A MITEL
PRODUCT
GUIDE

Unify OpenScape Desk Phone CP600/CP600E

Unify OpenScape Key Module 600
Unify OpenScape Voice
Unify OpenScape 4000

User Guide SIP

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Mitel

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Important information

⚠	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.

Trademarks

CE	The device conforms to the EU Directive as attested by the CE marking. The CE Declaration of Conformity and, where applicable, other existing declarations of conformity as well as further information on regulations that restrict the usage of substances in products or affect the declaration of substances used in products can be found in the Unify Expert WIKI at http://wiki.unify.com/ http://wiki.unify.com in the section "Declarations of Conformity".
	The adjacent symbol indicates that any electrical and electronic products installed and sold in countries of the European Union to which the WEEE2 Directive 2012/19/EU applies should be disposed of separately from the municipal waste stream in appropriate collection systems. Information concerning the proper disposal of your Unify product in the business-to-business market segment is available from your local sales representative in Unify or partner sales.

Software update

During a software update, the phone must not be disconnected from the power supply unit and/or the LAN. An update action is indicated by messages on the display and/or 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: http://www.unify.com/ → Support.

Technical notes, current information about firmware updates, frequently asked questions and lots more can be found on the Internet at: http://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 Mb/s or Cat-6 for 1000 Mb/s. 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 ENERGY STAR	ENERGY STAR is a U.S. 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 U.S. Environmental Protection Agency. Unify is an ENERGY STAR partner participating in the ENERGY STAR program for Enterprise Servers and Telephony. The Unify product OpenScape DeskPhone CP600 has earned the ENERGY STAR. Learn more at energystar.gov.

Special setting instructions for energy-efficient use of telephones can be found on → page 253.

License information

More information about the EULA and Open Source licenses you can find on the Web interface, section Licenses → page 239.

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General information

About this manual

This document contains general descriptions of the technical options, which may not always be available in individual cases. The required features must therefore be individually defined in the terms of the contract.

If a particular function on your phone is not available to you as described, this may be due to one of the following reasons:

- The function is not configured for you and your telephone. Please contact your system administrator.
- Your communication platform does not feature this function. Please contact your sales partner for information on how to upgrade.

Your telephone can be operated on an OpenScape 4000 telephone system. Individual telephone features may deviate on an OpenScape 4000 from those described.

This icon in a section heading indicates that the feature is not available on an OpenScape 4000 telephone system.

Other special features in relation to operation on an OpenScape 4000 can be found on → page 249.

This User Guide is intended to help you familiarize yourself with the OpenScape Desk Phone CP600/CP600E and all of its functions. It contains important information on the safe and proper operation of the OpenScape Desk Phone CP600/CP600E. These instructions should be strictly complied with to avoid operating errors and ensure optimum use of your multifunctional telephone in the network.

This User Guide should be read and followed by every person installing, operating or programming the OpenScape Desk Phone CP600/CP600E.

For your own protection, please read the section dealing with safety in detail. Follow the safety instructions carefully in order to avoid endangering yourself or other persons and to prevent damage to the unit.

This User Guide is designed to be simple and easy to understand, providing clear step-by-step instructions for operating the OpenScape Desk Phone CP600/CP600E.

Administrative tasks are dealt with in a separate manual. The Quick Reference Guide contains quick and reliable explanations of frequently used functions.

Icons used in the manual

Tips

Refers to a setting performed via the Web interface.

Indicates important additional information in relation to handling.

Indicates required intervention by the administrator.

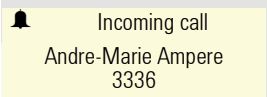
Displays for describing operation

Selected action

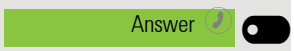
Original illustration on display

Step-by-step illustration in User Guide

A dark background is not rendered in the step-by-step illustration in order to ensure legibility in the User Guide.



The information area on the left is shown in a left-aligned field.



When an action is selected, it will be shown right-aligned in green. The action is executed by selecting the Softkey.

The selected function can be confirmed alternatively using the Navigator's OK key (→ page 24).

Action not selected

Display illustrations

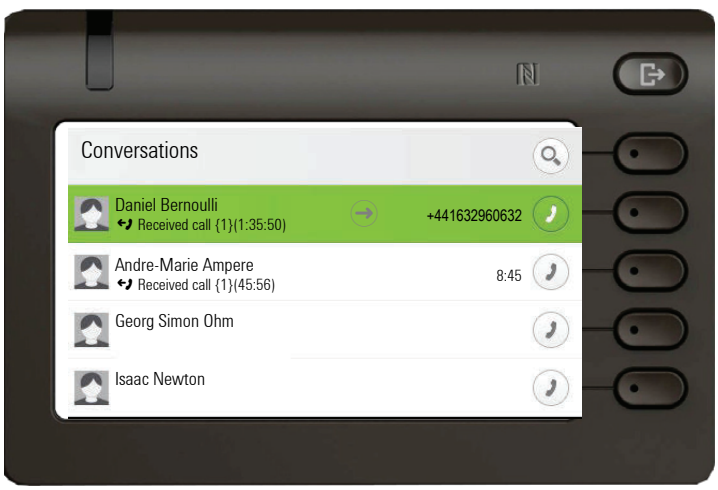
Step-by-step illustration in User Guide

Reject

When an action is not selected, it will be shown right-aligned in a light color. The associated Softkey is also shown. The action can be executed by pressing the Softkey even if it has not been selected.

Conversation display

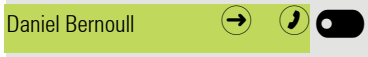
When the phone is idle, the first entry in the conversation list is selected.



Information displayed for a selected conversation

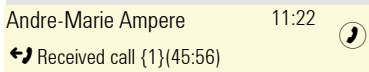
Daniel Bernoulli +441632960632
Received call {1}, (1:35:50 AM)

If a conversation (contact and history at the same time) is selected in the list, it will be highlighted in green. This description is only used if it aids understanding. This is usually what is displayed:

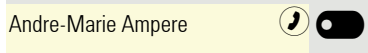


Confirm the selected conversation with the Softkey or by pressing OK to establish the connection or with the key to open the context menu.

Information displayed for a non-selected conversation



A conversation is displayed in a light color if it is not selected. This description is only used if it aids understanding. This is usually what is displayed:



Call directly with the Softkey to establish the connection.

Navigation and action in lists

Move up and down the list using the Navigator keys.

Skip to the end of the list by pressing and holding the key shown.

Skip to the start of the list by pressing and holding the key shown.

Go back.

Open contacts and details. Go down a level.

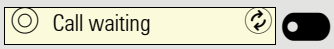
Execute the Softkey action in the list element.

Has the same function as with the Softkey but only applies for a selected element.

OpenScape Key Module 600

If an OpenScape Key Module 600 is connected, functions and phone numbers can be programmed on the keys.

The programmed function and selected dialing keys are illustrated as follows in the User Guide:



The OpenScape Key Module 600 key shown here is referred to as a Function key in the User Guide.

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, please contact your network provider.

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

Intended use

The OpenScape Desk Phone CP600/CP600E phone is a desktop 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 your telephone can be found on the underside of the base unit. Specific details concerning your communication platform can be obtained from your administrator. Please have this information ready when you contact the 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 telephone (front right) should be kept clear.
  The optimum handsfree distance is approx. 50 cm.
- Proceed as follows to optimize display legibility:
  - Turn the phone and tilt the display so that you have a frontal view of the display while eliminating light reflections.

Single-line telephone/multi-line telephone

Your OpenScape Desk Phone CP600/CP600E is a "multi-line telephone". This means that multiple lines can be configured, which is not the case with single-line phones. Each line is assigned an individual phone number that you can use to make and receive calls.

The programmable keys are configured as line keys on multi-line phones → page 62.

All lines and their status is displayed in the Favorites screen which can be configured through the 12 available programmable keys. You can add more lines by attaching one or more OpenScape Key Module 600s to your phone.

When using a multi-line phone to make and receive calls, certain particularities must be taken into account → page 164.

Remote configuration for cloud service providers

From factory defaults to operational telephone

This section describes the remote configuration process, from the initial factory defaults to the operational telephone. If your telephone is already operational, please continue reading from Section "Getting to know the OpenScape Desk Phone CP600/CP600E (→ page 20)".

You can start up your new OpenScape Desk Phone CP600/CP600E yourself using a remote maintenance function. The prerequisites for this are:

- The administrator has provided you with a PIN for the initial start-up
- You have a LAN connection with access to the Internet
- You have a new OpenScape Desk Phone CP600/CP600E that you want to start up using the remote maintenance function

Starting up the telephone

Connect the telephone to the LAN. If the power is not supplied by the LAN cable, connect a power supply if appropriate (the power supply is not needed with PoE). The telephone should now boot.

The telephone recognizes based on the stated conditions that a remote configuration is to be performed and starts this process.

Entering the Deployment PIN

The first time you start up the telephone, it will automatically check the remote configuration requirements. If the requirements are fulfilled,

123 Enter PIN...

you will be prompted to enter the Deployment PIN (**cloud PIN**).

Enter the PIN you received from your administrator. Only numeric characters are accepted.

123 123456789

Confirm with the Softkey shown.

Starting the remote configuration

Once you have entered a valid PIN, the remote configuration of your telephone starts automatically. You are shown the following messages on the display:

Asking redirect server...
Configuring phone...
Deployment done

The configuration is concluded and the telephone is operational with the required settings. You can now make calls.

New operating system software may be downloaded and installed during the remote configuration. If this happens, reboot the telephone following the configuration.

Canceling the Remote configuration

You can stop the process in order to continue the configuration manually before entering the PIN or after entering an invalid PIN.

1. The remote configuration is concluded once you enter a valid PIN. The process can no longer be canceled at this stage.
2. If an error still occurs even though a correct PIN has been entered, you can repeat the remote configuration by simply restarting the telephone.
3. You can likewise repeat the process following a cancellation by restarting the telephone, assuming you have not already started the manual configuration.

Cancel

Press the Softkey.

The following message is displayed:

Abort deployment

Confirmed

Press the Softkey shown to confirm that the process is to be canceled.

The following message is displayed:

Deployment aborted

The telephone is set to the factory defaults at this time and has to be configured manually by you or your administrator or the remote configuration repeated by restarting the telephone.

Please note that all “No telephony possible” errors are hidden whilst the Cloud Deployment is in progress.
When Cloud Deployment is complete than any error codes that are still relevant will be shown as error notifications.

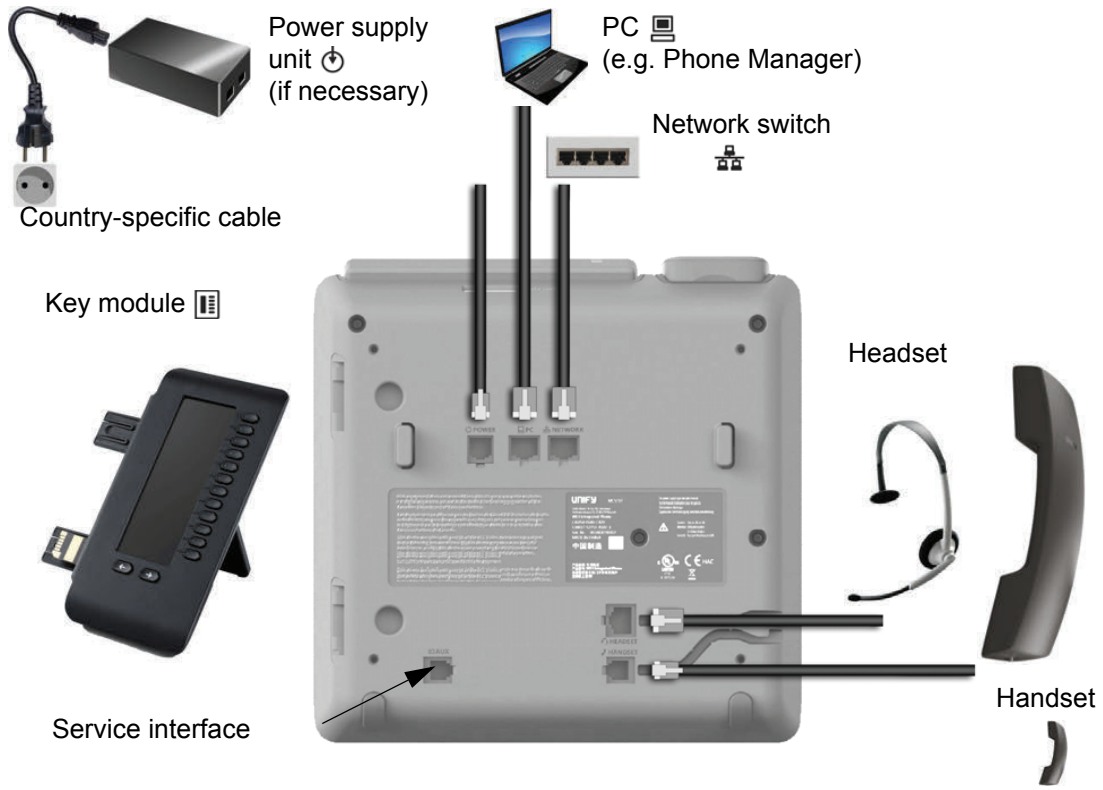
Getting to know the OpenScape Desk Phone CP600/CP600E

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

The user interface of your telephone

1	You can make and receive calls as normal using the **handset**.
2	The **graphic display** permits intuitive operation of the phone → page 27. Please note that the screen is greyscale on CP600E.
3	Use the **menu** to switch to the main menu.
4	Use the **Navigator** to navigate through the applications on your telephone → page 24.
5	You can use the Softkeys to activate a function or open a menu → page 23.
6	The **audio keys** are provided to allow you to optimally configure the audio features on your telephone → page 23.
7	Incoming calls, new voice messages or missed calls are visually signaled via the **notification LED** → page 63.
8	The **dialpad** can be used to enter phone numbers and write text → page 25.
9	Use the **Out-of-Office/Call Forwarding** key to open a menu to set up immediate call forwarding or to activate do not disturb → page 29.
10	NFC transmitter (logo: N) for simple Bluetooth pairing → page 118. Please note that Bluetooth and NFC are available only on CP600.

Ports on the underside of the phone



Properties of your OpenScape Desk Phone CP600/CP600E

Display type	4.3" color graphic display, 480 x 272 pixels. Please note that the screen is greyscale on CP600E.
Illuminated display	✓
Full-duplex speakerphone function	✓
Headset	✓
Interface for key module	✓
Bluetooth 4.1 → page 138	✓ Please note that Bluetooth is not available on CP600E.
10/100 Mbps switch → page 22	✓
1000 Mbps switch → page 22	✓
Web-Based Management (WBM) → page 238	✓
notification LED (red/green/orange)	✓
OpenScape Key Module 600 optional	✓

Using network ports more efficiently

The OpenScape Desk Phone CP600/CP600E has a Gigabit Ethernet switch. This means that you can also connect a PC with a Gigabit LAN port to the LAN directly via the phone. The option for connecting the telephone and PC must first be activated on the telephone by your administrator.

Using this connection option saves a network port for the switch used and allows shorter network cables to be used.

OpenScape Key Module 600

The OpenScape Key Module 600 is a key module attached to the side of the phone that provides an additional 12 illuminated, programmable Function keys at two levels.
These keys can be programmed and used according to your needs → page 58.

The diagram shows the OpenScape Key Module 600. You can attach up to four OpenScape Key Module 600s to OpenScape Desk Phone CP600 and up to two OpenScape Key Module 600s to OpenScape Desk Phone CP600E.

Keys

Softkeys

Key	Function when key is pressed
	Activates function of left-hand display option or opens an additional menu. Used in the Favourites menu as a Function key → page 58.

Audio controls

Audio keys

Key	Function when key is pressed
/	Activate/deactivate the loudspeaker → page 82.
	Activate/deactivate the headset → page 83.
	Activate/deactivate microphone (also for speakerphone mode) → page 96.

Volume

Use the controls to adjust the properties of your phone, for example the volume.

Mode keys

You can switch to the relevant application using these keys.

Key	Function when key is pressed
	Switch between current screen and Main menu → page 27.
	Switch to Presence and back → page 29.

Navigator

You can use this control to navigate within lists and execute actions in the selected area.

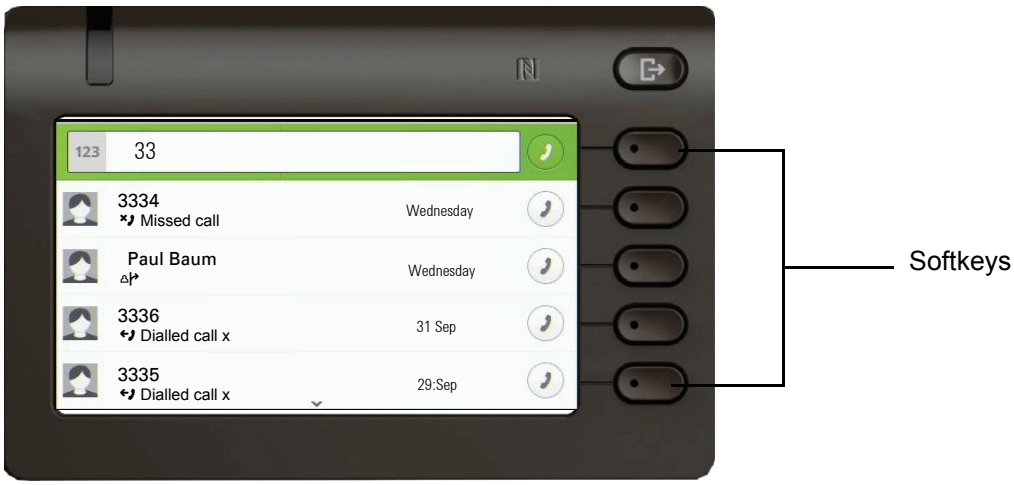
Operation	Functions when key is pressed
Press the key.	In conversation mode: • Open subscriber information In settings: • Go down a level
Press the key.	In lists and menus: • One level back In input fields: • Delete character to the left of the cursor
Press the key.	In lists and menus: • Scroll down • Press and hold: Skip to the end of the list/menu
Press the key.	In lists and menus: • Scroll up • Press and hold: Skip to the start of the list/menu
Press the key.	Execute an action for the selected entry.

In some cases the button has no functionality. This happens when no menu option is highlighted in order to protect you from accidentally triggering the wrong action with the button. If you accidentally press the button when nothing is highlighted, no action will be made.You have to use either or to make your selection first and then confirm your choice.

Dialpad

Number entry

If you enter a digit when the phone is in idle mode, for example, an input field opens automatically for entering numbers. You can only enter the numbers 0 to 9 as well as the characters * and # via the keypad in 123 mode (indicated at the left-hand margin of the input field).

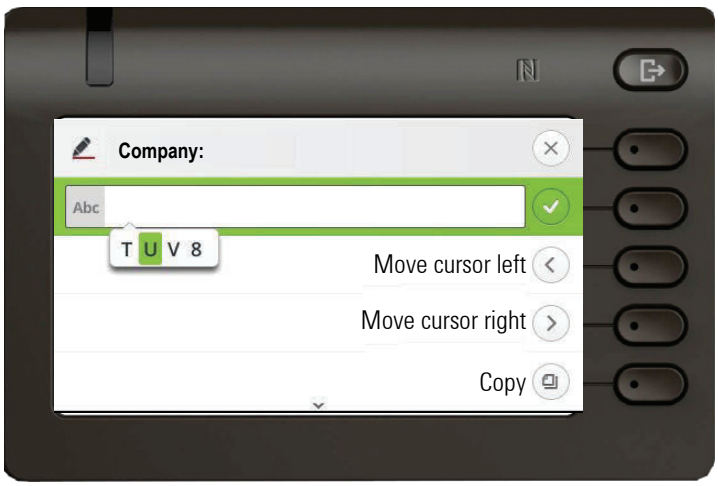


Alphabetic labeling of dial keys is also useful when entering vanity numbers (letters associated with the phone number's digits as indicated on the telephone spell a name, e.g. 0700 - PATTERN = 0700 - 687837).

Text input

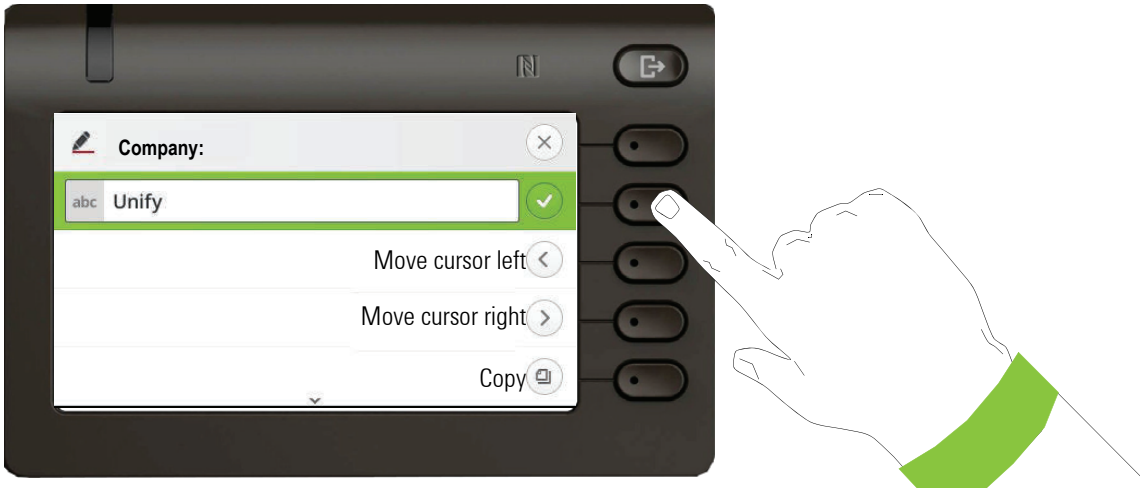
In cases where text input is possible, you can use the dialpad to input text, punctuation and special characters in addition to the digits 0 to 9 and the hash and asterisk symbols. To do this, press the numerical keys repeatedly.

Example: To enter the letter "U" in the "Company" field, press the number 8 TUV key on the dialpad twice. All available characters for this key are displayed during input. After a short while, the character in focus is displayed in the input field.



To enter a digit in an alphanumerical input field, press the relevant key and hold it down. You no longer need to scroll through the entire list of possible characters.

Complete your input:



Press the Softkey for ✓ to complete your input.

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	1	␣	;	=	$	\	&	[	]	{	}	%					
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												
0 +	0	+															
*	.	*	1	#	,	?	!	'	"	+	-	(	)	@	/	:	_
# Abc 123																	

Multi-function keys

Key	Function during text input	Function when held down
*	Type special characters	• 2 seconds: Ringer off • 3 seconds: Beep rather than ringer
# Abc 123	Switch between uppercase and lowercase text and number entry • "Abc" mode • "ABC" mode • "123" mode	Activate the telephone lock → page 184
1	Type special characters (not in 123 mode).	Call the answering machine.

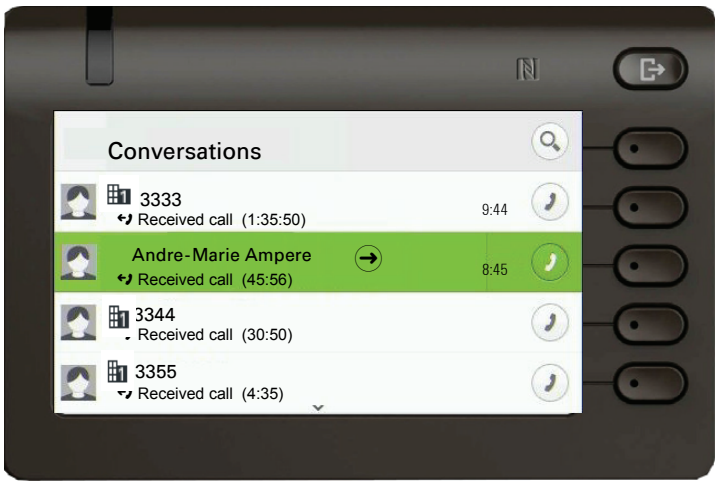
Different display interfaces

Your OpenScape Desk Phone CP600 is fitted with a color graphic display → page 21, in which different contents are displayed depending on the particular situation.

Your OpenScape Desk Phone CP600E is fitted with a greyscale graphic display → page 21, in which different contents are displayed depending on the particular situation.

Conversations

The conversation list appears in the start display and is a collection of contact details and data from the call log. You will find detailed information from → page 35.



Main menu

You can access the **Main menu** at any time using the key. The time of day, day of the week, date, and your own name or phone number will be displayed.

The main menu serves as the starting point for the menu tree. The landing screen may display the conversation list or another screen you have configured, depending on your phone settings.

If a down arrow appears at the bottom of the menu, press the down navigation key to scroll to additional items.

If an up arrow appears at the top of the menu, press the up navigation key to view previous items.

Some FPKs on the main menu display a status using LED colour and cadence. As you scroll through the menu, the LED on the corresponding key updates to reflect the state of the currently highlighted item.

Main menu
Favourites
Conversations
Voicemail
Settings
Call 2002 (example)

CP600 uses any unoccupied menu option slots for configured FPKs, i.e. Voicemail.

