant** user interface.



### Missed Calls

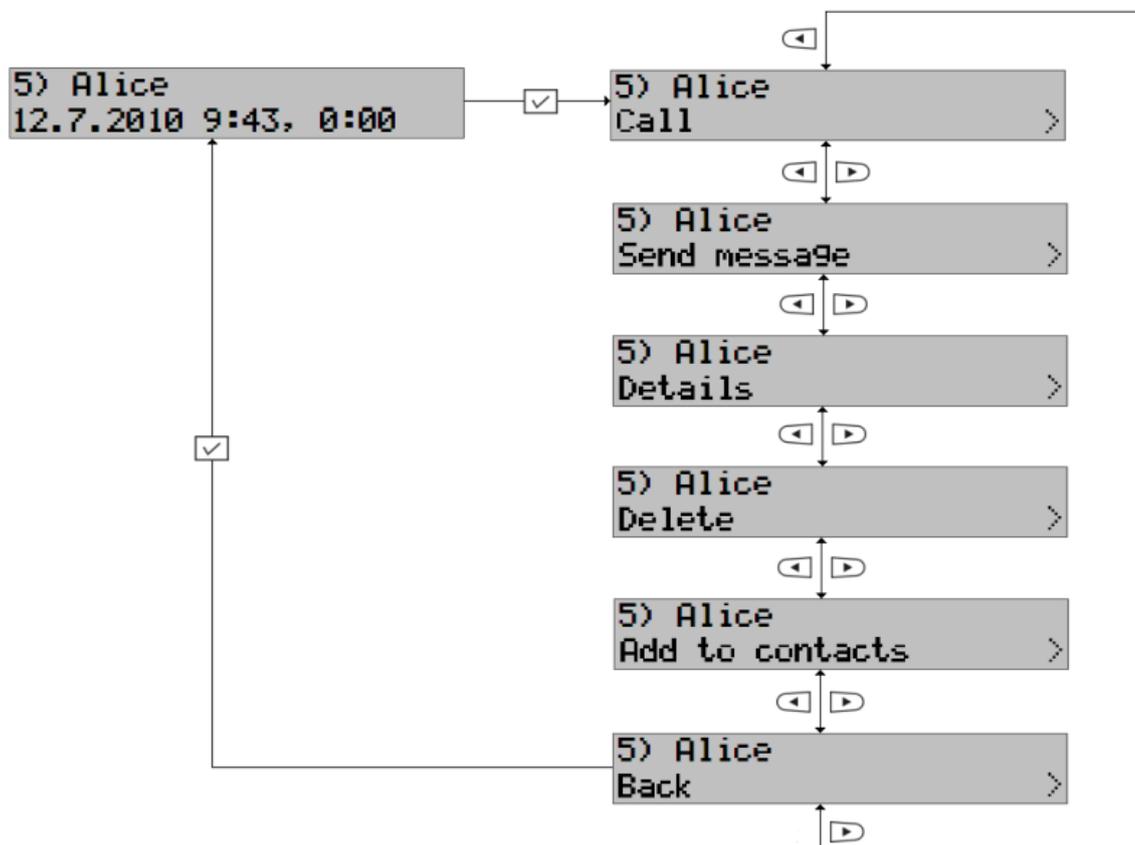
It is useful to program the call history access button particularly for missed calls. After programming the button, you will be notified of a missed call by a flashing LED and also on your phone display.

```

9:11      Mo 12.7.2010
Missed calls:5
  
```

## Record Processing Options

All call register items are displayed when you enter the appropriate list of calls. Use the  and  arrows to browse through the records. Push the  confirmation button to display the submenus.



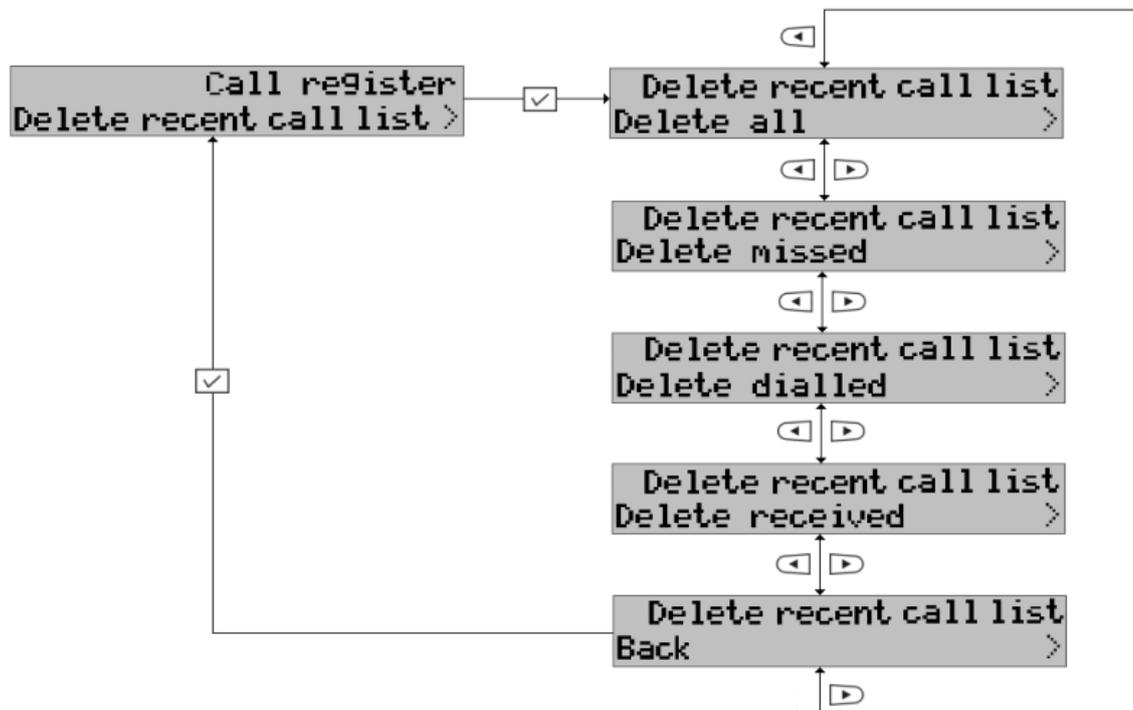
- **Call** – press the key to set up a call to the selected record.
- **Send message** – press the key to move to the SMS editing section where the addressee's number has already been entered.
- **Details** – display additional information on the selected call (name, number, type, date, time, duration).
- **Delete** – delete the record. Confirmation is required before deletion.
- **Save to list** – save a record number into the user telephone directory under a selected name.

## Received Calls and Dialed Numbers

The way of control of these two menus is completely identical with that of the missed call menu. You can make calls and/or send text messages to the records and view details on the records.

## Delete Recent Call List

Use this option to easily delete a selected call history list or all lists at once. Confirmation is required before deletion. Once deleted lists cannot be recovered.



### Tip

- By deleting the telephone call history you also delete the same items displayed in the **2N® – NetStar Assistant** interface.

