

# StarLeaf Phone 2105

User Guide

22 August 2018



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# Contents

Introducing the phone .....	4
Making a call .....	6
Dialing a number .....	6
Dialing a favorite .....	6
Redialing a recent call .....	6
Searching in the company directory .....	6
Ending a call .....	7
Missed calls .....	7
Forwarding calls .....	8
On the phone .....	8
On Breeze .....	8
Do not disturb .....	9
On the phone .....	9
On Breeze .....	9
Using in-call features .....	10
Rejecting a call .....	10
Holding a call .....	10
Transferring a call .....	10
Muting your audio .....	11
Contacts .....	12
About contacts .....	12
About personal contacts .....	12
Adding personal contacts .....	12
Deleting personal contacts .....	12
About favorites .....	14
Creating favorites .....	14
Deleting favorites .....	14
Presence and speed dial notifications .....	15
Using voicemail .....	17
About voicemail .....	17
Accessing voicemail messages .....	17
Setting a greeting for your voicemail .....	17
Forwarding a message .....	17
Configuring other voicemail settings .....	17
Using a headset with the StarLeaf Phone .....	19
Joining a meeting on the Phone 2105 .....	21

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Legal information .....	22
Third party software acknowledgments .....	22
Disclaimers and notices .....	22

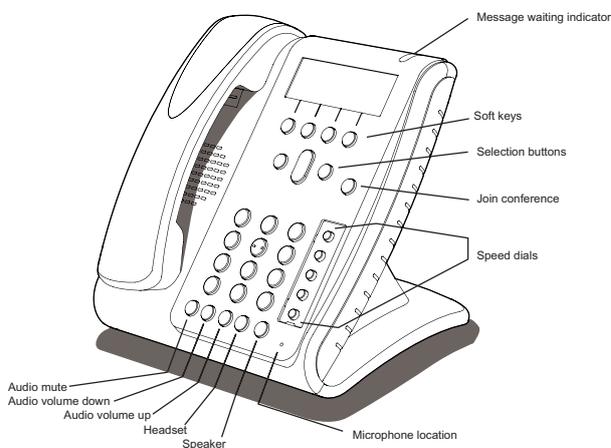
# Introducing the phone

Your StarLeaf Phone 2105 is your means for making and receiving calls, joining conferences, and accessing the directory and contacts. You also have access to the Breeze client, which allows you to configure certain aspects of the phone. For more information on Breeze, refer to the [Breeze User Guide](#).



**The StarLeaf Phone 2105**

The figure below shows the features on the front of the StarLeaf Phone 2105.



The display screen shows your contact details (user name and extension number), the time, as configured by your administrator, and the soft key functions. If the user name is too long to fit on the display screen, only the end of the name is shown.



Pressing any of the soft key functions takes you to different display screen options.

**Table 1:** Front panel features and controls

Button/Control	Appearance	Description
Message waiting indicator		Lights up when there is a new voicemail. Flashes when there is an incoming call and when there is a conference currently starting. For conference notifications, it continues to flash for five minutes after the start of the conference
Soft keys		Activates the function depicted on the display screen above
Selection buttons		Confirm or cancel the action or input, or navigate the display with the up and down arrows
Join conference		Lights up when a conference is starting. Press to join the conference
Speed dials		Quick contacts you can program in for one-touch calling
Audio mute		Toggle the microphone of the phone (or that of the headset) on and off. The button lights when the microphone is off. When you are in a call and your audio mute is on, nobody can hear what you say
Audio volume down		Press during a call to decrease audio volume or, if you are not in a call, press to decrease the volume of the ringer
Audio volume up		Press during a call to increase audio volume or, if you are not in a call, press to increase the volume of the ringer
Headset		Optionally, press to use a headset that you have connected to the headset connector on the rear of the phone. The button lights when the headset is in use
Speaker		Press to use the phone as a speakerphone (listening through the built-in speakers of the phone and using the microphone positioned in the lower right side of the phone)
Microphone location		Calls that use the speaker, rather than the handset, uses a microphone located in the bottom right of the phone casing. Do not obstruct this location

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## Making a call

You can make a call in a few different ways:

- **You can dial a number:** Simply dial the number using the keypad
- **You can call one of your favorites:** Press the **contacts** button and then **favorites** to search for the favorite that you want to call
- **You can return a call:** Press **recent calls** and select the call you want to return
- **You can call someone in the company's directory:** Press **contacts**, then press **company directory** and choose someone to call
- **You can dial a video address that might be a series of letters, numbers or symbols**

You can call using the handset, a headset, or while on speakerphone.