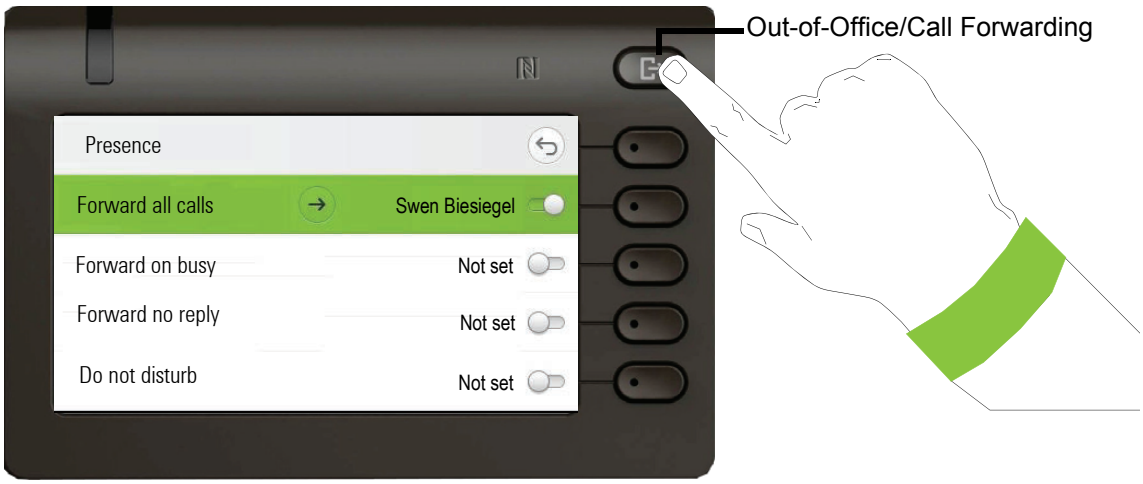
In addition, different icons represent different situations and switches:

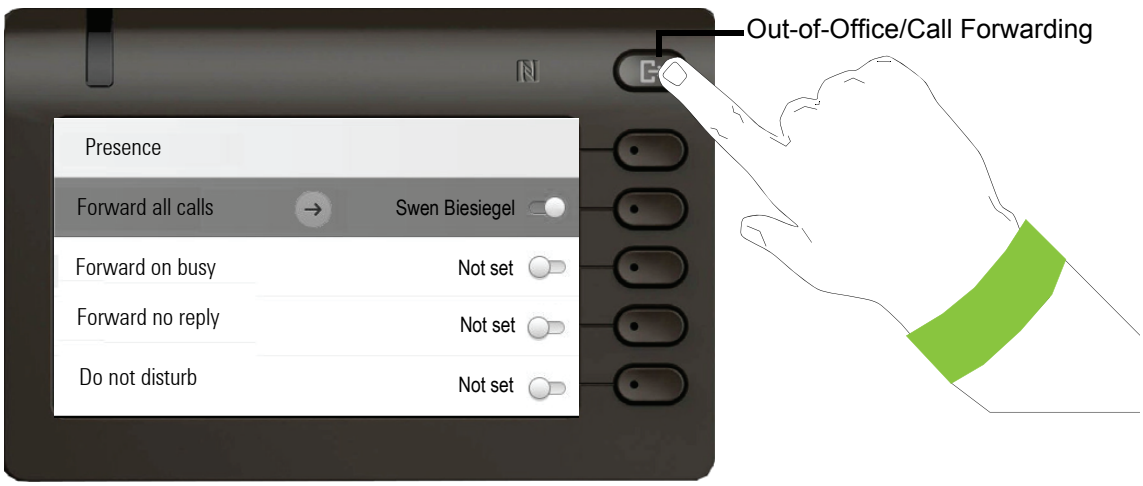
Icon	Meaning
	The ringer is deactivated → page 26
	The ringer is set to a beep → page 26
	The "Do not disturb" function is activated → page 181
	The Phone lock is activated → page 184
	Unconditional forwarding is activated.
	The call is being recorded → page 245
	The phone is being accessed remotely → page 73

Icon	Meaning
	Mobility is activated.
	The Bluetooth function is activated → page 118

Presence

To access the "Presence" menu, press the key above the Softkeys. You are offered the following selection:





Personal Presence via the phone is temporarily suspended by means of Call forwarding or Do not disturb.

Setting up OpenScape UC Presence state

Prerequisite: You are connected to the OpenScape UC service.

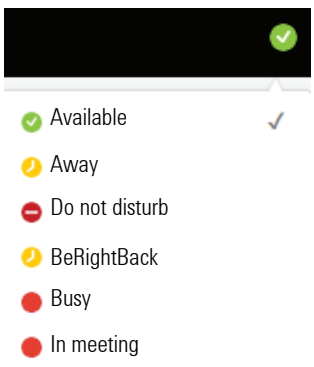
The current OpenScape UC Presence state is indicated on the main menu screen by an icon on the left side of the screen.

The available OpenScape UC Presence state will be shown as following:

- Available
- Unavailable

- Busy
- DND
- BeRightBack
- InMeeting
- Offline
- Away

The OpenScape UC Presence state can be changed from the OpenScape UC web client. Various state can be selected from a drop down menu.

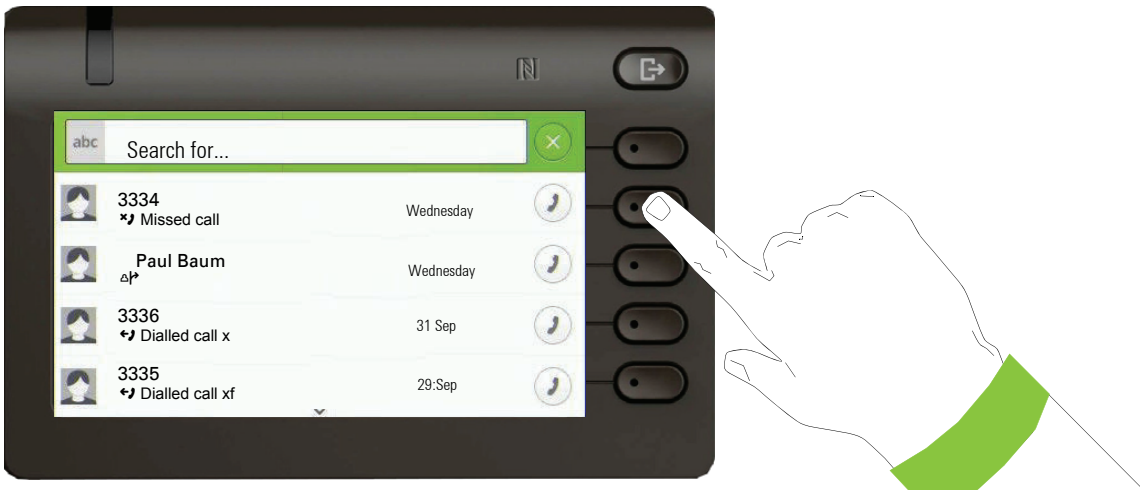


Context-dependent displays

Depending on the situation at hand, the graphic display on your OpenScape Desk Phone CP600/CP600E shows different content, to which you can respond intuitively.

Action with Softkey

Press the top softkey to start an alphanumeric search → page 43.

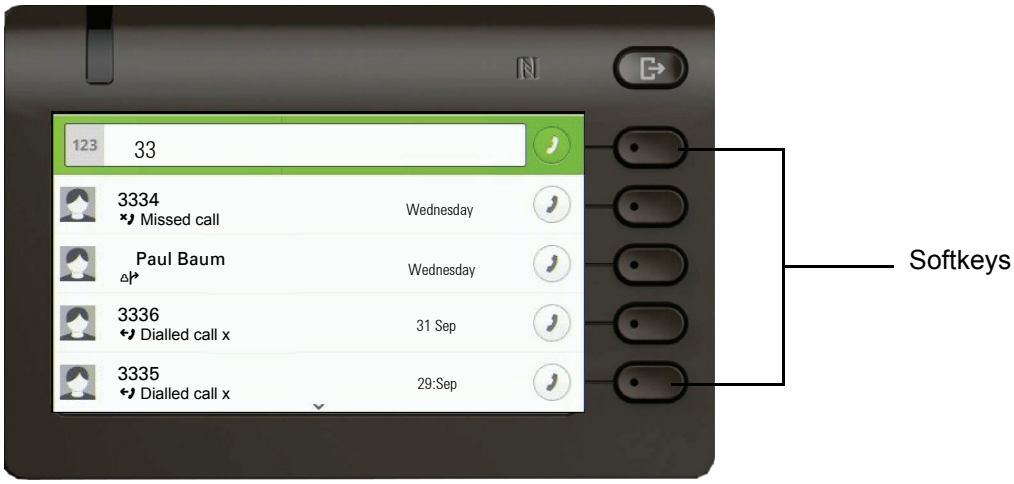


Use the Softkey to dial the respective subscriber.

You can choose a conversation beforehand using the Navigator keys and and open the details of the conversation with the key → page 37.

Action via dialpad

Press any key on the dialpad to start dialing a phone number with automatic phone number searching.



As soon as you enter the first digits, an input field opens for selecting the phone number and you will be shown conversations that match the input to date in the corresponding positions.

Deleting number with back key will have same effect as pressing new keys - list is updated according to remaining previous key input. You are still able to enter classic search screen by pressing SRK.

From existing conversations, any matching substring or entered numbers is shown. Also all possible string combination from available letters are filtered out from conversation names (only names which begins with any possible combination. If the conversation is already shown in the list before your input is complete, you can dial the number immediately using the associated Softkeys → page 37 or start a call with a new number.

Example:

Key press 2 (a b c) 7 (p qp r s) 8 (t u v) will filter out following names:

Arthur Rimbaud

Peter **Cru**ise

Mary **Apt**tle

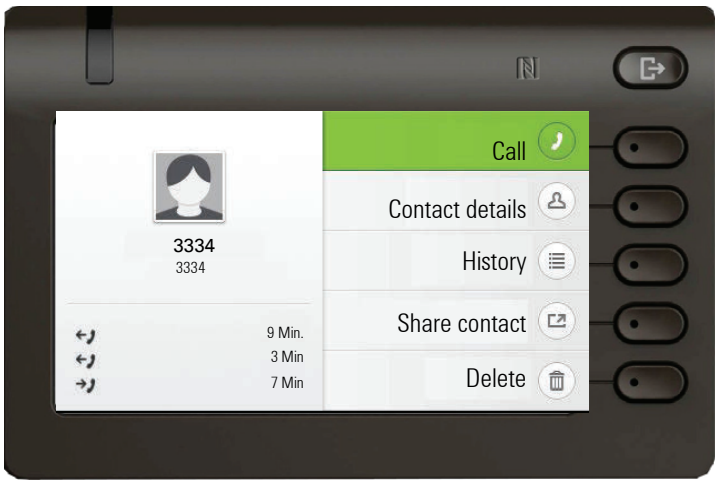
but not: M**art**in Luther

Sorting

Matching results are sorted and shown in following order:

- Number matches (local conversations) - last used first
- Name matches (local conversations) - last used first

Action with navigation key



You can open a selected conversation using the Navigator's key in order to see the associated details → page 31.

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 installation, and similar events.

For example, when all **802.1X certificates**[1] 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.

1. 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.

Operating your OpenScape Desk Phone CP600/CP600E

The following descriptions provide an overview of how to operate your phone.

Before looking at the functions and settings, you should set up the User password to protect your phone against unauthorized use → page 182.

Navigating in menus

Activating an application

You can use the mode keys → page 23 to toggle, for example, between the main menu and Conversations or to open the Presence menu.

Browsing lists

You can use the Navigator keys to scroll through entries and confirm the functions you want → page 24.

Opening context menus

If the arrow ➔ appears beside a selected entry, a context menu is available for this entry → page 31.

Conversations

A conversation is a contact with a call history.

New contacts are created on the phone or are imported (e.g. via a CSV file or Bluetooth vCards). If a contact has not been involved in a call, they have no call history.

New conversations are created or updated for

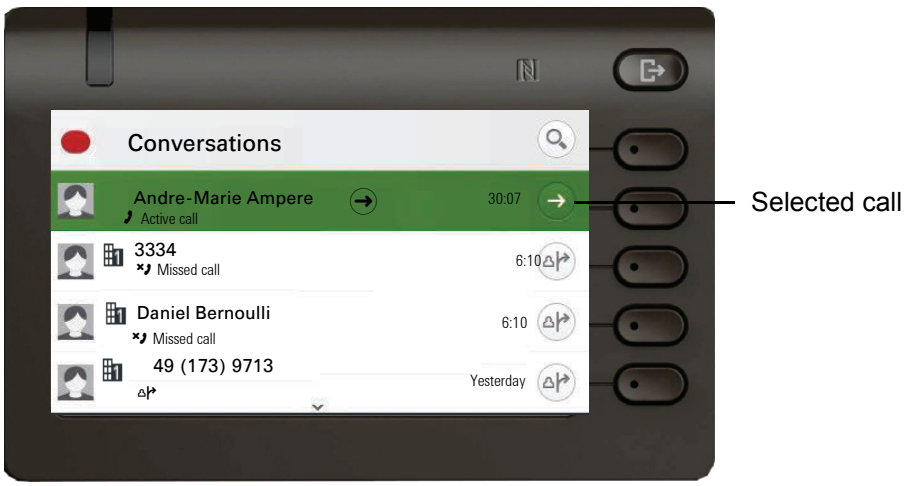
- a previously answered call
- a dialed call
- a missed call
- an Exchange entry following automatic synchronization
- an entry from a corporate directory if a new number was used (LDAP)

If the phone is configured for MultiLine (more information about keyset→ page 165), conversations are maintained for calls on all lines, except not for answered calls on secondary shared lines.

The list is ordered chronologically based on the last event. The latest entry appears at the top of the list. Active calls are displayed before the historical conversations.

The call history of a conversation is updated when the phone has been involved in a call with the contact.

The contact details may be updated to match their LDAP directory entry (if configured by Admin).



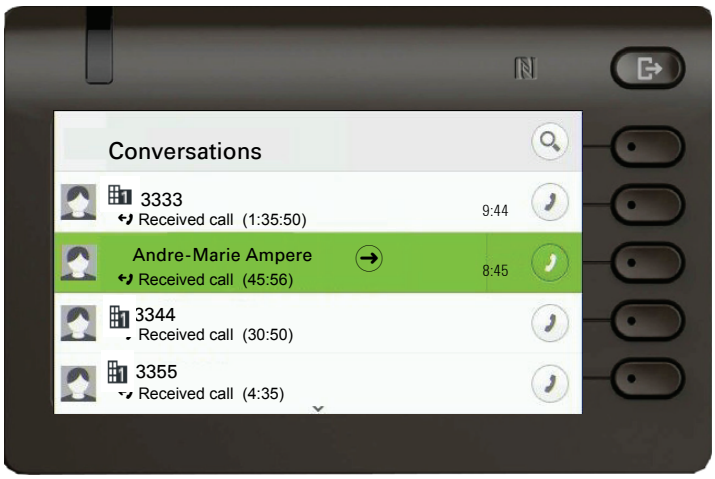
The status of a conversation is displayed with an icon and text.

Icon	Text	Device
	Active call / Active High Definition (HD) call / Call connected via a Bluetooth mobile phone	CP600/CP600E
	Missed call (new)	CP600
	Missed call (new)	CP600E
	Missed call (old)	CP600/CP600E
	Dialled call	CP600/CP600E
	Answered call	CP600/CP600E

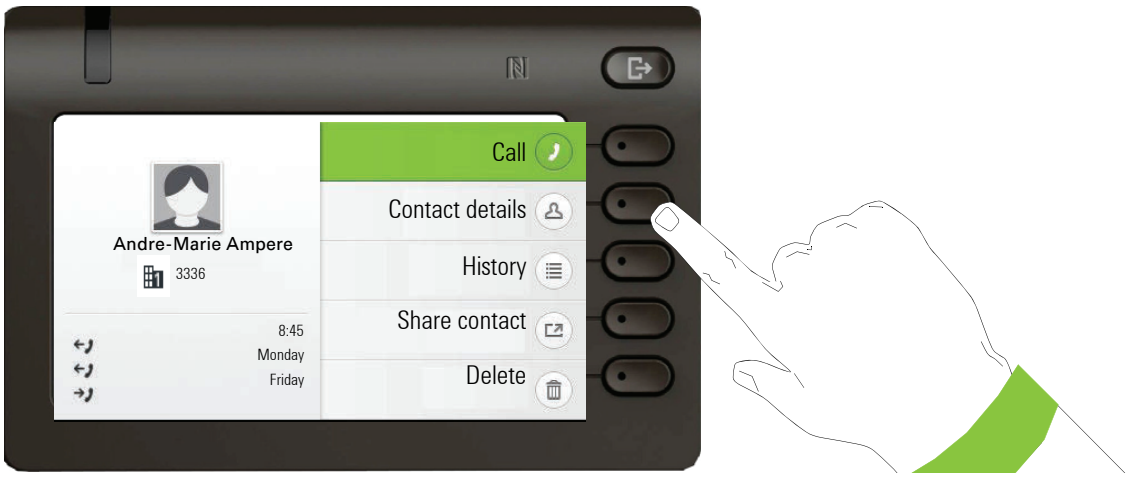
	New voicemail	CP600
	Old voicemail	CP600/CP600E
	You forwarded the call	CP600/CP600E
	Your call was forwarded	CP600/CP600E
	Group call	CP600/CP600E
	New call answered elsewhere	CP600
	Old call answered elsewhere	CP600

Opening details of a conversation or conducting a call

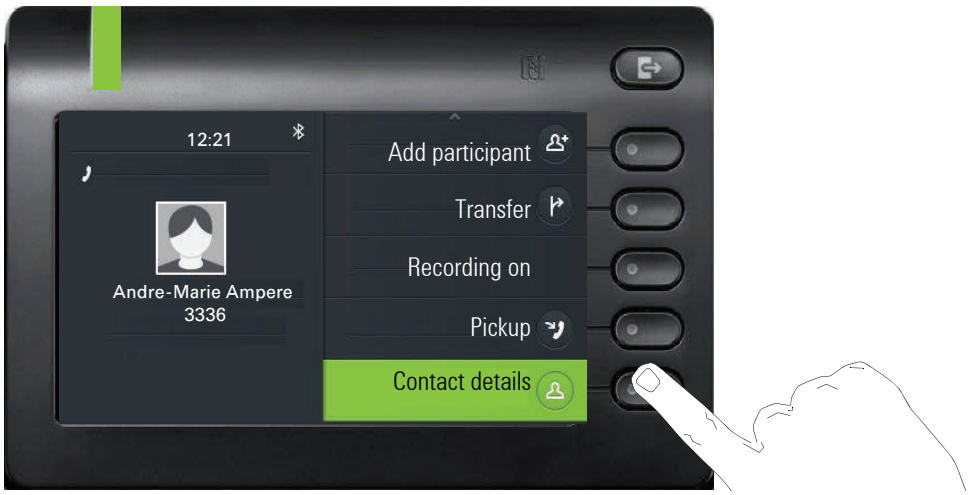
You can open a selected conversation using a navigation key or start a call using the Softkey or the navigation key OK. If a conversation is not selected, you can start a call using the Softkey .



If you open the details of the conversation using the key, you will be shown the following for example:



You can also query the contact details for a conversation during the call.

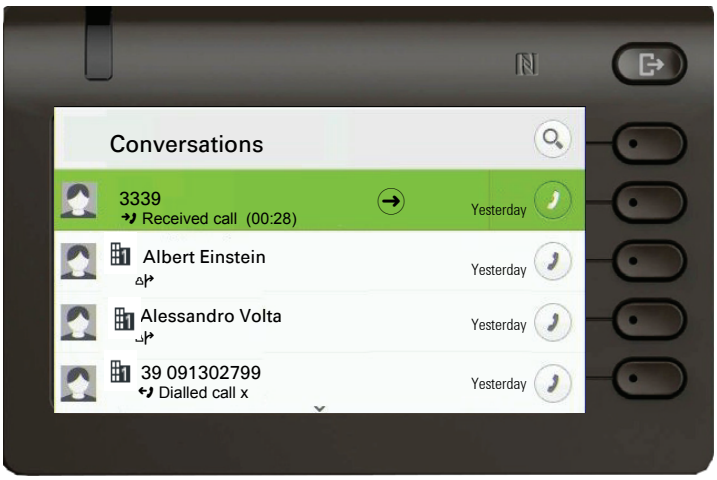


Use the key to navigate to the Contact details option or select this option using the Softkey.

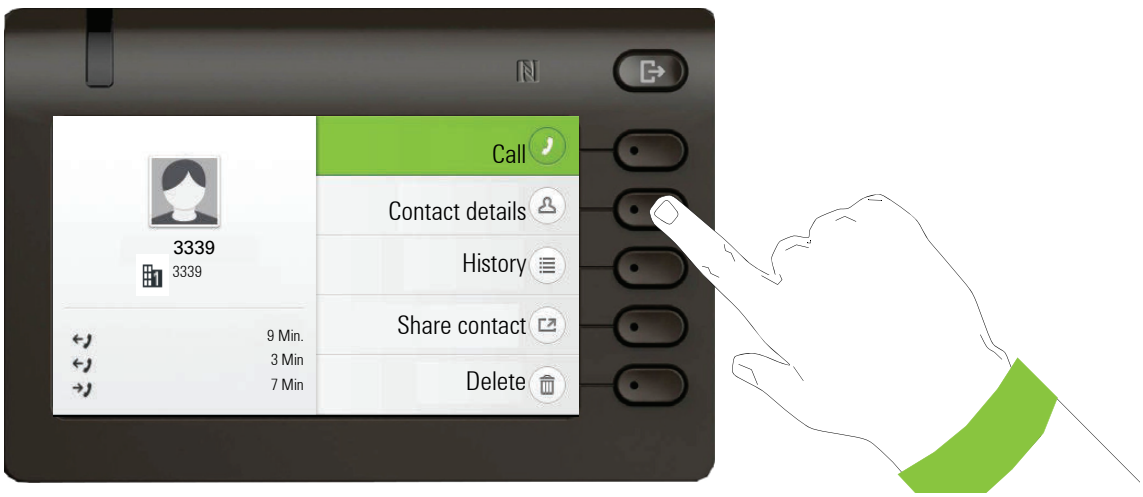
Creating or editing conversations

Conversations are created based on dialed or answered calls. New contacts are synchronized with the phone when connected to Exchange. When LDAP has found a subscriber and you call that subscriber → page 44, this contact is transferred to conversations.

For example, you receive a call from a subscriber for whom a conversation does not yet exist in the list. When you have hung up again, this subscriber appears in your list with phone number only.



Open the details of the conversation using the key.



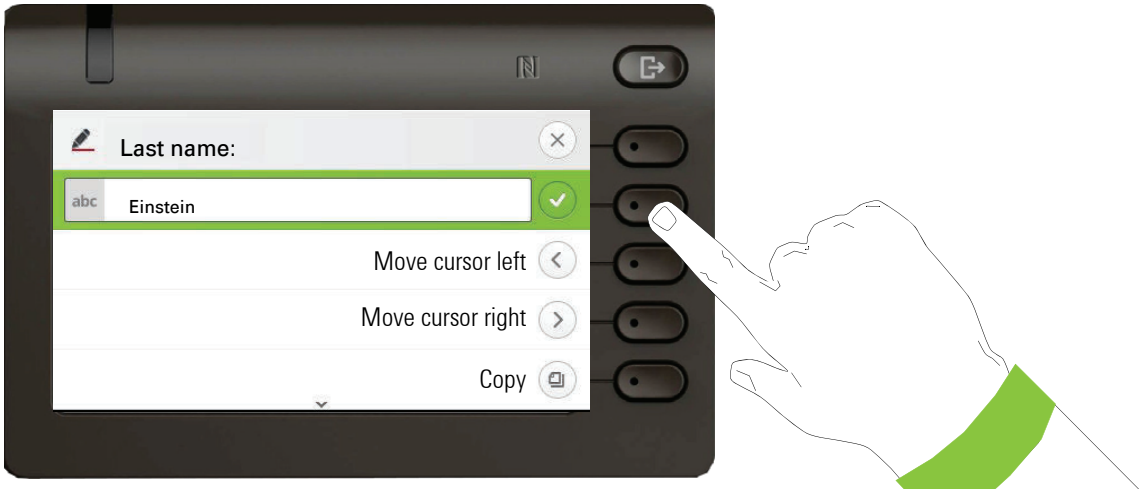
Use the Softkey to open the "Contact details" menu.

Press the Softkey for ✎ to access edit mode. You can complete the following fields for a contact:

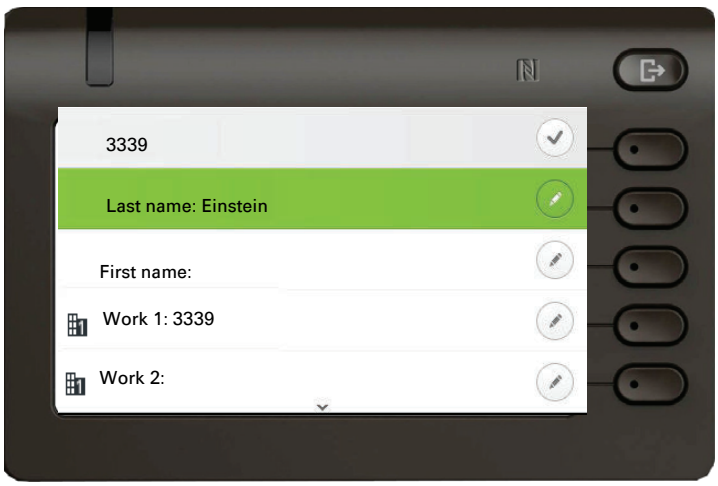
- Last name: Last name of a contact.
- First name: First name of a contact.
- Work 1: First work phone number. If only one phone number is available, it is stated here.
- Work 2: Second work phone number.
- Mobile: Mobile phone number.
- Home: Home phone number.
- Company: The company a contact is working at.
- Address 1: First address where a contact can be reached.
- Address 2: Second address where a contact can be reached.
- Role: Job title of a contact.
- Email: Email address of a contact.
- Avatar: Picture of a contact.

