

Call Control

The call control provides an overview of the usage of your handset. A handset button in the call control is associated with each connected handset (maximum of four per client)

Handset Button



Icon	Meaning
	Handset 1 is on-hook.
	The call is located on handset 1. The microphone is switched on.
	The call is located on handset 1. The microphone is switched off.
	The call is located on handset 1, and open listening is enabled. The handset microphone is switched on.
	The call is located on handset 1, and open listening is enabled. The handset microphone is switched off.
	Handset 1 is on-hook, and the call is in open listening mode.
	Handset 1 is on-hook, and the call is in handsfree mode (only with gooseneck microphone). The hands-free microphone is switched on.
	Handset 1 is on-hook, and the call is in handsfree mode (only with gooseneck microphone). The hands-free microphone is switched off.

Icon	Meaning
	The call is located on handset 3 (gooseneck). The microphone is switched on.
	The call is located on handset 3 (gooseneck). The microphone is switched off.
	The call is located on handset 1 (headset). The microphone is switched on.
	The call is located on handset 1 (headset). The microphone is switched off.

Line Keyes Status

Icon	Description	Icon	Description
	Line in call state at your and/or terminals.		Line parked by another subscriber (private hold) or switched to an SPM channel, or an external announcement is active.
	Line in call state at your or other terminals (first call queue position). Comfort Activation is enabled.		Line parked by another subscriber (common hold), or the line has the attribute "Hold when released".
	Line in call state at your or other terminals (first call queue position). Comfort Activation is enabled.		You have parked the common line ("I hold")
	The line is in the call state and located on speech unit 1 at your terminal.		You have parked this line ("private hold")
	The line is in the call state and located on multiple speech units at your terminal (parallel call).		You have switched this line to an SPM channel ("SPM").

OpenStage Xpert

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Quick Reference Guide

This Quick Reference Guide will help you get to know the basic functions of your Client. For detailed information on the features of your Client, see the appropriate User Guide and the online help.

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Icon	Description	Icon	Description
	The line is in the call state, and another subscriber has entered it.		You have parked this line with "privacy" activated ("privacy on hold").
	Another subscriber from another site has activated "privacy" on this line.		Another subscriber has activated "privacy on this line.
	The line is a member of a conference and is on speech unit 1 at your terminal.		This line is a member of a conference.
	Line is in "Callback after Hold" status at your and/or another terminal after a pre-set period of time has elapsed.		You have switched this line to an SPM channel, and another subscriber has entered it ("SPM, with remote seizure").
	Line is in "Callback after Hold" status at your and/or another terminal after a pre-set period of time has elapsed. Line is in first position in the call queue. Comfort Activation is enabled.		Line parked by another subscriber (private hold) or switched to an SPM channel, or an external announcement is active. Another subscriber has entered this line.
	Line is in "Callback after Hold" status at your and/or another terminal after a pre-set period of time has elapsed. Line is in first position in the call queue. Comfort Activation is disabled.		You have parked this line ("private hold") and another subscriber has entered it ("private hold, with remote seizure").

Using your Device

Tool Bar Icons in Normal Mode

Icon	Action	Icon	Action
	Menu		Control Field
	ETD (Electronic Telephone Directory)		Edit Mode
	Call Memory		Exit Edit Mode
	Quick Conference		Home Page
	Back to Last Visited Page		Help
	Dial Pad		Page Selection

Tool Bar Icons in Edit Mode

Icon	Action	Icon	Action
	Exit Edit mode (Tool Bar)		Select
	Undo (Tool Bar)		Properties
	Redo (Tool Bar)		Delete
	Copy (Tool Bar)		Disconnect
	Move (Tool Bar)		Hold
	Undo Selection (Tool Bar)		Add to SPM
	Page Properties (Tool Bar)		Add to ETD
	Load and Save SPM Assignment (Tool Bar)		Delete SPM Assignment

How to Log In

1. Enter a configuration or select one from the selection list in the Login Screen.
2. Enter the password
3. Select Login

How to Answer a Call

1. Select the speech unit you use to wish to use (handset 1, microphone 2, headset 3).
2. Press the line key in the call state or lift the handset
3. To end the call, press Disconnect or place the handset on the cradle.

How to Place an Outgoing Call

1. Select the Dial Pad icon in the tool bar.
2. Dial the dialing prefix (e.g., 9), country code (e.g., 1), area code and phone number.
3. Select OK on the dial pad.

How to Transfer a Call

1. With an active call on the line, select Consultation.
2. Using the dial pad, dial the number then select OK.
3. Immediately after entering the phone number or when the other party responds, press Transfer.

How to Forward a Call

1. Select the line to forward.
2. Press the Call Forward key.
3. Dial the number you wish to forward to.
4. Press OK on the dial pad.
5. To cancel the call forwarding select the line and press the Call Forward key.

How to Activate Privacy

1. While on a call, select Privacy (lock icon appears).

How to Add a Subscriber to an Existing Call (Conference)

1. Press Quick Conference.
2. Call the new party or select it from the Call Queue (hold or incoming call).
3. As soon as the called party accepts the call, he/she enters the conference ..

Note: To add more subscribers to the conference, press the **Quick Conference** button for more than a second.

How to Use Open Listening

1. Select the Open Listening button to initiate a speaker phone call.
2. The mic. LED will light up in red when you are speaking.
3. Select Disconnect to end the call.

How to Use the ETD - Electronic Telephone Directory

1. How to add a new contact:

- Select the New icon
- Enter contact information.
- Select OK.

2. How to edit a contact:

- Select the Edit icon.
- Select contact from list.
- Edit information.
- Select OK.

Note: The ETD consists of an alphabetical list of ICM (intercom) contacts which can be moved to a turret page

How to Copy or Move Items

1. Select the Edit Mode icon. The user interface changes to the edit mode.
2. Press the item to be copied/moved.
3. To copy the item:
 - Make sure that the system is in copy mode.
 - Pressing the Copy/Move button toggles from copy to move mode.
 - Click on an empty place The item is copied to the desired place.
4. To move the item
 - Make sure that the system is in move mode.
 - Pressing the Copy/Move button toggles from copy to move mode.
 - Click on an empty place The item is moved to the desired place.

How to Use Speech Monitoring (SPM)

1. Select SPM in the page selection drop-down list if it is configured as SPM page.

How to Add a Line to a Speech Channel

1. Select the Edit Mode icon.
2. Select the the desired Line Key.
3. Select a free SPM channel key. The line is assigned.

How to Assign an SPM Line Automatically

1. Select a handset in the call state.
Press SPM Auto or press the Add to SPM icon on the desired handset button on the call control field .The line is assigned to a free SPM channel.

How to Delete a Button

1. Select the Edit Mode icon. The user interface changes to the edit mode.
2. Press the Delete icon of the button to be deleted.

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