## Dialing a number

You can simply dial a number as you would with any phone, using the keypad.

You can also dial an extension number for a user in your organization, and make PSTN calls, if your organization is configured to allow this.

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**Note:** You might have been given a prefix to use when you want to dial out onto the public telephone network. For example, in some companies you are told to "dial 9 for an outside line". Connection from your StarLeaf endpoints to the public telephone network is an optional extra. For more information, contact your StarLeaf representative.

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## Dialing a favorite

You have five programable favorites that you can set up as speed dials. These are the first five contacts on your favorites list in Breeze. For more information on setting up favorites, refer to [Contacts \(p12\)](#). To call a contact you've already set up, simply press the speed dial button for that contact.

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**Note:** To make it easier to remember in which order your contacts have been set up, you can lift up the protective plastic around the speed dials to write labels above each button.

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## Redialing a recent call

To redial a call that you received recently:

1. Press **recent calls** from the home screen.
2. Scroll on the touchscreen to navigate to the call you want to redial.
3. Press the contact in the list to dial that number.

## Searching in the company directory

Some companies have a lot of entries in the directory. In this case, you might find it easier to use the search facility. To do so:

1. From the home screen, go to **contacts > company directory**.
2. Use the keyboard to type the name of the person you want to find.

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**Note:** As soon as you start typing, the search starts looking. You might only need to type the first letter of someone's name to find them.

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## Ending a call

To end a call, replace the handset, regardless of which audio output you are using. If you are using a headset or are on speakerphone while on a call, you can press the  button or the  button, respectively, to end the call.

## Missed calls

When you have missed calls on the phone, the number of missed calls (up to nine) appears next to the  icon. If there are more than nine missed calls, an exclamation mark appears next to the  icon instead. Consecutive missed calls from the same caller are listed as a single item in the recent calls list, along with the number of missed calls in brackets.

To clear the recent calls list and missed call counter, press  to go to the recent calls list, then press . To clear the recent calls list on Breeze, go to **homescreen > recent calls** and click **clear**. Clearing the recent calls list on the phone erases the missed calls counter on Breeze, but not the calls list. Similarly, clearing the recent calls list on Breeze clears the counter from the phone display screen, but not the calls list on the phone itself.

# Forwarding calls

Forwarding calls from either the phone or Breeze updates the other system simultaneously. This ensures that calls do not come through on the phone or on Breeze at any time when forwarding has been enabled.

## On the phone

To forward calls either to voicemail or to another phone number:

1. Press **▶▶**.
2. Enter either:
  - a. your voicemail number (2999), or
  - b. the number of the person to whom you want to forward your calls.
3. Press **✓**.  
The display screen shows the message "forwarding..." and the contact number until such time as it is canceled.

To cancel call forwarding, press **✕**. The message is removed from the display screen and calls are accepted on the phone.

## On Breeze

You can forward your calls within Breeze using the **Call acceptance slider**. Choosing to forward calls means that anyone who has you as a StarLeaf favorite can see that you have forwarded calls. To do this:

1. Move the **Call acceptance slider** to **forward calls** and to see the controls shown below.



2. Choose either:
  - a. the **forward to voicemail** option, if you want your calls to be forwarded immediately to voicemail (for example if you are going on holiday).
  - b. the **forward to:** option to enter the telephone number of the phone to which you want your calls to be forwarded.

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**Note:** If there is a mobile number for you in the StarLeaf system, you see a third option: **forward to my mobile**. Choose this to have your calls forwarded to your mobile number.

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To cancel call forwarding on the phone or on Breeze at any time, either press **✕** on the phone or **accept calls** on the Breeze homescreen.

## Do not disturb

Unlike forwarding, the 'Do not disturb' functionality only affects one device. If you set the phone to 'do not disturb' this does not affect Breeze. This ensures that calls only come through on the device you are using, or goes straight to voicemail if you are not available on any device.