The avatar image must have been imported to the phone, either by an LDAP lookup or via WBM. The avatar field requires the name of the avatar file to be entered as text → page 214.

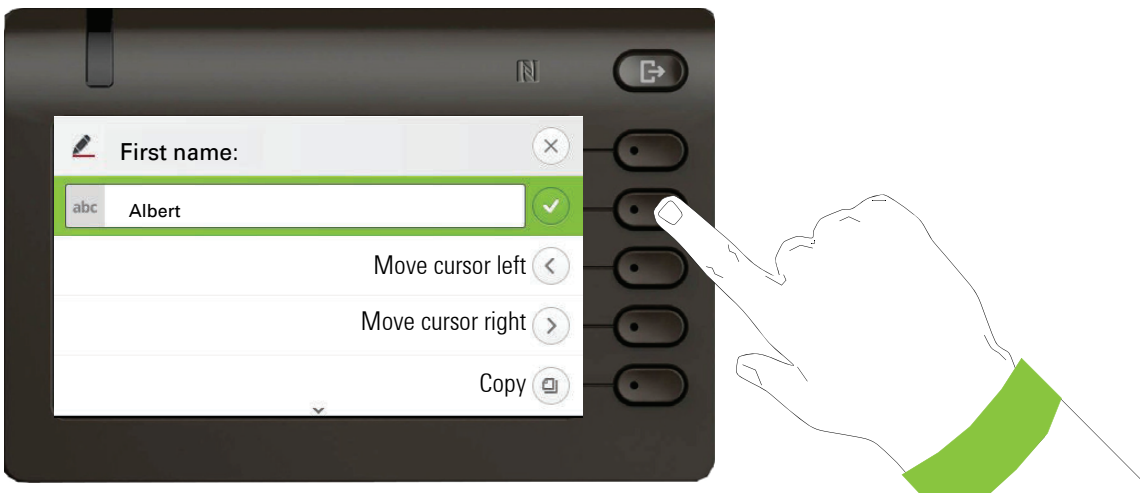
Press the Softkey for ✎ to enter the last name.



Delete the digits using the key and enter the last name. Press the Softkey in the input field to complete input for this field.



Use the or key to switch, for example, to "First name" and enter the first name here if appropriate.

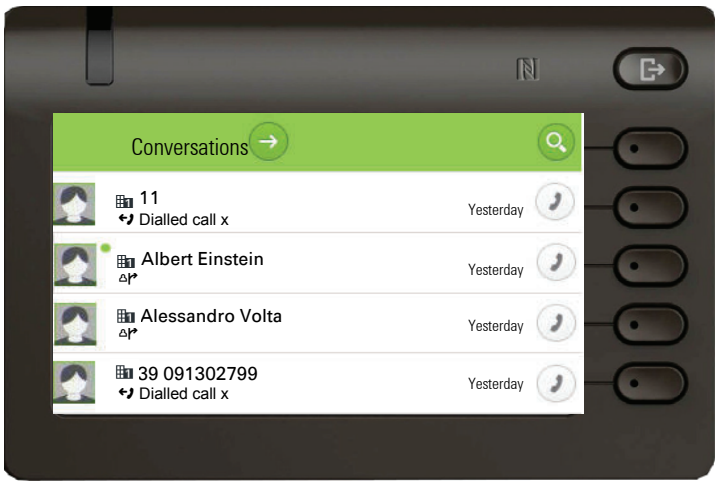


Enter the first name and complete the input for this field with the Softkey.

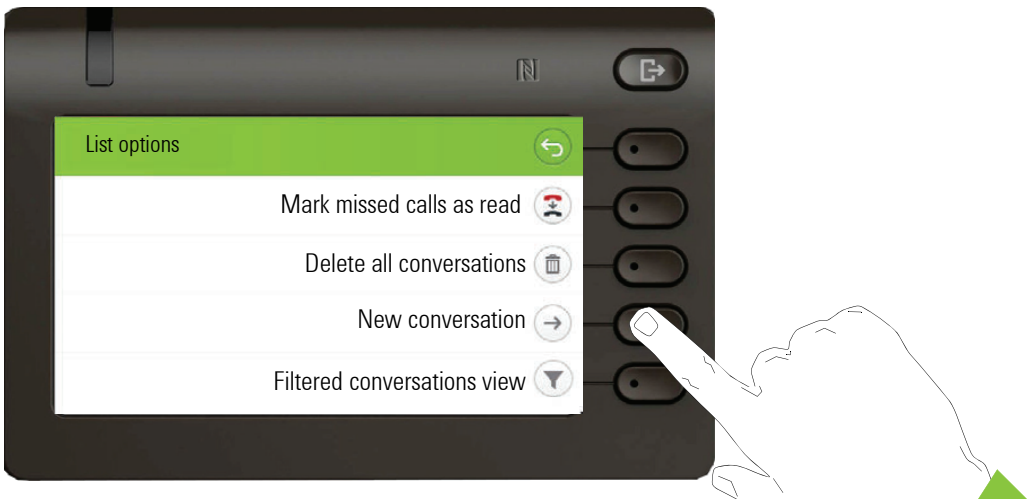
Save the contact data. You can add missing entries subsequently. The following information is shown on the display, for example, the next time you call this contact.

Create a new contact/conversation from scratch

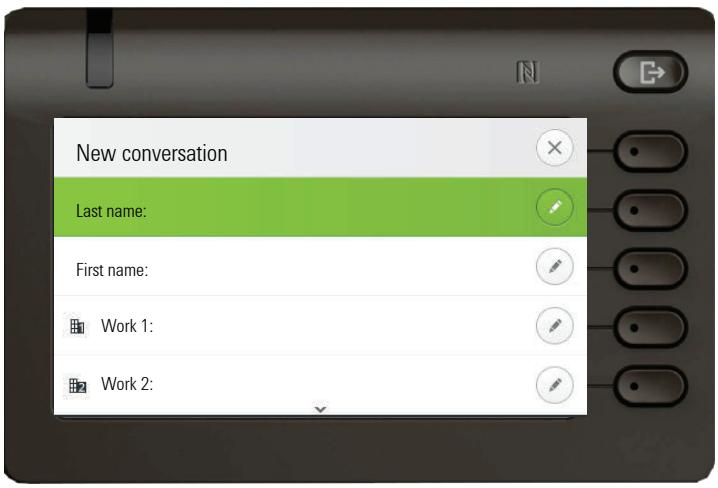
You can create a new contact from the conversation list with no previous history.
Select the header row of the Conversation list by using the key and then the Navigator key can be used to access the Conversation List options.



In the List options menu choose the option New conversation.



New contact form can be now updated. Use the or key to switch, for example, to "First name" and enter the first name here if appropriate. Save the contact data after entering the contact information.



Searching for conversations

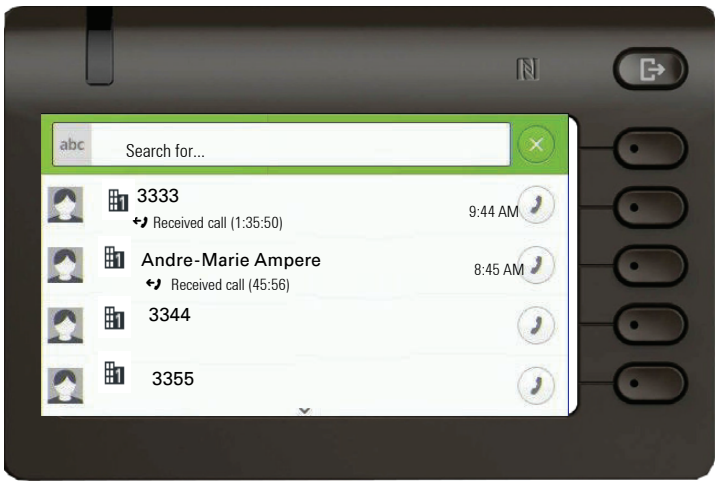
You have a number of options available to you for initiating a search for conversations. If you want to call the located contact for the conversation immediately and you know the phone number roughly then you can

lift the handset or

press the speaker key or

press the headset key.

To search in your conversations list, open an alphanumeric input field by pressing the Softkey for ,

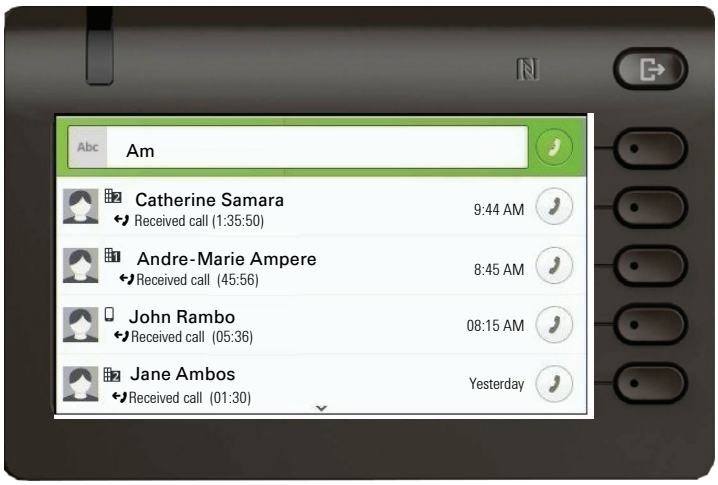


or choose a purely numeric input field for the search by entering a digit.

Use the key to switch from numeric to alphanumeric input when you have opened the search field with the Softkey . You can immediately dial a located subscriber whose phone number contains the number 33 in this case, for example, by pressing the Softkey.

Search for names (alphanumeric search string)

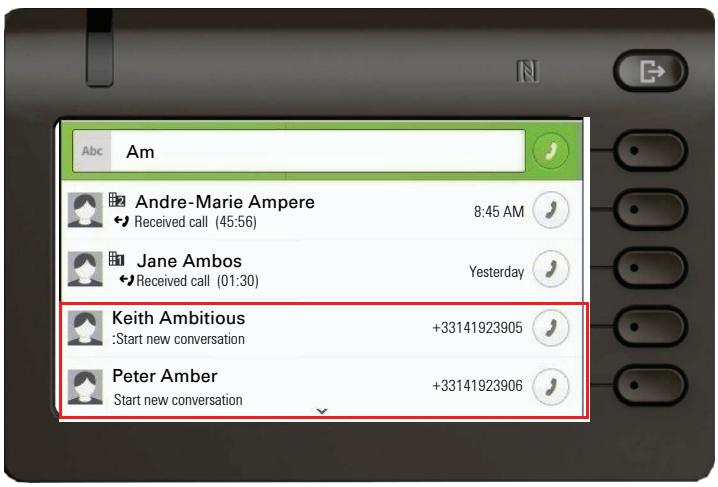
Searching for text strings (alphanumeric search) works the same way in the local conversation list regardless of whether LDAP is configured or not. When you search for a string (e.g. “Am”), the phone scans the local conversation list and displays all entries that contain that string anywhere in the first name or surname – for example, it will match both “Ampere” and “Samara”.



- LDAP is configured by your administrator:

If LDAP is configured, a separate search is also performed in the LDAP directory. By default, this search looks for matches in the last name where the search string appears at the beginning of the name — for example, it will find “Ampere” and “Ambos”, but not “Samara”.

The results from LDAP are displayed below the local conversation matches and are sorted by first name, just like the local entries.



Using special characters to control the search

Additionally, you can use comma (,) and a hash (#) to control the search.

A single comma (,) is used to separate the last name from the first name. A hash (#) is used to indicate that we are looking for an exact match.

When you want to use a comma (,) or a hash (#) as part of the search input text, you have to use a double comma (,,) or a double hash (##).

Examples:

Search input	**Functionality**
AMBER	Matches any entries where the last name starts with "amber"
AMBER,	Matches any entries where the last name is exactly “amber”
AMBER,,	Matches any entries where the last name starts with “amber,”
AMBER, P	Matches any entries where the last name is exactly "amber" and the first name starts with "p".
AMBER,, PETER	Matches any entries where the last name starts with "amber, peter". The double comma is used to indicate that the comma character is part of the search input text.
AMBER, P,	Matches any entries where the last name is exactly "amber" and the first name starts with "p," (i.e. the 2nd comma is part of the search).
AMBER, PETER#	Matches only entries where the last name is exactly "amber" and the first name is exactly "peter".
AMBER P	Matches any entries where the last name starts with "amber p".
AMBER P#	Matches any entries where the last name is exactly "amber p".
AMBER P#A	Matches any entries where the last name is exactly "amber p". The "a" following the hash is ignored.
AMBER, PETER##2	Matches only entries where the last name is exactly "amber" and the first name starts with "peter#2". The double hash is used to indicate that the hash character is part of the search input text.

Order of conversations

On entry into search mode, the local conversations are ordered by their time stamp, i.e. most recent ones are displayed first.

Upon entering a search criteria, the local conversations are listed first and ordered by their time stamp, the most recent ones are displayed first.

The LDAP results are listed after local conversations and are ordered alphabetically A to Z according to their Conversation name.

"Alphabetical order" means A-Z order based on the first character in the name/names/topic of the conversation/contact. In the case of people's names, the order is based on the first character of the first name and/or last name as displayed in the conversation list.

Filtering conversations

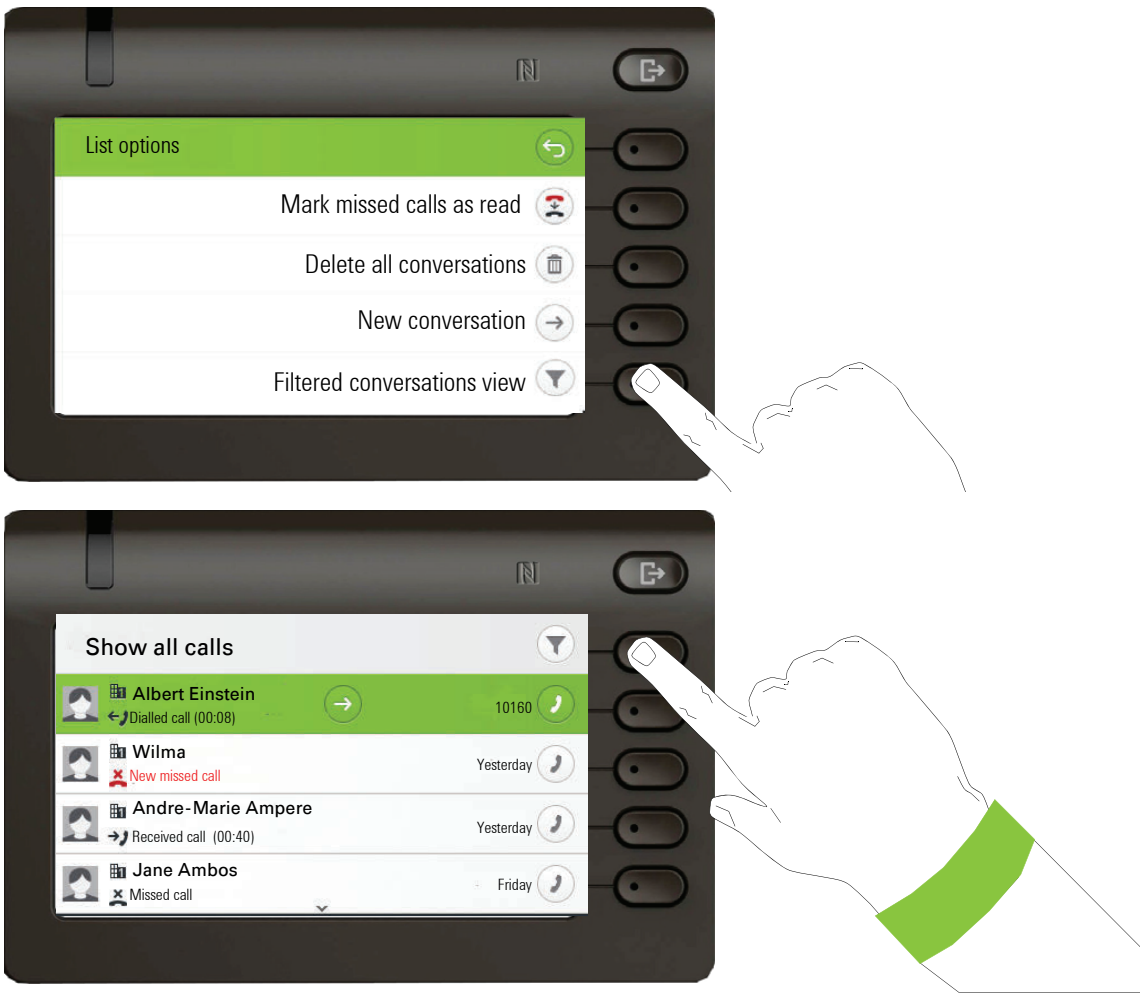
When you want to filter conversations, it is possible to do so from the List options screen. Initially, the filter is non-applied, which means it is set to "Show all calls (All)" and will display all conversation list entries of any call type.

Use the "Filter" action on top shortcut key. This key is used to switch between conversation types.

Pressing the top key will display a filtering tooltip box that shows possible call records and types. Keep pressing the key to cycle through the options and stop pressing to select a filter:

- All - all conversation list entries of any call type
- Missed - list of all missed calls
- Received - list of all received and forwarded calls
- Dialled - list of all dialled calls
- Contacts - contacts with no associated call records
- Other calls - active call, voice mails and ignored pickup

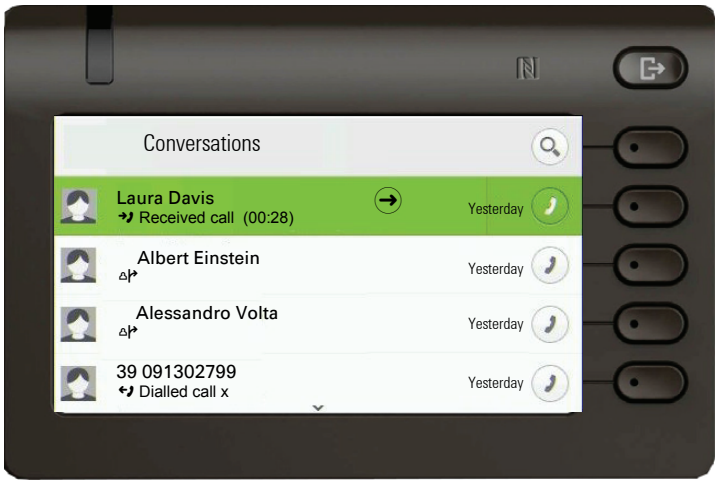
After selecting filter, header should be changed according to selecting. To clear the filter press the back key to return to the list options screen or the Menu/Presence key to show a different screen.



Show all calls
Albert Einstein
Dialled call (00:08)
10
Wilma
Missed call
Yes
Andre-Marie Ampere
Received call (00:40)
Yesterday
Jane Ambos
Missed call
Friday
Filter by:
All
Missed
Received
Dialled
Contacts
Other calls

Displaying the history of a conversation

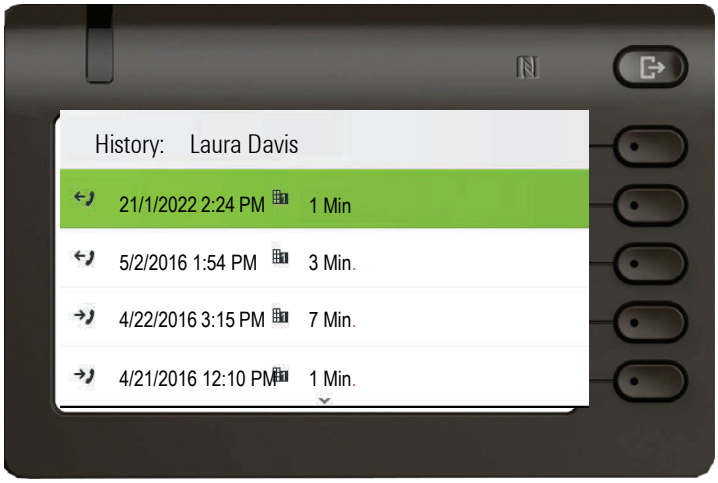
The latest call history of a conversation is shown directly in the conversation list. The histories of other calls can be viewed under Details or also directly with the History option during a call.



Open the details of the conversation using the key.

The latest three histories are shown in the field on the left below the name/number of the subscriber. Press the Softkey for to view a list of the last ten possible histories.Then scroll if appropriate using the or key.

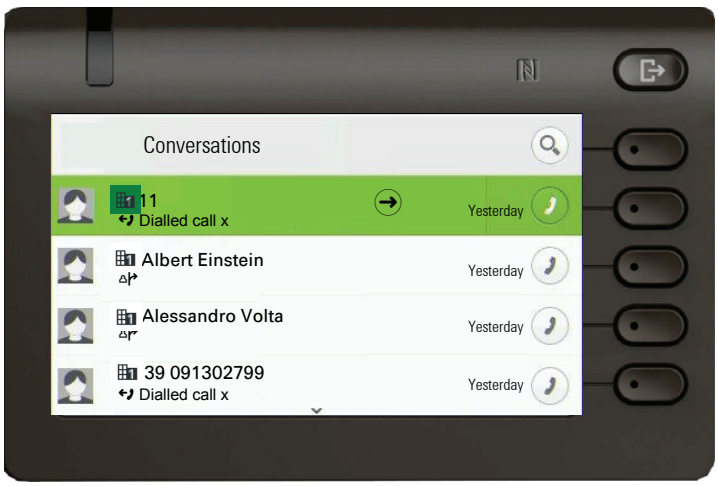
A history entry may have additional information. An icon appears at the right of a line with extended information, pressing the key next to the icon will toggle between the normal information and the extended information.


History: Laura Davis
21/1/2022 2:24 PM 1 Min
5/2/2016 1:54 PM 3 Min.
4/22/2016 3:15 PM 7 Min.
4/21/2016 12:10 PM 1 Min.

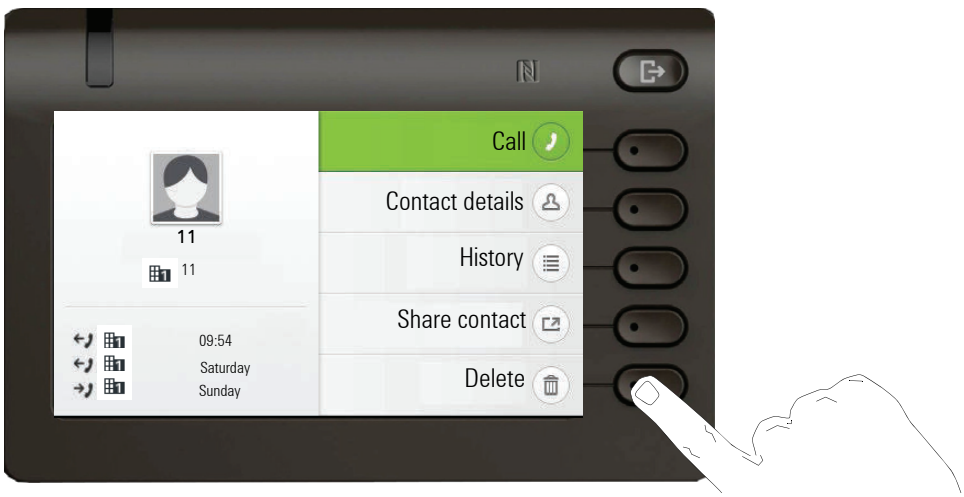
Deleting conversations

Deleting a single conversation

If you misdial, for example, or cancel dialing prematurely, an entry will still be created in the conversations list. You can delete this entry again immediately. Entries for incoming calls that you no longer need can also be removed from the list.



Open the relevant entry using the Navigator key .



Press the Softkey to delete the entry. There is no confirmation prompt.

Deleting all conversations

You can delete conversations from your phone to start fresh. There are two options:

- **Delete all conversations**: Removes all call history and any contacts stored only in the conversation list.
- **Delete conversations but keep private contacts**: Removes call history while retaining saved contacts. After the deletion, all contacts remain in the list, but without any call history. Phone contacts include:
  - Manually created contacts using the "New contact" option.
  - Contacts edited and saved via the "Contact details"menu in the Conversation screen.
  - Contacts imported via CSV or Bluetooth vCard.

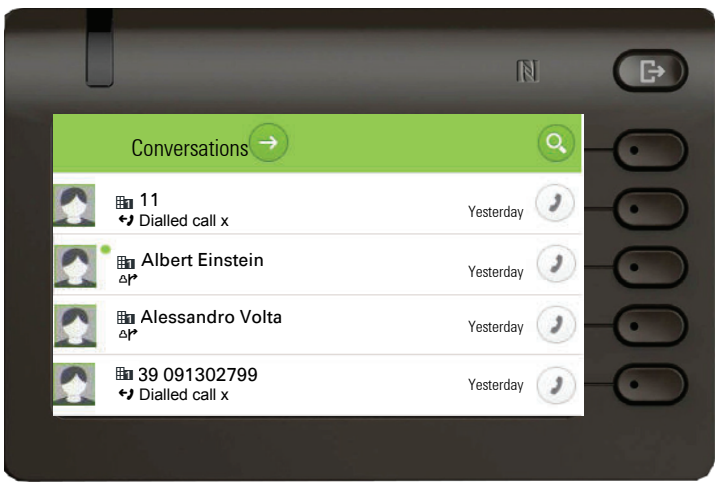
The deletion process may take some time based on the number of conversations.

Avatars associated with contacts remain intact.

Phones connected to Broadsoft, RingCentral, or similar serversmay behave differently, as contacts and call history are managed separately.

With user password

Select the header row of the Conversation list by using the key, and then the Navigator key to access the Conversation **List options**.

