A MITEL
PRODUCT
GUIDE

OpenScape Desk Phone CP110

OpenScape 4000

User Guide HFA
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Mitel

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⚠	For safety reasons, the telephone should only be supplied with power: • using the original power supply unit. • over a LAN with PoE (Power over Ethernet), which complies with the IEEE 802.3af standard.
⚠	Never open the telephone. Should you encounter any problems, consult your administrator.
⚠	Use only original accessories. The use of other accessories is hazardous and will render the warranty, extended manufacturer's liability and the CE and other markings invalid.

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Software update

During a software update, the phone must not be disconnected from the power supply unit or the LAN. An update action is indicated by messages on the display and by flashing LEDs.

Care and cleaning instructions

- Never spray the phone with liquids as the penetrating fluids can lead to malfunctions or may damage the device.
- Do not use substances such as alcohol, chemicals, solvents or scouring agents, as these substances can lead to surface damage.
- Clean the phone with a soft and slightly damp cloth.

Online documentation

This document along with additional information is available online at: https://www.unify.com/ → Support.

Technical notes, current information about firmware updates, frequently asked questions and lots more can be found on the Internet at: https://wiki.unify.com/.

Location of the telephone

- The telephone may only be operated using the LAN cabling internally in the building. The device should be connected to the IP infrastructure using a shielded LAN cable: Cat-5 for 100 Mbps or Cat-6 for 1000 Mbps. Make sure in the building installation that this cable shielding is earthed.
- The telephone is designed for operation in a protected environment within a temperature range of 5 °C to 40 °C.
- Do not install the telephone in a room where large quantities of dust accumulate; this can considerably reduce the service life of the telephone.
- Do not expose the telephone to direct sunlight or any other source of heat, as this is liable to damage the electronic components and the casing.
- Do not install the telephone in bathrooms or shower rooms.

Product-oriented environmental protection

Unify is committed in terms of its product strategy to bringing environmentally friendly products to market, taking account of the entire product life cycle. Unify strives to acquire the relevant environmental labels for its products in the event that the environmental label programs permit qualification for individual Unify products.

Energy Star

ENERGY STAR is a US Environmental Protection Agency voluntary program that helps businesses and individuals Save money and protect our climate through superior energy efficiency.

Products that earn the ENERGY STAR prevent greenhouse gas emissions by meeting strict energy efficiency criteria or requirements set by the US Environmental Protection Agency.

Unify is an ENERGY STAR partner participating in the ENERGY STAR program for Enterprise Servers and Telephony.

The Unify products OpenScape Desk Phones have earned the ENERGY STAR. Learn more at energystar.gov

License information

For further information about EULA (End User License Agreement) and Open Source licenses, consult your administrator or the web-based management (WBM).

MARKS

CONFORMS TO
ANSI/UL STD 62368-1
CERTIFIED TO
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General information

About this manual

This User Guide is intended to help you familiarize yourself with the OpenScape Desk Phone and all of its functions. It contains important information on the safe and proper operation of the OpenScape Desk Phone. These instructions should be strictly complied with to avoid operating errors and ensure optimum use of your telephone.

This document contains general descriptions of the technical options, which may not always be available in individual cases. If a function is not available as described on your telephone, please contact your Administrator.

ICONS USED IN THE MANUAL

Operations and settings that can be made both at the phone and over the web interface are indicated by an icon and page reference.

This icon refers to an operation or setting performed via the web interface.

This icon refers to an operation or setting performed directly on the phone.

Indicates important additional information in relation to handling.

Indicates required intervention by the Administrator.

Displays for describing operation

Keys required to perform an action, such as ▲ or ▼ and the associated display text, are shown in the highlighted column on the left. The action is described in the main column on the right.

To improve the legibility of the user guide, the operating steps are not always shown in full.

The option “Contrast” is configured in the following example.

SELECTING AND CONFIRMING ACTIONS

Required operating steps with display text

Press the key on the left or right side.

Select an option in the menu or in lists using the navigator keys.

Volume

The required option is selected.

OK

Confirm the selected option.

Shortened illustration in the user guide

Press the key on the left or right side.

Volume

Select and confirm the option shown (e.g. for settings the ringer volume).

SETTING THE REQUIRED OPTION

Required operating steps with display text

XXXX = x

The current value of the option is shown with more or fewer graduation marks following confirmation.

- Press the key on the left side to reduce the value of the setting.
- Press the key on the right side to increase the value of the setting.

Shortened instruction in the user guide

Keep pressing the keys until the desired result is achieved.

Service

The service department can only help you if you experience problems or defects with the phone itself.

Should you have any questions regarding operation, your specialist retailer or Network administrator will be glad to assist you.

For queries regarding connection of the telephone, contact your Network provider.

> If you experience problems or defects with the phone, dial the service number for your country.

Intended use

The OpenScape Desk Phone CP110 is a desktop or wall-mounted unit designed for voice transmission and for connection to the LAN. It can also be used as a workstation device.

Any other use is regarded as unintended.

Telephone type

The identification details (exact product designation and serial number) of the telephone can be found on the nameplate on the underside of the base unit. Specific details concerning your communication platform can be obtained from your administrator.

> Have this information ready when you contact our service department regarding faults or problems with the product.

Speakerphone quality and display legibility

- To ensure good speakerphone quality, the area in front of the microphone (bottom right of the telephone front panel) should be kept clear. The optimum distance is approx. 50 cm.
- Proceed as follows to optimize display legibility:
  - Turn the phone to tilt the display to ensure you have a frontal view of the display and avoid light reflections.

Repair and recycling concept, extending performance capability

This section contains additional information in accordance with the basic award criteria for the "Blue Angel" eco-label as specified in RAL-UZ 220. The CPx10 telephones comply with all legal requirements of the country in which they are marketed.

RECYCLING AND DISPOSAL OF EQUIPMENT IN THE OPENSCAPE DESK PHONE FAMILY

Return of OpenScape Desk Phone waste equipment.

a) Legal and other foundations

The take-back of equipment and spare parts is based on

- EU Directive 2012/19/EU (WEEE),
- The German "Act Governing the Sale, Return and Environmentally Sound Disposal of Electrical and Electronic Equipment" (ElektroG),
- The criteria of the Blue Angel RAL UZ 220 for "Telephone systems and Corded Voice-Over IP Telephones".

b) Separate collection according to ElektroG

Users of electrical and electronic equipment are obliged to collect waste equipment separately and supply for proper disposal.

This waste equipment must not be disposed of together with unsorted municipal waste (normal household waste). Separate collection is a condition for reuse, recycling and efficient recovery of waste equipment and the basis for the recovery of materials.

c) Take-back according to the criteria of the Blue Angel

In addition to the legal requirements governing take-back of electrical and electronic equipment, Mitel Networks Corporation takes back the OpenScape Desk Phone CPx10 telephones introduced on the market in Germany and manufactured after March 2014. Insofar as no direct collection of this waste equipment has been agreed, the OpenScape Desk Phone end-of-life phones can be returned free of charge to the following address:

eds-r gmbh // rücknahmesysteme
Maybachstr. 18
90441 Nuremberg, Germany

d) Reuse, recycling and recovery

Attention is paid to ease of disassembly / recycling of the OpenScape Desk Phone waste equipment as early as the product development stage.

- Reuse: The old appliances are repaired and refurbished and put into the spare parts cycle, where they are then reused.
- Recycling and recovery of OpenScape Desk Phone CPx10 telephones that are no longer usable: Before further treatment, the end devices are roughly dismantled and fed into various recycling processes. The various metals are separated in special shredding plants for electronic waste. Copper and

precious metals are further processed in refining. Aluminium and iron are separated and sent to the smelter.

REPAIR RELIABILITY AND SPARE PART SUPPLY

Mitel Networks Corporation guarantees repair support and spare part supply for up to 6 years following product discontinuation of the OpenScape Desk Phone phones.

EXPANDABILITY OF THE PERFORMANCE

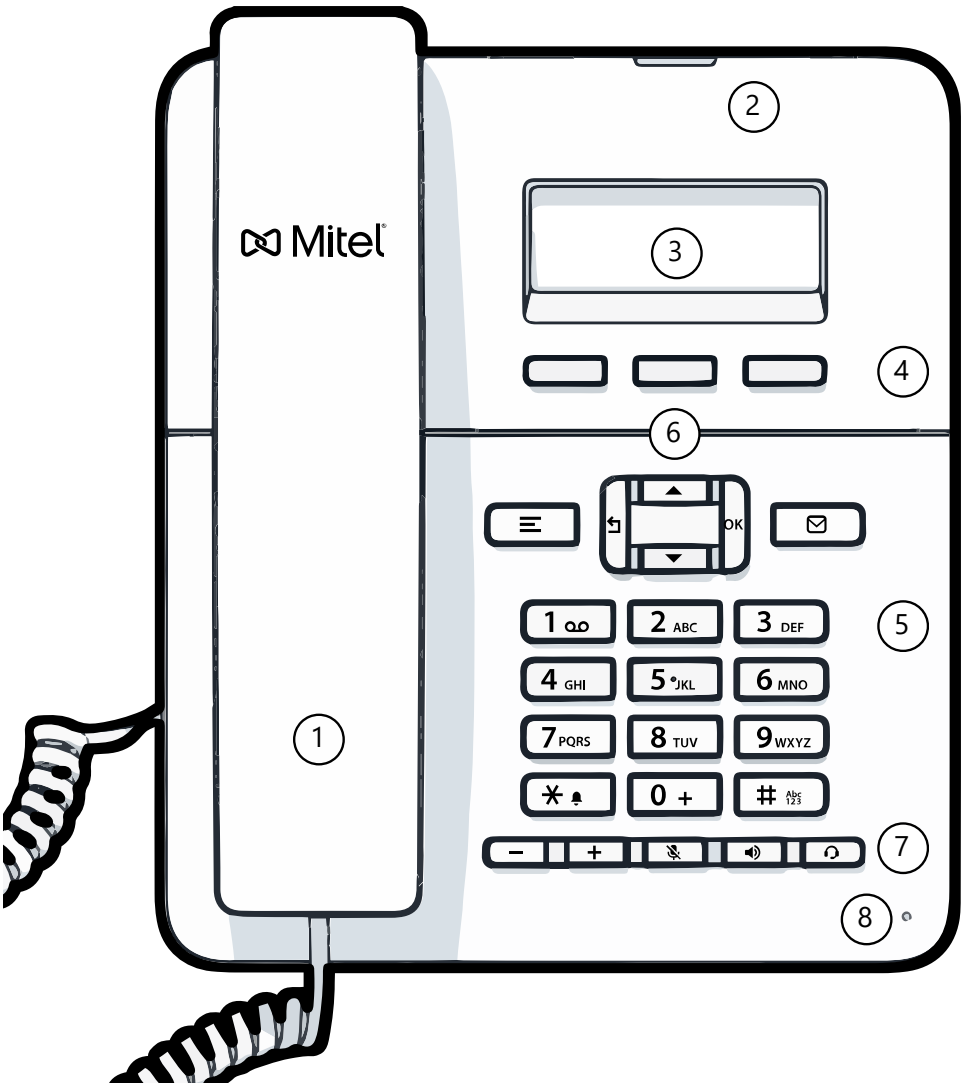
The functionality of all OpenScape Desk Phone CPx10 phones can generally be extended by software updates.

> If necessary, contact your administrator or system administrator or your sales partner of Mitel Networks Corporation.

Getting to know the OpenScape Desk Phone CP110

The following sections describe the most frequently used controls and displays.

The user interface of the phone

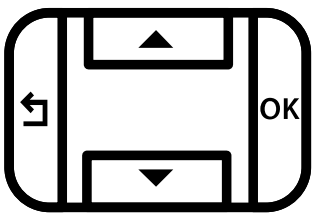


1	You can make and receive calls as normal using the **handset**.

2	The **status LED** displays the phone connection status. Incoming calls and new voice mails are visually signalled via the notification LED.
3	The **display** shows information during telephone operation (three lines with up to 32 characters each).
4	The **programmable function keys** can be set to various functions.
5	The **dialpad** can be used to enter phone numbers and write text.
6	The **navigation keys** help you navigating through the various phone functions, applications and configuration menus.
7	The **function keys** (non-programmable) are assigned to the following functions: : Provides access to the user menu for locally controlling the phone settings. : Allows voice mails to be managed. : Increases or decreases the speaker or headset volume. : Activates or deactivates the microphone. This prevents the other party from listening in, e.g. when consulting with someone else in the room or in case of background noise. : Activate or deactivates the speakerphone during an active call. : Activates or deactivates the headset.
8	You can interact with calls with the **microphone** even when the handset is hung up.

NAVIGATION KEYS

This control allows you to move between input fields and navigate in lists and menus.



The pictograms for the navigation keys in this manual do not look identical to the navigation keys on the hardware.

Key / pictogram	Functions when key is pressed
	• In lists and menus: One level up • Entry selected: Cancel action • In input fields: Delete character to the left of the cursor
	• In lists and menus: One level down
	• In lists and menus: Scroll up • Press and hold: Skip to the start of the list or menu
	• In lists and menus: Scroll down • Press and hold: Skip to the end of the list or menu
OK	With entry selected: • Perform action • Confirm your selection

PROGRAMMABLE FUNCTION KEYS ON THE PHONE

Your OpenScape Desk Phone has three programmable function keys, which you can program with different functions or phone numbers.

The status of a function is shown by the LED display for the corresponding function key. Depending on how they are programmed, you can use the keys as follows:

- Function keys, see "Programming the function keys" → page 36

Line and direct station selection (DSS) keys can only be programmed by the administrator via the program or service menu.

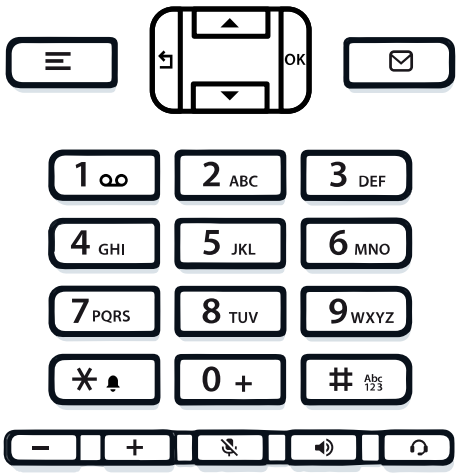
NOTIFICATION LED

When the phone is idle (on-hook), the notification LED state and colour depends on the state of the mailbox. The call log key must be configured on the phone to have the following functionality:

When the phone is not in idle mode, the notification LED shows the following signal lights:

- Solid green light: the phone is off-hook, dialling, calling, ringing (outgoing) or connected.
- Flashing green light: incoming call.
- Solid amber light: call on hold.
- Flashing amber light: recall.