## Settings

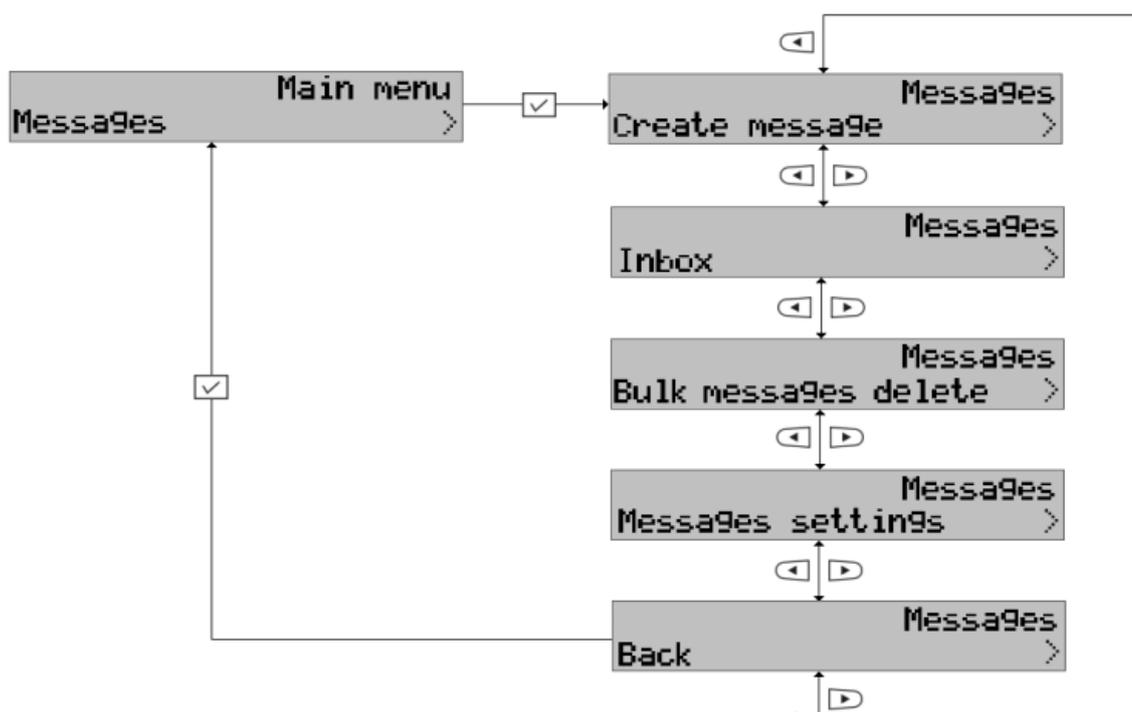
The menu offers the following display options for your call history records:

- **Name and time** – the name and call date, time and duration are displayed.
- **Number and time** – the number and call date, time and duration are displayed.
- **Name list** – names are displayed only.
- **Number list** – numbers are displayed only.

## 3.3 Messages

### Menu Structure

You can send and receive text messages using the **2N® StarPoint** telephones. Refer to [Create Message](#) for sending SMS and to [Inbox](#) for receiving SMS. The figure below shows the **Messages** menu structure. Push the following sequence to get into this menu at relax:  >  > .



#### ✓ Tip

- You can also use the **2N® NetStar – Assistant** web application for sending and receiving SMS. Refer to the [Assistant manual 2N® NetStar \(version 3.1.x\)](#) for more details.

## Create Message

---

1. Use the  and  arrows to select the **Create message** item in the **Messages** menu and press  for confirmation.
2. Now type any text using your numerical keypad. Press the keys repeatedly to type different letters. Push the **#** button to switch to digits or capital letters. To enter such special characters as \*, # a + push the \* button repeatedly. Punctuation and other special symbols are available under the **1** button.
3. Having completed the message, push  for confirmation.
4. Now choose whether to send the message to a number, email, or a selected telephone directory contact, or return into the editing mode. If you choose **Send to contact**, use the  and  buttons to browse through the contacts.
5. Having chosen a number, email address or contact, press  to send the message.

## Inbox

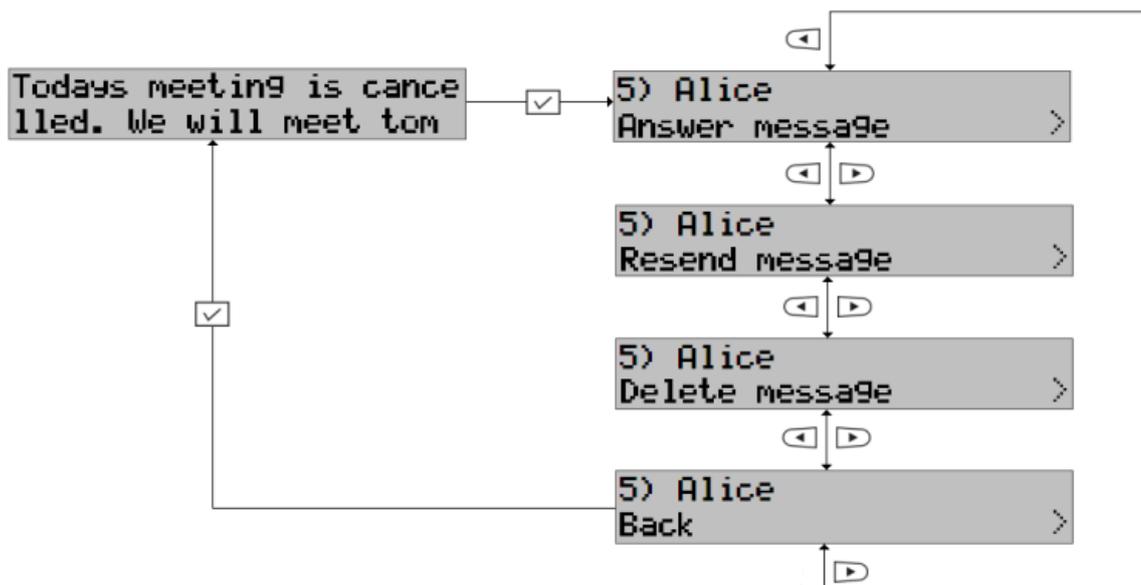
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To read a received message:

1. Push  while an incoming message is signalled on the display.
2. Use the programmable button with the **Received messages** function. Refer to [4.2 Programmable Buttons - Setting](#) for button programming.
3. Or, access the messages through the telephone main menu. Enter the following sequence at relax:  >  >  >  > .