## On the phone

To set the phone status to 'do not disturb' :

1. Press .
2. Press . The display screen shows the message "do not disturb" and the phone does not ring if you receive a call. If you have no other device that can take the call, the call is forwarded to voicemail.  
Anyone who has you as one of their speed dials, can see that you are away because your speed dial light is not lit.

To cancel the 'do not disturb' status, press the  soft key or press the **X** to return to a call-accepting status.

## On Breeze

To set your status to 'do not disturb', and have all calls forwarded immediately to voicemail, move the **Call acceptance slider** to **do not disturb**. Anyone who has you as one of their favorites, can see that you are busy because your name is displayed on their StarLeaf device with a 'busy' icon. To cancel the 'do not disturb' status on the phone or on Breeze at any time, either press **X** on the phone or **accept calls** on the Breeze homescreen.

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# Using in-call features

## Rejecting a call

It is possible to reject an incoming call if you cannot answer it when it comes through. To reject the call, either press **reject** or **X**. The caller can choose to leave a message on your voicemail or hang up.

## Holding a call

If you answer a call, you can put the caller on hold. To hold a call, press **Hold**. The caller is placed on hold and hears a waiting tone until you press **resume** to take them off hold again. You can do this however many times you need to within the same call.

## Transferring a call

If you answer a call, you can also choose to transfer them to another number either blindly or as an attended transfer. A blind transfer sends the caller to a third party number without speaking to the third party first. An attended transfer allows you to first speak to the third party before making the transfer.

To make a blind transfer to a third party:

1. Answer the call and press **Xfer**. The caller is placed on hold while you make the transfer.
2. Press  or  and choose a contact to whom you want to transfer the call by navigating to their name and pressing .  
The name of the contact then appears on the display and a call is placed to the third party. The display reads "transfer call?" with the options **Yes** and **No**.
3. Press **Yes** immediately to transfer the call without speaking to the third party.  
The original caller is taken off hold and put in direct contact with the third party. Your phone call ends, returning you to the main display screen.

To make an attended transfer to a third party:

1. Answer the call and press **Xfer**. The caller is placed on hold while you make the transfer.
2. Press  or  and choose a contact to whom you want to transfer the call by navigating to their name and pressing .  
The name of the contact then appears on the display and a call is placed to the third party. The display reads "transfer call?" with the options **Yes** and **No**.
3. Wait for the third party to pick up the phone to speak with them. If they want to take the call, press **Yes**. If they are unavailable or do not want to take the call, press **No**.  
If you transfer the call, the original caller is taken off hold and put in direct contact with the third party. Your phone call ends, returning you to the main display screen. If you did not transfer the call, you are returned to the original call.

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**Note:** In addition to transferring calls to contacts in the directory or recent call list, you can also transfer calls to favorites. To do this, press the speed dial for that contact while on the

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transfer screen. For this reason, if you routinely transfer calls to a particular contact, you might find it worthwhile to set them as a favorite, even if you do not make many direct calls to them otherwise.

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## Muting your audio

You can mute your outgoing audio so that no one else on the call can hear you. This can be useful if you don't want distracting ambient noise around you to be heard on the call.

To do this, press . If you are in a conference, you can also be remotely muted. In this case, you cannot unmute yourself; you must be unmuted by the person who placed you on mute.

# Contacts

## About contacts

Contacts are the people you want to call. Their contact details are available because they are in the company directory. You decide who your favorites are by creating a favorite from the company directory.

To access your company directory contacts, press  then . You can search the company directory by navigating through the list with the up and down arrow buttons, or by typing the name of the person you want to contact. The contact is searched and brought to the top of the list as you type their name.

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**Note:** The directory search is not case sensitive.

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To edit your favorites, go to [home screen > contacts](#) from the Breeze homescreen.