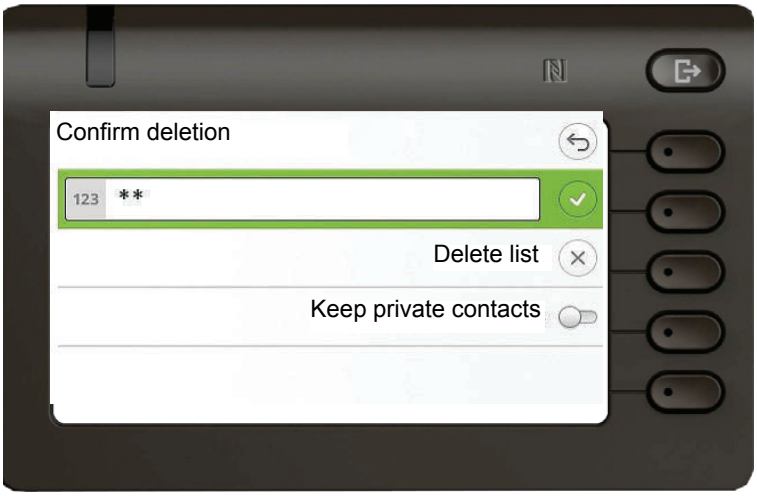


Click **Delete all conversations** .

To delete all conversations, enter and submit your password. The screen will then switch to display the **Conversation List** screen, which will be empty.

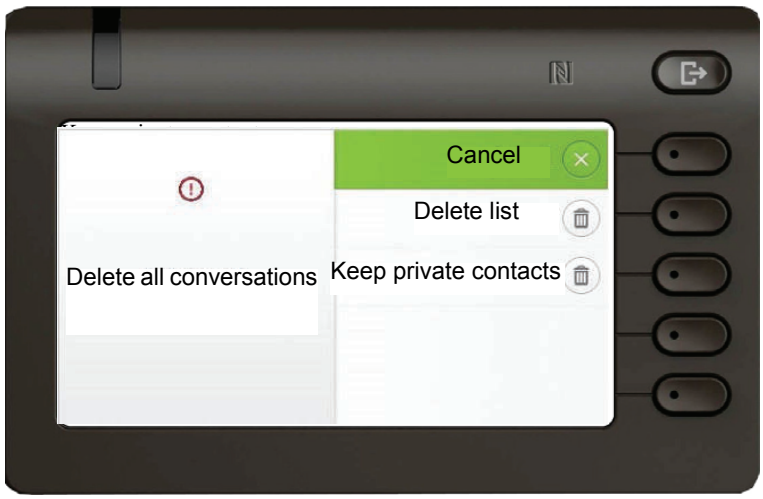
To keep private contacts while deleting call history, enable the **Keep private contacts** toggle before submitting the password.

.



Without user password

If there is no user password, you will be taken directly to the **Delete all conversations** screen..



To delete all conversations, select **Delete list** .

To delete call history while retaining saved contacts, select **Keep private contacts** .

Synchronizing Conversations with RingCentral API

To sync conversations from RingCentral to your device, you need to establish a connection to the RingCentral API and enable **Sync call log**.

This can be configured by your administrator via the WBM Interface under **Local functions > RingCentral API**.

Once this option is enabled, your device will stop logging conversations locally and will start displaying the **Conversations** which are synchronized with your RingCentral user's call log stored at RingCentral API server.

When enabled for the first time, this option will clear your local call history data from existing conversations.

Saving a call log entry as a personal contact (RingCentral)

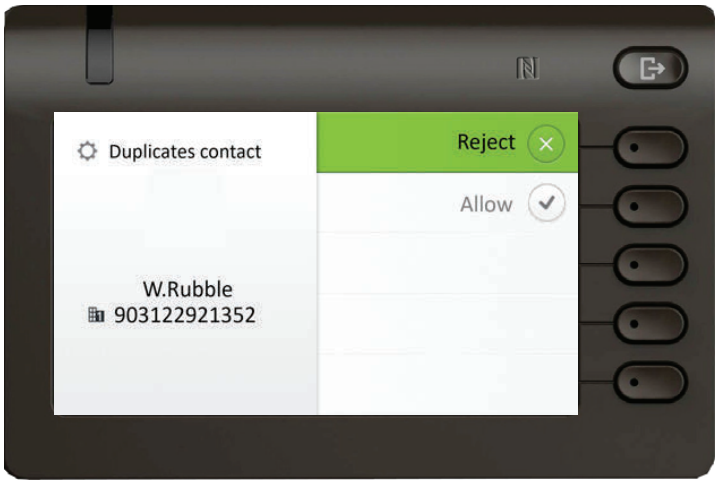
As a RingCentral user of the CP phone, you can save the contacts details of a call log entry as a Personal directory entry.

Go to the details screen of a call log entry. For more information, see Section , “Opening details of a conversation or conducting a call”, on page -37.

Select the **Copy as contact** option to extract the telephone number and name of the contact.

This option is shown only if the Call log entry has a telephone number.

If there is already an existing contact with the same number, you will be directed to the **Duplicates contact** screen and prompted to confirm creation of another contact:



Select **Reject** to reject the creation of a duplicate contact, or **Allow** to proceed.

After making your selection, you will be directed back to the **Details** screen. If no selection is made, it is assumed that duplicate contact has been rejected, and the entry is not copied.

If no existing contact matches the copied contact, a new contact is created under the Personal directory, and a confirmation toast “Contact created” is displayed. If copy of the contact fails, an error message “Cannot create contact” is displayed.

The new contact’s number is added to the Work1 field. To edit the contact’s details, see Section , “Creating or editing conversations”, on page -38.

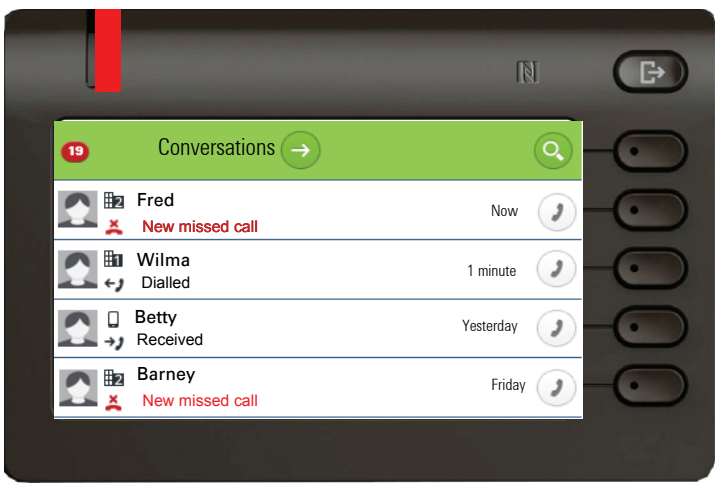
Marking all conversations as read

You are able to mark all new missed calls in Conversation List as read in a single action. Conversation List options provides you with a functionality that will mark all new missed calls as read.

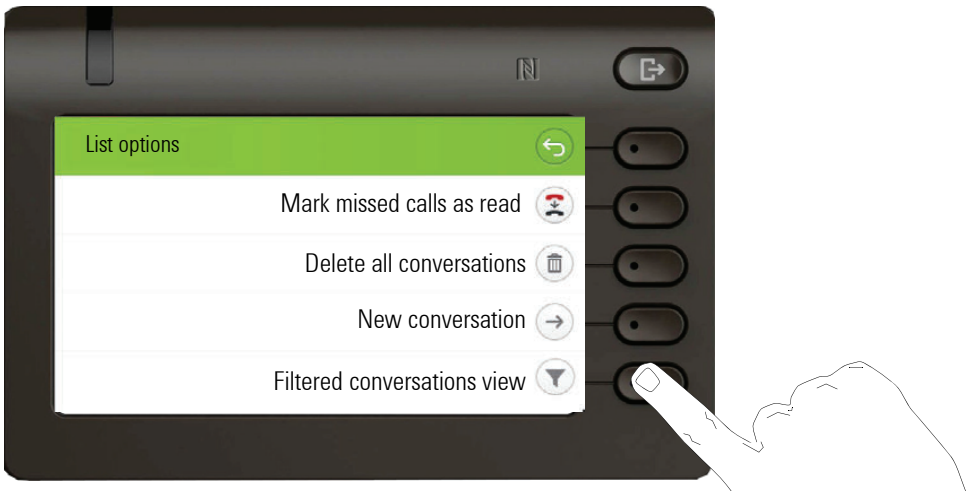
This means:

- all conversations with new missed call event will change to show normal missed call events;
- missed call counter is reset to zero.

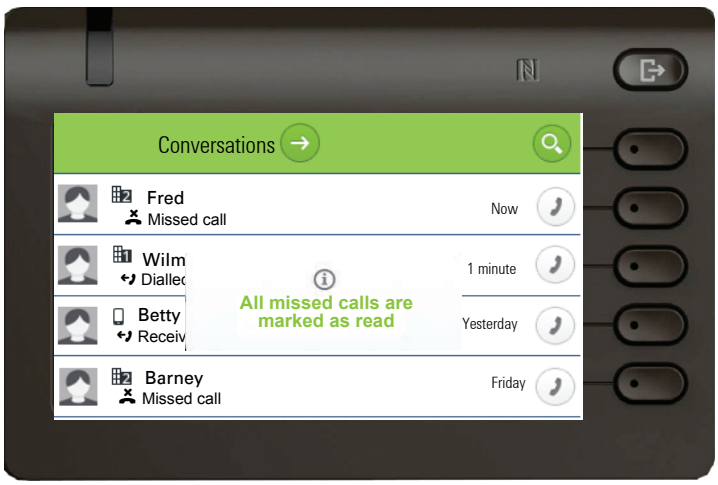
Select the title “Conversations” using the navigation key. Press to enter the Context menu.



Choose the option “Mark missed calls as read”.



All missed calls are now marked as read.



Telephony interface

Telephony view

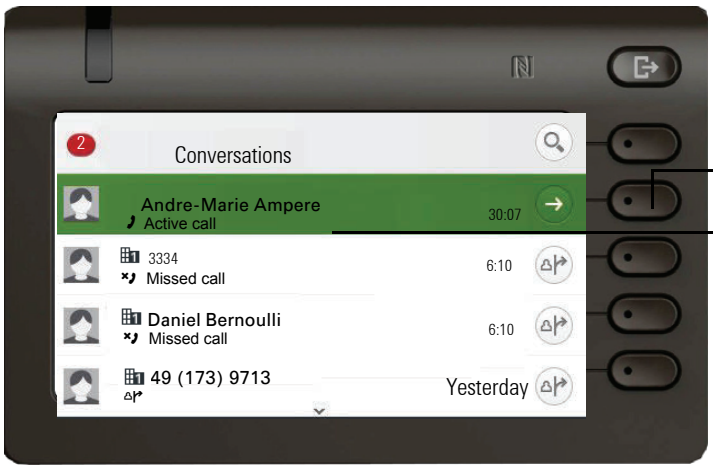
Incoming call

Your phone rings and the notification LED flashes. In addition to the "classic" telephone functions, additional information and functions are offered on the display:

When conducting a call:

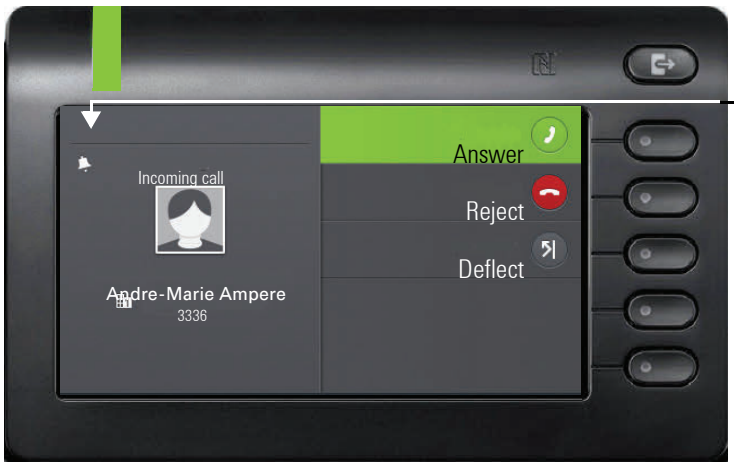
Switching to a different menu during a call

You can use the key while on a call to switch to the Conversations menu.



Use the key to open the main menu and from there, for example, change the Brightness of the display in the Settings. If you want to activate Do not disturb quickly, you can use the key to switch temporarily to the Presence menu and then return.

Icons in call states



Icon	Meaning
	The phone rings.
	The bluetooth mobile device which is connected to the phone rings.
	An outgoing call is connecting prior to ringing.
	After dialing, the other subscriber's phone rings.
	The call is active.
	The call is active and a bluetooth mobile device is connected to the phone.
	The call is active and in High Definition (HD) mode.
	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.

Detailed descriptions of the various functions and other call state icons can be found further on in the document.

Programmable keys

Programmable keys are available to you in the Favourites menu or on an optionally connected OpenScape Key Module 600 → page 61. See more information how to set up the Favourites screen as the Landing screen → page 203.

Programmable keys in the menu Favourites

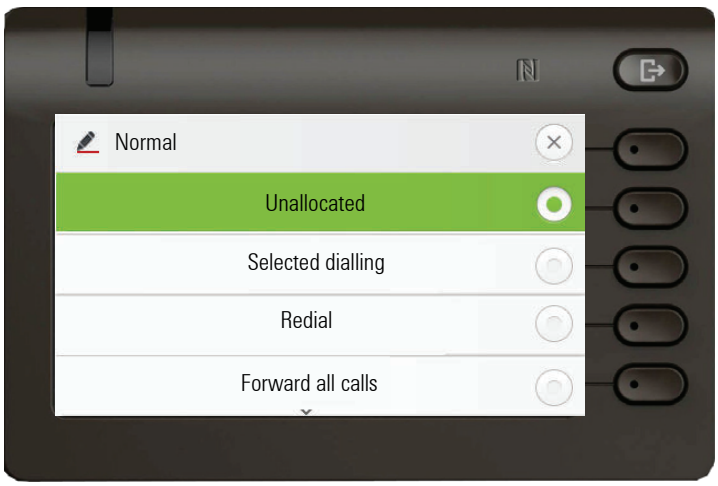
If **no** OpenScape Key Module 600 is connected to your OpenScape Desk Phone CP600/CP600E, you can use the Favourites menu to access 12 programmable keys, to which you can assign functions and phone numbers. Program preferred functions that are not offered in menus. Line or DSS keys may already be configured by your administrator → page 62. To program a function key, perform the following steps:

Open the following menu using the Softkey for Favourites:

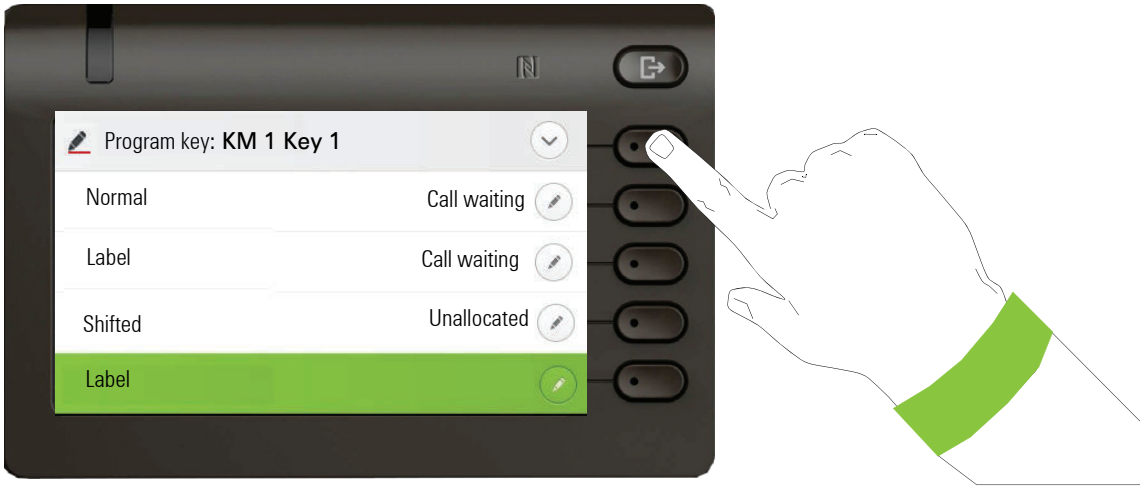
Press the Softkey for ✎ to access edit mode.

Press the second Softkey to assign the first of four functions.

Press the second Softkey to switch to the list of functions.



Use the key to select the Call waiting function for example. Confirm the function with the Softkey.

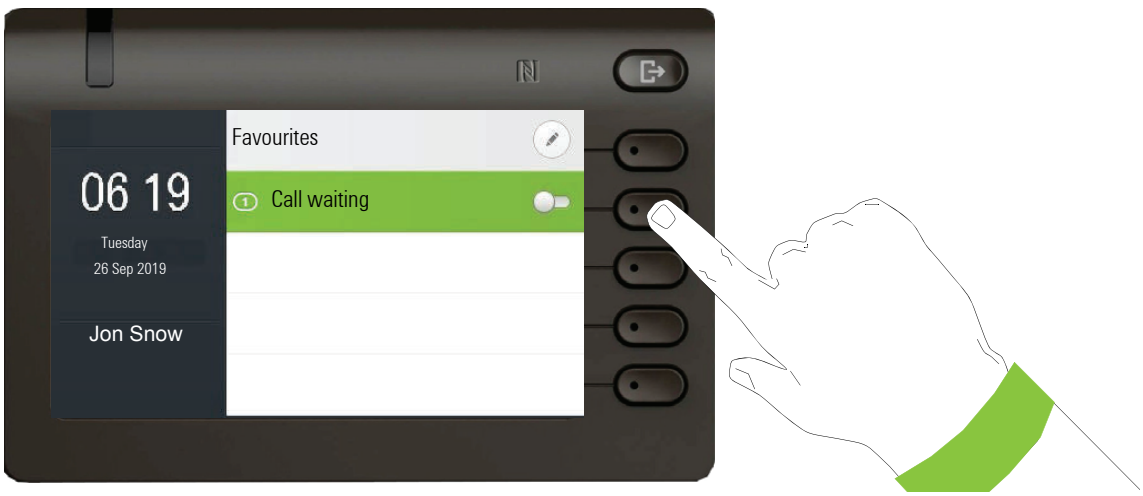


If you prefer not to change the standard name Call waiting, simply conclude the assignment with the Softkey ✓. You will receive confirmation "Changes saved".

To program a second level under Favourites:

- A key must be programmed as a Shift function (or the page keys of a Key Module may have been configured by the administrator to affect the keys on the phone).

Exit programming by pressing the following button ⊖.



The Feature keys Call waiting is now configured and can be used.

In case the main menu screen contains only the options Favourites, Conversations and Settings, then the first two Favourites programmable functions will be shown on the main menu screen below the default menu options. They can be accessed using the corresponding Softkey.

In case the main menu screen is filled with other options apart from the three default options, the Favourites programmable key functions will be added below the other options if there is free space on the screen. The CP600 screen can have up to five different options.

Programmable keys on the OpenScape Key Module 600

Prerequisite: Administrator has configured the switch action to affect all connected Key Modules.

The OpenScape Key Module 600 has twelve keys to which you can assign functions or numbers at two levels. Use the ← and → keys to switch to the required level when using a function or selected dialing key. In case you have switched to the second level, the key module will return to the first level automatically after 15 seconds.

Increase the number of programmable function or selected dialing keys by connecting an additional key module → page 22.

Depending on how they are programmed, you can use the keys as:

- Function key → page 156
- Selected dialing key → page 152
- Line key → page 165

- DSS key → page 162

Press the key to activate the programmed function or dial the stored number → page 156.

The OpenScape Key Module 600 has display lines, each of which is assigned to a key. The name of the function or a destination, an action icon and a status icon are displayed.

The status of a function is also shown by the LED on the corresponding key.

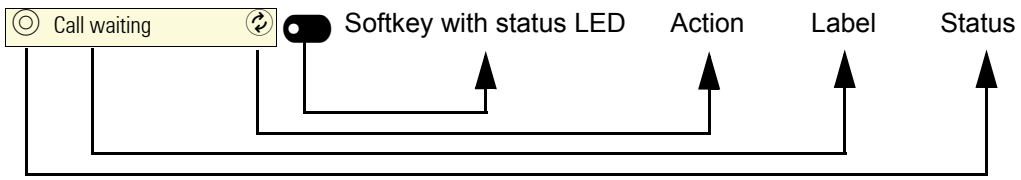
Line and direct station selection (DSS) keys can only be programmed by the administrator via the Program/Service menu → page 72.

Meaning of LED displays on Feature keys

Status LED		Meaning of Function key
	off	The function is deactivated.
	LED is flashing[1]	Indicates the status of the function (e.g. green or red).
	On	The function is activated (e.g. green or red).

1 In this manual, flashing key LEDs are identified by this icon.

Display function of the function keys



Corporate directory

If you have access to a corporate directory or LDAP database (consult your administrator), you can search for contacts in it via conversations. LDAP is queried automatically when a phone number is dialed.

Answering machine (Voicemail)

Depending on the type and configuration of your communications platform (consult your administrator), messages from configured services are displayed in this application.

Listening to messages

If new messages are available, they will be displayed at the top position in the list of conversations and highlighted.

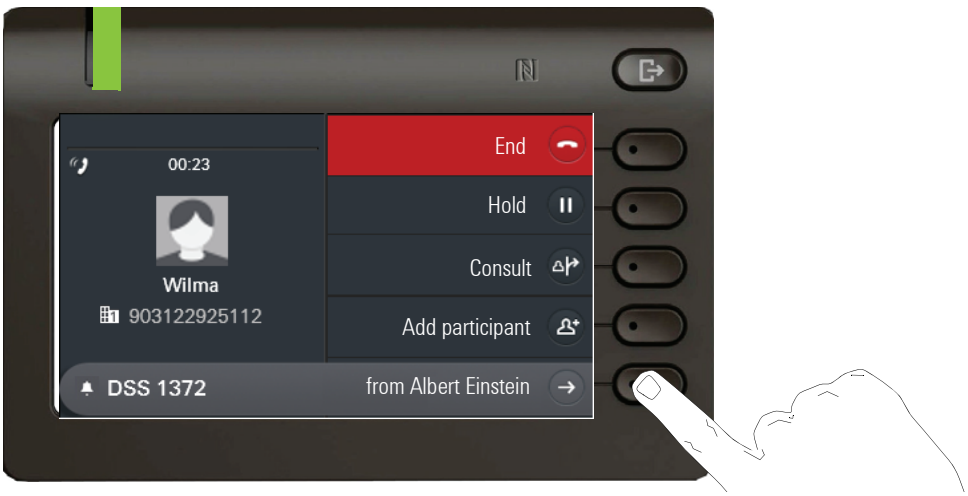
Inline notification

Prerequisite: Your administrator enabled visual alert and determined how rollover calls are to be signaled. The phone is active (or held) in a call on a different line.

- **DSS calls** (→ page 162): Shown for an alerting DSS call (i.e. alerting the DSS monitored phone), even if a Key module is plugged in and not shown if the display is showing the Favourites screen at the time.

If the administrator has configured the calling party to be hidden, then the Caller ID is not displayed in any DSS alert notifications on the user's phone. The Caller ID will be shown if the call is picked up.

- **MultiLine calls** (→ page 165): Conditions for Rollover calls as stated above. Also for lines marked as no ring (the phone does not need to be busy). Shown even if a Key module is plugged in and not shown if the display is showing the Favourites screen at the time.
- **BLF and Group pickup**: Notification is not shown if a Key module is plugged in or if a Group pickup alert screen is being shown, nor if the Favorites screen is being shown.



To see more details about the incoming call, press the Softkey next to the notification. The Favourites screen will then be displayed to allow answering the incoming call. When the notification is shown even when a Key module is plugged in then there is no Favourites screen to go to. In this case the Softkey can be used to dismiss the notification.

Display of the inline notification

An inline notification is shown

- independent of having a Key module attached or not (only for DSS and Multiline calls)
- over any screen except Favourites screen and edit screens. Also not shown when the phone is in the deep power saving state and locked
- whenever a group pickup or BLF call is available to be picked up if the phone has not been configured for an on-screen alert.
- whenever a DSS key is alerting

Shortened inline notification

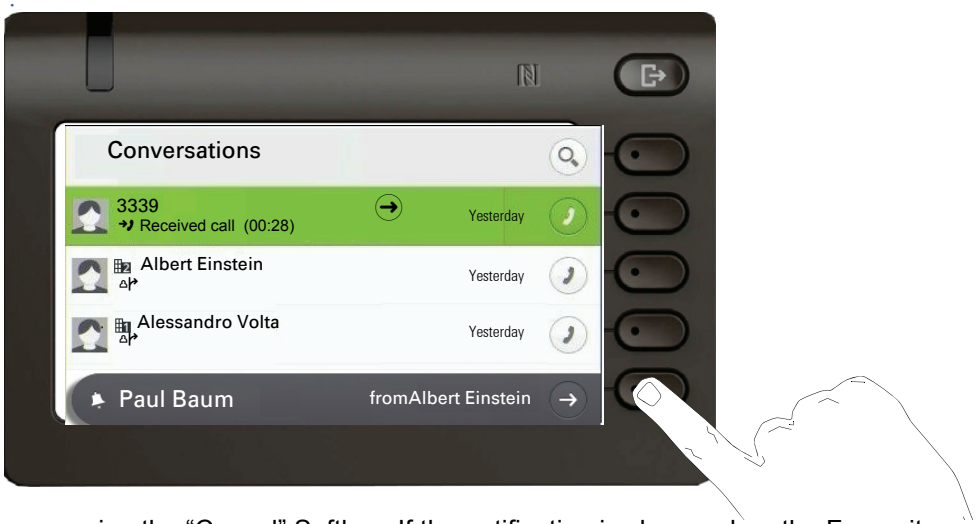
A shortened sausage notification is shown for a screen with menus (e.g. Main menu, Call screen) when the full length sausage notification would overlay a highlighted menu option.