### Message Processing Options

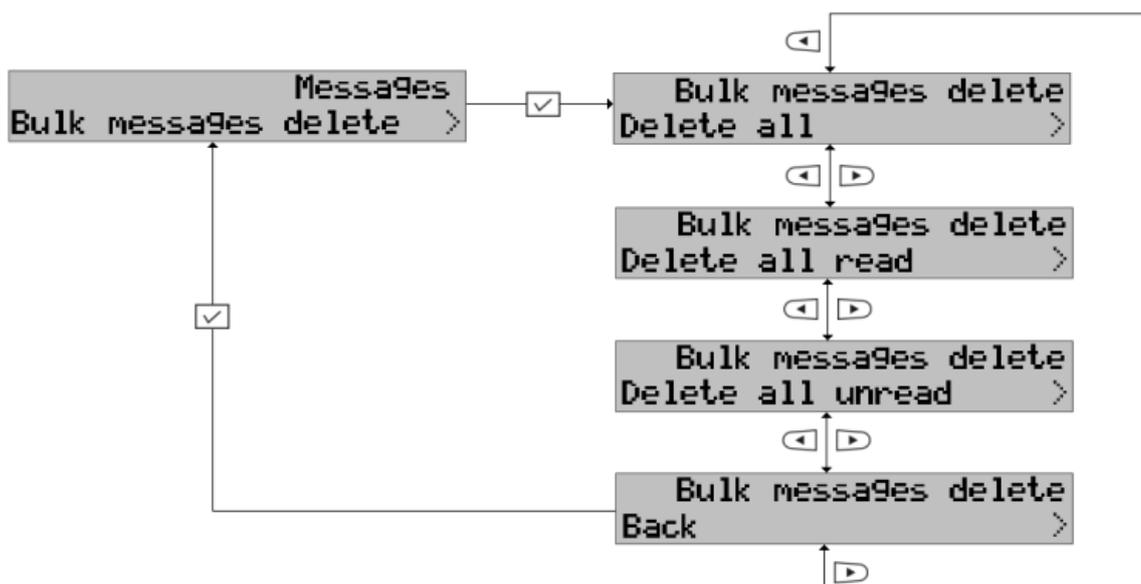
Press the  and  arrows to browse through the received messages. All new messages are denoted **New** before the sender's name until read. Press  to read the message and  and  to scroll down in long messages. In addition to a text, a message contains some details, such as the sender's name and number, station type and date&time. Push  again while reading your message to display the details.



- **Answer message** – here you can easily send a reply to the number that sent the message. Type the reply and push  to send the message.
- **Resend message** – here you can alter and forward the message to another user.
- **Delete message** – here you can delete the message. Confirmation is required before deletion.

## Bulk Message Delete

Enter the following sequence at relax to enable mass deleting of messages:  > ▶ >  > 2x ▶ > . The following options are available:



Use the  and  buttons to browse through these options. Push  for confirmation.

**Delete all** – delete all user messages. Confirmation is required before deletion.

**Delete all read** – delete all user messages that have been read (those which are not marked New). Confirmation is required before deletion.

**Delete all unread** – delete all user messages that have not been read (those which are marked New). Confirmation is required before deletion.

 **Tip**

- Being deleted, the messages are completely removed from the system and cannot be recovered even using the **2N<sup>®</sup> NetStar – Assistant** interface. Therefore, be careful while using this function.

## Message Settings

---

The menu offers several display options for received messages. They are as follows:

- **Name and time** – the name and receiving time are displayed in the list of received messages.
- **Number and time** – the number and receiving time are displayed in the list of received messages.
- **Name list** – senders' names are displayed only.
- **Number list** – senders' numbers are displayed only.

## 3.4 Contacts

### Telephone Directory in General

In the **2N® NetStar** system, you can be assigned telephone directories by the system administrator or create your own telephone directories using your telephone or the **2N® NetStar Assistant** web application environment. Subsequently, you can search the directories and make calls or send SMS to selected items.

#### Access to Telephone Directory

In general, you can access the telephone directory in your telephone as follows:

1. Push  when your phone is at relax.
2. Use a programmable button with the **Phone directory** function. Refer to [4.2 Programmable Buttons - Setting](#) for button programming.
3. Or, access the directory through the telephone menu. Enter the following sequence at relax:  > 2x  > 2x .

The first two items (alphabetically) are displayed when you enter the phone directory. Again, use  and  to browse through the items.

#### Telephone Directory Search

You are recommended to use the search function for extensive directories. Press any key on the numerical keypad while you are in the directory to activate the function.

Letters are entered using the numerical keypad – each numerical key is assigned defined letters (see the button tagnames). Each letter in the sequence is typed by a specific count of button presses. For example, letter **E** requires two presses of the **3** button. Do not enter the next character for searching until the display cursor moves. You can use the **ESC** button if pre-programmed to delete characters.

Whenever a character is entered, the telephone directory records are filtered automatically and you can browse through the filtered items using the arrows.

The first item containing the required character string is always displayed:



Use  and  to access the following items. If no item matches the string entered, the 'No match' message is displayed:

```

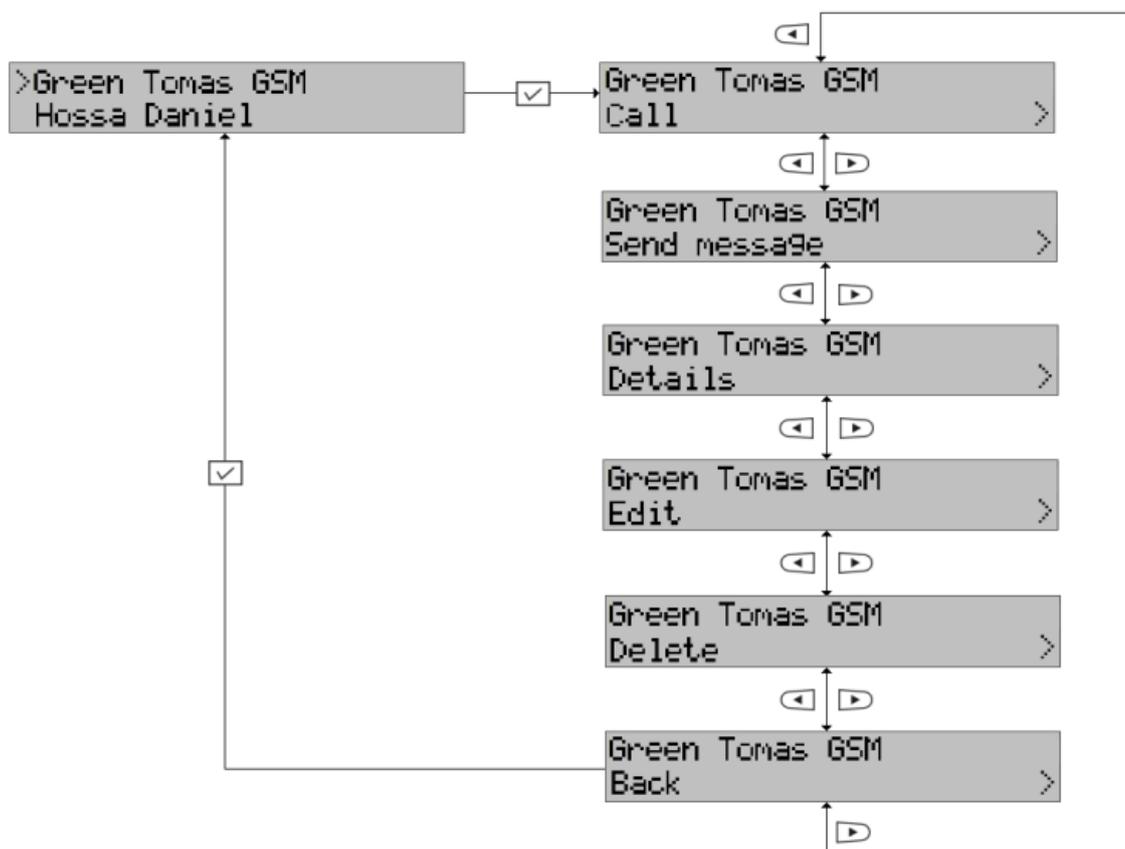
Search:Gb█                               Abc
No matches...

```

Push the **ESC** programmable button repeatedly to terminate filtering.

## Record Processing Options

Use  and  to browse through the phone directory items. Push  to display the contact submenu.



**Call** – press the key to set up a call to the selected record.

### Tip

- Remember that phone directory email items cannot be called but can only be sent messages.