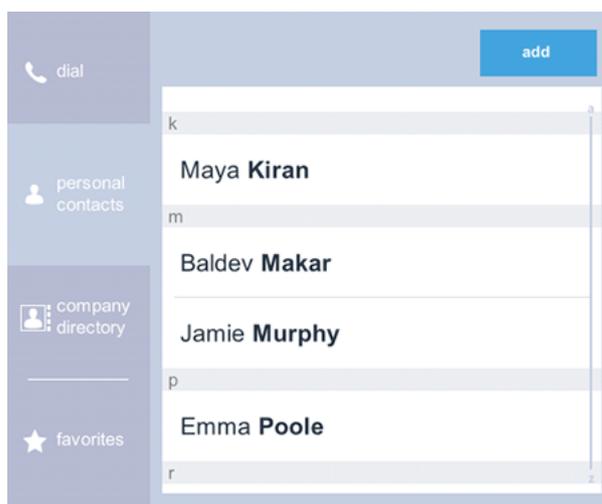
## About personal contacts

In addition to the global directory (to which everyone in your company has access) you can add your own personal contacts. However, these contacts are only available if you are using Breeze and are not available on the phone.

## Adding personal contacts

For each contact that you want to add:

1. Go to [home screen > contacts > personal contacts](#).
2. Select **add** and enter your contact's details (shown below).



## Deleting personal contacts

To delete a personal contact:

1. Go to [home screen > contacts > personal contacts](#).
2. Select the contact you want to delete and select **edit**.

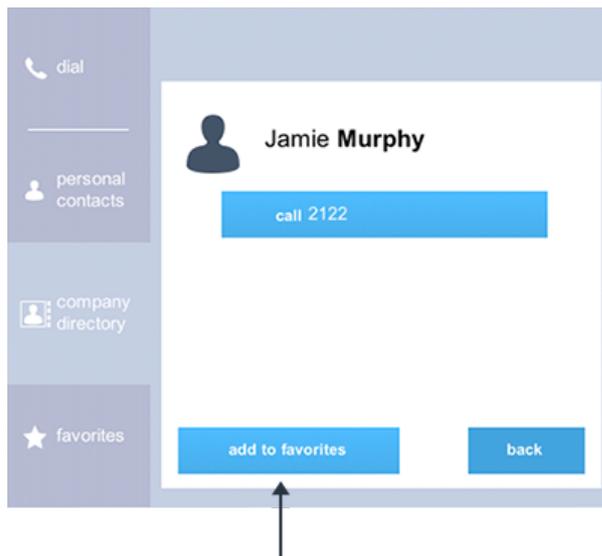
3. Scroll down in that view and select **delete contact**.

## About favorites

### Creating favorites

To create a favorite from the company directory (or from your personal contacts):

1. Go to **home screen > contacts > company directory** (or **home screen > contacts > personal contacts**).
2. Find and select the person whom you would like to add as a favorite (either by using the search or by scrolling).
3. Select **add to favorites**, as shown below.



4. Go to **home screen > contacts > favorites** and ensure that your favorite is one of the top five listed.  
If the contact is not one of the top five, it does not operate as a speed dial contact on the phone. You need to delete previous favorites in order to move the contact up the list. You can then re-add favorites you needed to delete without disturbing the top five ordering.

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**Note:** Editing favorites in the StarLeaf app changes them on the phone simultaneously.

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### Deleting favorites

To delete a favorite:

1. Go to **home screen > contacts > favorites > edit**.
2. Select the cross next to the favorite and select **delete**.



## Presence and speed dial notifications

Speed dials are displayed on Breeze's home screen with icons.

StarLeaf users in your organization have an icon indicating presence as follows:

StarLeaf presence and speed dial icons	
	This favorite is available (that is, they are not in a call, have not set their StarLeaf device to <b>do not disturb</b> , and have not forwarded calls)
	This favorite's calls are being forwarded to another device
	This favorite has set his StarLeaf device to <b>do not disturb</b>
	This favorite is in a call at the moment
	This favorite is not currently connected to the StarLeaf Cloud service
	This favorite is an iPad user and Breeze is not currently open on the iPad. However, if you call this favorite, the iPad will ring and the call can be answered

Contacts using other systems (for example, they are not within your organization or they have phones made by manufacturers other than StarLeaf) have icons as follows:

Non-StarLeaf presence and speed dial icons	
	This is a guest user or a user in another organization
	This is the contact's home number
	This is the contact's mobile number
	This is the contact's 'other' number

**Non-StarLeaf presence and speed dial icons**

	This is the contact's work number
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These icons do not change the speed dial behavior on the phone. The speed dial lights on the phone only change in the following instances:

- When a user is online, the speed dial light is green
- When a user is offline, the speed dial light is off. In this case, the call goes straight to voicemail
- When a user is set to **do not disturb**, the speed dial light is off

# Using voicemail

## About voicemail

If you have a voicemail account, you can receive voicemail messages. When you have a new unread voicemail, the red light on the top of the phone lights up solidly and the number of unread voicemails displays next to .