- When you navigate off the last menu option then the full length notification is shown again.

Canceling inline notification

The inline notification can be canceled by:

- visiting the Favourites screen: If you visit the Favourites screen whilst an inline notification is being displayed then the notification is canceled (removed and not shown again until the next new notification event).

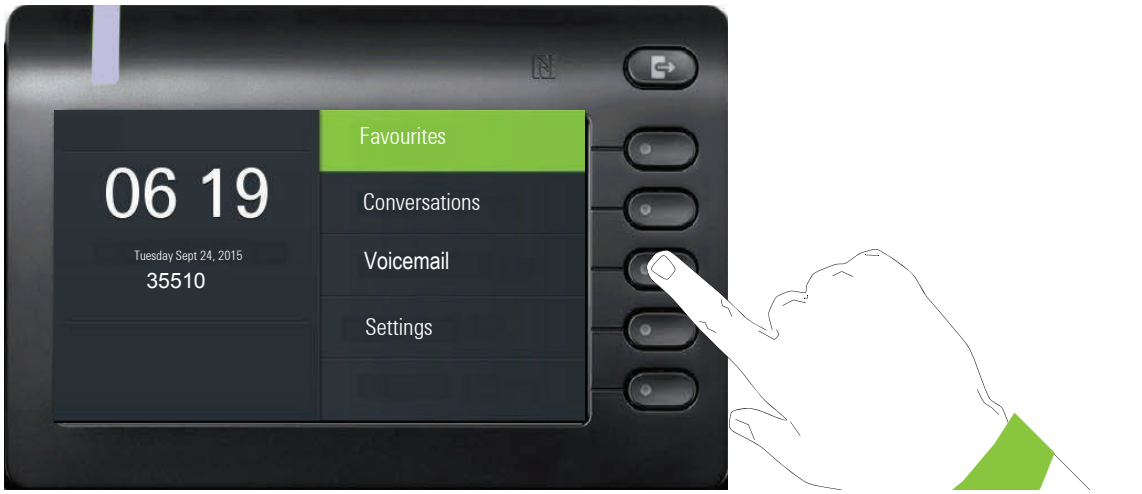


- pressing the “Cancel” Softkey: If the notification is shown when the Favourites screen is not available or the key is not on the Favourites screen, then the notification can be dismissed via a special Softkey.

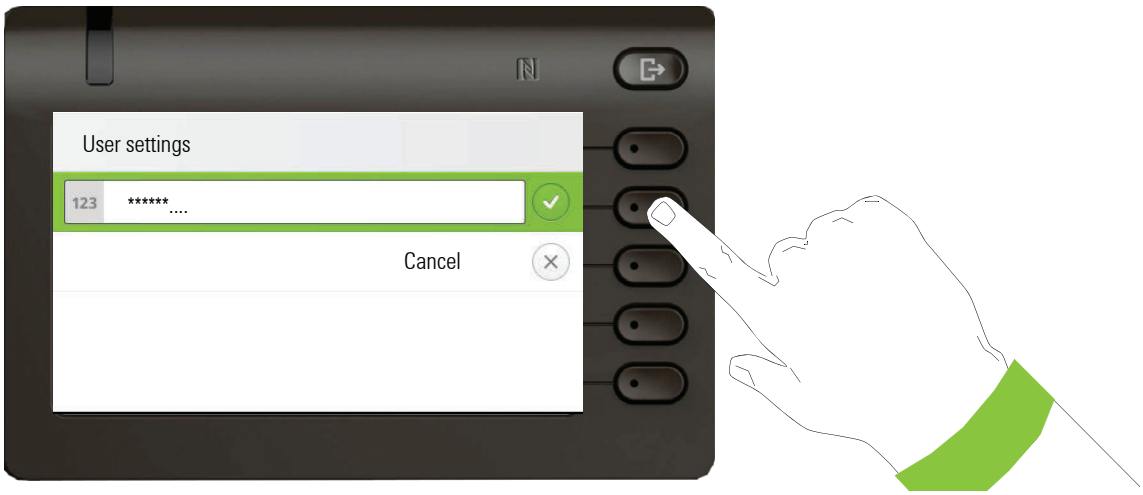
00:23
Wilma
903122925112
DSS 1372
from Albert Einstein
End
Hold
Consult
Add participant

Settings

Use the key to open the Main menu and then switch to the settings.



The menu comprises a configuration area both for users and for administrators.



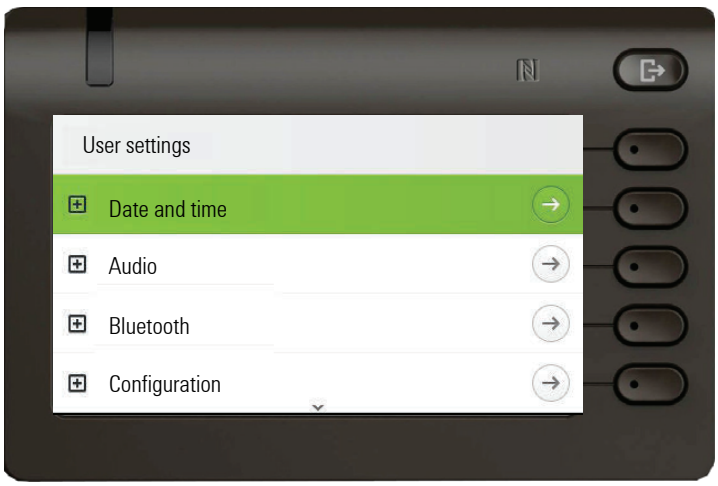
From factory setting a user password is not set and one is not needed to access User Settings on the phone. However a user password is required to access WBM or lock the phone→ page 182.

User settings

Menu

You can adjust local settings for your OpenScape Desk Phone CP600/CP600E using the "User settings" menu.

The menu structure consists of several levels.



You can also configure most of the settings using your OpenScape Desk Phone CP600/CP600E's Web interface → page 238.

Control relays

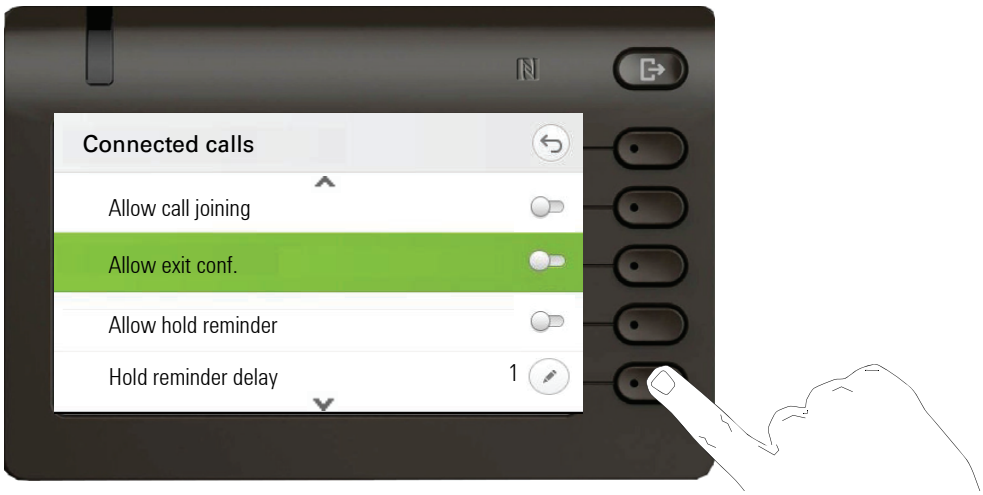
The menus contain switches for activating and deactivating functions. Example:

Press the Softkey "Allow DND" to enable the function. The switch is moved to the right. Alternatively you can use the ⌄ and ⌃ keys to select the option and confirm with OK to actuate the switch.

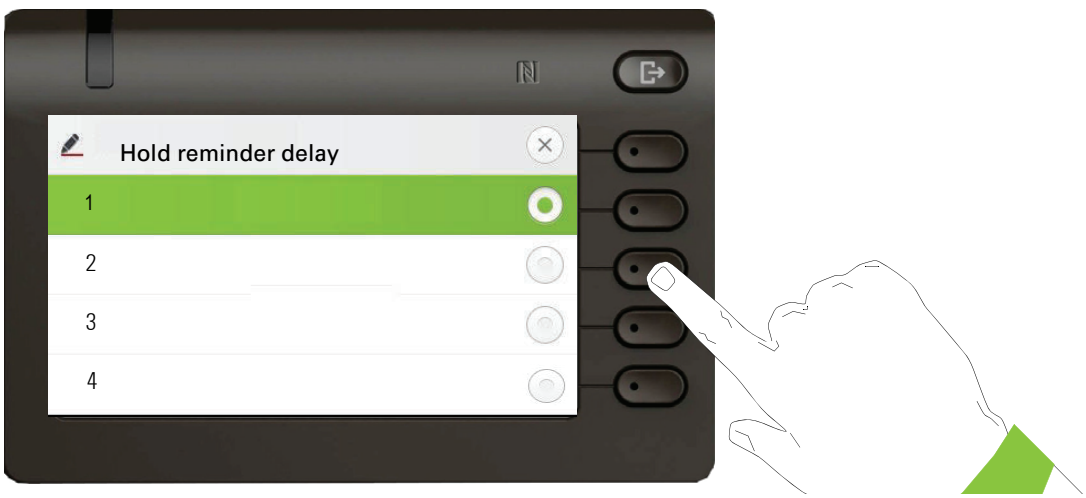
Press the Softkey for ✓ to save your new setting.

Parameters

You can set values in some submenus.



Press the Softkey for ✎ to open the setting.



Press the Softkey for the value 4 for example. The setting is changed and you return to the previous menu.

Press the Softkey for ✓ to save any changes that you set on screen.

Exit the menu.

Level

You can use menus with levels to adjust the volume or brightness, for example. An example of display brightness is given here. Switch to the telephone settings menu

and open the display menu with the Softkey.

Open the menu for the brightness setting.

Adjust the brightness to the desired level. Another option is to use the key to do this. The display is adjusted immediately.

Complete the setting by pressing the Softkey for .

Save your new settings.

Administration

Refer to the administration manual for your phone for more detailed information on this topic.

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

An update action is indicated by messages on the display and/or by flashing LEDs.

Control and monitoring function

A control or monitoring function can be activated on your phone for service purposes by remote maintenance.

Control function

Your administrator has the option to activate and deactivate features of the phone via remote maintenance. During maintenance, the handset, microphone, loudspeaker and headset are deactivated. You are additionally informed on the display that the control function is active.

Monitoring function

In order to detect malfunctioning of a phone, for example, your administrator can install a monitoring function. You can use your phone as normal during monitoring. However you will first be informed about the operation with a message on the display and prompted to allow monitoring.

If your administrator has activated a function on your phone, which continuously transmits operating data to a server, you will see the flashing icon in the upper display line.

Activating a diagnostic call

In the event of connection problems with a specific destination, the administrator may ask you to enter an activation code before the number of the subscriber, which can be used to initiate tracing of the call data on the phone. The activation code, which must be provided to you by the administrator and which comprises a leading asterisk, followed by three digits and the hash sign as the terminating character, must be entered before the actual phone number. At the end of the call, the call-related data is sent for further analysis to a server.

Remote monitor and access warnings

The phone may be remotely accessed for various reasons. Some are part of normal operation (such as access by WBM or the DLS) but some types of diagnostic access require the phone to inform the user (SSH, HPT and remote trace recording) that they are taking place. The phone user may choose to modify their interaction with the phone during these types of remote access.

- SSH is a means of getting low level access to the phone for diagnostic purposes
- HPT can allow a remote application to observer user actions at the phone and can also be used to test audio connections
- Remote trace streams trace data from the phone to be store on a remote server

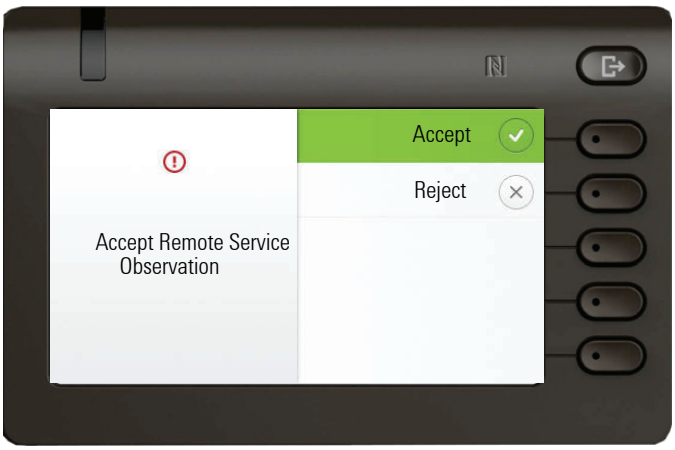
In the case of a new HPT request to access the phone in observation mode the prompt screen will offer two options:

- Accept - acceptance removes the prompt screen and allows the remote ac-cess HPT connection to be completed.
- Reject - rejection clears the prompt and does not allow the remote access connection.

A Call screen for an incoming (alerting) call overlays the remote access prompt screen so that the call can still be answered.

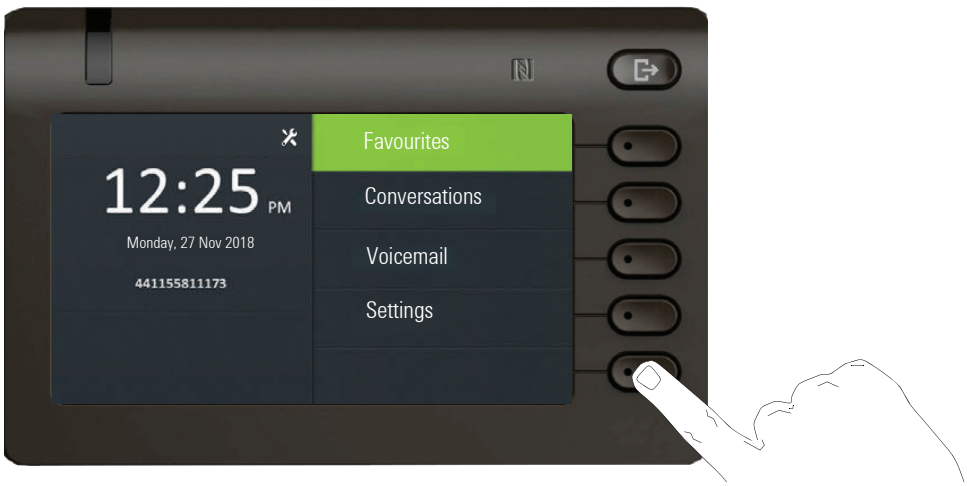
Exiting the Call screen for an incoming call restores the prompt screen.

If the prompt screen is removed without a user response then this is treated as an implicit Reject.



Status during connection

An ✕ icon is shown (not for HPT access) and flashes during the remote connection.



SSH access

- For the SSH access the Menu key LED flashes amber whilst the status icon is available to be seen.
- The Menu key LED only flashes amber when it would be off otherwise (i.e. other LED states have higher priority).

Status text "Remote service active"

- Applies to HPT control only.
- The Menu key LED flashes amber whilst the status text is available to be seen.
- The status text has lower priority than other information than can be shown in the “info” area (below the phone's number). So the status text is not shown if the info area is not being used for a different message.

Telephone settings

Please read the introductory chapters "Getting to know your OpenScape CP 600/600E"→ page 20 and "Operating your OpenScape CP 600/600E" → page 34 carefully before performing any of the steps described here on your phone.

Display angle

You can tilt the display unit. Adjust the display unit so that you can clearly read the screen.

Display brightness

You can adjust the brightness of the display to suit your ambient lighting.

You can also configure this setting via the Web interface → page 238.

Press the key for the Main menu if appropriate.

Settings — Open using the Softkey.

+ User settings — Open using the Softkey.

if nec. — Enter and confirm the User password.

Select "Phone".

+ Phone — Open using the Softkey.

Display — Open using the Softkey.

Brightnessi — Open using the Softkey [1].

Increase — Use the Softkey to set the display brighter.

or

Decrease — Use the Softkey to set the display darker.

or

Adjust using the toggle key.

Press the Softkey to confirm the setting change and return to the previous menu.

Display — Save the change by selecting the Softkey.

Exit the display menu if needed.

1. The phone displays the current setting

Configuring Call Screen Text Size

You can adjust the call screen text size to suit your readability preference.

You can modify the following call screen text elements:

- Text in the top call status line
- Call name and number
- Bottom Info panel text (when displayed)

Press the key to open the main menu.

Settings

Open using the Softkey.

+ User settings

Open using the Softkey.

if nec.

Enter and confirm the User password.

+ Phone

Open using the Softkey.

Display

Open using the Softkey.

Call screen text

Open using the Softkey [1].

The current setting is displayed.

Large

Use the Softkey to increases the call screen text size.

or

Normal

Use the Softkey to decrease the call screen text size and restore the default setting.

Save the setting with the Softkey.

1. The phone displays the current setting

Volumes

Set the volume here, for instance, for the loudspeaker, handset or headset.

You can preset different volumes for the following microphones and signals in ten levels:

- Loudspeaker
- Ringer
- Handset
- Headset
- Handsfree
- Rollover
- Alert beep
- Call waiting tone

Press the key for the Main menu if appropriate.

Settings

Open using the Softkey.

+ User settings

Open using the Softkey.

if nec.

Enter and confirm the User password.

+ Audio

Open using the Softkey.

Volumes

Open using the Softkey.

Handset

Open the Handset for example with the Softkey [1].

Increase

Use the Softkey to increase the volume.

or

Decrease

Use the Softkey to decrease the volume.

or

Adjust using the toggle key.

Save the setting by selecting the Softkey.

Audio-Volumes

Save the change by selecting the Softkey.

Exit the display menu if needed.

1. The phone displays the current setting

Key click

You can select here whether a tone should be heard when a key is pressed. You can also decide whether this should apply for all keys or only those on the keypad. In addition, you can adjust the tone volume or disable the tone.

You can also configure this setting via the Web interface → page 238.

Press the key for the Main menu if appropriate.

Settings

Open using the Softkey.

+ User settings

Open using the Softkey.

if nec.

Enter and confirm the User password.

Select "Phone".

+ Phone

Open using the Softkey.

Key click

Open using the Softkey.

Setting the volume for Key click

Select the volume. The current setting is displayed.

Volume High

Open using the Softkey.

You can choose between the following three options:

- Low
- Medium
- Off (no click)

Medium

Confirm with the Softkey to switch.

Key selection

Active for: All keys

Open using the Softkey.

Dialpad only

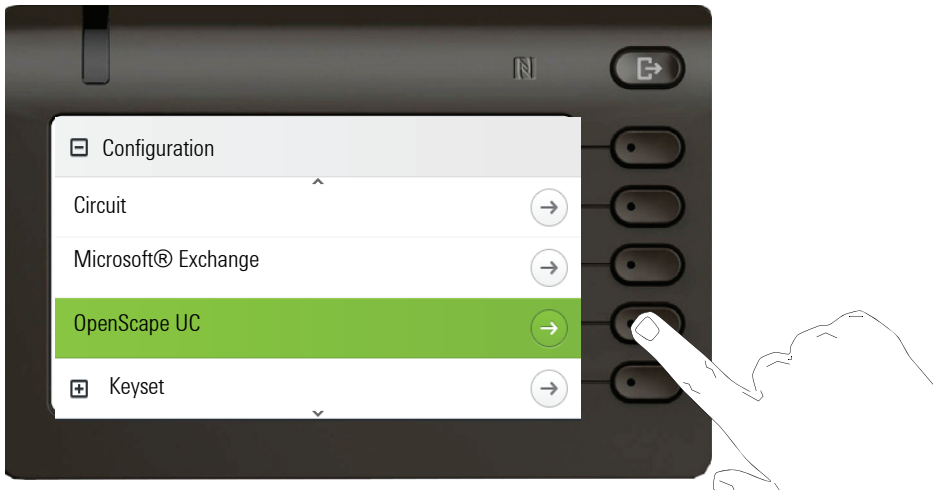
Confirm with the Softkey to switch if only the keys for entering characters are to be affected.

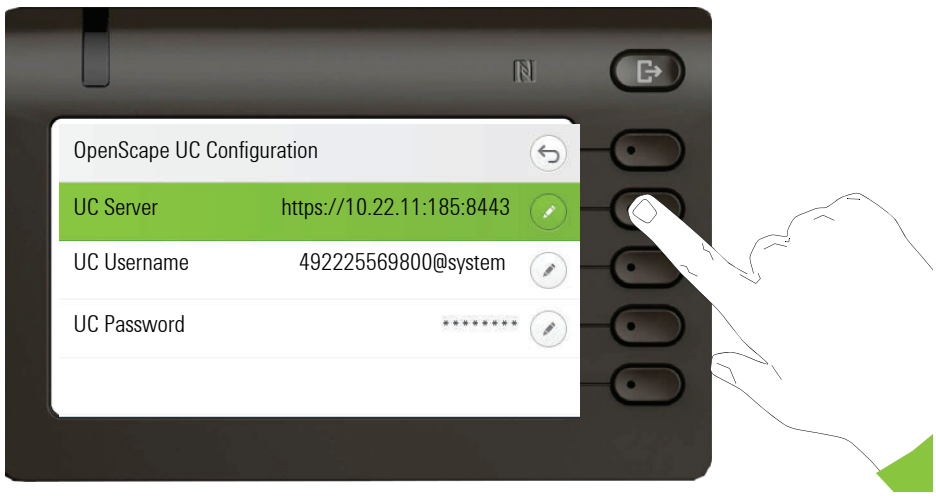
Save both settings with the Softkey.

OpenScape UC Settings

The OpenScape UC can be configured in the Configuration menu. Open the OpenScape UC Settings and insert the required login information.

The OpenScape UC can be also configured in WBM → page 238.





The OpenScape CP 600/600E will login using the given user credentials. If the data is incomplete (missing server address, username or password) the phone will not try to login at all.

If you experience any difficulties with the OpenScape UC Configuration, please contact your administrator.

Making calls

Incoming calls

The telephone rings if the ringtone is active. The notification LED also flashes. If transmitted, calling party information (name, phone number) appears in the information section on the left-hand side of the display.

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

If you have set a pattern melody → page 189 or a ringer → page 188 on your phone, it is possible that your administrator may have preset a different ringer depending on the call type (e.g. an external or internal call).

Answering a call via the handset

Incoming call
Thomas Meier
1234954

The phone rings. The caller is displayed. The notification LED flashes.

Lift the handset.

if nec.

Adjust the call volume → page 23.

Answering a call via the loudspeaker (speakerphone mode)

Incoming call
Thomas Meier
1234954

The phone rings. The caller is displayed. The notification LED flashes.

Answer

Press the Softkey.

or

Press the key shown. The key lights up. The speakerphone function is activated.

if nec.

Adjust the call volume → page 23.

Suggestions for using speakerphone mode:

- Adjust the call volume while speakerphone mode is active.
- The ideal distance between the user and the phone in speakerphone mode is 50 cm.

Answering a call via the headset

Prerequisite: A headset is connected.

Make sure your headset port is set up properly → page 191.

Answering calls via the headset key

Incoming call
Thomas Meier
1234954

The phone rings. The caller is displayed. Only the LED on the key flashes.

Press the key shown.

if nec.

Adjust the call volume → page 23.

Answering calls automatically via the headset

The administrator has additionally configured a Function key with the "Auto-Headset" function (AICS Zip tone) (→ page 149).

Auto-Headset

Press the Function key to activate automatic call answering mode. The key LED and the headset key illuminate.

or

Press the key if no OpenScape Key Module 600 is connected.

Favourites

Open using the Softkey.

Select the function.

Auto-Headset

Press the Softkey to activate automatic call answering mode. The key LED and the headset key illuminate.

A short acoustic signal is heard on the headset for a call and the connection is established.

If you want to manually answer calls again, deactivate the automatic answering function using the "Auto-Headset" key. Both keys are off.

Answering a video call

Prerequisite: Your administrator has enabled the configuration to accept video media. The user can only enable the ability to have video calls using the "User settings" menu.

This feature is not available for CP600E.

Press the key for the Main menu if appropriate.

Settings

Open using the Softkey.

+ User settings

Open using the Softkey.

if nec.

Enter and confirm the User password.

Select the "Configuration" function.

+ Configuration

Open using the Softkey.

+ Video call

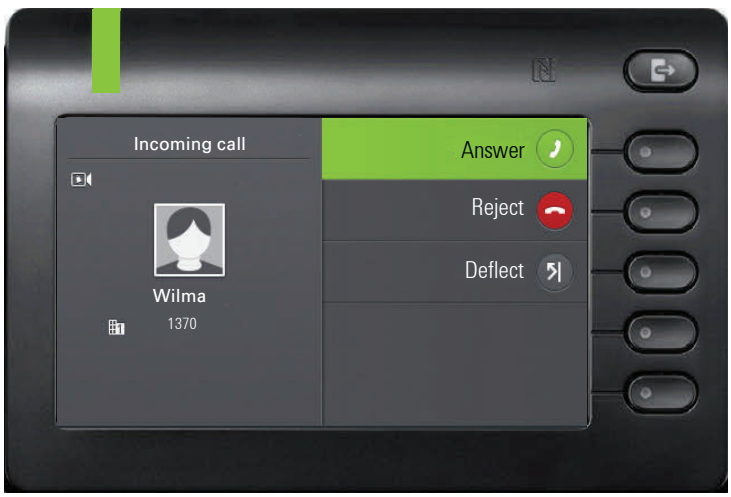
Open using the Softkey.