**Send message** – press the key to enter the message editing section with the sender's number pre-defined.

**Details** – display complete information on the contact (name, number, prefix, email).

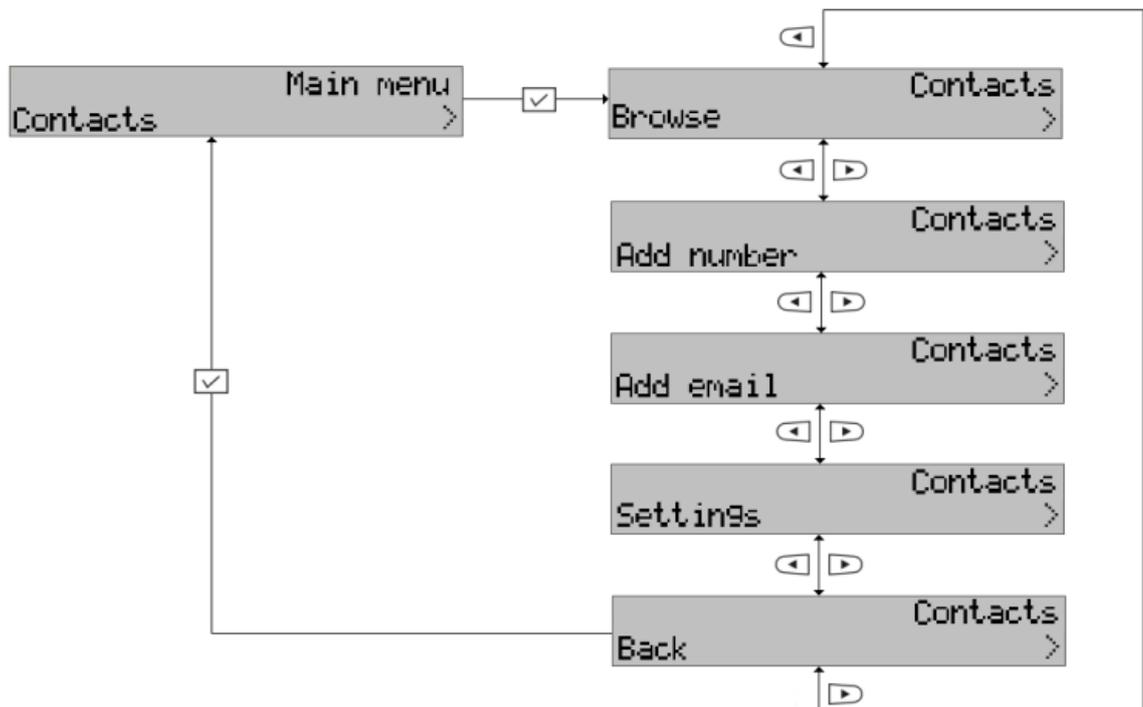
**Edit** – edit contact details sequentially. Push  to move to the next contact detail.

**Delete** – delete the phone directory items in singles. Confirmation is required before deletion.

**Tip**

- By deleting a global contact from your telephone you delete the same from the list of all users and so be very careful while using this function.

## Menu Structure



### Browse

Select this item to enter the telephone directory.

### Add Number and Email

**Add number** – add an item to the phone directory to be called or sent messages. To add an item:

1. Enter the name and push  for confirmation.
2. Enter the contact number or URL and push  for confirmation.
3. Select a prefix from the menu using the  and  buttons or confirm **None** with .
4. The record will be stored in your user directory.

**Add email** – add an item to the phone directory to be sent only text messages, which are transformed into email messages. To add an item:

1. Enter the name and push  for confirmation.
2. Enter the contact email address and push  for confirmation.
3. The record will be stored in your user directory.

## Settings

The menu offers two display options for the phone directory records. They are as follows:

- **Name and number** – the contact name and number are displayed in the directory.
- **Name list** – contact names are displayed only.

## 3.5 Profiles

### About Profiles

---

A variety of properties can be assigned to stations or users (profiles) in the **2N® NetStar** system for convenience. Subsequently, you can switch the profiles depending on time or user selection in order to change station forwarding, pre-programmable buttons or telephone/HandsFree volume quickly and easily. All user changes are added to the currently active profile. Each user may create up to eight profiles, which, together with the basic user setting, represents nine unique configuration settings.

 **Tip**

- The **2N® NetStar Assistant** web application provides the user with extended profile editing options including time condition creation and links to selected profiles. Refer to the [Assistant manual 2N® NetStar \(version 4.0.x\)](#) for more details on web interface configuration.

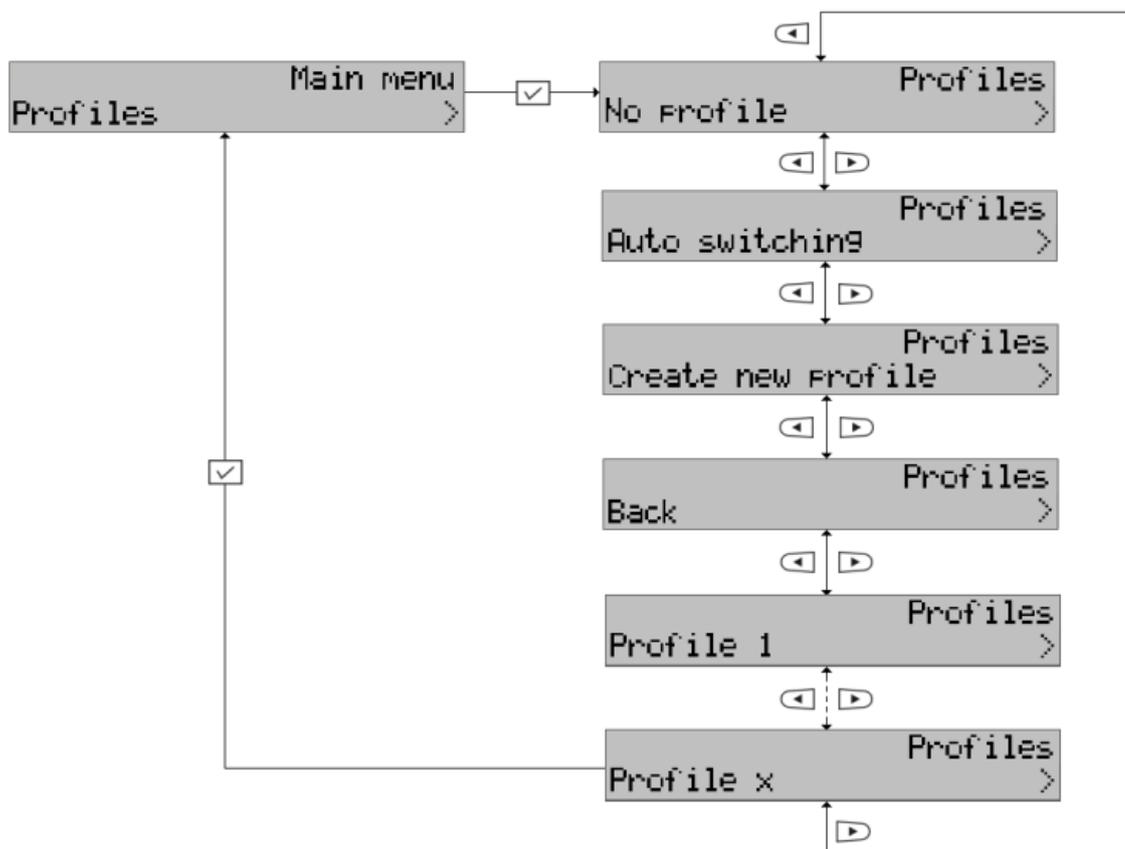
### Menu Structure

---

To access the profile menu:

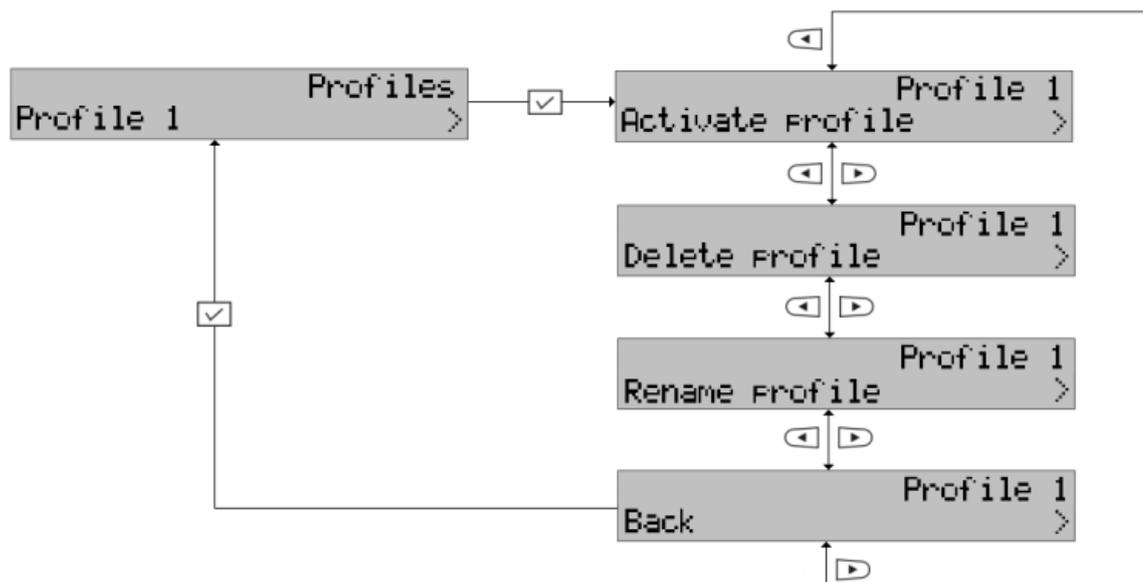
1. Use the programmable button with the **Profiles** function. Refer to [4.2 Programmable Buttons - Setting](#) for button programming.
2. Find the **Profiles** menu in the **2N® StarPoint** main menu. Enter the following sequence at relax:  > 3x  > .

See the figure below for the menu structure. Push  and  to browse through the menu items and available profiles. Press  for selection.



## Profile Options

Having selected a profile in the **Profiles** menu and confirmed it with , you get into a profile processing submenu. Use  and  to browse through the profile options. The figure below shows the profile processing structure.



**Activate profile** – enable the selected user profile.

**Tip**

- You can also assign user profile activation to a programmable button.

**Delete profile** – delete the selected user profile. Confirmation is required before deletion.

**Rename profile** – rename the selected profile. A profile name may not occur more than once for one user.

## Automatic Switching

You can switch profiles manually on your telephone, using a service, or bind them with time conditions and activate automatic switching. Time condition binding can be made by the system administrator and/or the user through the **2N® NetStar Assistant** web application, where the global time conditions can be used or new user conditions can be created as necessary. Refer to the [Assistant manual 2N® NetStar \(version 4.0.x\)](#) for more details on profile configuration.

To activate automatic profile switching from your **2N® StarPoint** telephone, select **Automatic switching** in the **Profiles** menu using  and  and press  for confirmation. Automatic profile switching according to time conditions will be activated automatically.

**Tip**

- By activating a profile manually in the automatic profile switching mode you disable automatic switching.

## Create New Profile

---

A profile may be created by the system administrator or a user using the **2N<sup>®</sup> StarPoint** terminal or the **2N<sup>®</sup> NetStar Assistant** web application. Each user may create up to eight profiles.

### To create a new profile:

1. Use the  and  buttons to find the **Create new profile** selection in the **Profiles** menu and push  for confirmation.
2. Enter the new profile name and confirm with . A profile name is not allowed to occur more than once for one user.
3. A new profile will be created if you have entered a correct name and have not exceeded the limit of 8 profiles.



- should ring to announce an incoming call).
- **Keys volume** – set the phone button volume (i.e. how loud a keystroke should be signalled in the handset).

## Presentation Text

---

Presence text is a short message to be displayed to calling users in case the calling party uses a display-equipped **2N® StarPoint** terminal. Typically, each user profile has a unique presence message announcing whether or not the user is currently available.

To set the presence text:

1. Find **Presence text** in the **Telephone settings** menu and press  for confirmation.
2. Type the presence text using the numerical keypad buttons. Use the **#** button to type capital letters and digits. Press the **1** button to enter special characters.
3. Confirm the complete text with .