DIALPAD



You can only use the digits 1 to 9 and 0 as well as the * and # characters when dialling a number.

In situations where text input is possible, for example when entering the user password, you can also use the dial keys to enter text in addition to the digits and special characters mentioned.

For this, press the key repeatedly until text input is displayed (see "Input editor" → page 21).

> When entering text, all characters available for the key pressed and the character selected are briefly displayed.

Character overview

The character overview depends on the current language setting.

Key	1x	2x	3x	4x	5x	6x	7x	8x	9x	10x	11x	12x	13x	14x	15x	16x	17x
1 (a)	1	(b)	;	=	$	\	&	[	]	{	}	%					

Key	1x	2x	3x	4x	5x	6x	7x	8x	9x	10x	11x	12x	13x	14x	15x	16x	17x
2 ABC	a	b	c	2	ä												
3 DEF	d	e	f	3													
4 GHI	g	h	i	4													
5 JKL	j	k	l	5													
6 MNO	m	n	o	6	ö												
7 PQRS	p	q	r	s	7	ß											
8 TUV	t	u	v	8	ü												
9 WXYZ	w	x	y	z	9												
* (c)	.	*	1	#	,	?		'	"	+	-	(	)	@	/	:	_
0 +	0	+															
# Abc 123	(d)																

(a) Special characters (not in 123 mode)

(b) Space

(c) Extended character

(d) Toggle between uppercase and lowercase and number entry

Multi-function keys

Key	Function during text input	Function when held down
*	Types special characters	• 2 seconds: Ringer off • 3 seconds: Beep rather than ringer
# Abc 123	Switches between uppercase and lowercase text and number entry: • "Abc" mode • "ABC" mode • "123" mode	Activates the telephone lock
1	Types special characters (not in 123 mode).	Calls the answering machine.

Input editor

Additional options are available in the text editor. This is used when programming a forwarding destination, for example. In this way, you can, for example, move the

cursor freely and copy or insert text.

OK

Use the key to select further editor functions via the navigation keys and confirm each one of the following items:

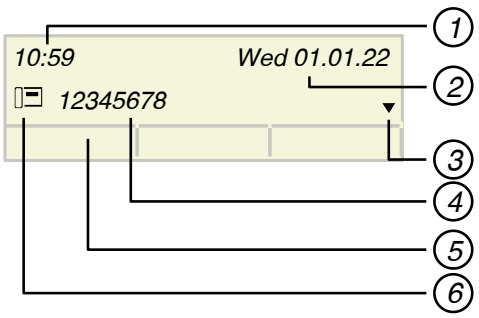
- OK: Applies changes and closes the editor
- Delete: Deletes characters from right to left
- Cancel: Discards changes and exits the editor
- Mode (# can also be used here to switch):
  - 123: Digits only
  - ABC: Uppercase letters only
  - Abc: First letter in uppercase, subsequent letters in lowercase
  - abc: Lowercase letters only
- Move cursor left: Moves the cursor to the left
- Move cursor right: Moves the cursor to the right
- Copy: Copies the entire content to the clipboard
- Paste: Inserts the entire content from the clipboard at the cursor position

Display

> The various screens displayed in the following sections depend on the configuration by the administrator. Some items may not be displayed if not configured.

IDLE MODE

If no calls are taking place or settings being made, the phone is in idle mode.



1	Time screen
2	Date and time
3	Idle menu navigation

4	Phone number
5	The function key labels display the assigned key settings. For each label, a maximum of eight characters can be displayed.
6	Status icon

Press this key to return to the idle mode display from a call list.

Press this key to return to the idle mode display from the **Program** or **Service** menu.

> You can also configure a "Show phone display" key for both of these instances to access the idle mode screen.

Icons in the idle menu

Icons for different situations and options are displayed on the phone screen in idle mode.

Icon	Explanation	Display position
	Call recording is in progress	1st line
	The ringer is deactivated.	1st line
	The ringer is set to a beep.	1st line
	Remote maintenance has been activated.	1st line
	"Do not disturb" is activated.	1st line
	The phone lock is activated.	1st line
	You received new voice messages.	2nd line
	You have one or more new missed calls.	2nd line
	Local call forwarding is active.	2nd line
	A mobile user is logged on to the telephone.	2nd line
	A status icon in front of your own phone number (replaced, for example, by the icons for call forwarding or the icon “Mobility”).	2nd line

DISPLAYS ON THE STATUS LINE FOR ADJUSTING THE VOLUME

Use the keys to adjust the ringer, handset and speaker volume. The following status icons are displayed:

Display	Meaning
	Ringer volume in 10 levels
	Ringer volume in 10 levels when the ringer is switched off
	Handset or speaker volume in 10 levels after picking up the handset or switching to speakerphone mode.

CONTEXT-DEPENDENT DISPLAYS

Depending on the situation at hand, the display on the phone displays different content.

Information on current events

The following icons appear centred on the display when your phone is idle and draw your attention to current properties or events.

Example

You missed two calls in your absence.

02

Open the two new voice messages.

Icons for events

Icon	Explanation
	You received new voice messages.
	You have one or more new missed calls.
	Local call forwarding is active.
	A status icon in front of your own phone number (replaced, for example, by call forwarding or Mobility icon).

Context menus

If an up or down arrow appears beside an entry in the second line, a context menu is available whose options you can select using the navigator keys or (see "Navigation keys" → page 18). The range of functions available is situation-specific.

Consult?	First menu entry (selected on call-up)
Start conference?	
Hold?	Other menu options (hidden)
Blind transfer?	
Disconnect?	
Directed pickup?	

Example

Select the key to go back to the telephony interface from the message menu.

Select the key again to access the telephony interface from the Program / Service menu.

> You can set up a "Show phone display" key for both of these instances to access the telephony interface screen again (see "Programming the function keys" → page 36).

Idle display context menu

OK

Access the following functions (if activated) by pressing the softkey. The current function is displayed in the second display line.

Select the other functions using the navigator keys.

Redial	First entry (selected when you call up the menu, if you have already dialed a phone number) Example: x may appear as dialable number like “1234”.
Ringer off	Other menu options (hidden)
Do not disturb	
Mobile logon	
Cancel callbacks	
Directed pickup	

Functions during a call

In many operating situations you are offered appropriate functions or advisories in the second line of the display.

Select the remaining other available hidden functions using the navigator keys.

Example

You set up a consultation call. The second line displays the first of three dependent functions.

OK

Search for the appropriate function and confirm.

The menu with the functions closes automatically after you have executed an action.

12345	First display line
Dial	Second display line (current option)
Redial Retrieve held call	Other possible menu options (hidden)

To delete information or warning messages, press the key.

Icons during a call

Icon	Meaning
	The call is active.
HD	High-quality voice connection (G.722).
	The call has been disconnected.
	You have placed the call on hold (e.g. consultation hold).
	Your call partner has placed the call on hold.
	The voice connection is secure.
	The voice connection is not secure.
	A headset is connected.

Mailbox

Use the key to access messages from services. The following messages are saved:

- Callback requests
- Voicemail

MESSAGES (CALLBACK REQUESTS)

New messages are signalled by the illuminated notification LED.

> This information remains active until all messages have been viewed or deleted.

To access the messages, press the key. The most recent entry is displayed.

> For a description of how to edit the entries, see "Using callback" → page 59.

VOICEMAIL

Press the key shown.

If your telephone is connected to a voicemail system (such as Smart Voicemail), the notification LED lights up on incoming messages.

An corresponding message is displayed.

> You cannot delete (new) voice messages that you have not listened to in full. To mark a message as "listened to", press 6 MNO 6 MNO to jump to the end of the message.

MUTE KEY

The mute key switches the microphone on or off during an active call.

Press the key to enable muting. A notification "Mute on" is displayed for a few seconds and muting is enabled.

To disable muting, press the key again.

OK

Press the key when the "Mute off?" is displayed. A notification "Mute off" is displayed for a few seconds and muting is disabled.

Call lists

Calls to the phone, unanswered calls, and dialled phone numbers are saved in “call lists”.

> Answered calls can also be saved (for more information, contact the administrator).

Your telephone stores up to ten calls in chronological order. Each call is assigned a time stamp. The oldest entry not yet deleted in the list is displayed first. Multiple calls from the same caller do not automatically generate new entries in the caller list. Instead, only the most recent time stamp for this caller is updated and its number incremented.

> Callers with suppressed numbers cannot be saved in the call list.

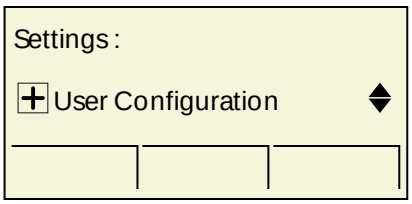
To call subscribers from the call lists, press the function key with the icon or search a call list in the idle menu (see "Dialling contacts from the call lists" → page 47).

Information is displayed regarding the caller and the time at which the call was placed.

> For a description of how to edit the call lists, see "Using the caller list" → page 46.

Settings menu

Menu title



Further entries are indicated by ▲ for the last entry or ▼ for the first entry.

The menu structure consists of several levels. The first line in this structure shows the menu currently selected while the remaining lines show the options for this menu. The arrow next to an entry indicates the availability of additional options for this entry.

The bottom line consists of “labels” that can be assigned to the function keys below the display.

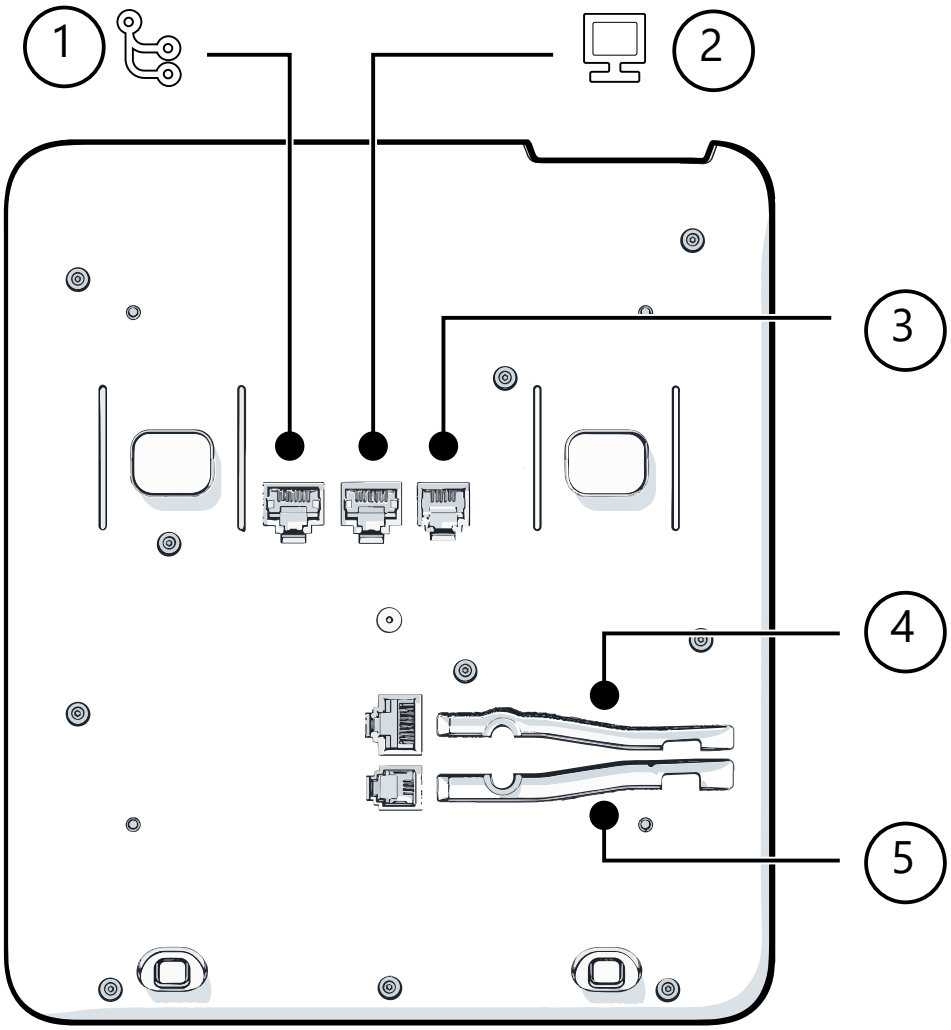
Open the Settings menu by pressing the settings key.

- **User:** The options allow you to adapt the telephone to your individual requirements.

- **Admin:** Once the admin password is entered, this menu is available to the administrator.

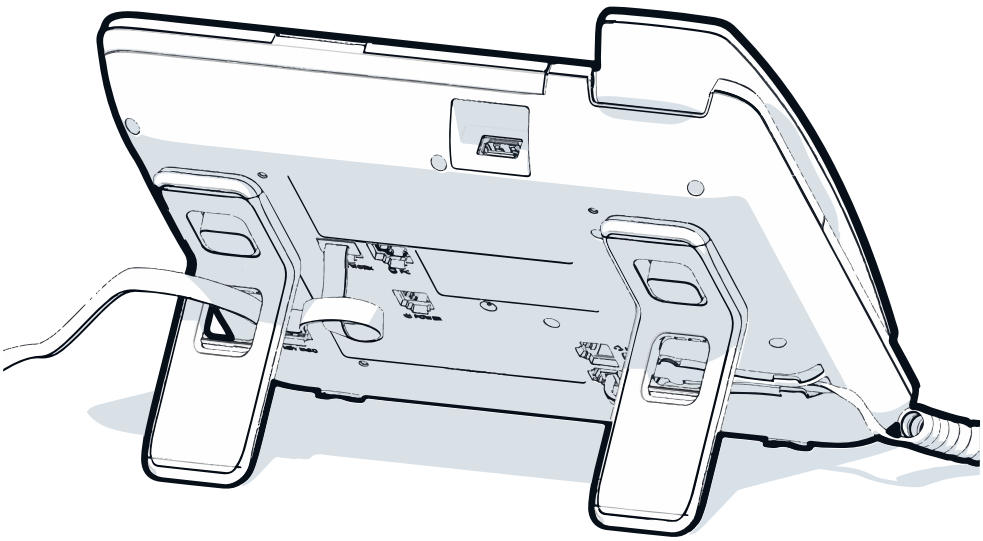
Use the navigator keys to navigate through the menus as described in the section "Navigation keys" → page 18.