Video on:

Enable or disable using the Softkey.

Incoming call
Thomas Meier
1234954

When there is video incoming call, video icon is shown near "Incoming call" text. You can accept, reject or deflect the call.



Video incoming call behaves similarly to basic incoming call, only video media is added.

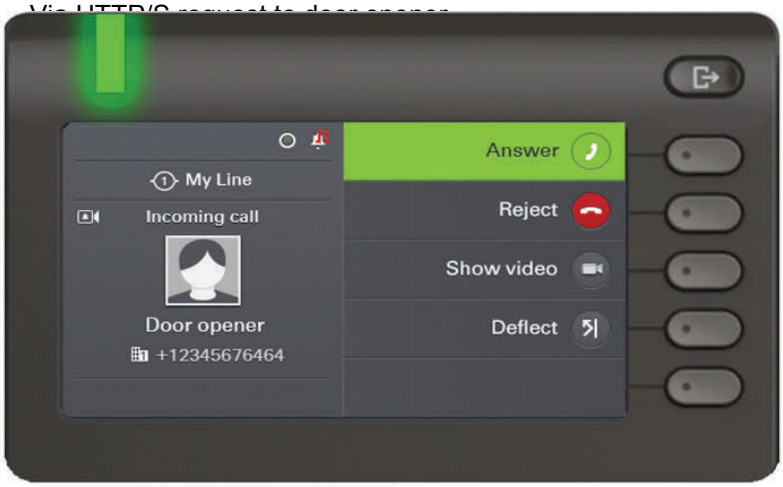
Video screen with door opener call

Door opener

Phone supports up to four door openers. Each of them is independent and may use different control method. A door opener may be associated with a camera that can stream video associated with the door (Direct video).

Door opener feature can support several ways to control door opener:

– Via phone call to door opener



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or opener.
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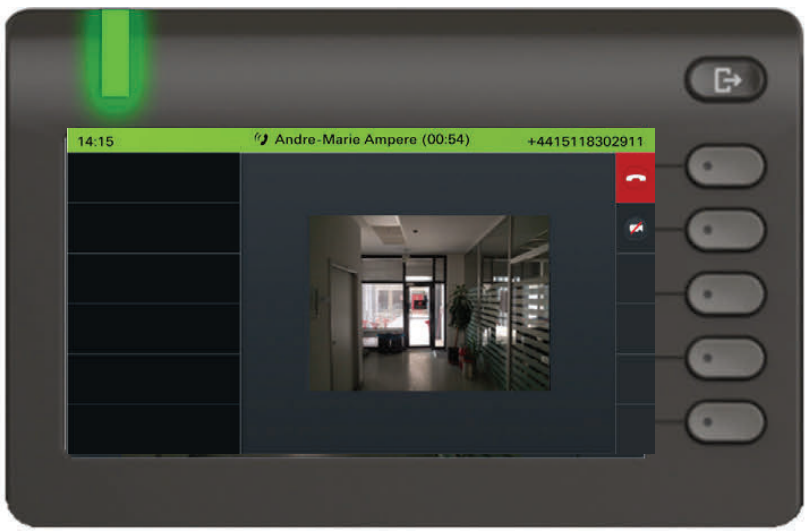
Answering an incoming call when video screen is active

Incoming call not associated with the video screen:

If a call is not from the door opener associated with the camera whose Direct video is being shown, then the video screen is hidden and incoming call screen is shown.

If the call has associated video then after accepting the call, call screen with video media is shown:



Incoming call from associated door opener:

If a call is from associated door opener, screen behavior is dependent on **Automatic door video** configuration.

Answering an incoming call with Automatic door video enabled

Prerequisite: Your administrator has enabled Automatic door video.

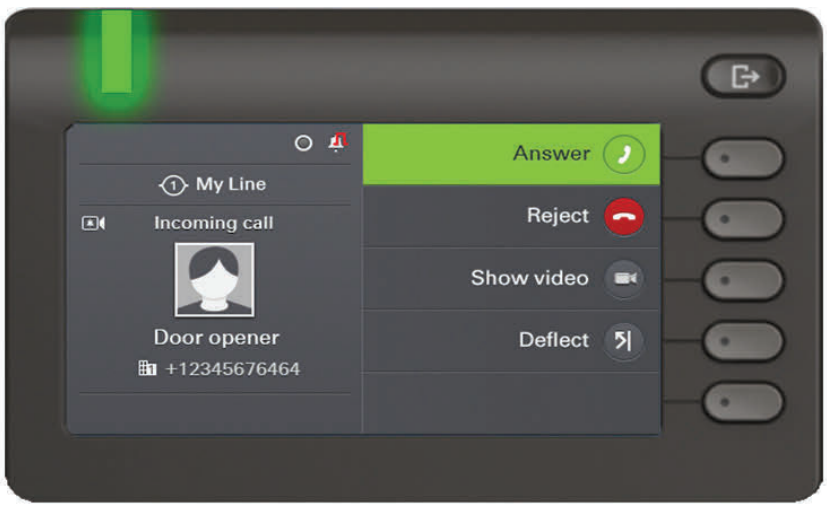
If Automatic Door Video is enabled, Video screen shows the video from the associated camera and is updated with call and door opener related options. Audible ringing is played for the incoming call, and alert bar, speaker and headset key (if appropriate) LEDs indicate the incoming call and allow it to be answered.

When automatic door video is enabled the camera is connected and video is shown when the door opener call starts ringing.

When call is ended, Video screen is hidden, video stream is stopped. In case video screen is dismissed, door opener call stays in current state.

Answering an incoming call with Automatic door video disabled

If Automatic Door video is disabled, Video screen is hidden, video stream is stopped and Incoming call screen is shown (like for any other incoming call, except there is an option on the call alerting screen to show the associated video).



When the call is answered, Connected call screen for Door opener call is shown with option to manually start video, if there is an associated camera.

When call is ended, if **Automatic Door Video** is disabled, Video screen stays active. In case video screen is dismissed, door opener call stays in current state.

Hiding the video during a video call

After accepting the video call, press the softkey with the crossed out camera icon.

Press the "Show video" button (if configured) to enable the video.

Ending a video call

When the video is off, press the Softkey for ending the video call

or

when the video is on, press the Softkey for ending the video call.

Rejecting a call

You can reject an incoming call.

Prerequisite: An incoming call is displayed or signaled. The function is approved by the administrator.

Reject

Press the Softkey. The caller hears a busy signal or the server redirects the call to voice mail.

The rejected caller is saved in the conversations list as a missed call. You can then call this party back at a later time.

Deflecting a call

Prerequisite: An incoming call is displayed or signaled. The function is approved by the administrator.

Deflect

Press the Softkey. The conversations view is opened.

123456789

If a destination phone number is programmed, it will appear as the top entry in the list → page 229. Press the Softkey to dial this number.

or

If you did not save a phone number when programming call deflection, or if you want to use a different destination, you are now prompted to enter a destination phone number for call deflection.

123 Deflect to...

Enter the alternative phone number.

123 082631565

Confirm with the Softkey. The call is deflected.

Responding to a Callback

Prerequisite: A callback was requested, see → page 94. Your phone rings and the subscriber information appears on the screen.

Accepting a Callback

Accept

Press the Softkey.

Rejecting a Callback

The Reject function is approved by the administrator.

Reject

Press the Softkey.

The callback request is deleted. The caller's phone number is added to the missed calls list.

Call barging

Call barging can be enabled by Admin to allow you to 'barge' into a call on another line on the OSV. Please note that this is not the same as the BCA feature from RingCentral.

Call barging (or bridging) is a feature that allows a user to participate in an active call between other users and provide assistance.

Your administrator can configure Bridge-Call appearances, allowing one line (BCA line+)+ to appear on multiple phones.

Bridged-Call Appearance (BCA)

When a phone configured with the Bridged-Call appearance feature receives a call, all the phones that have been set up with this function get notified. You can barge-in a BCA call and assist by pressing the call-line key.

The following options are available for you on a RingCentral telephone system:

Active call with Assist Key

Line 1

The line-key LED flashes green, indicating assist is possible.

Line 1

“Assist” softkey icon is displayed.

Press the call-line key to barge-in the call.

Active call without Assist Key

Line 1

The line-key LED is solid red indicating the line is busy.

Active conference call without Assist Key

- A conference call among BCA Users is in progress for current device.

Line 1

The line-key LED is solid red, indicating the line is busy with a conference.

Line 1

The “Conference” softkey icon is displayed.

Active conference call with Assist Key

- A conference call among BCA Users is in progress for another device.

Line 1

The line-key LED flashes green, indicating assist is possible.

Line 1

“Assist” softkey icon is displayed.

Press the call-line key to barge-in the call.

Transfer and Consult on BCA line will consume the next free appearance.

Making calls

If you allowed the option "Busy When Dialing" → page 234, you will not be interrupted by an incoming call. In this case, the caller hears the busy signal or is redirected to voice mail.

You make a call by entering the phone number of the relevant party using the dialpad or by searching for this party in the permanent **Conversations** list. Conversations include:

- Dialed and received calls
- Subscribers from Circuit
- Subscribers from Exchange
- Subscribers from a Corporate directory
- Imported contacts

If you cannot find received or dialed calls in the list, check if the call log is activated.

Off-hook dialing

Lift the handset.

123 Dial a number...

The input field in Conversations is opened in numeric mode.

Enter the phone number.

123 082631565

OK

Confirm that the phone number is complete or wait until the autodial delay expires (see → page 95).

or

Peter Maier

The required contact is shown in the list. Confirm with the Softkey. The connection is set up.

On-hook dialing

The connection is set up with on-hook dialing via a connected headset or via the loudspeaker (speakerphone mode). The line is seized before dialing. Use the search function in Conversations if appropriate (→ page 43).

Enter digits via the dialpad.

or

Press the key if a headset is connected.

or

Press the key shown.

123

The input field in Conversations is opened in numeric mode.

Enter or complete the phone number.

123 123456789

OK

Confirm that the phone number is complete or wait until the autodial delay expires (see → page 95).

or

Georg Simon Ohm

The required conversation is shown in the list. Confirm with the Softkey. The connection is set up.

Entering the phone number first

First enter the number. The loudspeaker or headset key illuminates when you enter the first digit.

Enter the phone number. If necessary, correct input using the navigation keys.

123 123456789

OK

Confirm that the phone number is complete or wait until the autodial delay expires (see → page 95).

or

Georg Simon Ohm

The required conversation is shown in the list. Confirm with the Softkey. The connection is set up.

Dialing with the selected dialing key

With connected OpenScape Key Module 600

If you press a selected dialing key, the associated contact or phone number is displayed and the connection is set up.

You can program frequently used phone numbers on programmable keys → page 149.

Party

Press the Function key for a saved number. The connection is set up.

Via Favourites, if no key module is connected

Press the key for the Main menu if appropriate.

Favourites

Open using the Softkey.

Select Function key.

Party

Press the Function key. The connection is set up.

Dialing from conversations

Depending on the configuration, the conversation list can contain data from the following directories:

- Caller list
- Subscriber data from Exchange
- Subscriber data from the LDAP directory
- Imported contacts

If you cannot find redials or received or dialed calls in the list, check if the call journal is activated.

The conversations list is displayed on the screen. If the contact you want is not visible, then select with

or search by entering the phone number or name.

Georg Simon Ohm

Confirm the selected contact with the Softkey. The phone number is dialed.

or

Georg Simon Ohm

If visible, confirm immediately with the Softkey for the contact. The phone number is dialed.

Redialing via the Function key

No history is created for contacts if the call log or Exchange is deactivated. Conversations that have been dialed manually or searched for via LDAP are likewise not created. Previous entries have been deleted.

Press the key for the Main menu if appropriate.

Favourites

Open using the Softkey.

Select Function key.

Redial

Press the Function key. The connection to the last subscriber dialed is established.

or

Redial

Press the Function key. The connection to the last subscriber dialed is established.

Calling back a missed call

Contacts who have tried to reach you are identified accordingly in the conversations list and appear at the top of the list. In addition to the menu name, i.e. Conversations, the number of missed calls is shown against a red background → page 27.

The notification LED lights up red if the administrator has made the setting accordingly. In addition to the menu name, i.e. Conversations, the number of missed calls is shown.

Press the key shown, if appropriate, to switch to Conversations.

Daniel Bernoulli

A contact is indicated as a missed call with . Select the contact and confirm to call the contact.

Requesting callback

You can request a callback if the subscriber called is busy or if nobody answers. You receive a callback when the other party's line becomes free.

This option is only available if both you and your administrator have activated the function (→ page 237).

This function is available with restrictions on an OpenScape 4000, see → page 249.

Busy
Thomas Meier
1234954

Prerequisite: The subscriber called is busy or nobody answers.

Callback

Press the Softkey.

Deleting callback requests

You can delete scheduled callback requests if you no longer need to return a call, for example because you have met the other party in person.

Prerequisite: A callback was requested.

Cancel callbacks

Press the Softkey. **All** callback requests are deleted.

Using autodial delay

A number is automatically dialed after a set delay starting from the entry of the number's last digit. The autodial delay can be used:

- when dialing in idle mode
- when deflecting an incoming call
- during a consultation
- when transferring an answered call

The delay can be reduced by performing one of the following activities:

- Press the OK key. This always works.
- Lift the handset. This only works if the phone number was entered when the phone was idle or if it was entered for a consultation call when the handset was off hook.

If an emergency number is preset by your administrator, the autodial delay for this phone number is reduced to one second.

During a call

Activating/deactivating the microphone

You can temporarily switch off the handset microphone to prevent the other party from listening in while you consult with someone in your office for example.

Prerequisite: You are conducting a call.

Deactivating the microphone

Press the key shown.

Activating the microphone

Press the key shown.

Changing the volume

You can change the volume of the handset or the loudspeaker during the call.

You are conducting a call.

Adjust the volume using the toggle key → page 28.

Switching from handset to speakerphone mode

Take note of the two different processes and activate your preferred setting as appropriate → page 190.

Prerequisite: You are conducting a call via the handset.

The microphone and loudspeaker functions are activated by your administrator.

Open listening in standard mode

and

Hold down the key and replace the handset. Then release the key and proceed with your call.

Open listening in US mode (default setting)

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

Press the key shown.

Replace the handset. Proceed with your call.

A secure voice communication is indicated by a padlock icon on the graphic display.

Switching from speakerphone mode to the handset

Prerequisite: You are conducting a call in speakerphone mode.

Lift the handset.

The key shown is no longer lighting.

Switching from headset to speakerphone mode

In standard mode

Press and hold the key (open listening is activated),

Press the key shown. Speakerphone mode is activated.

In US mode

Press the key shown.

Press the key shown. Speakerphone mode is activated.

Open listening

People present in the room can silently monitor your call. Let the other party know that you have turned on the loudspeaker.

Prerequisite: You are conducting a call via the handset.

Activating

Press the key shown.

Deactivating

Press the illuminated key.

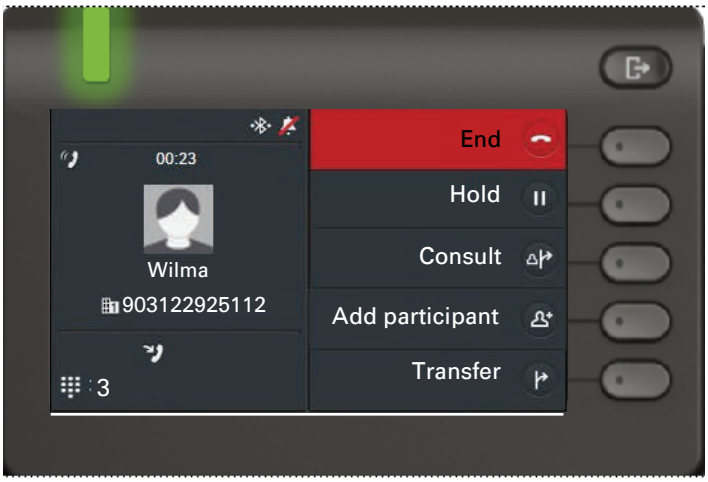
Switching to speakerphone mode

Hold down the illuminated key and replace the handset.

Displaying of DTMF digits

CP phones are able to send DTMF tones when numpad buttons are pressed during an active call.

When you press any of the Numpad keys during an active call, the key(s) pressed will be presented on the call screen:



You can control if you want the DTMF digits to be shown on your display.

You can also configure this setting via the Web interface → page 238.

Press the key for the Main menu if appropriate.

Settings

Open using the Softkey.

+ User settings

Open using the Softkey.

if nec.

Enter and confirm the User password.

+ Configuration

Open using the Softkey.

Connected calls

Open using the Softkey.

Display DTMF digits

Confirm with the Softkey to activate DTMF digits. You will receive a corresponding confirmation.

Save the setting with the Softkey.

Exit the display menu if appropriate.

RingCentral pre-configured DTMF codes

You can use in Call Screen menu options, which can be pre-configured with different DTMF digit sequences to perform specific actions (e.g. Call Park, Recording, etc).

These are DTMF based functions that are independent of the state of the call and can also be configured locally (WBM-only) on your device or via the RingCentral server.

Prerequisite: You are conducting a call.

While on the Active Call screen, press the DTMF sequence of the Numpad keys that is configured to a specific action.

e.g.

#7275

Park call

or

*9

Record call

If either of the parties within a call, put the call on **Manual Hold**, then the DTMF related options will temporary disappear, because DTMF options are only available during an Active call. The options will be displayed again, when the call is reconnected.

Consulting a second party

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.

2:40 AM
Klaus Maier
3336

The connection is set up to a subscriber.

Consult

Press the Softkey. You switch to input.

Enter the phone number of the second party.

or

Georg Simon Ohm

Search for the subscriber in conversations (→ page 43) and confirm with the Softkey. The connection is set up.

or

Start a conference

Add participant

Press the Softkey.

Enter the phone number of the second party.

or

Georg Simon Ohm

Search for the subscriber in conversations (→ page 43) and confirm with the Softkey. The connection is set up.

Start conference

Press the Softkey – the conference is started.

Ending a consultation call

You end the consultation

End & reconnect

Press the Softkey. The consultation call is disconnected. The call with the first party is resumed.

The second party hangs up

If the second party hangs up, you will be prompted to retrieve the first call again if "Hold and hang-up" is disabled (→ page 227). Otherwise, the first call will remain on hold until you receive this prompt after a defined time interval.

Retrieve held call

Press the Softkey. You are reconnected with the first party.

Ending the consultation with an active headset

The administrator has additionally configured a key with the "Auto-Headset" function (AICS Zip tone) on a key module or in the Favourites menu (→ page 149).

Auto-Headset

Press the Function key to activate automatic call answering. This key and the headset key illuminate.

You are conducting a consultation call and the second party hangs up. You are automatically reconnected with the waiting first party. The prompt "Retrieve held call" does not appear.

Switching to the held party (alternating)

Prerequisite: You are conducting a consultation call → page 99 or have accepted a second call → page 104. You are in the call connection menu.

Alternate

Press the Softkey.

You can switch back and forth between two parties by repeatedly confirming "Alternate".

Ending an alternate operation

End & reconnect

Press the Softkey. The active call is disconnected.

Conference

There are two types of conference depending on the settings configured by your administrator:

1. A local (3 party) conference:
   - The phone hosts a local conference and the participants remain in their calls to the hosting phone.
2. A server (multiparty/large) conference:

A media server hosts a large conference and all participants automatically establish a new single call to the media server

Prerequisite: You are conducting a consultation call → page 99 or have accepted a second call → page 104 and the conference function is allowed → page 238.

Establishing a conference

You can initiate a conference by calling the "Conference" function in the context menu of either the active or held call. You can alternatively press a configured **Conference** key.

or

If you are already involved in a secure connection with a party when you initiate a consultation call, the original party is placed on hold. The new consultation connection can be either secure or unsecured. However, the first connection remains secure even if all three parties are now joined together in a conference.

The entire conference is non-secure if the connection to at least one of the parties is not secure.

The relevant padlock icon appears in the "Conference" row.

Start conference

Press the Softkey – the conference is started. You are connected to both parties at once. The conference is displayed.

Querying information on subscribers

Participants

Press the Softkey to display the subscribers.

Select the subscriber.

User

The subscriber is busy.

Open the subscriber information.

End conference (local conference)

Allowing call partners to continue a conference after you exit

Prerequisite: The function "Allow joining in a local conference" (→ page 239) was activated.

Exit conf.

Press the Softkey.

or

or

Replace the handset or, if you are in speakerphone mode, press the loudspeaker key. Both call partners remain connected. You are disconnected from the conference call.

Disconnecting a party

End conf.

Press the Softkey. Both connections are cleared down – the conference is cleared down.

End conference (media server hosted conference)

Allowing call partners to continue a conference after you exit

Exit conf.

Press the Softkey.

Putting on hold and retrieving alternately or simultaneously

Prerequisite: You are conducting a consultation call → page 99 or have accepted a second call → page 104. You are in the call connection menu.

Putting an active call on hold

Hold

Press the Softkey. The consultation or second call **and** the first call are put on hold.

Retrieving the first call

Press the key shown to switch to Conversations.

Andre-Marie Ampere

Select the Softkey to open the first call in the conversations list.

Reconnect

Press the Softkey. You are connected with the other party. The consultation or second call continues on hold.

Retrieving the second call

Press the key shown to switch to Conversations.

Daniel Bernoulli

Select the Softkey to open the second call in the conversations list.

Reconnect

Press the Softkey. You are connected with the second party. The first call remains on hold.

Connecting parties

You can connect the first party with the party you consulted, clearing down your connection to both parties in the process.

Prerequisite: You are conducting a consultation call → page 99 and you are in the call menu of an active call.

Complete transfer

Press the Softkey. The other two parties are now connected to one another. You can now hang up.

or

Connecting by hanging up

Prerequisite: Call joining must also be allowed → page 228.

or

Replace the handset or, if you are in speakerphone mode, press the loudspeaker key. The other two parties are now connected to one another.

Placing a call on hold on a single line phone

You can use this function to place another (incoming or outgoing) call on hold, for instance to prevent the other party overhearing a conversation with a colleague in the same room. The held party hears music on hold.

Press the fixed **Hold** key.

or

Hold

Press the Softkey. The call is now on hold.

or

Hold

Press the Function key. The key illuminates. The "Hold" key has to be configured on the OpenScape Key Module 600 or in the Favourites menu → page 149).

It is documented in the main menu and in the conversations menu that a call is on hold. The Notification-LED lights up orange at the same time.

If you do not retrieve the held call after a defined time interval, a reminder beep sounds three times and only the two functions "Retrieve held call" and "End" are shown on the display. The call display flashes orange and the phone rings. The relevant settings can be fond on → page 226 and → page 226.

Hold on a Keyset phone is called Manual hold.

Manual hold behaves slightly differently.

For example a Manual hold call can only be retrieved using the line key for the line.

Retrieving a held call:

Reconnect

Press the Softkey. You resume the call.

or

Hold

Press the illuminated "Hold" Function key. (The "Hold" key has to be programmed → page 149.)

Disconnecting a held call:

End

Press the Softkey to disconnect the held call.

Call waiting (second call)

You can accept a second incoming call in the course of an ongoing call. The caller hears the on-hook signal while you hear a call-waiting signal tone. You can reject, forward or accept the second call. You can block the second call or the signal tone → page 230.

Answering a second call

Prerequisite: You are conducting a call and call waiting is allowed (→ page 230).

Incoming call
Thomas Meier
1234954

The phone plays a tone (you may disable the tone). The caller is displayed.

Answer

Press the Softkey. You can talk to the second party.
The connection to the first party is on hold.

You can still

- toggle between the first and second call or
- put on hold and retrieve the second and first call alternately → page 102 or
- initiate a conference

Consultation call from second call

If the second call is your active call you can initiate a consultation call from it.

The administrator must have approved the consultation in the second call.

From a consultation call in the second call you can

- initiate a conference
- toggle between the second call and a consultation call
- put on hold and retrieve second and consultation call successively → page 102

- transfer a call
- disconnect the calls again

During a consultation in the second call, the first call is parked and can only be unparked if the consultation or second call was ended or these calls were connected.

Disconnecting the second call

End & reconnect

Press the Softkey. The call to this subscriber is disconnected and the call to the first subscriber is reconnected.

Ending the second call

End & reconnect by hanging up

If you or the second call partner hangs up, you will be prompted to retrieve the first call again if "Hold and hang-up" is disabled (→ page 227). Otherwise, the first call will remain on hold until you receive this prompt after a defined time interval.

Ignoring the second call

Prerequisite: You are conducting a call and call waiting is allowed (→ page 230).

Ignore

Press the Softkey.
The caller still hears the on-hook signal. You can subsequently Answer, Reject or Deflect the second call via Conversations. You administrator must have allowed for a corresponding wait time for this in the system so that the call is not terminated prematurely or forwarded.

While the ignored second call continues to wait, from the active call you can:

- initiate a consultation call
- initiate a conference
- toggle between the consultation call and your call partner
- transfer a call

A third call would be rejected with the busy signal. If you have disconnected the first call, the ignored second call rings like a normal call.

Rejecting a second call

Prerequisite: You are conducting a call and call waiting is allowed (→ page 230).

Reject

Press the Softkey.

The second call is rejected. The caller hears the busy signal or an announcement. The call is indicated as "missed" in Conversations.

Deflecting a second call

Prerequisite: You are conducting a call and call waiting is allowed (→ page 230).

Deflect

Press the Softkey.

Enter the phone number and confirm. You can also select and call the relevant subscriber from Conversations at this point.