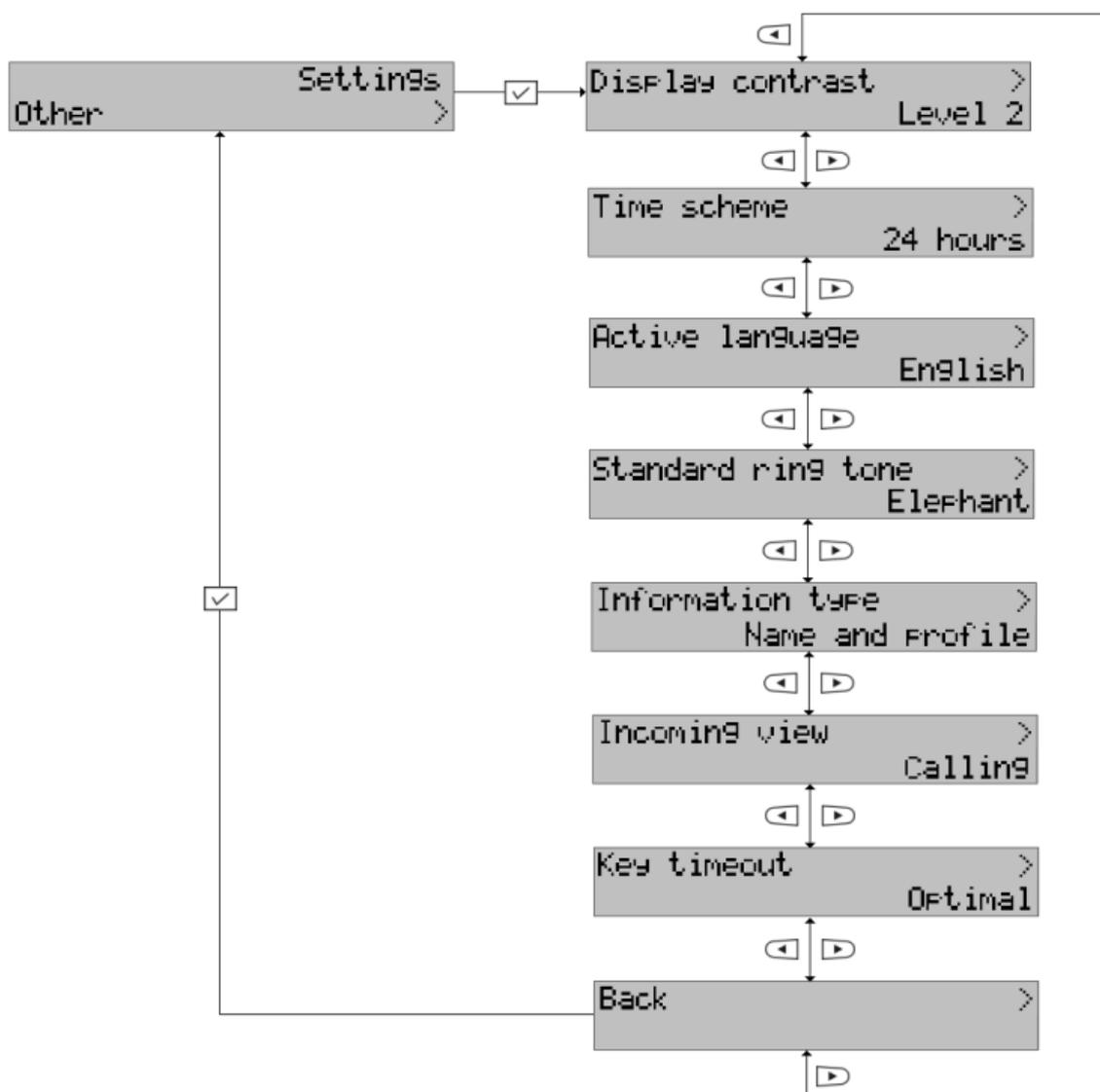
### Tip

- If you want to set a presence text for a profile, make sure that the profile is activated. Refer to [3.5 Profiles](#) for details on profile activation.

## Other

---

Use  and  to find the **Other** item in the **Telephone settings** menu and push  for confirmation. See the figure below for the menu structure and options.



## Display Contrast

Use the **Display contrast** item to change the terminal display contrast. Push  and  to execute a change. You can currently check the effect of the changes. Confirm the selected level with .

## Time Scheme

Use the **Time scheme** item to change the time format to be displayed: twenty-four or twelve hours. Push  and  to execute the change and confirm the selection with .

## Active Language

Use the **Active language** item to change the terminal user language. Push  and  to select one of the PBX supported languages. English and Czech are supported by default. Confirm your selection with .

### Tip

- If you want to use a language that is currently not supported by your system, contact your PBX administrator.

## Standard Ring Tone

Use the **Standard ring tone** item to change your terminal ringing tune. Push  and  to execute the change. You can currently check the effect of the changes thanks to sound examples. Confirm the selected tune with .

## Information Type

Use the **Information type** item to change the information displayed in the bottom display row when the terminal is at relax. Push  and  to select the required information type and push  for confirmation. The following options are available:

- **Name** – the station name is displayed to the left in the bottom row.
- **Name and number** – the station name is displayed to the left and the station number to the right in the bottom row.
- **Name and profile** – the station name is displayed to the left and the current profile to the right in the bottom row.
- **Number** – the station number is displayed to the left in the bottom row.
- **Number and profile** – the station number is displayed to the left and the current profile to the right in the bottom row.
- **Profile** – the current profile name is displayed to the left in the bottom row.

The complete information on a telephone at relax also includes the current date and time in the selected format.

## Incoming View

Use the **Display incoming** item to change the displayed information to signal an incoming call. Push  and  to select a new item and confirm the setting with . The following options are available:

- **Called** – the called number is displayed.
- **Called, calling** – the calling name (or number) and called number are displayed alternately.
- **Called, calling list** – the calling name (or number) and called name (or number) are displayed alternately.

## Key Timeout

Use the **Editing delay** item to change the interval for entering subsequent characters in the **2N® StarPoint** system. Push  and  to select one of seven pre-defined levels. Confirm your selection with .

## System Information

---

To display system information on the PBX, select the **System information** item in the **Telephone settings** menu using the  and  arrows and press  for confirmation. The current PBX firmware version and uptime value are displayed.

---

# 4. Button Functions

---

Here is what you can find in this section:

- [4.1 Basic Terminal Buttons](#)
- [4.2 Programmable Buttons - Setting](#)
- [4.3 Programmable Buttons - Functions](#)

## 4.1 Basic Terminal Buttons

### Numerical Keypad Buttons

The **2N® StarPoint** numerical keypad is used for dialling numbers, typing text messages and entering contacts into the telephone directory. Therefore, multiple characters are assigned to each key. Press a key repeatedly to proceed to the next character. The table below gives a clear overview.

Button	Signs and Functions
1	1, ., ?, !, comma, ;, :, @, &, -, +, *, /, =, %, (, )
2	2, a, b, c
3	3, d, e, f
4	4, g, h, i
5	5, j, k, l
6	6, m, n, o
7	7, p, q, r, s
8	8, t, u, v
9	9, w, x, y, z
*	*, +, #
0	0, space
#	#, switching modes Abc/ABC/abc/123

**Dialling numbers** – you cannot switch the terminal into the editing mode while dialling since it is useless. If you need special characters, press \* and #.

**Editing text messages** – you need the most comprehensive set of characters to edit text messages. The **Abc** editing mode is enabled by default and you can change it any time by pressing #.

**Entering contacts** – the editing (Abc) and numerical (123) modes are enabled automatically depending on whether you are entering a contact name or a contact number. Press # to switch the mode any time.

### Menu Browsing

Use the ,  and  buttons to browse through the menu. The former two ones are used for browsing through menu items and often for selecting a level. They can also move the cursor through the text during editing text messages and other items. The last-named button is designed exclusively for confirmation of selections and settings.

#### Tip

- You are recommended to assign the **ESC** function to a programmable button to easily quit the current configuration, delete characters and edit items.

## Volume Control

---

Use the  and  buttons to control the volume level of your **2N® StarPoint** terminal. These buttons control the volume of ringing, handset and HandsFree according to the mode that is currently enabled in the terminal.

### Volume adjustment:

- **Ringing** – adjust the ringing volume for incoming calls.
- **Handset** – adjust the handset volume if the handset is picked-up, i.e. during a call or outgoing call setup.
- **HandsFree** – adjust the HandsFree volume in the HandsFree mode, i.e. during a call or outgoing call setup in the HandsFree mode.

## Programmable Buttons

---

All **2N® StarPoint** terminals are equipped with programmable buttons, which can be assigned any function. To increase the number of available buttons, connect button consoles with 16/90/18 programmable buttons.

The basic function of some programmable buttons is pre-defined by your PBX administrator, but you can change their settings according to your needs.

### Tip

- Refer to [4.2 Programmable Buttons - Setting](#) for button programming. Refer to [4.3 Programmable Buttons - Functions](#) for functions that can be assigned.

## 4.2 Programmable Buttons - Setting

### Button Function Assignment

---

The system administrator or a **2N® NetStar Assistant** user may program the **2N® StarPoint** programmable buttons. To assign a function to a programmable button:

1. Log in to the **2N® NetStar Assistant** web interface.
2. Select the **Telephones** menu in the upper toolbar.
3. Select the **2N® StarPoint** type in the menu.
4. Click on the button to be programmed in the terminal figure to open the window as shown in the figure below.
5. Select the required function in the **Function** menu. Complete the other active windows if necessary (station name, user name, number, etc.) and click on **Change** for confirmation.
6. The button is now ready for use.