Ports on the underside of the phone



1	Network LAN port	**2**	PC LAN port
3	Optional power supply	**4**	Headset port
5	Handset port		

THREADING THE CONNECTION CABLES



> The picture shows an example of the OpenScape Desk Phone series. Your actual phone may look different.

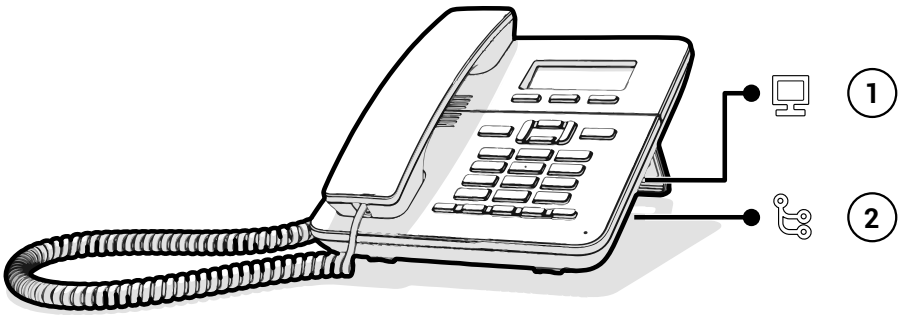
Thread the connection cables on the back of the phone through the holes in the stand. Arranged in this way, the device always has a secure stand.

HOW TO USE NETWORK CONNECTIONS

The OpenScape Desk Phone provides a 1 Gb/s Ethernet switch. An internal Ethernet switch connects the PC LAN port of the phone with the network LAN port to the PC.

> This option for connecting the telephone and PC must be activated on the telephone by the administrator.

Using this connection option saves one network port for each switch used and allows shorter network cables to be used when arranged correctly.



1	PC LAN port	**2**	Network LAN port

Updating the phone

The phone application (“software” or “firmware”) is regularly updated by the administrator to keep the safety and function of the software at the current level.

> During a software update, the phone must not be disconnected from the power supply unit, the LAN line or the phone line.

An update process is indicated by messages on the display and by flashing LEDs.

Viewing system notifications

When there is an important change to the phone's system, the phone displays a notification message informing you about updates, alerts, certificates installatio, and similar events.

For example, when all **802.1X certificates** [(a)] have been installed, your phone displays the following notification message: "802.1X certificates have been installed".

If you need more information about system notification messages, contact your administrator.

[(a)] 802.1X certificates are digital documents used in the 802.1X network authentication protocol that only gives devices access to the protected side of a network after authenticating them.

Telephone settings

> Any settings you are currently making on the phone will be interrupted by an incoming call. You can use the Settings key at any time to return to the point in the menu where you were interrupted, unless the time for the password has expired.

Setting the display contrast

The display has multiple contrast levels that you can set according to your light conditions.

You can also configure this setting via the WEBM interface (see "Web interface (WBM)" → page 108).

Press the key shown.

User

Select and confirm the option shown.

Enter and confirm the user password, if required.

Phone?

Select and confirm the option shown.

Display?

Select and confirm the option shown.

Contrast: =

Select and confirm the option shown.

/

Set and confirm the contrast.

Save & exit?

Select and confirm the option shown.

Audio

Adjusting audio settings

You can optimize the audio settings on your phone for your work environment and according to your personal requirements.

Adjusting the call volume during a call

You are conducting a call.

Raise or lower the volume. Keep pressing the key until the desired volume is set.

OK

Save.

> If you do not save, the default value will be set for the next call.

Adjusting the ring volume

Press the button in idle mode or while a call is in progress.

Volume?

Confirm the option shown.

Raise or lower the volume. Keep pressing the button until the desired volume is set.

OK

Save.

Adjusting the ringer pitch

Press the button in idle mode.

Ring tone: ^?

Select and confirm the option shown.

To adjust the ringer pitch, keep pressing the button until the desired ringer pitch is set.

OK

Save.

ADJUSTING THE SPEAKERPHONE TO THE ROOM ACOUSTICS

To help the other party understand you clearly while you are talking into the microphone, you can set the telephone to "Normal", "Room echoing" and "Room muffled" to suit the acoustics in your environment.

Press the button in idle mode.

Loudspeaker?

Select and confirm the option shown.

Modify the room type. Keep pressing the button until the desired room type is set.

OK

Save.

Setting the volume of the alert tone

The alert tone is output for example when you receive a second call while a call is in progress.

Press the rocker button in idle mode.

Alert ring?

Select and confirm the option shown.

Modify the volume. Keep pressing the rocker button until the desired volume is set.

Save.

Call settings

ACTIVATING AND DEACTIVATING SECOND CALL

You can indicate whether or not you wish to accept a second call (call waiting) during a call.

> If your phone belongs to an ONS group (One Number Service / parallel call: In addition to an alerting tone on the busy phone, the second call is signalled with a ring tone on the other phones in the ONS group (see "Special parallel call (ONS) functions" → page 100).

Open the menu.

Feature settings?

Select and confirm the option shown.

Camp-on?

Select and confirm the option shown.

Activate?

Select and confirm the option shown.

Deactivate?

- Optionally, select and confirm the option shown.

SYSTEM SPEED-DIAL NUMBERS

> This function must be configured by the administrator.

Speed-dial numbers are saved in the system. Your administrator will provide you with the system speed-dial directory in printed form for example.

> For making calls using speed-dial numbers, see "Using speed dialling" → page 51.

SPEED DIALLING WITH EXTENSIONS

> This function must be configured by the administrator.

Functions and phone numbers as well as additional access codes can be saved on a speed-dial number.

Because the number of characters for a speed-dial entry is limited, you can also link up to 10 speed-dial numbers for longer sequences.

Example

You want to lock your phone and simultaneously activate call forwarding when you leave the office. These two actions can be saved as a sequence on a speed-dial number.

Another speed-dial number can be saved to release the phone lock and deactivate call forwarding.

> For making calls using speed-dial numbers, see "Using speed dialling" → page 51.

INDIVIDUAL SPEED-DIAL NUMBERS

> This function must be configured by the administrator.

You can program the keys 0 + to 9 WXYZ with ten frequently used phone numbers.

Open the menu.

Destinations?

Confirm the option shown.

Speed Dial?

Select and confirm the option shown.

Press the required speed-dial key. If the key is already in use, the programmed phone number appears on the screen.

New contact?

Confirm the option shown.

Enter the phone number.

Save & exit?

Confirm the option shown. Your input is saved.

> For making calls using speed-dial numbers, see "Using speed dialling" → page 51.

Settings that impact energy efficiency

You can actively reduce energy consumption by making the following settings on your telephone and therefore contribute in a way to protect the environment.

- You can reduce the ringer volume, display brightness and contrast – the default settings on delivery is 50 %

Programming the function keys

The phone features a range of functions that can be attributed to the programmable function keys. The phone comes with programmable keys that can be programmed on two separate levels.

After programming a function key, a “label” must be assigned to each corresponding function.

> This feature must be activated using the administrator access via the local phone or the WBM.

- The keys are preassigned in the as-delivered state (see).
- The keys can also be programmed via the WBM interface (see "Web interface (WBM)" → page 108).

List of available functions

Unallocated	Do Not Disturb
Selected dialling	Group pickup
Redial	Repertory dial
CF unconditional	Line
CF no reply	Feature toggle (1)
CF busy	Mobility
CF unconditional - any	Directed pickup
CF no reply - any	Release
CF busy - any	Callback (1)
CF unconditional - ext.	Cancel callbacks (1)
CF unconditional - int.	Consult
CF no reply - ext.	DSS
CF no reply - int.	Call waiting
CF busy - ext.	Immediate ring (1)
CF busy - int.	Call recording (1)
Ringer off	AICS ZIP tone
Alternate	Server feature
Blind transfer	BLF

Transfer call	Send URL
Deflect	2nd alert
Shift	Show phone screen
Built-in forwarding	Personal directory
Corporate directory	Call log
Directory	

(1)The feature is not available on an OpenScape 4000 telephone system.

Configuring function keys

> The available functions depend on your configuration. If a function is missing, consult your administrator.

Example: Configuring a "park key"

	Open the menu.
Key function?	Select and confirm the option shown.
	Press a function key.
Change?	Confirm the option shown.
More features?	Select and confirm the option shown.
Park?	Confirm the option shown.
Save & exit?	Confirm the option shown.

> Pressing the key briefly activates the programmed function. For functions that can be switched on or off, such as second call, press once to switch the function on and press again to switch the function off.

Configuring selected dialling / direct station selection keys

> Your telephone can be configured so that direct station selection keys cannot be set up for data privacy and personal security reasons. Consult your administrator if you have any questions.

Direct station selection keys can be assigned an internal number from the HiPath network.

A typical application of direct station selection keys is the executive / secretary configuration (see "Making calls in an executive / secretary team" → page 84).

> See also "Programming the function keys" → page 36.

Prerequisite: You have programmed a key with the function "Repdial key" or "Direct station select" (see "Configuring function keys" → page 37).

Open the menu.

Destination?

Confirm the option shown.

Repdial key?

Select and confirm the option shown.

Direct station select?

- Optionally, select and confirm the option shown.

R

Press the selected dialling key.

Direct station select

- Optionally, press the configured direct station selection key.

DEFINING THE PHONE NUMBER

Number?

You are prompted to enter a new number.

New contact?

- Optionally, confirm the option shown.

Enter the number.

Save & exit?

Confirm the option shown. Your input is saved.

Quit and return?

Confirm the option shown.

Additional selected dialling key functions

Prerequisite: You have defined a phone number for a selected dialling key and are still in the menu (see "Defining the phone number" → page 38).

Entering an automatic consultation call

Consult?

Select and confirm the option shown. "RF" appears on the display.

Add the destination number.

> If you press this key during a call, a consultation call is initiated immediately. The first party is placed on hold and the number of the saved destination is dialled.

Example: Entering a number with a pause

Pause?

Select and confirm the option shown. "P" appears on the display.

Enter additional numbers.

> A pause is three characters long.

Selected dialling keys with enhanced functions

Some functions are not available via the menu, rather you have to enter codes to access them. These codes are configured in the OpenScape Desk Phone. You can obtain these codes from your administrator.

Example: Locking the phone with simultaneous call forwarding

> The codes used here are examples and may differ from the settings in your system.

Enter the phone locking code.

Activate the code for call forwarding.

Enter the destination phone number.

> In networked systems, the sequence must end with “# ”.

Configuring the pickup key

You can configure a pickup key for picking up calls (Pickup) in the call pickup group or for second calls.

Open the menu.

Key function?

Select and confirm the option shown.

Press the function key.

Change?

Confirm the option shown.

More features?

Select and confirm the option shown.

Call Pickup?

Select and confirm the option shown.

Save & exit?

Select and confirm the option shown.

Deleting function key programming

Deleting the phone number

Open the menu.

Destinations?

Confirm the option shown.

Repdial key?

- Select and confirm the option shown.

Direct station select?

- Select and confirm the option shown.

Press the required selected dialling or direct station selection key.

Delete?

Select and confirm the option shown.

Making calls

Receiving calls

The telephone rings if the ring tone is active. If transmitted, the calling party information (name, phone number) is displayed.

ANSWERING A CALL VIA THE HANDSET

The phone rings. The caller is displayed.

> If the phone number is stored in the local telephone, the associated name is shown on the display (must be activated by the administrator).

Lift the handset.

Adjust the call volume, if necessary.

ANSWERING A CALL VIA THE LOUDSPEAKER

The phone rings. The caller is displayed.

Accept?

Confirm the option shown.

- Optionally, press the key. The speakerphone function is activated.

Adjust the call volume, if necessary.

ANSWERING A CALL VIA THE HEADSET

The phone rings. The caller is displayed.

Accept?

Confirm the option shown.

- Optionally, press the key. The headset is activated.

Adjust the call volume, if necessary.

ANSWERING A CALL USING A DSS KEY

Prerequisite: You have configured direct station selection keys on your telephone (see "Programming the function keys" → page 36 and "Configuring selected dialling / direct station selection keys" → page 37).

The phone rings.

Direct station select

Press the corresponding function key. You can use speakerphone mode.

- Optionally, lift the handset.

ANSWERING CALLS FOR ANOTHER MEMBER OF YOUR TEAM

If a team member does not answer a call within 15 seconds (system-dependent), the remaining team members hear an alert tone.

In idle mode

The phone rings. “Call for:” is displayed on the phone.

Lift the handset.

Pickup

Press the "Pickup" key. You have now picked up the call.

You can use speakerphone mode.

- Optionally, lift the handset.

During a call

Pickup

Press the "Pickup" key. The first party is placed on hold while you are connected to the second party.

Ending the second call and returning to the first one

Release?

Confirm to disconnect.

DIRECTED CALL TRANSFER

You hear another phone ring and recognize the number, or a colleague asks that you pick up calls for a specific phone.

Lift the handset.

Call?

Select and confirm the option shown.

Enter the phone number of the phone you want to pick up the call.

Displaying the called extension

If the number of the phone in a call pickup group, for which you wish to pick up a call, is not displayed (the default display for call pickup groups is deactivated), you can lift the handset and enter the code for "Display on request".

> Consult the administrator for this code.

Lift the handset.

Enter the system code for "Extension :". The phone number is displayed once you have entered the code.

USING THE SPEAKERPHONE (SPEAKER CALL)

A colleague addresses you directly over the speaker with a speaker call. Speakerphone mode and open listening are automatically activated.

Press the speakerphone key.

- Optionally, lift the handset and answer the call.