The second call is deflected to the destination specified.

Connecting parties

Prerequisite: You have answered the second call.

Complete transfer

Press the Softkey. The other two parties are now connected to one another. You can now hang up or dial another number for instance.

or

Connecting by hanging up

Prerequisite: Connecting by hanging up is activated (consult your administrator) and "Toggle associate" must be enabled (→ page 231).

or

Replace the handset or, if you are in speakerphone mode, press the loudspeaker key. The other two parties are now connected to one another.

Transferring a call

You can transfer your current call to another party with or without consultation.

Depending on the display settings configured via WBM, the call ID shown at the bottom of the display may appear as the contact name only, the number only, or both the name and the number.

Blind transfer

Prerequisite: You are conducting a call. The "Allow call transfer" and "Transfer on ring" options are allowed → page 232 and → page 235.

Transfer

Press the Softkey.

Enter and confirm the phone number of the second party to whom you want to transfer the call. You can also select and call the subscriber from conversations at this point.

The list of conversations is displayed after the transfer action has been selected.

Transferring with consultation

You can announce a call to a recipient before transferring it.

Prerequisite: You are conducting a call. The "Allow call transfer" and "Transfer on ring" options are allowed → page 232 and → page 235.

Consult

Press the Softkey.

Enter and confirm the phone number of the second party to whom you want to transfer the call. You can also select and call the subscriber from conversations at this point.

Announce the call you want to transfer.

Complete Xfer

Press the Softkey.

If the party does not answer:

You do not have to wait for the second party to answer before you can transfer the call.

Complete transfer

Press the Softkey.

or

Replace the handset or, if speakerphone mode is active, press the illuminated key to transfer the call.

If the party does not answer, you will be called back by the first party after a defined time.

Transferring with Selected Dialing key

Prerequisite: You are conducting a call. The Selected Dialing key should be configured to one of the available programmable keys.

Your administrator should have configured the option **Selected Dial Action on Calls** to be either “Consult” or “Transfer”. If it is set to “No Action” nothing will happen.

If the Selected Dialing key is configured inside the Favourites menu or on a connected Key Module:

Press the key for the Main menu.

Favourites

Open using the Softkey.

Select the Selected Dialing key and the configured action will be triggered. The call will be placed on Hold and either a Consultation call will take place, or a Blind transfer.

If the Selected Dialing key appears in the Main menu:

Press the key for the Main menu.

Press the Selected Dialing key and the configured action will be triggered. The call will be placed on Hold and either a Consultation call will take place, or a Blind transfer.

The ability to transfer a call using the Selected Dialing keys is also possible for mobile users who are logged on the phone and when a Bluetooth headset is used.

Ending a call

Disconnect

Press the Softkey shown.

or

Press the key shown. The key LED goes out.

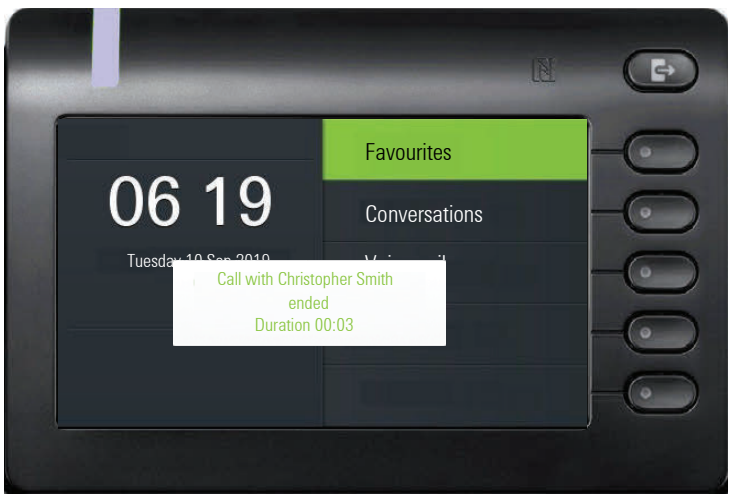
or

Press the key shown. The key LED goes out.

or

Replace the handset.

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:



Configuring Call forwarding

You can also enter the call forwarding settings via the "Presence" key → page 217.

You can also configure this setting via the Web interface → page 238.

Press the key for the Main menu if appropriate.

Settings

Open using the Softkey.

+ User settings

Open using the Softkey.

if nec.

Enter and confirm the User password.

+ Configuration

Open using the Softkey.

+ Incoming calls

Open using the Softkey.

+ Forwarding

Open using the Softkey.

Configuring Call forwarding

Settings

Open using the Softkey.

For a description of the settings and call forwarding types, see section ”Configuring Call forwarding” → page 109.

Setting alerts

You can activate and deactivate visual and audible alerts in the Forwarding - Alerts for calls that have been forwarded to you. You can also configure for how long you want to see the call forwarding toast message on your screen.

Alerts

Open using the Softkey.

Visual

Enable or disable using the Softkey.

or

Audible

Enable or disable using the Softkey.

or

Forwarding party

Open with the Softkey. The current setting is displayed.

You will be offered the following options:

- Display last
- Display first

Display last

Confirm with the Softkey, for example "Display last" to switch.

or

Visual alert time (s)

Open using the Softkey [1].

You can choose between 16 different values (from zero to fifteen). The value you select indicates the duration that the call forwarding toast message will be shown on your screen. If you set the value to zero, the call forwarding toast message will not be shown.

11

Use the corresponding Softkey to set that the call forwarding toast messages is shown on your screen for 11 seconds.

Save all settings with the Softkey.

Call Forwarding information display on Idle Screen

You can see the following call forwarding information displayed on Idle screen:

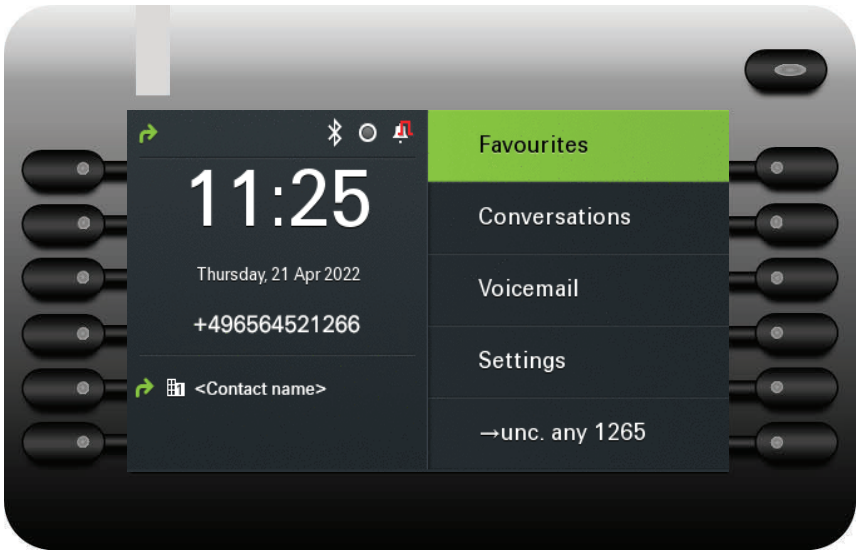
– The call forwarding icon on the status bar: ↱
– The call forwarding destination information at the bottom information area, displaying the call forwarding icon followed by the work or phone icon and the destination name or number. Only one call forwarding entry can be displayed each time on the information area.

1. The phone displays the current setting

In case of a long contact name, the name text is elited from the right end and does not appear as a whole.

In case of a long contact number, the number is elided from the center, keeping at least 5 digits at the right end and three dots "..." at the center. The left part of the number appears as it fits into the remaining box area, e.g.+4912345...78920.

Call forwarding destination is displayed only on the Main/Idle screen and not in active call screen.



Corporate directory

Depending on the existing infrastructure, the corporate directory can use a number of different sources. The contents are displayed collectively in the conversations.In addition to LDAP <page link> another potential source is your personal Exchange directory.

When using Circuit → page 240, other directory data cannot be used at the same time.

Setting up Exchange access

To use your Exchange account in conversations, you have to enter the server address and your access details.

You can also configure this setting via the Web interface → page 238.

Press the key for the Main menu if appropriate.

Settings

Open using the Softkey.

+ User settings

Open using the Softkey.

if nec.

Enter and confirm the User password.

+ Configuration

Open using the Softkey.

Microsoft-AE Exchange

Open using the Softkey.

Server

Open using the Softkey.

abc EXACSY.com

The input field is displayed.

Enter the URL for the Exchange server and conclude your input with the Softkey.

Username

Open using the Softkey.

abc email@example.com

The input field is displayed.

Enter your e-mail address used for Exchange and conclude your input with the Softkey.

Password

Open using the Softkey.

123 **********

The input field is displayed.

Enter your password used for Exchange and conclude your input with the Softkey.

Folder (optional)

Open using the Softkey.

abc Output

The input field is displayed.

Enter the folder with the destination data and conclude your input with the Softkey. If nothing is specified, your Exchange default folder will be used

Save the configuration.

You can perform searches using the name (simple search) or different information on an entry (for example Job function). Your administrator can provide you with the list of possible search terms.

Searching for contacts via conversations

For a description of how to perform searches, refer to → page 43. You can use the following search terms, for example, to search in the corporate directory:

- Last name
- First name
- Mobile (Extension)
- Private (Extension)
- etc.

Conversations

Start the search function with the Softkey.

abc mai

The search field opens.

Enter the search text, for example for the name. Subscribers are shown in the conversations list that begin with "Mai" for example.

Select the required subscriber.

Georg Maier

You can now:

- Call the contact (→ page 113).
- View contact data (see below).

Viewing entries

Prerequisite: You found and selected a contact (see above).

Use the navigation key to open the subscribers.

Contact details

Press the Softkey to open the Contact details menu.

The available data for the subscriber is listed.

Dialing an entry

Georg Maier

Confirm the located contact with the Softkey. The phone number is dialed.

Listening to Voicemail

To use this function, you need to have a voice mailbox set up on your communication platform for Voicemails (see → page 63).

The notification LED lights up to signal new messages. It only extinguishes when all messages have been picked up. The number of messages is displayed.

Picking up messages

Press the key for the Main menu if appropriate.

12 Voicemail

Open using the Softkey. The answering machine will be called.

Importing contacts via WBM

You can import your contacts into your phone through WBM interface, unless file transfer from the **User settings** in WBM is restricted by the administrator. If file transfer is disabled, please contact your administrator.

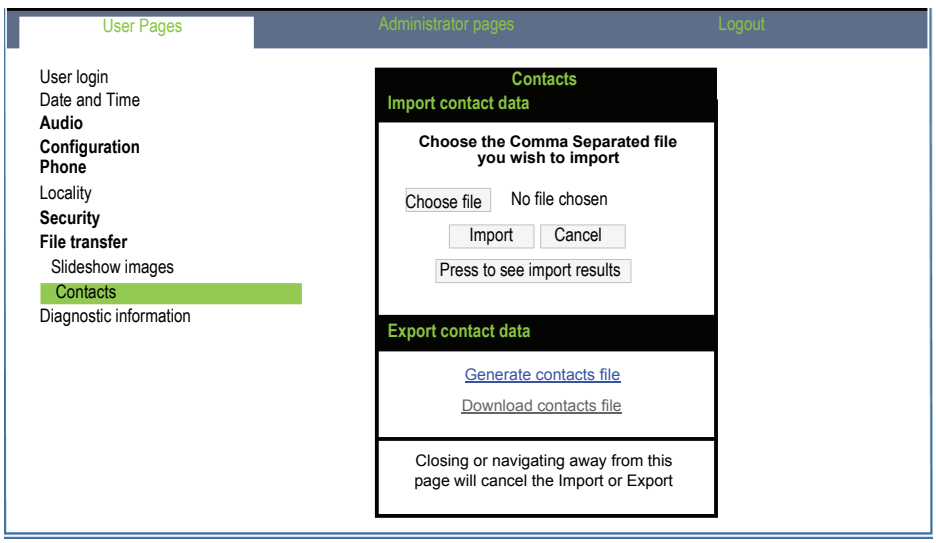
For more information on configuring settings via the web interface, see ”Web interface (WBM)” → page 238).

The contact file can be exported from Outlook or OSM.

See the products documentation for instructions on how to export contacts from an Outlook client or OSM.

Files previously exported by this or another phone may also be imported.

Log on to the User Pages on WBM using your password (for more information, see User Pages → page 239.)

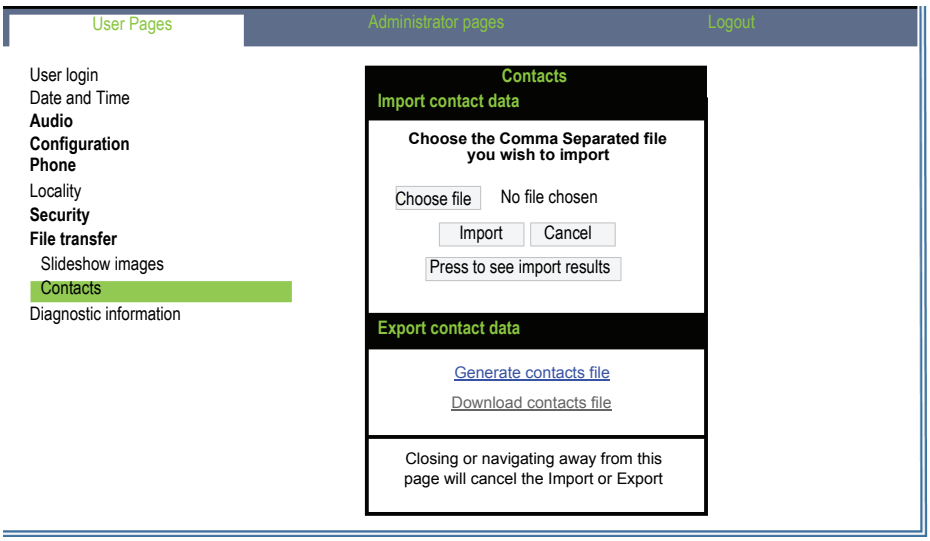


A contact list can be downloaded on your phone via your browser:

1. Click on the “Choose file” button and a window will open onto your PCs file system to allow you to navigate to a local or remote folder and select a file to be imported
   - The default format is ".csv"
   - You can use comma or a semi-colon as a value separator for the imported CSV file
   - When exporting from Outlook, do not change the mapped header field names
2. Select destination and confirm.
   - The path to the file will be displayed on the page next to the button “Choose file” when you select the destination and close the window
3. Press “Import”

- Whilst the import is in progress you may notice some deterioration in the phones performance.

4. The progress and outcome of the import will be indicated to you
   - A completion message is displayed when the "Press to see import results" button is pressed
   - A successful import will be indicated by a "Import completed" text message below the panel on the page
   - A message "Import contacts completed" will also be displayed on the phone's screen when the import is completed
   - Failures will be indicated by a suitable text message below the panel on the page



Exporting contacts via WBM

You can export your contacts from your phone through WBM interface → page 238, so you can use them elsewhere, store them, etc.

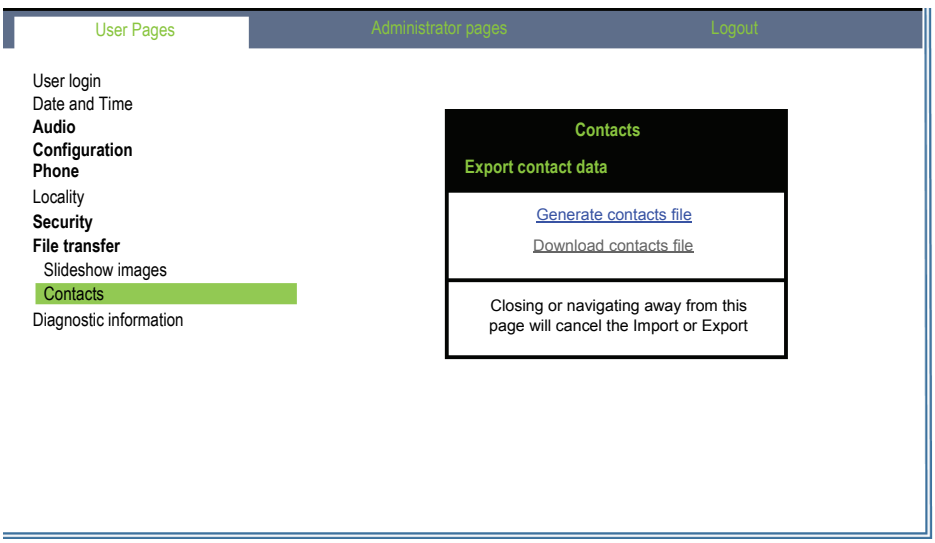
Note that file transfer from the **User settings** in WBM may be not be permitted by the administrator. If file transfer is disabled, please contact your administrator.

Log on to the User Pages on WBM using your password (for more information, see User Pages → page 239).

A contact list can be downloaded from your phone via your browser:

1. Once you are logged on the WBM, go to “User Pages”, then to “File transfer” and “Contacts”.
2. Click on the “Generate contacts file” button and a new internal file containing all the valid contacts will be created.
   – The default format is ".csv".
3. Click on the “Download contacts file” button.
   – The .csv file will be downloaded to your PC with the file name “CP_contacts.csv.”
   – You can then move/rename the file via your PC.

When you navigate away from this page, the "Download contacts file" link becomes inactive.



Please note that if you export contacts via Internet Explorer browser, the contacts CSV is written directly on to the page and you must copy and paste it.

Using Bluetooth

Bluetooth is an open standard for high-performance technology and allows wireless communication, for example between PCs and tablets or mobile telephones and headsets.

In contrast to infrared connections, Bluetooth does not require a visual contact for communication purposes and can be used over distances of up to 10 meters.

To exchange data between Bluetooth-enabled devices, the devices need to undergo a one-off discovery procedure.

Please note that Bluetooth and NFC are not available on CP600E.

Discoverability

When first enabling a connection to a Bluetooth device, this function must be switched on → page 140.

The OpenScape CP 600 is recognizable by default for other Bluetooth devices once you have opened the pairing menu.

The Interval (ms) discoverability feature is disabled on exiting the pairing menu in order to prevent misuse.

A connection is established for devices that are already connected even if the "Discoverable" function is deactivated.

Pairing

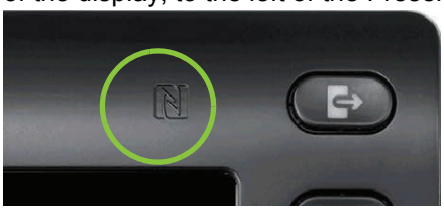
Pairing is the process used by two Bluetooth-enabled devices to "see" one another and to "recognize" that they can exchange data. It is therefore used for checking the access authorization of a Bluetooth device in a Bluetooth network. To do this, a 128 bit link key is created for subsequent identification.

Pairing is only performed the first time contact is established between a Bluetooth device and your OpenScape CP 600. If the Bluetooth device is successfully paired, no further access authorization checks are necessary. Instead, each subsequent check uses the previously created link key.

Pairing NFC-enabled devices

If your Bluetooth device has a NFC reader (**N**ear **F**ield **C**ommunication), it can be paired very easily with your OpenScape CP 600.

The NFC transmitter on the OpenScape CP 600 is located in the top right area of the display, to the left of the Presence key and below the "N" logo.



To pair the Bluetooth device, hover over this logo and follow the instructions (see instructions for Bluetooth device).

Transferring contacts

The Bluetooth function on your OpenScape CP 600 allows you to transfer contacts in **vCard format** (file extension: .vcf) from other Bluetooth devices to your OpenScape CP 600 and save them in the Conversations list. You can also send entries from the Conversations list as vCards to other Bluetooth-enabled devices.

Due to the diverse range of PCs, mobile telephones and PDA devices currently available, we are unable to provide universal instructions on how to transfer vCard files in this manual.

The instructions for data transfer via Bluetooth provided in the relevant manufacturer documentation should be observed.

Receiving a vCard

Prerequisite: The Bluetooth function on your OpenScape CP 600 is activated → page 138. A vCard file is stored on your Bluetooth-enabled device (PC, tablet, mobile telephone, etc.). Start the data transfer.

If a vCard is transmitted, you will be prompted to accept the data transfer.

Example:

Accept

Press the Softkey to allow the data transfer.

Saving contacts

Save

Press the Softkey again to save the vCard(s) to the contact list. You will receive confirmation.

Sending a vCard

Sending to a paired device

Prerequisite: The receiving device is included in the list of paired devices, Bluetooth is activated on the device and can receive vCards.

Select the required contact from the Conversations menu.

Georg Simon Ohm

The selected contact is highlighted.

Open the contact.

Share contact

Press the Softkey. The menu for paired devices opens. A search is initiated for devices.

Smartphone

Use the Softkey to confirm sharing on the relevant paired device. The vCard for the entry is sent. (You will receive confirmation)

Perform the necessary steps on the destination device to save the vCard data.

or

Sending to an unpaired device

Prerequisite: Bluetooth is activated on the device and the device can receive vCards.

Select the required contact from the Conversations menu.

Georg Simon Ohm

The selected contact is highlighted.

Open the contact.

Share contact

Press the Softkey. The menu for paired devices opens. A search is initiated for devices. Wait until the relevant unpaired device appears.

Tablet

Use the Softkey to confirm sharing on the relevant device. The vCard for the entry is sent (you will receive confirmation).

Perform the necessary steps on the destination device to save the vCard data. Detected devices are then deleted from the list.

Synchronize Contacts with Bluetooth paired mobile device

The Bluetooth function on your OpenScape CP 600 allows you to synchronize contacts from other Bluetooth mobile devices to your OpenScape CP 600 and store them in the Contact entries.

Prerequisite: The Bluetooth function on your OpenScape CP 600 is activated → page 138.

Press the key for the Main menu if appropriate.

Settings

Open using the Softkey.

+ User settings

Open using the Softkey.

if nec.

Enter and confirm the User password.

+ Bluetooth

Open using the Softkey.

Paired devices

Open using the Softkey.

Finding and pairing the Bluetooth mobile device.

Paired devices

Start the search for new devices with the Softkey. Start or set the paging function on the Bluetooth device if appropriate.

Nearby devices

Located devices are displayed. Repeat the search if appropriate with the Softkey.

Mobile_1

Select the mobile device and open with the Softkey.

Synchronizing contacts from Bluetooth mobile device

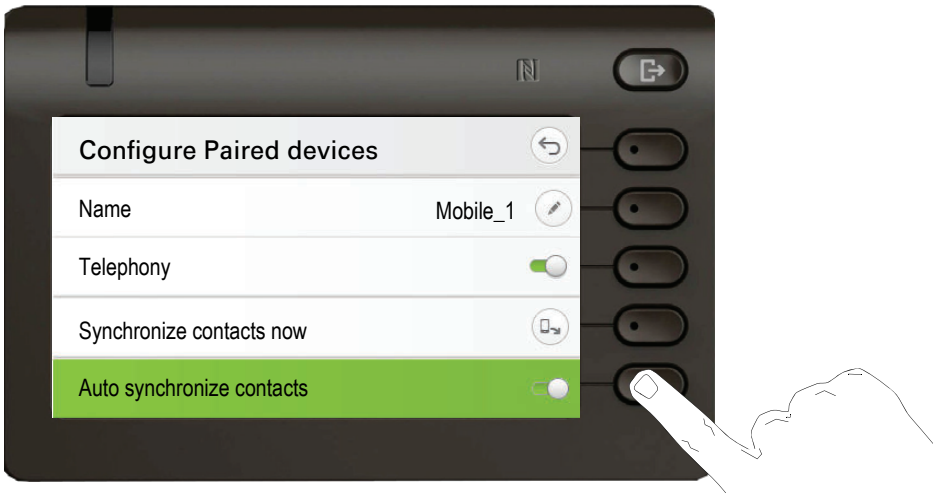
Configure

Select the **Configure** option and open with the Softkey.

In the Configure paired device screen there are two options you can use to synchronize your contacts:

- **Synchronize contacts now:** by selecting this option, the transfer of contacts from the paired mobile phone towards CP phone will start immediately.
- **Automatic synchronize contacts:** by enabling this option, the transfer of contacts from the paired mobile phone will start automatically whenever there are two devices connected.

Select either of the two options to synchronize your contacts. No confirmation is necessary, since the synchronization has been initiated by the CP phone.


Configure Paired devices
Name
Mobile_1
Telephony
Synchronize contacts now
Auto synchronize contacts

Using a Bluetooth headset

You can connect a Bluetooth headset to your OpenScape CP 600, which is approved for use with the OpenScape CP 600. Ask your administrator about approved headset types.

Connecting the Bluetooth headset

Prerequisite: The Bluetooth function on your OpenScape CP 600 is activated → page 138.

Press the key for the Main menu if appropriate.

Settings

Open using the Softkey.

+ User settings

Open using the Softkey.

if nec.

Enter and confirm the User password.

+ Bluetooth

Open using the Softkey.

Paired devices

Open using the Softkey.

Finding and connecting the Bluetooth headset

Now switch your Bluetooth headset to pairing mode (see the user manual supplied with the device).

Paired devices are displayed. Start the search for new devices with the Softkey. Start or set the paging function on the Bluetooth device if appropriate.

Nearby devices

Located devices are displayed. Repeat the search if appropriate with the Softkey.

Headset

Select the relevant headset and open with the Softkey.

Accept

Confirm the pairing prompt with the Softkey. The Bluetooth device is paired and added to the list.

or

123 Enter pairing PIN...

A pairing PIN is requested.

Enter the pairing PIN and confirm with the Softkey. The Bluetooth device is paired and added to the list.