 **Tip**

- Refer to [4.3 Programmable Buttons - Functions](#) for details on the functions to be assigned.

2N @ NetStar Assistant (Novy Josef) - Windows Internet Explorer  
 http://192.168.122.42/ns\_cfg\_stats\_fces.php?session\_id=c915424c269f0b21935a09f1baf0f0

### Programmable button 14

Station: Novy Josef  
 User: Novy Josef  
 Title: Speed dial / busy lamp

Function: Speed dial / busy lamp Station

If you use a 'Speed dial / busy lamp' function and at the same time you want to use this button for a short dial, please enter the called party number into a 'Number' field.

Jarolim Karel Stations  
 1 Users  
 Parameter: ASL 44 [1:10.5] Line  
 Deactivate Personal profiles  
 1 Call slot

Number: 103 [\(From phone books\)](#)  
[\(Services\)](#) [\(Add #\)](#)

Modify Reset Close

Hotos Internet 100%

#### Tip

- The functions of some buttons are pre-defined by your system administrator. Typically, they include **Back** (Esc), **Redial**, **Access to missed calls**, **Call holding** (Flash), **Call slots** and **HandsFree**. Therefore, you do not have to assign these functions any more.

## Button Tagnames

The **2N® NetStar Assistant** system is equipped with the automatic button tagname creating function.

#### Procedure:

1. Click on the **Prepare for printing** item on the main telephone setting screen.
2. This creates and displays a complete template in the PDF format. The template consists of tagnames defined and displayed in the **2N® NetStar Assistant** environment.

 **Tip**

- Make sure that a suitable PDF file browser has been installed for template viewing and printing (e.g. **Adobe Reader**).

## 4.3 Programmable Buttons - Functions

### Activate Profile

---

Use the function to easily activate and deactivate a user profile.

**Use:**

Push the button with this function to activate the profile. The LED indicator of the respective button is shining while the profile is active. Re-push the same programmable button to deactivate the profile, or activate another profile, thus deactivating the current profile automatically.

### CLIR (Identification Restriction)

---

CLIR means Calling Line Identification Restriction. Use the function to hide your outgoing identification during call setup.

**Use:**

Push the function button before dialling the number (before picking up the handset). The active CLIR state is indicated by a shining button LED. Identification will be restricted for all subsequently set-up calls. Re-push the button to cancel the function.

 **Tip**

- The resultant effect of CLIR depends on additional settings of your PBX for calls outside the PBX. Consult your system administrator in the event of error.

### Default

---

The programmable button with this "function" helps you use the functions defined by the PBX administrator. These functions can be "inherited" by connected terminals unless the user sets a function of its own that is always preferred to the global settings of the PBX.

### Esc (Back)

---

Use the function primarily to easily quit a menu, cancel current actions, delete edited symbols and reject incoming calls. It is one of the most important functions of the terminal, which improves the user comfort above all.

**Use:**

Whenever the terminal gets into the state in which this function button can be used, the respective LED indicator will go on.

## Flash (Call Holding)

---

Use the function to put a call on hold for call transferring or consulting purposes. The function also enables active and held calls to be switched.

### Use:

Push the function button during a call. The call will be put on hold and you will hear the dialtone and can dial another station number. The opponent will hear music. Having set up the other call, you can push the same button to switch the calls.

## HandsFree/Speakerphone

---

Use this function to make HandsFree calls. Some terminals are not equipped with an external microphone and cannot make full use of this function. For such terminals the **Speakerphone** function is available. This function uses the standard handset microphone instead of an external microphone and the call quality is usually lower.

### Use:

If you push the button during an incoming call, you will answer the call in the HandsFree mode, which is signalled by the button LED. Re-push the button to terminate the call.

If you push the button during a call with your handset picked-up, the telephone switches into the HandsFree mode too. This is signalled by the button LED. Now you can hang up the handset without terminating the call.

## Call Slot

---

Use the function to make multiple calls from one terminal by holding the previous call and setting up a new call using another call slot. By default, each terminal has three call slots.

### Use:

Push the unused ("switched-off") call slot button during a call. The active call will be put on hold as with the Flash function, you will hear the dialtone and the held user will hear pre-defined music. If there are more calls in your terminal call slots, you can switch them using the respective call slot buttons. The active call slot LED is shining while the held call slot LED is flashing. The unused call slot LED is off.

## Intercom

---

Intercom is a special type of call where a predefined telephone number is dialled by pressing the Intercom function button and the called station receives the call automatically in the HandsFree mode. The function is suitable for flexible communication – you can speak the moment you push the button.

 **Tip**

- The Intercom function works with the **2N® StarPoint 500** telephones only; if a different telephone type is used, the call is not answered automatically.

**Use:**

Press and keep pressed the button with the Intercom function. Start speaking when you hear a beep. The called user answers the call automatically in the HandsFree mode. The called party gets an acoustic signal before the call. Keep the button pressed during the whole call. Release the button to terminate the connection.

## Mute

---

Use the function to temporarily mute the microphone during a call.

**Use:**

Push the function button during a call. The opponent cannot hear you. The muted state is signalled by a flashing button LED indicator. Re-push the button to re-activate the microphone.

## Call Recording

---

Use the function to enable call recording. This function is based on the PBX administrators's permission to record.

**Use:**

Push the button with the recording function any time during a call. The active state is indicated by the button LED. Re-push the button to stop recording.

## Do Not Disturb (DND)

---

Use the function to switch the terminal into the DND (Do Not Disturb) mode. In this mode, outgoing calls can be set up, but incoming calls are rejected. Missed calls are shown on the telephone display.

**Use:**

Push the button with the DND function. The active state is indicated by the button LED. Re-push the button to deactivate the function.

## Profiles

---

Use the function to set a quick access to the **Profiles** menu.

## Answered Calls

---

Use the function to set a quick access to the list of answered calls.

## Received Messages

---

Use the function to set a quick access to the list of received messages.

## Redial

---

Use the function to redial the last successfully dialled number (incorrectly dialled numbers are ignored).

### Use:

Push the button with the Redial function and the terminal sets up a call to the last-dialled number automatically. If the handset is hung up at the moment, the call is set up in the HandsFree mode.

## State/Speed Dialling

---

The button with the State function only enables you to monitor the activity of a selected user, station or port. In that case, the button LED indicates the following states:

- **Object at relax** – the LED is off.
- **Object ringing** – the LED is flashing quickly.
- **Object busy with call** – the LED is shining continuously.

You can also use the State button for **Speed dialling**. This function helps you dial a selected number by pressing a single button. You can assign both user numbers and service access codes to the button.

### Use:

Push the pre-defined button to dial the number. If the handset is hung up at the moment, the call is set up in the HandsFree mode.

### Tip

- The state and speed dialling functions can be combined as necessary. For example, you can monitor a station other than the speed-dialled one.

## Phone Directory

---

Use the function to set a quick access to the phone directory.

## Outgoing Calls

---

Use the function to set a quick access to the list of outgoing calls.

## Missed Calls

---

Use the function to set a quick access to the list of missed calls.