> For forwarding a speaker call to a colleague, see "System-wide speaker call" → page 94.

TURNING THE MICROPHONE ON AND OFF

To prevent the other party from listening in while you consult with someone in your office, you can temporarily switch off the handset microphone or the hands-free microphone.

ENDING A CALL

To end a call, you have the following options:

- Press the key.
- Press the key.
- Hang up the handset.
- Confirm if configured.

Disconnect?

After the call has ended (either by you or the remote party), end of call notification with information about the duration of the call is displayed.

Dialling

OFF-HOOK DIALLING

Lift the handset.

- Internal calls: Enter the phone number.
- External calls: Enter the external code and the phone number.

ON-HOOK DIALLING

- External calls: Enter the external code and the phone number.
- Internal calls: Enter the phone number.

> Your system may also be programmed so that you have to press a configured "internal" key before you dial the internal phone number. You then do not have to enter an external code to call the external party.

The party you are calling answers via loudspeaker.

The other party answers with speaker

On-hook dialling activates the speakerphone mode.

- Optionally, lift the handset.

The called party does not answer or is busy

Press the key.

DIALLING WITH THE HEADSET CONNECTED

Prerequisite: The headset is connected.

- Internal calls: Enter the phone number.
- External calls: Enter the external code and the phone number.

DIALLING WITH SELECTED DIALLING KEYS

Prerequisite: You have set up a function key as a selected dialling key (see "Configuring selected dialling / direct station selection keys" → page 37).

123456

Press the programmed selected dialling key.

If the party answers, activate the speakerphone mode

- Optionally, lift the handset.

DIALLING OR CORRECTING PHONE NUMBERS

You can enter the number without the number being dialled straight away. This means that you can correct the number if necessary.

It is only dialled when requested by you or after a set time has expired.

Enter the phone number and correct if necessary.

Dialling entered or displayed numbers

- Lift the handset.
- Optionally, confirm the option shown.

Please dial.

Dial the number.

Correcting phone numbers entered

> A phone number can only be corrected as it is being entered. Phone numbers stored for number redial, for example, cannot be corrected.

Delete number?

Select and confirm the option shown. The last digit entered in each case is deleted.

Enter the required digit(s).

Cancelling en-bloc sending

- Select and confirm the option shown.

Cancel?

Optionally, press the key shown.

REDIALLING THE LAST NUMBER DIALLED

The last phone number dialled on your phone is dialled automatically.

Number redial

Press the redial key.

If the party answers, activate the speakerphone mode.

- Optionally, lift the handset.

Redialling from the menu

Lift the handset.

- Optionally, press the key shown.

Redial?

Confirm the option shown.

REDIALLING A SAVED NUMBER

Prerequisite: You have saved a phone number (see "Saving phone numbers for redial" → page 65).

- Lift the handset.
- Optionally, press the key shown.

Redial?

Select and confirm the option shown. The saved phone number is dialled.

MAKING CALLS WITH A DSS KEY

Prerequisite: You have configured direct station selection (DSS) keys on the phone (see "Programming the function keys" → page 36 and "Configuring selected dialling / direct station selection keys" → page 37).

Direct station select

Press the corresponding function key.

If the party answers, activate speakerphone mode.

- Optionally, lift the handset.

USING THE CALLER LIST

Retrieving the caller list

> The administrator has set up a caller list for your telephone.

- Press the key to open the call list.

Optionally, open the idle menu.

Caller list?

Confirm the option shown.

Next?

To view calls, confirm each subsequent call displayed.

Dialling a phone number from the caller list

Call?

Select and confirm the option shown.

> The caller is automatically deleted from the caller list when a connection is finally set up.

Displaying the call time

Time/date sent?

Select and confirm the option shown.

Displaying caller details

From: ^?

Select and confirm the option shown.

Removing an entry from the caller list

Delete?

Confirm the option shown.

Ending retrieval

To end retrieval, the following options are available:

End?

- Select and confirm the option shown.
- Press the settings key.
- Press the speaker key.

DIALLING CONTACTS FROM THE CALL LISTS

Calling back missed calls

The LED on the function key for the call log lights up green to signal missed calls.

Missed Calls?

Press the key for the call list. The call list opens. You are immediately in the "Calls in queue" list.

Optionally, open the menu in idle status.

Calls in queue?

Select and confirm the list of missed calls.

If there are missed calls, the first missed call is displayed with date and time. You are informed if the subscriber is currently free or busy.

Display next?

Select and confirm, as appropriate, until the required subscriber is displayed.

Call Sender?

Select and confirm to dial the subscriber displayed.

Calling dialled or answered subscribers

Missed Calls?

The call log is opened. You are immediately in the "Calls in queue" list.

Quit and return?

- Select and confirm to select a different list.
- Optionally, open the idle menu.
- Select and confirm the list of unanswered calls.
- Optionally, select and confirm the list of answered calls.
- Optionally, select and confirm the list of dialed calls.

Calls in queue?

Incoming calls?

Outgoing calls?

Display next?

Select and confirm until the required entry is displayed.

If calls are available, the first call is displayed with date and time. You are informed if the subscriber is currently free or busy.

Call Sender?

Select and confirm to dial the subscriber displayed.

Deleting an entry in the call lists

Missed Calls?

Press the function key for the call log.

The call log is opened. You are immediately in the "Calls in queue" list.

Quit and return? /

Select and confirm to select a different list if necessary.

- Optionally, open the idle menu in idle status.

Calls in queue?

Select and confirm the list of unanswered calls.

Incoming calls?

- Optionally, select and confirm the list of answered calls.

Outgoing calls?

- Optionally, select and confirm the list of dialled calls.

Display next?

Select and confirm until the required entry is displayed.

Delete?

Select and confirm if you no longer require the entry.

Quit and return?

Exit the call log by selecting and confirming twice.

CALLING A CONTACT FROM THE DIRECTORY

Contacts can be selected from the corporate directory or personal directory.

Two options are provided for entering the characters via the dialpad. Either using a quick search, or by using a mobile phone, or via SMS.

This setting can be made in the main menu of the directory under "Setup menu"

Press the function key to open the directory.

- Mobile / SMS: Press the number key on which the required letter is located until the letter appears on the display.
  - After a brief pause select the next letter, etc. Example: For “b” press the number 2 key twice, for “z” press the number 9 key four times.
- To select a letter with a quick search, use the number key to select the corresponding character group from the table below, which contains this letter.
  - For example, to start with the initial uppercase letter E, select the number key 3.
  - If the second letter is n, select the number key 6.
  - If the next sequence is g, e and l, then select the number keys 4, 3 and 5.

Character	Number key
a A b B c C 2	2
d D e E f F 3	3
g G h H i I 4	4
j J k K l L 5	5
m M n N o O 6	6
p P q Q r R s S 7	7
t T u U v V 8	8
w W x X y Y z Z 9	9
. , ; L _ + - / * { } [ ] ( ) AND # ! ? $ %1	1
"Blank space" 0	0
Move forward	#
Delete character	*

Searching for subscribers

Corporate directory

Confirm to search in the corporate directory, for example.

Abb. dial no?

Confirm the quick search. You are prompted to enter the name you are searching for.

Enter the first letter using the dialpad. The first name with the initial letter entered is displayed (see also "Dialpad" → page 20).

Enter one or more possible letters until the subscriber being searched for is displayed. Characters that are not available at the current position are also not offered via the dialpad.

OK

Confirm the search result. The subscriber is displayed with the phone number.

Possible options with a selected subscriber

You can select the following options with the navigator key:

- Dial number?
- Next entry?
- Next entry?
- Previous?
- Back?
- Copy?

OK

Confirm the selected option.

- Press the key accordingly to scroll alternatively to the previous or next entry.

Back?

Select and confirm to launch the quick search again.

Calling a subscriber

The subscriber found is shown on the display.

OK

Confirm to establish the connection immediately.

Dial number?

- Optionally, select from the list of options and confirm. The connection is established with the selected subscriber.

Copying a subscriber to the personal directory

You can copy a located subscriber to your personal directory so that you can find this subscriber more easily next time.

Copy?

Select and confirm the option shown. The entry is copied to the personal directory.

Searching for a subscriber based on the phone number

If you have a phone number and no longer know precisely to which subscriber it belongs, you can identify this subscriber based on the phone number.

Press the function key to open the directory.

Corporate directory?

Confirm to search in the corporate directory, for example.

Search for number?

Select and confirm the option shown. You are prompted to enter the relevant phone number.

Enter the phone number via the dialpad and confirm your entry.

If there is a matching subscriber, the subscriber will be displayed.

Adding entries to the directory

You can add phone numbers yourself to your contacts in the directory.

Personal directory?

Select and confirm the option shown.

New contact?

Select and confirm the option shown.

Exiting the directory

Use the navigator key at the top level of the directory to select the following option:

Exit?

Confirm the option shown. You exit the directory immediately.

USING SPEED DIALLING

> This function must be configured by the administrator.

Speed-dial numbers may also contain command or access code sequences and may be linked to other speed-dial numbers (see "Speed dialling with extensions" → page 34).

Dialling using system speed-dial numbers

Prerequisite: You know the system speed-dial numbers (see "System speed-dial numbers" → page 34).

Open the menu.

Speed dial?

Select and confirm the option shown.

Enter the speed-dial number. The connection is established immediately.

Dialling using individual speed-dial numbers

Prerequisite: You have configured individual speed-dial numbers "Individual speed-dial numbers" → page 35.

Open the menu.

Speed dial?

Select and confirm the option shown.

0 + .. 9 WXYZ

Press the configured speed-dial key. The connection is established immediately.

CALL DURATION DISPLAY

The call duration display is configured by your administrator. The display can show either call duration or call charges. It can also be switched off.

The call duration appears in the first line of the display on the right as “HH:MM:SS” and in 24-hour format. It is shown 10 seconds after the call starts.

The call charge display feature must be requested from the network operator and configured by your administrator.

DIALLING WITH CALL CHARGE ASSIGNMENT

You can assign external calls to certain projects.

Prerequisites

- Project numbers (from 1 to 5) have been configured for certain projects.
- You have an account code (ACCT) for the project.

Dialing with project assignment

Open the menu.

Enter a service code between 61 (for project number 1) and 65 (for project number 5).

Enter the PIN.

- Optionally, open the menu.

PIN / COS?

Select and confirm the option shown.

PIN / COS: 1?

Confirm the option shown.

PIN / COS: 2?

Select and confirm PIN2 to PIN5, if required.

Enter the external phone number.

Make your phone call as usual (see "Making calls" → page 41).

> A time limit is applied to project assignment. It is automatically deactivated if you have not used your phone for more than e.g. five minutes.

TALKING TO YOUR TEAM MEMBER WITH A SPEAKER CALL

You can place a speaker call to an internal party using the loudspeaker on their phone. You can also use the functions under "OpenScape Desk Phone as an "entrance telephone system" (see "OpenScape Desk Phone as an entrance telephone system (two-way intercom)" → page 93).

Prerequisite: A "Speaker call" programmed function key is configured on your phone.

Speaker call

Press the programmed function key "Speaker call".

Enter the phone number. Wait for the tone and answer with the speaker.

- Optionally, lift the handset and speak to the party who answers.

> If the party to whom you are speaking has activated "Do not disturb", your speaker call will be received as a normal call (see "Activating or deactivating "Do not disturb"" → page 102).

IF YOU CANNOT REACH A DESTINATION

Call waiting (Camp-on)

Prerequisite: An internal station is busy. You would still like to reach your colleague.

Camp-on?

Select the menu item, confirm and wait briefly.

Your colleague hears a warning tone during the call. If their phone has a display, your name and phone number are displayed.

> To camp on, you must have the appropriate class of service. Camp-on is not possible if the called party is protected by the camp-on security function.

Busy override - joining a call in progress

Prerequisite: An internal station is busy. It is important that you reach this colleague.

DND Override?

Select the menu item, confirm and wait briefly.

Both your colleague and their call partner hear a warning tone.

You can now start talking.

> To override, you must have the appropriate class of service. Override is not possible if the called party has station override security activated.

Forwarding calls

> For programming call forwarding, see "Overview of forwarding types" → page 55.

FORWARDING CALLS AUTOMATICALLY

Forwarding of internal and external calls in the system can be configured and activated for your line by your administrator. The following calls may be forwarded:

- All calls unconditionally
- When the line is busy
- Call forwarding no reply

DELAYED CALL FORWARDING

This forwarding type can be used for initial or second calls.

Initial call

Prerequisite: "Call forwarding no reply" is activated (see "Programming call forwarding" → page 55).

The caller hears the ringing tone and is not forwarded to another extension until after a certain time (see "Setting forwarding no reply" → page 58).

Second call

Prerequisite: Second call and "Forwarding on busy/after timeout" or "Call forwarding no reply" are activated (see "Call settings" → page 34 and "Programming call forwarding" → page 55).

If a second call is incoming, you will automatically hear a call waiting tone and see information about the caller. You then have the option of answering this call

before call forwarding is activated (you may be urgently awaiting this call for instance).

Programming call forwarding

If your phone belongs to an ONS group, call forwarding can be set up on any phone in the ONS group and then applies for all phones in the ONS group (see "Special parallel call (ONS) functions" → page 100).

> Call forwarding between two phones in an ONS group is not possible.

OVERVIEW OF FORWARDING TYPES

You can configure different call forwarding settings for your station.

FWD-VAR-ALL-BOTH on	All calls are forwarded to the saved phone number, the phone number is deleted after deactivation.
FWD-FIXED on	All calls are forwarded, the saved phone number is not deleted after deactivation.
FWD-VAR-ALL-INT on	Only internal calls are forwarded.
FWD-VAR-ALL-EXT on	Only external calls are forwarded.
FWD-VAR-BUSY-BOTH on	If your station is busy, all calls are forwarded.
FWD-VAR-RNA-BOTH on	If you do not answer a call, all calls are forwarded after a certain length of time.
FWD-VAR-BZ/NA-BTH on	If your station is busy or you do not answer a call, all calls are forwarded after a certain length of time.

The forwarding types are mutually exclusive except for the types "forwarding for internal" and "forwarding for external". You can set and activate one forwarding destination for each of the two exceptions.