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**Note:** The voicemail counter on  only displays up to nine unread voicemails. If there are more than nine, an exclamation mark displays in place of the counter.

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When you use the voicemail system, an IVR guides you through the options.

## Accessing voicemail messages

To access voicemail messages:

1. Press .  
The interactive voice response (IVR) system prompts you to enter your PIN.
2. Enter your PIN then follow the IVR instructions to listen to your voicemail messages.

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**Note:** To skip to the end of an IVR prompt, press # (the pound or hash symbol).

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## Setting a greeting for your voicemail

To set a greeting for your voicemail:

1. Press .  
The interactive voice response (IVR) system prompts you to enter your PIN.
2. Follow the IVR instructions to set or edit your greeting.

## Forwarding a message

You can forward a voicemail message to another extension number. To do so:

1. Press .  
The interactive voice response (IVR) system prompts you to enter your PIN.
2. Follow the IVR instructions to:
  - a. Choose to listen to the message that you want to forward.
  - b. Select to forward that message.

## Configuring other voicemail settings

To ensure the security of your voicemail box, you are advised to change your security PIN. Your default security PIN is 0000. You can also change your greeting and record you speaking your name. To do so, access your voicemail and follow the IVR instructions.

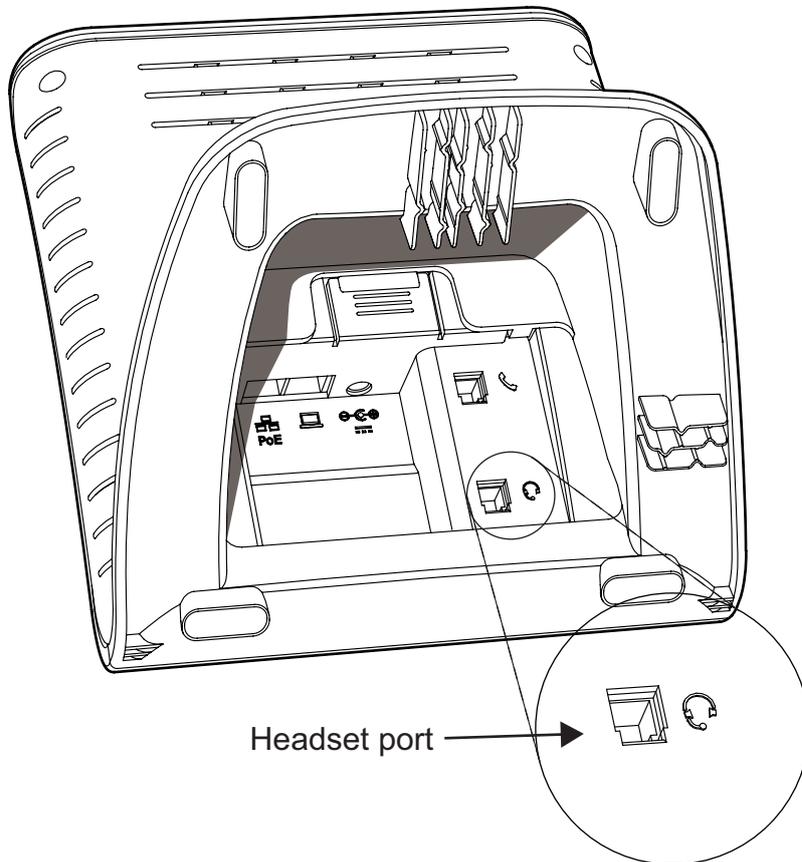
**Note:** From the Cloud 7.1 upgrade, a security PIN is not required by default but to ensure the security of your voice and video mail, you are advised to set one.