## 5. 2N<sup>®</sup> OptiSet Terminals

### About 2N<sup>®</sup> OptiSet Phones

The **2N<sup>®</sup> OptiSet** telephone sets are digital key system phones designed for the **2N<sup>®</sup> NetStar** system. They represent an earlier type of telephones intended for common office operations. The phones are equipped with programmable buttons and, with the exception of **2N<sup>®</sup> OptiSet Entry**, a two-row display.

### 2N<sup>®</sup> OptiSet Types



Figure: 2N<sup>®</sup> OptiSet Entry, 2N<sup>®</sup> OptiSet Standard, 2N<sup>®</sup> OptiSet Advance

### Description of Types

#### 2N<sup>®</sup> OptiSet Entry

The telephone:

- is intended for basic use by undemanding users;
- is not equipped with a display, which excludes telephone-based configuration and/or use of a telephone directory;
- is equipped with three programmable buttons;
- cannot be extended with an additional button module;
- does not support HandsFree and/or Speakerphone.

## 2N<sup>®</sup> OptiSet Standard

---

### The telephone:

- is equipped with a two-row display;
- is equipped with twelve programmable buttons;
- cannot be extended with an additional button module;
- supports HandsFree.

- The ,  and  buttons are used for menu browsing and configuration. The terminal is controlled identically as the **2N<sup>®</sup> StarPoint** terminals.

## 2N<sup>®</sup> OptiSet Advance

---

### The telephone:

- is intended for demanding users, assistants and operators.
- is equipped with a two-row display;
- is equipped with twelve programmable buttons;
- can be extended with an additional button module;
- supports HandsFree.

- The ,  and  buttons are used for menu browsing and configuration. The terminal is controlled identically as the **2N<sup>®</sup> StarPoint** terminals.

## 6. 2N® OpenStage Terminals

### About 2N® OpenStage Telephones

The **2N® OpenStage** telephone sets are digital key system phones designed for the **2N® NetStar** system. They represent an innovative type of terminals, which can be widely used thanks to a variety of types.

### 2N® OpenStage Types



Obrázek: 2N® OpenStage 10T, 2N® OpenStage 15T



Obrázek: 2N<sup>®</sup> OpenStage 20T, 2N<sup>®</sup> OpenStage 40T

## Description of Types

### 2N<sup>®</sup> OpenStage 10T

---

#### The telephone:

- is intended for basic use by undemanding users;
- is not equipped with a display, which excludes telephone-based configuration and/or use of a telephone directory. Therefore, the phone is not provided with menu browsing buttons.
- is equipped with three programmable buttons;
- cannot be extended with an additional button module;
- has dedicated buttons for:
  -  – HandsFree activation;
  -  and  – volume control.

### 2N<sup>®</sup> OpenStage 15T

---

#### The telephone:

- is equipped with a display;
- is equipped with eight programmable buttons;
- can be extended with an additional button module;
- has dedicated buttons for:
  -  – access to call history;
  -  – access to SMS messages (reading/viewing);
  -  – HandsFree activation;
  -  and  – volume control.

#### Control:

The    buttons are used for menu browsing and configuration.

-  corresponds to 
-  corresponds to 
-  corresponds to 

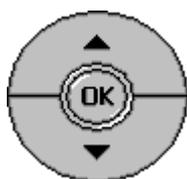
### 2N<sup>®</sup> OpenStage 20T

---

#### The telephone:

- is equipped with an adjustable display;
- has no programmable buttons;
- cannot be extended with an additional button module;
- has dedicated buttons for:
  -  – access to call history;
  -  – access to SMS messages (reading/viewing);
  -  – HandsFree activation;
  -  and  – volume control;
  -  – call holding (Flash);
  -  – Redial;
  -  – Do Not Disturb (DND);
  -  – Mute function.

#### Control:

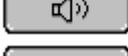


The cross buttons are used for menu browsing and configuration.

-  corresponds to 
-  corresponds to 
-  corresponds to 

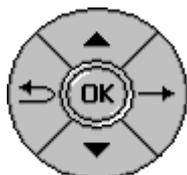
## 2N<sup>®</sup> OpenStage 40T

#### The telephone:

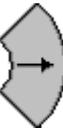
- is equipped with an adjustable six-row display;
- has six programmable buttons;
- can be extended with an additional button module;
- has dedicated buttons for:
  -  – access to call history;
  -  – access to SMS messages (reading/viewing);
  -  – HandsFree activation;
  -  and  – volume control;

-  – call holding (Flash);
-  – Redial;
-  – Do Not Disturb (DND);
-  – Mute function;
-  – head set activation.

### Control:



The cross buttons are used for menu browsing and configuration.

-  corresponds to the Back (Esc) button. It is used for rejecting calls, deleting texts or quitting menus.
-  corresponds to 
-  and  correspond to 
-  corresponds to 

## 7. Glossary

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- **2N® NetStar Assistant** – a user web interface accessible via a web browser; helps the user view call history, program telephone buttons, set profiles, manage phone directories, and so on. Your PBX administrator will communicate the interface address and login data to you.
- **BLF module** – a large button module (operator's console) with 90 programmable buttons.
- **CLIR** – Calling Line Identification Restriction.
- **DND (Do Not Disturb)** – all incoming calls are rejected and outgoing calls are set up without limitations in the DND mode.
- **Escape (Back)** – return to a telephone menu.
- **Flash (Call Holding)** – used for accessing services during calls for call forwarding purposes, for example.
- **Handsfree/Speakerphone** – a type of making calls where an external microphone and a loudspeaker are used for speaking. The Speakerphone mode uses an external loudspeaker and the handset microphone.
- **Intercom** – a function for flexible communication – calls are answered automatically by the called station.
- **KEY module** – a small button module (operator's console) with 16 programmable buttons.
- **Mute** – temporary microphone muting during a call.
- **Redial** – redialling of the last successfully called number.
- **Station** – a terminal device (telephone set, e.g.) assigned to the user and represented by a telephone number.
- **Telephone line** – a set of technical parameters providing connection of a telephone station to a PBX (cables, sockets, etc.).
- **Telephone directory** – a list of users/stations and their numbers as defined by the administrator or user.
- **Dial selected number** – the pre-selected dialling executed by the button press. A telephone number or service access code can be selected.

---

## 8. Important Warnings and Certifications

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- The telephone may not be operated in explosive environments.
- Connect the telephone to dedicated sockets only.
- Keep the telephone away from aggressive substances and staining liquids (such as coffee, tea, wine, etc.). Never use petrol, solvents, alcohol containing detergents and similar substances for telephone cleaning.
- Use a soft cloth dampened with water or diluted washing-up detergents to clean the telephone. Microfibre cloth is recommended for display cleaning.

### Certificate of Compliance

These devices meet all technical requirements concerning radio and telecommunications equipment pursuant to Act. No. 22/1997 Coll. in the latest wording and Governmental Decree No. 426/2000 Coll. and have been awarded a Certificate of Compliance.

### CE Marking

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The CE marking certifies compliance with EU Directive 1999/5/EG.

### Environmental Marking

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This marking certifies that the device was manufactured in compliance with the ISO 14001 Environmental Management Standard. This guarantees raw material, energy and waste minimisation during manufacturing.

**The manufacturer reserves the right to modify the product in order to improve its qualities.**

Use the product for no purposes other than those specified in the User Manual. When the service life of the product or a part thereof is exhausted, dispose of it in accordance with applicable environmental regulations.

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