FIXED FORWARDING FOR ALL CALLS

If you have programmed a destination for fixed forwarding, you can activate and deactivate this using the key "Call forwarding". The programmed forwarding destination remains valid until you change or delete it.

Configuring or modifying a fixed forwarding destination

Open the menu.

Destination?

Confirm the option shown.

Call forwarding?

Confirm the option shown.

Next Forwarding type:?

Confirm the option shown. "Fixed Forwarding" is displayed.

If call forwarding has already been programmed, the forwarding destination is displayed.

Enter destination:

Select and confirm the option shown.

Enter the phone number for the forwarding destination. Any destination previously saved will be overwritten.

Save & exit?

Confirm when the complete number has been entered. Fixed forwarding is saved and activated.

Activate fixed forwarding

Prerequisite: A fixed forwarding destination is saved (see "Configuring or modifying a fixed forwarding destination" → page 56).

Open the idle menu.

Fixed call fwd on?

Select and confirm the option shown.

Deactivate fixed forwarding

Open the idle menu.

Set forward off for?

Select and confirm the option shown. Fixed forwarding is deactivated. The destination number is retained.

Delete a fixed forwarding destination

You can delete the destination for fixed forwarding.

Open the menu.

Destinations?

Confirm the option shown.

Call forwarding?

Confirm the option shown.

Forwarding type?

Confirm the option shown. The display shows "Fixed forwarding" and the forwarding destination.

Delete?

Select and confirm the option shown. The forwarding destination is deleted.

ACTIVATING AND DEACTIVATING FIXED FORWARDING BY OPTION

You can activate or deactivate fixed forwarding using the switch function.

Open the menu.

Feature settings?

Select and confirm the option shown.

Call forwarding?

Select and confirm the option shown to activate or deactivate fixed forwarding. "Forwarding on {1}" or "Forwarding off {1}" is displayed.

VARIABLE FORWARDING FOR ALL CALLS

In case of variable forwarding, programming a forwarding destination activates forwarding for all calls. If forwarding is deactivated, the forwarding destination is deleted at the same time.

Configuring and activating variable forwarding

Open the idle menu.

Act. FWD-VAR-ALL-BOTH?

Select and confirm the option shown.

- Optionally, open the menu.

Destinations?

Confirm the option shown.

Call forwarding?

Confirm the option shown. The display shows "Forwarding".

Enter destination:

Select and confirm the option shown.

Enter the forwarding destination number.

Save & exit?

Confirm when the complete number has been entered. Forwarding is saved and activated.

> To enter a cross-system number, you must complete entering the phone number by pressing # .

Deactivating variable forwarding

Open the idle menu.

Set forward off for?

Select and confirm the option shown. Call forwarding is deactivated. The destination number is deleted.

ADDITIONAL FORWARDING TYPES

This description applies for the following forwarding types:

- Forwarding for intnl.
- Forwarding for extnl.
- Forwarding on busy
- Call forwarding no reply
- Forwarding on busy or after timeout

Call forwarding is activated when a forwarding destination is programmed. If forwarding is deactivated, the forwarding destination is deleted at the same time.

Configuring and activating forwarding

Open the menu.

Destinations?

Confirm the option shown.

Call forwarding?

Confirm the option shown. Variable forwarding is offered first.

Forwarding type?

Confirm until the required forwarding type is shown in the first line.

Setting forwarding no reply

FWD-VAR-RNA-BOTH off

Forwarding type with status.

Enter destination?

Select and confirm the option shown.

Enter the forwarding destination number.

Save & exit?

Confirm when the complete number has been entered. The status is set to "FWD-VAR-RNA-BOTH on".

Duration?

Select and confirm the option shown to change the preset duration (“0”).

Change?

Confirm the option shown.

Enter the time in seconds after which the system should forward your call. You can enter up to 60 seconds. If you enter “0”, the system forwarding time is applied. The time set here is also applied to the "Forwarding on busy or after timeout" forwarding type.

Save & exit?

Confirm the option shown.

Deactivating variable forwarding

Open the idle menu.

Set forward off for?

Select and confirm the option shown. Forwarding is deactivated and the destination number is deleted.

> Call forwarding can also be preconfigured in the system (see "Forwarding calls" → page 54).

DISPLAYS

In idle mode, the following signals remind you that forwarding is enabled:

Fixed and variable forwarding

12345 PETER

The number and name of the forwarding destination is shown on the display. .

Forwarding for internal and external

Forwarding On

The status is shown in the display.

> There is no display message for the forwarding types "Busy", "No answer" and "Busy/no answer".

Using callback

> - If your phone belongs to an ONS group, callback on busy is only signalled on the busy phone, not in the entire ONS group.
> - Callback on no reply is entered in the mailbox on all internal system phones in an ONS group.

SAVING A CALLBACK

Prerequisite: The internal station called is busy or nobody answers.

Callback?

Confirm the option shown.

> If the called party was busy, the callback is automatic.
>
> If the called party did not answer, a message is left in the called party's mailbox.

ACCEPTING A CALLBACK

Prerequisite: The internal station called was busy. You have saved a callback request.

Your phone rings.

Lift the handset. You hear a ring tone.

- Optionally, press the key shown. You hear a ring tone.

> If the party has activated call forwarding, you will receive the callback from the call forwarding destination.

CANCELLING CALLBACKS

Cancel callbacks?

- Confirm the option shown.
- Optionally, do not answer the call. After ringing four times, the callback is cancelled.

RESPONDING TO A CALLBACK REQUEST

Prerequisite: You have received at least one callback request (see "Messages (call-back requests)" → page 27).

Press the key shown. Information regarding the caller is displayed.

Next entry?

Select and confirm until the required entry is displayed.

Output?

Select and confirm the option shown. The party is called and the entry is deleted from the list.

CHECKING AND DELETING A SAVED CALLBACK

Prerequisite: You have saved a callback (see "Saving a callback" → page 59).

Open the idle menu.

Callbacks?

Select and confirm the option shown. The most recent entry is displayed first.

Display next?

Select and confirm to display additional entries.

Deleting a displayed entry

Delete?

Select and confirm the option shown.

Ending retrieval

Press the key shown.

Cancel?

- Optionally, select and confirm the option shown.

During a call

SWITCHING TO SPEAKERPHONE MODE

People present in the room can participate in your call.

Prerequisite: You are conducting a call via the handset.

Hold down the key and hang up the handset on the receiver. Then release the key and proceed with your call.

US mode

If the country setting is set to US, you do not have to hold down the loudspeaker key when replacing the handset to switch to speakerphone mode.

Press the key shown.

Hang up the handset. Proceed with your call.

SWITCHING TO HANDSET

Prerequisite: You are conducting a call in speakerphone mode.

Lift the handset. Proceed with your call. The hands-free microphone is switched off.

OPEN LISTENING IN THE ROOM DURING A CALL

You can let other people in the room join in on the call. Let the other party know that you have turned on the speaker.

Prerequisite: You are conducting a call via the handset.

Activating

Press the key shown. The hands-free microphone remains switched off.

Deactivating

Press the key shown.

TURNING THE MICROPHONE ON AND OFF

To prevent the other party from listening in while you consult with someone in your office, you can temporarily switch off the handset microphone or the hands-free microphone.

ENDING A CALL

Disconnect

Select and confirm the option shown.

If you are conducting a call via the handset, hang up the handset.

- In speakerphone mode, press the speakerphone key.
- When conducting a call via the headset, press the headset key.

After the call has ended (either by you or the remote party), end of call notification with duration of the call will be shown on the phone screen.

PARKING A CALL

You can park up to 10 internal or external calls on the OpenScape Desk Phone and resume them at another phone. There are two options for parking a call:

- Automatic parking
- Manual parking

Calls cannot be parked if:

- All park positions are busy.
- The park position you wish to use is busy.
- The station is the attendant console.
- The call is a consultation call.
- The call is in a conference.

Automatically parking a call

You can automatically park a call in a free park position on your phone and retrieve it on your own phone or on another one.

Parking a call

Grp call, camp on

Press the programmed "Grp call, camp on" key. The first free park slot is used and indicated on the display. The call is parked.

> You can also put the call on hold first by confirming "Consult" and then parking the call.

Hang up the handset.

Retrieving a parked call

Call Park

Press the programmed "Grp call, camp on" key.

0 + .. 9 wxyz

Enter the park slot number of the parked call and proceed with the call.

MANUALLY PARKING A CALL

You can park a call manually in a free park position on your phone and retrieve it on your own telephone or on another one. This function can also be performed on telephones that do not have a display.

Parking a call

Call park?

Select and confirm the option shown.

Enter the phone number of the destination phone. The call is parked.

Hang up the handset. If "Call Park" is not available, you will receive acoustic and also visual notification.

Return to held call?

Confirm and continue the call.

- Optionally, hang up the handset. You receive a recall for the call on hold.

Answering a parked call

Lift the handset.

- Optionally, press the key shown for speakerphone mode.

Retrieve held call?

Select and confirm the option shown.

CALLING A SECOND PARTY (CONSULTATION)

You can call a second party while a call is in progress. The connection to the first party is placed on hold.

Prerequisite: You are conducting a call.

Consult?

Confirm the option shown.

- Enter and confirm the second party's phone number.
- Optionally, select the number from the caller list (see "Using the caller list" → page 46).
- Optionally, select the number from the directory (see "Calling a contact from the directory" → page 49).

Ending a consultation call

Release?

Confirm the option shown. The consultation call is disconnected. The call with the first party is resumed.

Switching to the held party (alternating)

Prerequisite: You are on a consultation call.

Toggle?

Select and confirm the option shown. You switch to the held party.

Ending an alternate operation

Release?

Select and confirm the option shown. The active call is disconnected and the held call is restored.

Combining the call partners in a three-party conference

Conference?

Select and confirm the option shown.

An alerting tone advises you that a conference call is now in progress between all three parties.

> If voice encryption is not activated or not available on a conference party's phone, the entire conference is not secure. It may be indicated that the call is not secure.

TRANSFERRING A CALL

If your call partner wishes to speak to one of your colleagues, you can transfer the call.

Transferring with announcement

Consult?

Select and confirm the option shown.

Enter and confirm the required party's phone number. Announce the call partner.

Start transfer?

Select and confirm the option shown.

Hang up the handset.

Transferring without announcement

Start transfer?

Select and confirm the option shown.

Enter and confirm the required party's phone number.

Hang up the handset.

> If a connection is not set up between the other two parties within a configurable time, e.g. 40 seconds, you will be called again. You are reconnected with the first party.

SAVING PHONE NUMBERS FOR REDIAL

This phone number is saved under the idle menu entry "Redial" and overwrites previously saved phone numbers. Dial the saved number from the idle menu (see "Redialling a saved number" → page 46).

Saving the current phone number

Prerequisite: You are conducting a call. Your call partner's number is shown on the display.

Save number?

Select and confirm the option shown.

Saving any phone number

Prerequisite: Your phone is in idle mode.

Open the menu.

Destinations?

Confirm the option shown.

Redial?

Select and confirm the option shown.

New contact?

Confirm the option shown.

Enter the phone number.

Save & exit?

Confirm the option shown.

USING THE SECOND CALL FEATURE

Answering a second call via the menu

Prerequisite: You are conducting a call and the "DND Override" function is activated (see "Call settings" → page 34).

A second call is signalled via the call waiting tone. The caller hears the ring tone as if you were available.

Answer?

Select and confirm the option shown. You can talk to the second party. The connection to the first party is on hold.

Answering a second call with a function key

Prerequisite: "Call pickup" is activated (see "Call settings" → page 34). The "Pickup" function key is programmed (see "Configuring the pickup key" → page 39).

You are conducting a call. You hear an alerting tone.

Pickup

Press the "Pickup" function key. You are connected to the second caller. The first party is placed on hold.

Ending the second call and resuming the first one

Release?

Confirm to disconnect.

- Optionally, hang up the handset and lift it again.

ENTERING COMMANDS USING TONE DIALLING (DTMF SUFFIX DIALLING)

After dialling a phone number, you can activate DTMF tone dialling (dual-tone multifrequency signalling) to operate devices such as answering machines, or automatic directory inquiry, or switching systems by command inputs.

Open the menu.

More features?

Select and confirm the option shown.

Suffix dialing:

Select and confirm the option shown.

Enter commands using the keys 0 to 9, the asterisk key and the hash key.

Ending the call also deactivates DTMF suffix dialling.

> Depending on the system configuration, "Suffix dialing:" may be displayed immediately after the number has been entered. In this case, you can enter commands immediately after dialling a phone number.

Conference calls

You can include up to 8 internal and external parties in a conference. Users with optiPoint, OpenStage or OpenScape telephones can perform or use all of the following functions simultaneously. ISDN telephones and external parties are passive users – they can only be included in the current conference.

You can include parties and conferences from a remote system in your conference. The remote parties can set up a conference of their own and extend it. Parties in this conference are included in your current conference. However, they cannot use the functions listed below.

The following functions are supported for all conference participants with optiPoint, OpenStage or OpenScape telephones.

- Setting up a conference by calling a party, receiving a call, making a consultation call or receiving a second call.
- Answering a second call and including the caller in the conference.
- Toggling between the conference and a consultation call or second call.
- Conducting a consultation call during a conference and connecting it to the conference.
- Interconnecting conference participants from two independent conferences via a remote network.
- Putting the conference on hold if line keys are installed.
- Obtaining an overview of all conference participants.
- Transferring a conference to a new party.

The functions listed can be performed by all conference participants at the same time.

SETTING UP A CONFERENCE CALL

Initiating a conference call from a single call

You are conducting a call.

Start conference?

Select and confirm the option shown.

Call the second party.

Inform this party that a conference is being initiated.

Conference?

- Select and confirm the option shown.

Add participant?

Confirm the option shown.

Setting up a conference call from a consultation call

You are connected to one party and you call a second party.

Consult?

Select and confirm the option shown.

Call the second party. Inform this party that a conference is being initiated.

Conference?

- Select and confirm the option shown.

Setting up a conference call from a second call

Prerequisite: You are conducting a call and receive a second call (see "Using the second call feature" → page 66).

You hear an alerting tone.

Answer?

Select and confirm the option shown. You are connected to the second caller. The other party is placed on hold.

Conference?

Select and confirm the option shown.