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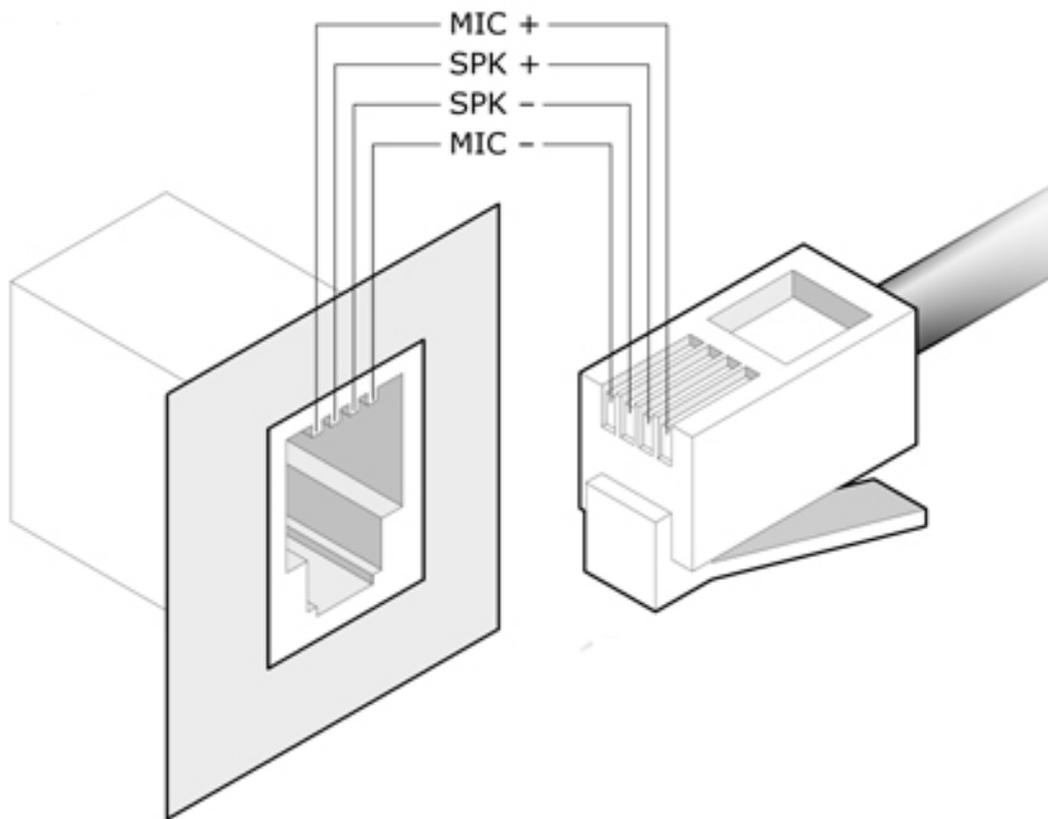
## Using a headset with the StarLeaf Phone

The StarLeaf Phone 2105 allows you to connect a headset to use instead of the handset or the speakerphone. StarLeaf recommends Plantronics headsets with U10P type cable or Sennheiser headsets with CSTD 24 type cable.

The figure below shows the location of the headset connector on the rear of the phone:



If you want to use a headset from a manufacturer other than Plantronics or Sennheiser, be aware that the headset connector on the rear of the phone accepts any headset with a 4P4C connector that has the following pinout:



To use the headset, connect it to the headset port and press  to make a call. If you press  while on a call with the headset in use this ends the call.

## Joining a meeting on the Phone 2105

You can join StarLeaf scheduled meetings from the Phone 2105. If you receive an invitation to a meeting, you can view the details on Breeze's Join Now button, and the  button on the phone lights red when the meeting has started. When the meeting has started, the red light on the top of the phone also flashes for five minutes. When you are in a meeting, the name displayed on the phone is the name of the meeting owner.

Although it is not possible for you to escalate individual calls to ad hoc meetings (a meeting that has not been scheduled) on the Phone 2105, if you are on a call with another StarLeaf endpoint, they can escalate the call to an ad hoc meeting.

## Legal information

### Third party software acknowledgments

Acknowledgments of third-party software are available at:

[www.starleaf.com/support/legal](http://www.starleaf.com/support/legal)

### Disclaimers and notices

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