ADDING A PARTY

Any party in the conference can extend the conference by either of the following actions:

- Calling another specific party and connecting them.
- Connecting a party from a consultation call to the conference.
- Answering a second call and adding the caller to the conference.

Calling another specific party and connecting them

You intend calling another party and connecting them to the conference.

Add participant?

Select and confirm the option shown.

Call the new party.

Inform this party that he or she is being added to a conference.

Conference?

Select and confirm the option shown.

If the new party does not answer

Quit and return?

Select and confirm the option shown.

Expanding the conference call from a consultation call

You wish to make a consultation call during the conference call.

Consult?

Select and confirm the option shown.

Call a party.

Place the consultation call on hold. The following options are available:

Conference?

Toggle?

Quit and return?

- Select and confirm the option shown.
- Toggle between the conference call and the consultation call.
- Select and confirm to end the consultation call and return to the conference call.

Answering a second call and adding it to the conference call

If you receive a second call during the conference call you can connect this party to the conference call (see "Using the second call feature" → page 66).

Prerequisite: You are conducting a conference call and receive a second call. You hear an alerting tone.

Answer?

Select and confirm the option shown.

You are connected to the second caller. The conference parties are placed on hold.

Conference?

Select and confirm the option shown.

TRANSFERRING A CONFERENCE CALL

Each party can transfer the conference call to a third party whom they have called via a consultation call or using the "Add participant" function. This party is not yet a participant in the conference call.

> The conference call cannot be transferred to a second call.

Prerequisite: You are on a conference call.

Consult?

Select and confirm the option shown. The conference parties are placed on hold.

- Call a party.

Conference?

- Optionally, select and confirm the option shown.

Call a party and announce the transfer.

Transfer?

Select and confirm the option shown. You have left the conference call.

Hang up the handset.

DISCONNECTING CONFERENCE CALL PARTICIPANTS

You are connected to a conference call and wish to disconnect one of the participants.

Conference: ^ parties?

Select and confirm the option shown. The phone number and possibly the name of the conference call member with the lowest member number are shown in the first display line.

View conf parties?

- Confirm to display the next member.

End conf.?

- Optionally, select and confirm to end the display.

Exit conf.?

- Optionally, select and confirm to disconnect this party from the conference call.

Disconnecting the last member added

You wish to disconnect the last party added to the conference call.

Participant removed?

Select and confirm the option shown. The last member added is disconnected.

PUTTING THE CONFERENCE CALL ON HOLD

Hold

Press the key shown.

Quit and return?

Confirm to return to the conference call.

Holding a conference call on a line

On multi-line telephones, you can place the conference call on hold and e.g. conduct another call on a different line.

Hold

Press the key shown.

Line 1 [redacted]

Press the line key for the conference call that is on hold to be reconnected to the conference call.

Making calls via multiple lines (MultiLine)

Line / trunk keys

Line keys can be configured on the programmable function keys. Each key that is assigned the function "line" is handled as a line. This means up to four lines can be configured.

A distinction is made between primary and secondary lines. Each of these line types can be used on a private or shared basis (see "Line utilization" → page 72).

> Line keys are configured by the administrator.

Primary line

All multi-line telephones have a primary line. This line can be reached in the usual manner via your public phone number. Incoming calls to your number are signalled on this line.

> To avoid conflict between the individual multi-line phones, the functions "Do not disturb" and "Call forwarding" can only be used for the primary line.

Secondary line

The secondary line on your phone is used as a primary line by another subscriber in the system. Your main line can be configured at the same time as a secondary line on another phone in the system.

LINE UTILIZATION

Private line

A line that is used by a single telephone. This line cannot be used as a secondary line by another telephone.

Shared line

A line that is configured on multiple telephones. The status is displayed via a LED for all telephones that share this line (if configured). If, for example, a shared line is

being used by a telephone, a status message indicating that this line is busy is displayed on all other telephones.

Direct call line

A line with a direct connection to another telephone. You can see the status of the line from the display.

Notification on display

The state of the key is indicated by display of the status label. Line or function key can be pulsing or inverted similar to a LED.

LED displays on trunk keys

LED	Meaning
Off	The phone is in idle mode.
Pulsing	Incoming call and line on hold.
Inverted colours	The line is busy.

PREVIEW

You are making a call on a single line. The "Line preview" function shows you who is calling on this line. This information appears on your display. You can also determine which caller is waiting on a line key if you have placed them on "hold" or "exclusive hold". You can also display information about the caller on the active line.

Prerequisite: You have answered a call on a line key. The "Temp preview" function key is configured.

Activating preliminary display

Temp preview

Press the function key "Temp preview".

Line 1

Press the corresponding line key. Information about the caller or the party on hold or parked is displayed.

Deactivating preliminary display

Temp preview

Press the function key "Temp preview". The menu line and the call duration are displayed again.

Answering calls with the line keys

If several calls arrive at the same time, you can answer calls as normal in the sequence in which they are offered. However, you can also answer other calls preferentially.

Prerequisite: Your administrator has defined the sequence in which incoming calls should be routed to the line keys.

ANSWERING CALLS IN THE SEQUENCE IN WHICH THEY ARE OFFERED

Your telephone rings (call). The caller ID is displayed.

- Lift the handset.
- Optionally, press the key for speakerphone mode.

ANSWERING CALLS PREFERENTIALLY

Your telephone rings (call). The caller ID is displayed.

Line 1

Press the corresponding line key. The caller ID is displayed briefly.

Lift the handset.

- Optionally, press the key shown for speakerphone mode.

ACTIVATING OR DEACTIVATING RINGING DURING A CALL

If you are making a call on one line, ringing for other incoming calls can disturb your current call. If the "Ringer off" function is activated, your telephone no longer rings. Incoming calls are then only signalled when the corresponding line key flashes.

With the "Ringer off" programmed function key

Ringer off

To deactivate ringing, press the "Ringer off" function key. The phone does not ring for incoming calls.

Ringer off

To activate ringing, press the "Ringer off" function key. The phone rings for incoming calls.

Via the Program / Service menu

Open the menu.

Feature settings?

Select and confirm the option shown.

Ringer off?

Select and confirm the option shown.

Deactivate?

Confirm the option shown.

Activate?

- Optionally, confirm the option shown.

FORWARDING CALLS ON LINES

When you activate call forwarding for a shared line, the line is generally also forwarded to other phones (see "Line utilization" → page 72).

The process of configuring call forwarding for a specific line is identical to the forwarding process already described. You must simply ensure that the required line is already seized.

Line

Press the line key for the required line. For forwarding, refer to "Overview of forwarding types" → page 55.

RING TRANSFER

If you temporarily leave your workplace or do not wish to be disturbed, you can activate ring transfer for incoming calls to your line to another destination. A "Ring Transfer" function key can be programmed for each line.

Activating

Ring Transfer

Press the programmed function key "Ring Transfer". The LEDs on the phone and on the destination phone light up. When you receive a call, only the line key flashes but the phone does not ring. The call is signalled on all other team phones.

Dialling with line keys

Your telephone can be configured with automatic or selectable line seizure. Your administrator defines whether and which line should be automatically seized when the handset is lifted or speakerphone mode is activated.

> The display message "Please select an outgoing line to use" prompts you to seize a line when you lift the handset or press the speaker key.

Dialling with automatic line seizure

Lift the handset.

- Optionally, press the key shown.

The display briefly shows the line number and status and then prompts you to dial.

Example

220870

The line 220870 was selected automatically.

Enter the phone number.

Dialling with selectable line seizure

Lift the handset.

- Optionally, press the key shown.

You are prompted to press a free line key.

Line

Press a free line key.

Example

220870

The line 220870 was selected automatically.

Enter the phone number.

CALL WAITING WITH A DSS KEY

Prerequisite: You have configured direct station selection keys on your telephone (see "Programming the function keys" → page 36 and "Configuring selected dialling / direct station selection keys" → page 37). The line of the party you wish to call is busy.

Line

Press the DSS key. The called party answers your waiting call.

Lift the handset.

- Optionally, press the key shown for speakerphone mode.

During a call

HOLDING A CALL ON THE TRUNK KEY

Hold

Press the key shown.

> Your OpenScape Desk Phone system can also be configured so that the call is held by pressing the line key. For details, consult your administrator.

PLACING A CALL ON HOLD ON A LINE KEY AND RETRIEVING THE HELD CALL

Prerequisite: You have answered a call on a line key or you are conducting a consultation call.

Line

Briefly press the line key you are currently using.

The call can be continued on any phone in the team where the LED for this line key is flashing.

Retrieving the held call

Line

Press the line key. Proceed with your call.

EXCLUSIVELY HOLDING A CALL ON A LINE KEY AND RETRIEVING THE HELD CALL

Prerequisite: You have answered a call on a line key or you are conducting a consultation call that only you can, wish to or may continue.

Hold

Private

- Press the key "Hold".
- Optionally, select and confirm the option shown.

The call can only be continued on your phone and is no longer signalled on any other phone.

Retrieving the held call

Line

Press the line key. Proceed with your call.

ANSWERING A SPECIFIC HELD CALL

A colleague in an open-plan office has parked a call on a line key and requests that you answer the call. You do not have access to this line.

Lift the handset.

Call?

Select and confirm the option shown.

Enter the phone number of the phone where the call was parked. In this way you can answer the call.

SAVED NUMBER REDIAL FOR A SPECIFIC LINE (SAVED PHONE NUMBER)

If this type of saved number redial is configured on your system, you can save a phone number for subsequent redial on a particular line (see "Saving phone numbers for "Redial on a line"" → page 79). The saved phone number is dialled using the line key and the saved number redial key.

Lift the handset.

- Optionally, press the key shown.

The message “Please select an outgoing line to use” is displayed.

Line

Press the corresponding line key.

Redial?

Select and confirm the option shown.

- Optionally, press the key shown. The phone number is saved for the current line.

> The redial number you saved on the specific line may have been overwritten by another team member.

LAST NUMBER DIALLED FOR A SPECIFIC LINE

The last phone number dialled via your primary line is saved.

If this type of saved number redial is configured on your system, every last number dialled for the current line is automatically saved for redial.

Lift the handset.

- Optionally, press the key shown.

Line

Press the corresponding line key.

Redial?

Confirm the option shown.

SAVING PHONE NUMBERS FOR "REDIAL ON A LINE"

Prerequisite: "Saved number redial for a specific line" is configured and not "Saved number redial (last number dialled)".

Saving the dialled phone number or a caller's phone number

You have called a party on a particular line and this call is still in progress. Or, you were called by another party whose phone number is displayed and this call is still in progress.

Press the key shown. The phone number is saved for the current line.

Press the key shown.

- Optionally, hang up the handset.

Line mailbox

Callers who have tried to reach you during your absence can leave a message in the mailbox for the relevant line. Voicemail or fax messages from the mail server can also be stored in the mailbox (if this has been set up).

Prerequisite: A mailbox is configured for one or more lines.

> - Only one user can edit a mailbox at a time.
> - If the phone belongs to an ONS group (One Number Service / parallel call), signalling is available for the mailbox (MWI) on all phones in an ONS group.

PICKING UP MESSAGES

If new messages that have not yet been retrieved are in the mailbox and if a programmable function key has been assigned the "Mailbox" function, the status of the line key flashes.

> See also the information in section "Voicemail" → page 27.

Mailbox

Press the "Mailbox" function key. Information about the caller is displayed (see "Messages (callback requests)" → page 27).

Responding to a callback request

A callback request is displayed.

Output?

Select and confirm the option shown. The party is called on the relevant line.

Next entry

More than one entry is available.

Next entry?

Select and confirm the option shown. The next entry is displayed.

Deleting mailbox entries

The relevant entry is displayed.

Delete?

Select and confirm the option shown.

Ending message retrieval

Press the key shown.

Cancel?

- Optionally, select and confirm the option shown.

IDENTIFYING THE LINE USED

If several lines are occupied at the same time, you can determine which one you are currently using for a call.

Identifying with a programmed function key

Line busy

Press the corresponding key.

Identifying via the menu

Open the menu.

More features?

Select and confirm the option shown.

Line busy?

Select and confirm the option shown. The line number and status of the line currently in use are displayed.

MAKING CALLS ON MULTIPLE LINES ALTERNATELY

Prerequisites

- The administrator has specified that when you change lines, the lines are placed on hold and can only be disconnected by replacing the handset or pressing the disconnect (release) key.
- You are connected to multiple parties via two or more lines. These may be callers or called parties.

You are conducting a call, for example on line 1. The line key for the held subscriber flashes slowly.

Line 2

Press the line key 2 that is flashing slowly. The first call party is on hold on line 1.

Line 1

Press the line key 1 that is flashing slowly. The second call party is on hold on line 2.

You can switch between lines as often as you wish.

ENDING THE CONNECTION ON A LINE KEY

Press the key shown.

- Optionally, hang up the handset.

ENTERING A CALL ON A LINE IN A THREE-PARTY CONFERENCE

Prerequisite: A call is in progress on one of the lines.

Line

Press the line key. You and the other parties already connected can hear the conference. All three parties can speak with one another.

> - You cannot enter a conference if the "Privacy mode" function is activated on the line. If one of the three parties hangs up, the other two remain connected.
> - If a connection remains between you, as the entering party, and one of the other parties who previously occupied the line, consultation is no longer possible.

ALLOWING A PARTY TO JOIN A CALL

Your primary line can be configured so that other parties may not join calls on that line when it is busy. In this case, you can allow other parties to join a call. This permission applies to the current call or the next call.

You are already conducting a call on one line.

- Optionally, lift the handset.

With a programmed function key

Privacy mode

Press the function key "Privacy mode".

Via the menu

Open the menu.

More features?

Select and confirm the option shown.

Privacy mode Off?

Select and confirm the option shown. Other parties can now join the call.

BLOCKING OTHER PARTIES FROM JOINING A CALL

If your phone is not already set to block other parties, you can make this setting manually. This block applies to the current call or the next call.

Prerequisites

You are already conducting a call on one line.

- Optionally, lift the handset.

With a programmed function key

Privacy mode

Press the function key "Privacy mode".

Via the menu

Open the menu.

More features?

Select and confirm the option shown.

Privacy mode On?

Select and confirm the option shown. Other parties are now blocked from joining the call.

THIRD-PARTY MONITORING

During a call, a predefined party can be prompted to join the call as a "witness" using the "Silent monitor" programmed function key. The third party on the call is not informed that a "witness" is joining the call. The "witness" cannot participate in the call; they can only hear what is being said.

> When configuring and using third-party monitoring, observe the applicable data protection regulations.

Prerequisites

- Third-party monitoring is configured on the system and the "Silent monitor" programmed function key is configured on your phone.
- You are conducting a call.
- "Privacy mode" is deactivated.

Silent monitor

Briefly press the programmed function key "Silent monitor" twice. The "witness" hears a special tone on their phone and the message "Monitoring: ^" appears on both your display and the "witness" display.

The "witness" lifts the handset.

Line 1

Optionally, the "witness" presses the line key for the line on which the call is being conducted.

The "witness" can now listen to the call without being noticed.

> Only the "witness" can end silent monitoring by hanging up or by pressing the line key.

Deactivating

Quit and return

Press the function key "Quit and return". Calls are signalled on the phone again.

Making calls in an executive / secretary team

Calling an executive or secretary phone

A DSS key is configured as "executive" on the secretary phone and as "secretary" on the executive phone. The following sections show examples of a call from an executive to the secretary.

The LED is not lighting – the secretary is not on a call

Boss/Secretary

Press the "secretary" DSS key.

Lift the handset.

- Optionally, press the key shown for speakerphone mode.

The LED is lighting – the secretary is on a call

Boss/Secretary 1

Press the "secretary" DSS key. You camp on to the secretary phone. The called party hears a tone and the "Pickup" programmed function key flashes (see "Configuring the pickup key" → page 39).

Lift the handset.

- Optionally, press the key shown for speakerphone mode.

> The DSS from the secretary to the executive functions in the same way – using the "executive" DSS key.

Answering calls for the executive phone at the secretary phone

When a call is received for the executive phone, the secretary phone rings.

Lift the handset.

- Optionally, press the key for speakerphone mode.

ANSWERING CALLS FOR THE EXECUTIVE PHONE WHEN ALREADY ON A CALL

You are conducting a call.
A call comes in on the executive phone.

Ask your call partner to wait.

Pickup

Press the function key "Pickup" (see "Configuring the pickup key" → page 39).

Ending the call and returning to the first call

Release?

Confirm the option shown.

Continue the call with the first call partner.

Transferring a call to the executive phone

Prerequisite: You have answered a call for the executive phone on the secretary phone.

Manager Ringing

Press the "executive" DSS key. You are connected to the executive phone.

Announce the call partner and hang up the handset.

- Optionally, hang up the handset immediately.

Transferring calls directly to the executive phone

When the secretary is out of the office, calls for the executive can be transferred directly to the executive phone. This transfer can be performed on the secretary phone and on the executive phone.

Activating

Transfer Manager Ringing

Press the function key "Transfer Manager Ringing" .

Deactivating

Transfer Manager Ringing

Press the function key "Transfer Executive".

> Calls for the secretary phone are not transferred, only calls for the executive phone.

Answering calls on the executive phone

The secretary phone does not answer a call for the executive. After 15 seconds (depending on the system) you hear an alert tone on the executive phone. The display shows who is calling.

Lift the handset.

Pickup

Press the programmed function key "Pickup" (see "Configuring the pickup key" → page 39).

Answering a call for another executive or secretary team

If multiple executive or secretary teams are configured, you can also answer calls for other teams.

Lift the handset.

Manager Ringing 3

Press the function key, e.g. "Manager Ringing 3".

> Call pickup is also possible during a call. Ask your call partner to wait briefly and then press the flashing programmed function key.

Using a second (executive) phone

Prerequisite: A second phone has been configured for the executive. A "Grp call, camp on" programmed function key is configured on the first and second executive phones.

Parking a call on the first phone

Grp call, camp on

Press the function key "Grp call, camp on".

Continuing a call on the second phone

Lift the handset.

Grp call, camp on

Press the function key "Grp call, camp on".

Activating and deactivating a second executive call

On the executive phone, you can configure calls to go to the secretary phone when you are on a call. If you are on a call and are expecting another important call, it may be useful to activate the second call feature.

Open the menu.

Select and confirm the option shown.

Confirm the option shown.

- Confirm the option shown.
- Optionally, confirm the option shown.

Feature settings?

Camp-on?

Activate?

Deactivate?

Using signal call

If a "Buzz" programmed function key is configured on your executive phone, you can press a key to send a signal call to a specific destination phone (e.g.to a secretary phone). On the destination phone, the phone number of the transmitting phone is also briefly displayed for the signal call.

You can press the programmed function key in idle mode and during a call (once or several times).

If a "Buzz" programmed function key is not configured, you can lift the handset and enter the signal call code to send a signal call to a destination phone.

Placing a messenger call

You can place a messenger call by pressing a key if this key is configured on the executive phone. For programming a function key with a function, see "Programming the function keys" → page 36.

Defining a representative for the secretary

Calls for the executive that arrive at the secretary phone can be forwarded to another phone. For this, an "Alternate" programmed function key must be con-

figured. The procedure is identical to the steps described in section "Configuring function keys" → page 37

Activating the representative

Alternate

Press the function key "Alternate".

Deactivating the representative

Alternate

Press the programmed function key "Alternate".

Other settings and functions

Saving appointments

APPOINTMENT REMINDER FUNCTION

You can configure your phone to call you to remind you about appointments. You must save the required call times to do this.

You can enter a single appointment that will take place in the next 24 hours or you can enter a daily recurring appointment.

SAVING APPOINTMENTS

Open the menu.

Reminder?

Select and confirm the option shown. The display indicates whether an appointment reminder has already been saved.

Remind at?

- For the first appointment, confirm the option shown.
- For additional appointments, select and confirm the option shown.

Enter the time as 3 or 4 digits, for example “845” for 8.45 am or “1500” for 3 pm.

Save & exit?

Confirm the option shown.

Deleting saved reminders

Open the menu.

Reminder?

Select and confirm the option shown. A saved reminder is displayed.

Next?

Confirm if you have saved several reminders.

Delete?

Select and confirm the option shown.

Press the key shown.

USING TIMED REMINDERS

Prerequisite: You have saved a reminder. The saved time is approaching.

Reminder:

The phone rings. The appointment time is displayed.

Lift the handset.

Hang up the handset.

- Optionally, press the speakerphone key twice.

> If you do not lift the handset, the phone rings several more times and "Reminder" is displayed before the reminder is deleted.

Using a different phone in the same way as your own

You can log on to another phone belonging to the OpenScape Desk Phone system using a personal identification number (PIN). This also applies to phones in networked OpenScape Desk Phone systems, for example at other company locations. At the other phone you can then perform the following options:

- Make calls and assign the charges to cost centers.
- Make calls and assign the charges to specific projects.
- Check your mailbox.
- Use a number saved on your phone for saved number redial.
- Enter appointments.

Using an internal PIN, you can have your calls diverted to a telephone in the office or department where you will be for a temporary period using call forwarding ("follow me").

LOGGING ON TO ANOTHER TELEPHONE

Prerequisite: You have been assigned a PIN by your administrator. You require an internal PIN for calls within your own OpenScape Desk Phone system, while for calls involving other OpenScape Desk Phone systems in the integrated network you require a network-wide PIN.

Open the menu.

PIN / COS?

Select and confirm the option shown.

PIN / COS: 1

Select and confirm the option shown.
If you have several PINs and want to use another one, select the other PIN.

Enter your PIN at the display "Select station" or "Please Enter Password".

The following applies within your own OpenScape Desk Phone system

Enter your internal PIN.

The following applies within your own and another OpenScape Desk Phone system within the integrated network

Enter the 2-digit node ID of your own OpenScape Desk Phone system.

Enter your own number and press the hash key.

Enter the Network-wide PIN and press the hash key.

Making a call after (successful) log-on

You will hear the dial tone. "Please dial." appears on the display.

- Press the key shown.
- Optionally, enter a phone number.

Setting up "follow me" call forwarding after successful log-on

Diversion type:?

Select and confirm the option shown.

Save & exit?

Select and confirm the option shown. Call forwarding is now active.

LOGGING OFF FROM ANOTHER PHONE

Open the menu.

PIN / COS?

Select and confirm the option shown.

Deactivate?

Select and confirm the option shown.

> You are automatically logged off if the other telephone remains unused for several minutes.

Moving your connection to another telephone (mobility)

You can move your telephone connection with most of your functions and features (phone number, key assignment, authorization) to another telephone. The "home telephone" is deactivated and the "guest telephone" becomes "your" telephone. The original connection of your "guest telephone" is likewise deactivated.

Call forwarding should therefore be programmed first for its phone number (see "Programming call forwarding" → page 55).

The move remains effective until you log off from the "guest telephone". This procedure can also be performed on a network-wide basis.

MOVING THE CONNECTION TO THE "GUEST TELEPHONE"

Log on to the "guest telephone" from your own connection.

Open the menu.

Log on?

- Select and confirm the option shown.
- With the telephone in idle status, enter the system code for "Log on" (e.g. “125”).

Enter the phone number of the "home telephone" and press the hash key.

Enter your code number and press the hash key.

Log on started

The log-on procedure begins.

Your own phone number will appear in the bottom line when you are correctly logged on.

> You can no longer see the original user settings for the "guest telephone" but you can now use your connection. Your "home telephone" cannot be used during this period.

RECONNECTING TO THE "HOME TELEPHONE"

Logging off through the "guest telephone"

If you no longer need your connection on the "guest telephone" or if you want to switch back to your "home telephone", log off from the "guest telephone".

Open the menu.

Log off?

Select and confirm the option shown.

With the telephone in idle status, enter the system code for "Mobile HFA Logoff" (e.g. “126”).

Log off started

The log-off procedure begins.

Logging off through the "home telephone"

If you have forgotten to log off from the "guest telephone", you can still do this through the "home telephone".

The following message is displayed on the "home telephone".

Logging off mobile user

Return to home

Confirm the option shown. If your administrator has activated the "mobility password", you will be prompted to enter this now.

Please enter mobility password

Enter the mobility password.

The "guest telephone" is now available again with its original phone number, features and functions. Any call forwarding instruction set can now be deleted.

The "home telephone" is reactivated and you can make calls again as usual.

MOVING THE CONNECTION TO THE NEXT PHONE

If you want to move your connection from the first "guest phone" to a second "guest phone", log on to the second "guest phone" in the usual way (see "Moving the connection to the "guest telephone"" → page 92).

The message "Log off successful" is output on the first "guest phone". The "home phone" remains locked. You can now use the second "guest phone" in the same way as the first one.

OpenScape Desk Phone as an entrance telephone system (two-way intercom)

You can place a speaker call to an internal party on OpenScape Desk Phone using the loudspeaker on their telephone to establish a connection. You can also initiate a speaker call from a consultation call. Possible functions include:

- System-wide speaker call
  - to a variable destination
  - to a fixed destination
- Speaker call in a group
  - to a variable destination
  - to a fixed destination

- Two-way intercom in a group
  - to a variable destination
  - to a fixed destination
- Announcement to all members of a line trunk group

You can cancel the speaker call or the announcement by replacing the handset or - during a consultation - by retrieving the call on hold.

> - Make sure for all functions that "Speaker call protect" is deactivated on the relevant phones (see "Activating or deactivating "Do not disturb"" → page 102).
> - If a speaker call is placed to a party and "Speaker call protect" is activated, the speaker call will be ignored and a normal call will be placed.

SYSTEM-WIDE SPEAKER CALL

You can place a speaker call from your phone to any internal party with a telephone equipped with speakerphone mode or a loudspeaker.

Speaker call to a variable destination

A destination party is contacted via his or her internal phone number.

- Lift the handset.
- Optionally, press the key for speakerphone mode.

Enter the system code for "Speaker call" (consult your administrator if necessary).

Speaker call

Press the programmed "Speaker call" key.

Enter the internal phone number of the party.

A connection to that user's loudspeaker will immediately be established under the following conditions:

- The station is not busy.
- The handset has not been lifted.
- The speaker call protection is not activated.

The caller hears a confirmation tone when the connection has been established and can start speaking.

The called party can answer the call by lifting the handset.

Speaker call to a fixed destination

The system code for "Speaker call" and the destination number are programmed on a selected dialling key (see "Additional selected dialling key functions" → page

38).

123456

Press the programmed selected dialling key. A connection to the destination loudspeaker is established immediately.

Aborting the connection

If the party you are speaking to presses the speaker key or the corresponding line key, the connection will be aborted.

> The number of possible speaker calls and normal calls is the identical.

SPEAKER CALL IN A GROUP

You can also establish a normal connection within a group or team (with team call = speed-dial numbers 0-9 or 00-99 for team members) via a speaker call. The speaker call is then initiated by a group telephone.

> The "Speaker call" function is line-independent – all phones can call each other via a speaker call.

Speaker call to a variable destination

Lift the handset.

- Optionally, press the key for speakerphone mode.

Enter the system code for "Speaker call" (consult your administrator if necessary).

Group Setup

- Optionally, press the programmed "Group Setup" key.

Enter the speed-dial number for the corresponding group member. A connection to that user's loudspeaker will immediately be established under the following conditions:

- The station is not busy.
- The handset has not been lifted.
- "Do not disturb" is not activated.

The called party answers the speaker call by lifting the handset.

Speaker call to a fixed destination

The system code for "Speaker call" and the speed-dial number for the corresponding group member are programmed on a selected dialling key (see "Additional selected dialling key functions" → page 38).

123456

Press the selected dialling key. A connection to the destination loudspeaker is established immediately.

The called party can answer the call by lifting the handset.

Two-way intercom to a variable destination

When using the two-way intercom in a group, the loudspeaker and microphone of the destination phone are automatically switched on.

- Lift the handset.
- Optionally, press the key shown for speakerphone mode.

Enter the system code for "Speaker call" (consult your administrator if necessary).

Speaker call

- Optionally, press the "Speaker call" key.

Enter the speed-dial number for the corresponding group member. The loudspeaker and microphone of the destination phone are switched on automatically.

Two-way intercom to a fixed destination

The system code for "Speaker call" and the speed-dial number for the corresponding group member are programmed on the selected function key.

Direct station select

Press the key. The loudspeaker and microphone of the destination phone are switched on automatically.

Aborting the connection

If the party you are speaking to presses the speaker key or the corresponding line key , the connection will be aborted.

ANNOUNCEMENT (BROADCAST) TO ALL MEMBERS OF A LINE TRUNK GROUP

You can use this function to send an announcement to all members (10 to 40) of a line trunk group.

Once you have activated the group call, you will hear a confirmation tone. You can then begin the announcement.

Lift the handset.

- Optionally, press the key shown for speakerphone mode.

Enter the system code for "Speaker call" (consult your administrator if necessary).

Hunt group

- Optionally, press the programmed "Hunt group" key.

Enter the internal phone number of a group member.

The loudspeakers on all group phones are automatically switched on and you will hear a confirmation tone. You can begin the announcement.

You end the announcement by hanging up.

- If group members lift their handset, they are connected to you and the announcement is ended.
- If group members press the speaker key or the corresponding line key for the announcement, they are disconnected from the announcement.
- If the last remaining member of the group presses the speaker key or line key, the announcement ends.

Forwarding calls for other stations

You can save, activate, display and deactivate call forwarding for another telephone, fax machine or PC from your own phone. To do so, you need to know the PIN for the other station or have the "Call forwarding for other stations" class of service. Your administrator can help you in both cases.

STORING A DESTINATION FOR ANOTHER TELEPHONE / ACTIVATING CALL FORWARDING

Open the menu.

Destinations?

Confirm the option shown.

Forwarding?

Select and confirm the option shown.

Forward any call?

Confirm the option shown.

Enter the number of the other telephone.

Entry complete?

Confirm the option shown.

Enter the PIN.

Entry complete?

Confirm the option shown.

Enter the destination number.

Save & exit?

Select and confirm the option shown. Call forwarding is activated immediately.

SAVING A FORWARDING DESTINATION FOR FAX / PC / BUSY STATION – ACTIVATING CALL FORWARDING

Open the menu.

Destinations?

Confirm the option shown.

Forwarding?

Select and confirm the option shown.

Enter the code for the call forwarding type you wish to set. Codes are assigned by your administrator. You can enter the following codes:

"Forwarding for fax":	
"Forwarding for PC":	
"Forwarding on busy":	

Enter the number of the other station.

Entry complete?

Confirm the option shown.

Enter the PIN.

Entry complete?

Confirm the option shown.

Enter the destination number.

Save & exit?

Confirm the option shown. Call forwarding is activated immediately.

DISPLAYING / DEACTIVATING FORWARDING FOR ANOTHER PHONE

Open the menu.

Feature settings?

Select and confirm the option shown.

Forwarding?

Select and confirm the option shown.

Forward any call?

Confirm the option shown.

Enter the number of the other telephone.

Entry complete?

Confirm the option shown.

Enter the PIN.

Entry complete?

Confirm the option shown.

Deactivating

Deactivate?

Confirm the option shown.

Displaying

Display?

Select and confirm the option shown.

Example

For example, calls for station “3428” are redirected to station “8968”:

```
3428 ----------> 8968
```

DISPLAYING / DEACTIVATING FORWARDING FOR FAX / PC / BUSY STATIONS

Open the menu.

Feature settings?

Select and confirm the option shown.

Forwarding?

Select and confirm the option shown.

Enter the code for the call forwarding type. Codes are assigned by the administrator. You can enter the following codes:

"Displaying forwarding for fax":	
"Displaying forwarding for PC":	
"Displaying forwarding when busy":	
"Deactivating forwarding for fax":	
"Deactivating forwarding for PC":	
"Deactivating forwarding when busy":	

Enter the number of the other station.

Entry complete?

Confirm the option shown.

Enter the PIN.

Entry complete?

Confirm the option shown.

Deactivating

Deactivate?

Confirm the option shown.

Checking

Display?

Select and confirm the option shown.

CHANGING FORWARDING FOR ANOTHER STATION

Proceed in the same way as for saving or activating:

- For another phone, see "Storing a destination for another telephone / activating call forwarding" → page 97.
- For fax, PC or busy station, see "Saving a forwarding destination for fax / PC / busy station – activating call forwarding" → page 98.

Special parallel call (ONS) functions

If your phone is part of an ONS group (ONS = "One Number Service"), you can be reached on all other phones in this group as on your own phone. Consult your administrator about setting up an ONS group.

An ONS group may consist of up to three phones (phone numbers).

Up to one group member can be an external phone (such as a mobile phone). One phone in the group is the "master" (**A**) – the other ONS group members (**B**, **C**) receive A's number.

If **A**, **B** or **C** receives a call, all phones in the ONS group ring. If **A**, **B** or **C** is busy, all phones in the ONS group are busy (callers outside the ONS group receive a busy signal). Within the ONS group, phones can be reached on their original phone numbers.

The following functions also have an additional impact on internal member phones in an ONS group.

- Call waiting, see "Using the second call feature" → page 66
- Call forwarding, see "Programming call forwarding" → page 55
- Do not disturb, see "Turning do not disturb on and off" → page 102
- Mailbox (MWI), see "Mailbox" → page 27
- Callback, see "Using callback" → page 59
- Call lists, see "Dialling contacts from the call lists" → page 47

> If your ONS group contains a mobile phone, you must ensure that it is always available (switched on). Otherwise the mobile mailbox may pick up a call too early, leading to call signalling problems on the other ONS group member phones.

LEAVING AND REJOINING A HUNT GROUP

Prerequisite: A hunt group is set up for the team.

You can exit the hunt group at any time, for example if you are leaving your workplace, and then rejoin the group when you return.

> You remain accessible via your own phone number even if you have exited the hunt group.

Open the menu.

Feature settings?

Select and confirm the option shown.

Join hunt group?

Select and confirm the option shown.

Deactivate?

- Confirm the option shown.

Activate?

- Optionally, confirm the option shown.

Privacy and security

Turning do not disturb on and off

If you do not wish to take calls, you can activate do not disturb. Internal callers hear the ring tone and see the "Do not disturb" message. External callers are redirected to the attendant console. Your administrator can also set up call forwarding destinations for the "Do not disturb" function, to which you can forward your internal and external calls.

> If your phone belongs to an ONS group (One Number Service / parallel call), do not disturb can be activated or deactivated on any phone in the ONS group and then be applied for all phones in the ONS group.

Prerequisite: Your administrator has activated the "Do not disturb" function for all OpenScape Desk Phone stations in your system.

Open the menu.

Feature settings?

Select and confirm the option shown.

Do not disturb?

Select and confirm the option shown. The display indicates if "Do not disturb" is activated.

Activate?

Confirm the option shown.

Deactivate?

- Optionally, confirm the option shown.

A tone reminds you that "Do not disturb" is activated when you lift the handset.

> Authorized internal callers automatically override the DND function after 5 seconds.

> If the administrator has blocked the "Do not disturb" function in general for the OpenScape Desk Phone, the "Do not disturb" menu option will not appear in the Program or Service menu.

Activating or deactivating "Do not disturb"

You can protect yourself against being addressed directly with a speaker call. If a caller attempts to contact you via a speaker call, the connection is established as a normal call again.

Open the menu.

Feature settings?

Select and confirm the option shown.

Do not disturb?

Select and confirm the option shown. The display indicates whether "Do not disturb" is activated or not.

Activate?

Confirm the option shown.

Deactivate?

- Optionally, confirm the option shown.

Caller ID suppression

The caller ID display can only be suppressed for a subsequent call and the setting is not saved if the number is redialled.

Open the menu.

More features?

Select and confirm the option shown.

Call ID suppressed?

Confirm the option shown. You hear the dial tone.

Enter the phone number of the user. If the called party answers the call, your phone number will not be displayed.

Locking the phone to prevent unauthorized use

You can prevent unauthorized parties from accessing certain functions on your phone during your absence, for example you can prevent external phone numbers being dialled or your mailbox being accessed. Consult your administrator to determine which functions are locked.

Prerequisite: You have received a corresponding code number from your administrator.

Locking the phone

Open the menu.

PIN / COS?

Select and confirm the option shown.

Change Access Code?

Select and confirm the option shown.

Enter the code number. If your entry is correct, "Accept" is displayed.

> When the phone is locked, a special dial tone sounds when the handset is lifted. Within the OpenScape Desk Phone environment, users can make calls as normal.

Unlocking the phone

Open the menu.

PIN / COS?

Select and confirm the option shown.

Change Access Code?

Select and confirm the option shown.

Enter the code number. If your entry is correct, "Accept" is displayed.

Voice encryption

DISPLAYING THE STATUS IN IDLE MODE

You can see whether voice encryption is active on your phone from the display when the phone is in idle mode.

Open the idle menu.

Encryption?

Select and confirm the option shown. The status display for the defined security mode is displayed.

Active

- A call is only encrypted if the counterparty likewise supports encryption.

always Active

- Calls are always encrypted.

> If the entry "Encryption" does not appear in the idle menu, the function is not activated.

DISPLAYING THE STATUS IN CALL MODE

During calls, you can check if your call is secure.

Encryption?

Select the option shown. The following options are available:

- The call is secure.
- The call is not secure.

NOTES ON VOICE ENCRYPTION

The administrator can define in the communication system whether and how you are notified of unencrypted calls. The following options are available:

Call not encrypted

- Warning tone
- This message is displayed.

Identifying anonymous callers (trace call)

This function must be configured by the administrator.

You can identify malicious external callers. You can record the caller's phone number during a call or for up to 30 seconds after a call. You should not hang up in the process.

Open the menu.

More features?

Select and confirm the option shown.

Trace call?

Select and confirm the option shown.

If the trace is successful, the transmitted data is stored by the network operator.

DLS security

Since your administrator has configured a DLS secure pin, a pop up screen appears on your device to enter the pin that the administrator has given to you.

User password

Your password protects your individual configurations. The administrator may have configured the following settings:

- The password is deactivated: You do not have the option of configuring user settings. The message "Password is disabled" is displayed.
- The password is temporarily locked: You do not have the option of configuring user settings at this time. The message "Password is suspended" is displayed.
- After initially logging on to a user area, you may have to replace the default password with a new password.

- A password can have a predefined period of validity: You will have to create a new password when the period ends. The message "Password warning" will alert you to this at the appropriate time. The message "Password has expired" appears when the validity period is over. Confirm "Password must be changed" and change the password as described in this section.
- If you repeatedly enter the wrong password (2 to 5 times), additional attempts are blocked. You can make another attempt after a predefined time.
- It is possible that you will not be able to re-use a previously used password for a period of time, which means you have to create another "new password".

> The administrator can tell you about the rules for what and how many characters can or must be used in the password.

CHANGING THE PASSWORD

> The preset password "000000" corresponds to a blank password. In other words, the phone cannot be locked and the user menu is **not** password protected.

You must configure this setting via the WBM interface (see "Web interface (WBM)" → page 108).

Testing the phone

Testing functionality

You can test and determine your phone's functionality.

- Are all key LEDs working?
- Is the display working?
- Do all keys work?
- Are the loudspeaker, handset, ring volume, ring tone, alert tone and speakerphone mode functioning correctly?

The following may also be checked by the administrator:

- Device ID of the phone
- Software version
- Line power level

Prerequisite: The phone is in idle mode.

Open the menu.

Phone test?

Select and confirm the option shown.

Select the required test function and confirm. Follow the additional user prompts on the display.

Press the key shown. The test is complete.

Web interface (WBM)

You can configure a number of settings for your phone via the “Web Based Management” (WBM). The information is transferred via a secure HTTPS connection.

> Access to the web based management must be activated by the administrator.

Launching the web interface

> Ask the administrator about the IP address, the web interface address and how to connect the telephone to the network.

1. To launch the interface, open a web browser and enter one of the following addresses:
   - **https://[IP address of the phone]**
     [IP address of the phone] is the IP address of your phone.
   - **https://[Name of the phone]**
     [Name of the phone] that was assigned by the administrator.
2. You might receive a certificate notification from the browser. Follow the instructions to download the certificate.
3. You will be prompted to configure a user password the first time you call up the WEBM interface (see "User password" → page 105). You must log in with this password the next time you want to open the “User settings”.

Administrator settings

This area lets you configure settings for administering your phone and the network environment. Access to the “Administrator settings” is protected by the administrator password.

> For further information, consult the administrator or refer to the administration manual.

Logging into the user settings

The web interface homepage opens once you have entered and confirmed the phone's IP address.

1. Enter the user password, if required.
2. Click a menu heading to display the individual menu entries.
3. Click the menu heading again to close the menu.
4. Click a menu entry to open the corresponding form.
5. Make the desired changes.
6. Click the corresponding button to save or discard your changes.

Button functions

- **Login**: Log in to the phone after you have entered the user password
- **Save & exit**: Apply changes
- **Reset**: Reset original values
- **Refresh**: Update the values.
- **Logout**: Log out from the phone

Licenses

This area provides you with the information about EULA (End User License Agreement) and Open Source licenses. For further information, consult your administrator or refer to the administration manual.

Fixing problems

Responding to error messages

Not possible

- Possible causes:
  - Station number is incorrect.
  - Dialed your own station number.
- Possible reaction:
  - Enter correct station number.

Not allowed

- Possible cause:
  - Locked function selected.
- Possible reaction:
  - Apply to the Administrator for authorization for relevant function.

Not possible at moment

- Possible causes:
  - Dialed a non-existent station number.
  - Called phone is unplugged.
- Possible reactions:
  - Enter correct station number.
  - Call this station again later.

Troubleshooting

Pressed key does not respond

Check if the key is stuck.

- If the phone is locked, selected dialling keys cannot be used. This also applies even if an emergency number is saved on this key.

Check if your telephone is locked when the following message is displayed:

"Phone locked. To unlock enter the PIN.".

- If the phone is locked, enter your PIN to unlock it.

The phone does not ring

Check if the ringer is deactivated (see icon in the status bar on the display). If it is deactivated, activate the ringer.

You cannot dial a number

Check if the telephone is locked when the following message is displayed:

"Phone locked. To unlock enter the PIN. ".

- If the phone is locked, enter your PIN to unlock it.

Other problems

- Consult your administrator. Customer service must clarify any problems that cannot be resolved.
- Contact partner in case of problems.
- Contact the administrator if a fault persists for more than five minutes.

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