Connecting a Bluetooth headset to OpenScape CP 600

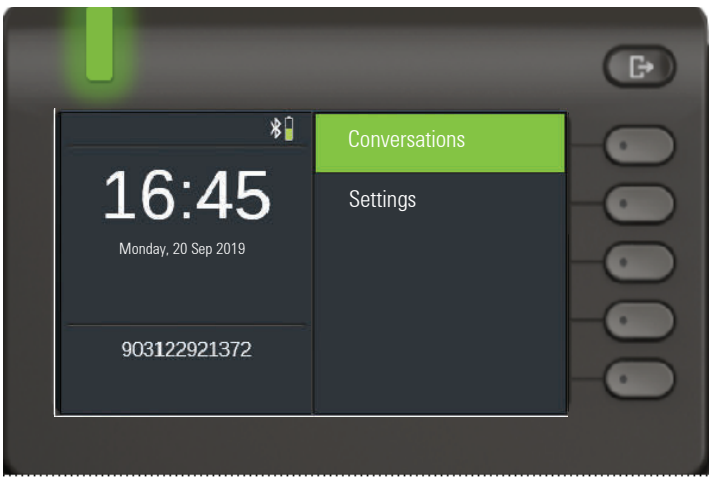
The Bluetooth headset must now be connected to the OpenScape CP 600.

Select the Bluetooth headset in the paired devices list.

Headset

Confirm with the Softkey to connect. You will receive a corresponding confirmation. The connection is immediately established and the headset is ready for operation.

Once your Bluetooth headset is connected to the telephone device, you can see the headset's battery level on the top of the CP600 main menu screen.



Testing a Bluetooth headset

Press the key shown. You should now hear the on-hook signal in the headset.

123 Dial a number...

The input field is opened.

Enter the phone number.

123 082631565

OK

Confirm that the phone number is complete or wait until the autodial delay expires (see → page 95).

or

Peter Maier

The required contact is shown in the list. Confirm with the Softkey. The connection is set up.

Adjust the call volume on the headset if appropriate.

Using a Bluetooth conference phone

You can connect a Bluetooth conference phone to your OpenScape CP 600, which is approved for use with the OpenScape CP 600. Ask your administrator about approved conference types.

Connecting a Bluetooth conference phone "Konftel 60W"

Below is an example of connecting and operating a "Konftel 60W" conference phone.

Prerequisite: The Bluetooth function on your OpenScape CP 600 is activated → page 138. The "Konftel 60W" conference phone is ready for use but **switched off** (see "Konftel 60W" User Guide).

Press the key for the Main menu if appropriate.

Settings

Open using the Softkey.

+ User settings

Open using the Softkey.

if nec.

Enter and confirm the User password.

+ Bluetooth

Open using the Softkey.

Paired devices

Open using the Softkey.

Finding and pairing the Bluetooth conference phone "Konftel 60W"

trim

Hold down the **trim** key on the "Konftel 60W" for two seconds until the blue display lights flash (Warning: the device must be switched off first).

Start the search for new devices with the Softkey. Start or set the paging function on the Bluetooth device if appropriate.

Nearby devices

Located devices are displayed. Repeat the search if appropriate with the Softkey.

Konftel 60W

Select Konftel 60W and open with the Softkey.

123 Enter pairing PIN...

The pairing PIN for Konftel 60W is prompted.

Enter the pairing PIN ("0000") and confirm with the Softkey. Following successful pairing, the device is added to the list of paired devices. You hear a short confirmation tone from the Konftel 60W before the device switches itself off again.

Connecting/disconnecting Konftel 60W with OpenScape

The Konftel 60W must now be connected to the OpenScape CP 600. If you want to use the Konftel 60W subsequently at another location for example, you should first disconnect it from the OpenScape CP 600.

Select the Konftel 60W in the list of paired devices.

Konftel 60W

Confirm with the Softkey to connect. The connection is immediately established and the Konftel 60W is ready for use.

or

Konftel 60W

Confirm with the Softkey to disconnect. You will receive a corresponding confirmation.

Exit the menu if appropriate.

Testing the Bluetooth conference phone "Konftel 60W"

Answering a call

Prerequisite: The "Konftel 60W" conference phone is ready for use but **switched off** (see "Konftel 60W" user guide). The OpenScape CP 600 is in idle mode.

Both the phone and the "Konftel 60W" ring. The caller is displayed. To answer the call, you can now:

Press the key shown.

or

Answer

Press the Softkey.

or

Press the On/Off key on the "Konftel 60W".

You are connected with the other party. The "Konftel 60W" is activated. You can now for example initiate a consultation call or accept a second call to set up a conference.

Calling a subscriber

Prerequisite: The "Konftel 60W" conference phone is ready for use but **switched off** (see "Konftel 60W" user guide). The OpenScape CP 600 is in idle mode.

Press the key shown.

or

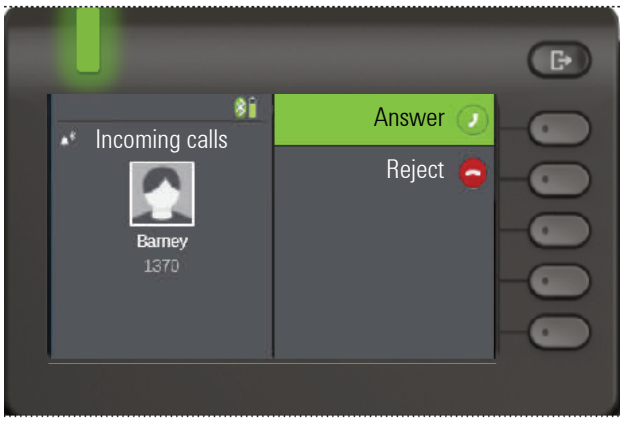
Enter the phone number. The "Konftel 60W" switches on automatically. Once the subscriber answers, you can set up a conference via a consultation or second call.

Using a Bluetooth device

You can control calls on the HFAG (hands-free audio gateway, e.g. mobile device) from your OpenScape CP 600 phone via Bluetooth.

Once your mobile device is connected to CP600 through the Bluetooth, you can see the mobile's battery level on the top of your CP600 main menu screen.

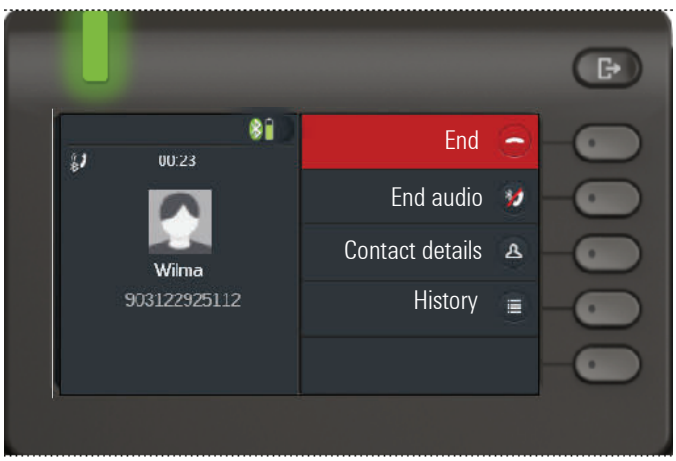
Incoming HFAG call



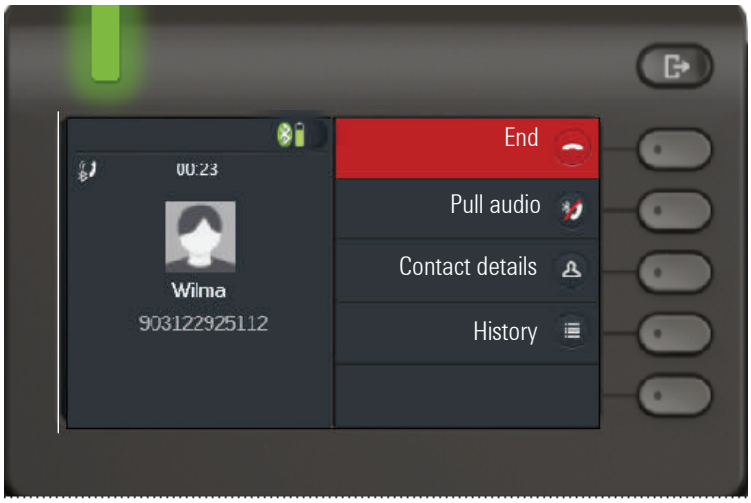
Bluetooth status bar icon indicates an HFAG call.

For more information about how to proceed during incoming call, see "Incoming calls" → page 82.

Connected HFAG call



Bluetooth status bar icon indicates an HFAG call. The "End audio" button transfers the HFAG call audio from the OpenScape CP 600 to the HFAG.



The “Pull audio” button reroutes the audio stream from HFAG back to OpenScape CP 600.

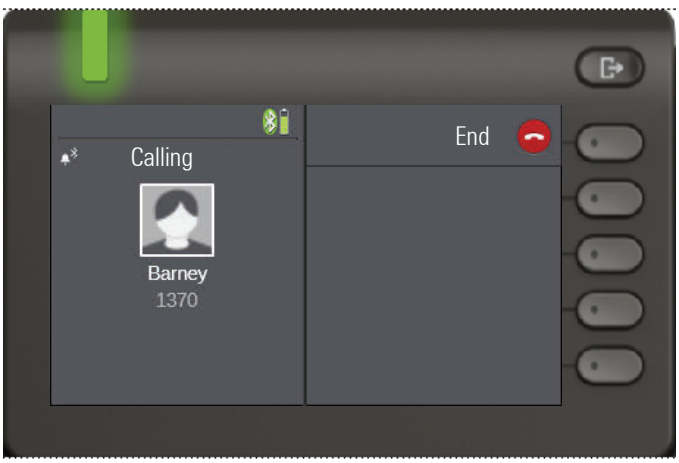
Audio has to be pulled to the phone. The option to end the audio on the mobile phone is rejected by the CP phone.

For more information about how to proceed during a call, see ”During a call” → page 96.

Outgoing HFAG call

Outgoing Call Dialling

The call is dialed on the mobile device

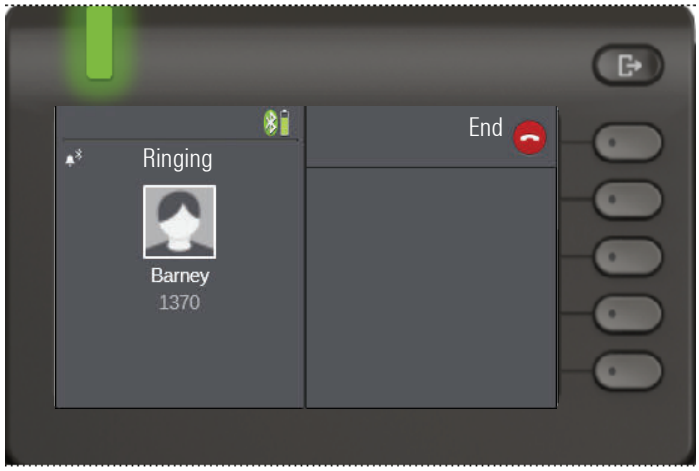


Bluetooth status bar icon indicates an HFAG call.

Failure in dialling the outgoing HFAG call is indicated by the HFAG by one of the unsolicited extended response indication codes:

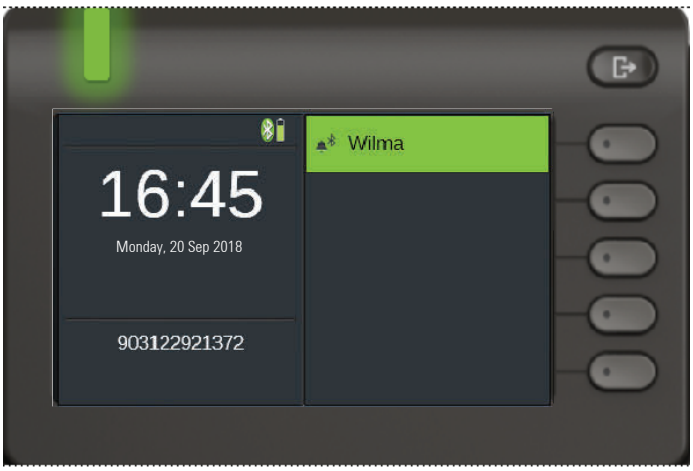
- NO CARRIER
- BUSY
- NO ANSWER
- DELAYED
- BLACKLISTED

Outgoing Call Ringing



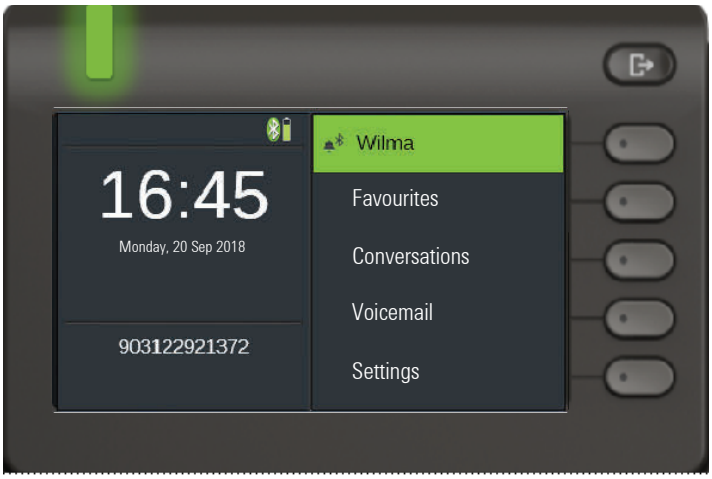
HFAG call states in Main Menu Screen

Incoming HFAG call in the Main menu screen



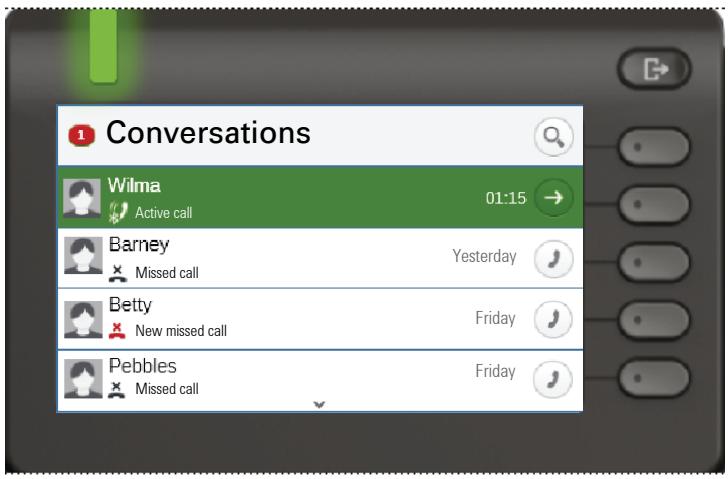
The icon with the Bluetooth rune index indicates incoming HFAG call.

Connected HFAG call in the Main menu screen



The icon with the Bluetooth rune index indicates connected HFAG call.

HFAG call states in Conversations Screen



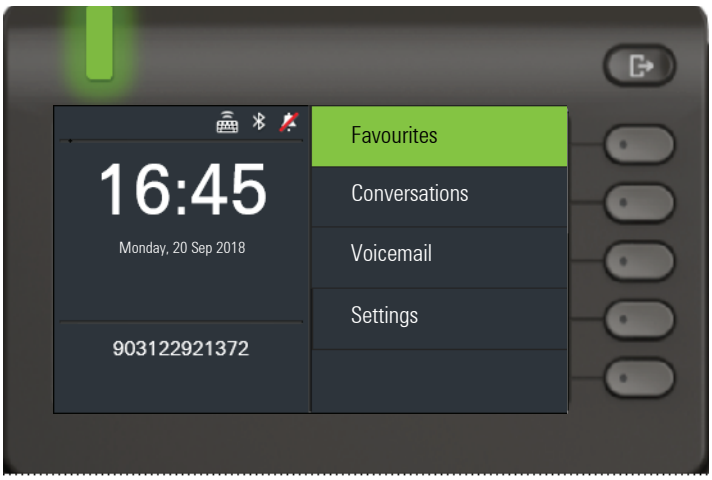
Connected HFAG calls are displayed in the conversation list. The HFAG call is distinguished from native calls by a special call state icon under the user name.

Using Bluetooth keyboard

Bluetooth keyboard can be paired with phone in User section under "Paired devices". After successful pairing keyboard appears in paired devices list.

There can be only one Keyboard device connected at the same time.

Special "keyboard" icon should be shown in status bar when Bluetooth keyboard is connected.



Parallel usage of Bluetooth keyboard and phone keypad is possible. Phone interface differentiates between events from Bluetooth keyboard and phone´s keypad and shows speller and its settings only for phone´s keypad.

Supported languages

- German, English, French, Italian and Spanish
- For other languages, English layout will be used.

Navigation keys

Navigation keys work as following:

- Direction keys ? should work as direction keys on 5-way navigator
- Enter ? OK
- Backspace ? Back
- Esc ? Go to landing screen
- Tab ? Menu key
- Menu ? Menu key
- Volume keys ? Volume keys
- Mute key ? Microphone mute
- "Find" ? Go to Conversations and start searching
- Page down key ? moves highlight down by the number of screen lines. Since this is only CP600 that is equivalent to 5 down nav. key presses
- Page Up key ? equivalent to 5 up navigation key presses
- Home key ? equivalent to long press Up navigation key presses
- End key ? equivalent to long press Down navigation key presses

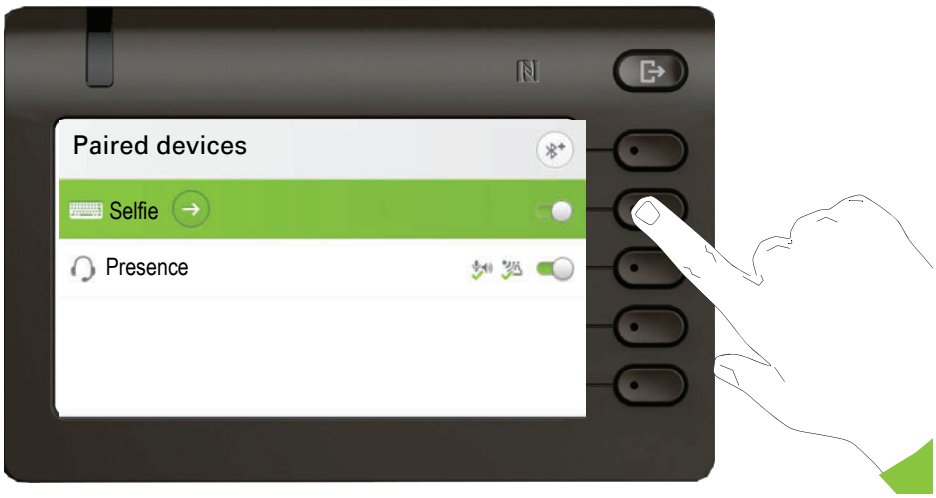
When phone is in Idle state, pressing number keys on keyboard initiate dialing in the same way as number keys on keypad do.

When phone is in call, pressing number keys on keyboard sends DTMF tones in the same way as number keys on keypad do.

Using Bluetooth “Selfie” key

Bluetooth Selfie device can be paired with the phone in User section under "Paired devices". After successful pairing, the Selfie device is shown with a keyboard profile in paired devices list.

The Selfie device behaves as Bluetooth keyboard device until the user configures it to be a Remote button. When Remote button is enabled then the device appears, and behaves, as a Bluetooth Selfie device.



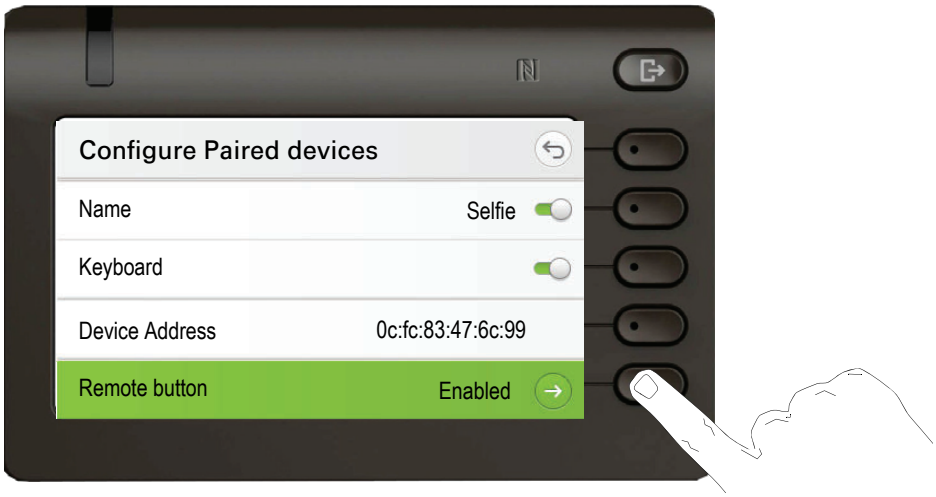
By pressing the Selfie key, you can trigger certain action (e.g. under the Function key or on OpenScape Key Module 600) configured by you on your OpenScape CP 600. You can choose from the following keys:

- Function keys.
- Key Module keys

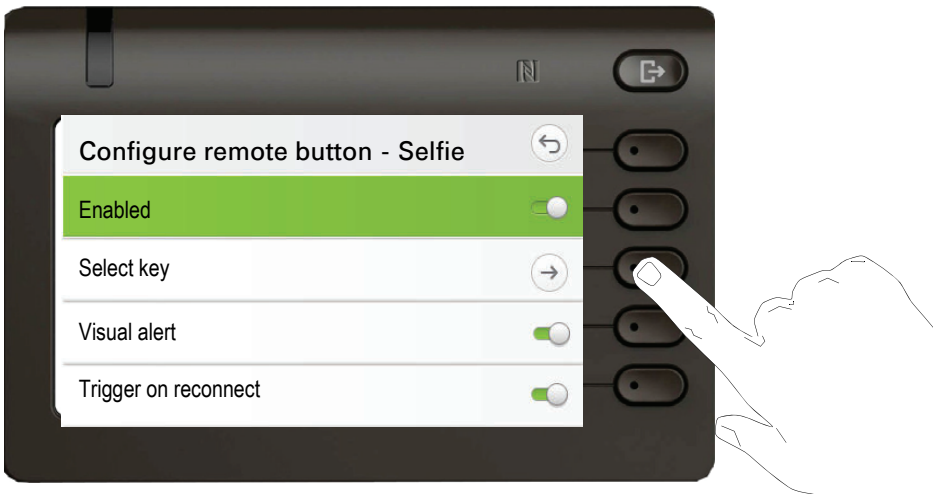
Please note that the shifted level function of an Function key cannot be selected.

Using the Configuration option leads to the Configuration Menu for that device. The device name is "Selfie" in the screens shown.

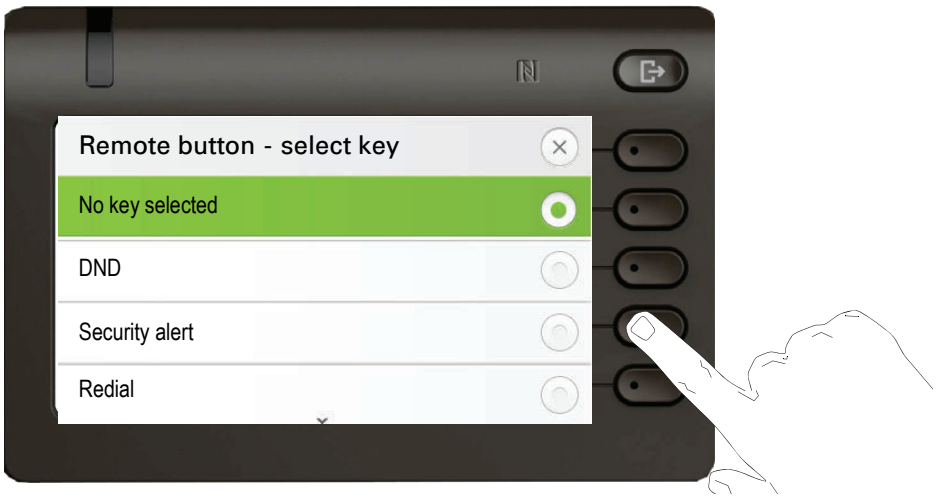
In this Configuration Menu the device can be identified as a Bluetooth Selfie device via the "Remote button" status. The action of the entry allows the Bluetooth Selfie device to be configured.



Selecting the "Remote button" menu above leads to the screen that allows this Bluetooth Selfie device (called Selfie) to be configured. The Function keys are identified by their key label in the “Select key” screen.

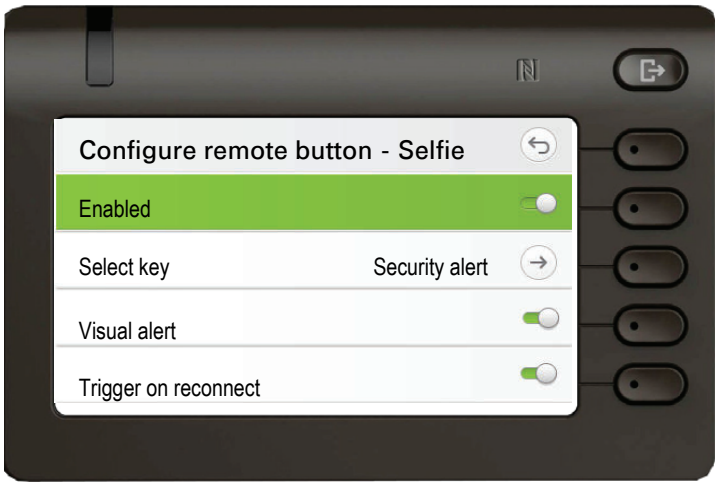


Selecting the "Select key" menu above leads to the screen that allows the Function key for this Bluetooth Selfie device to be configured.



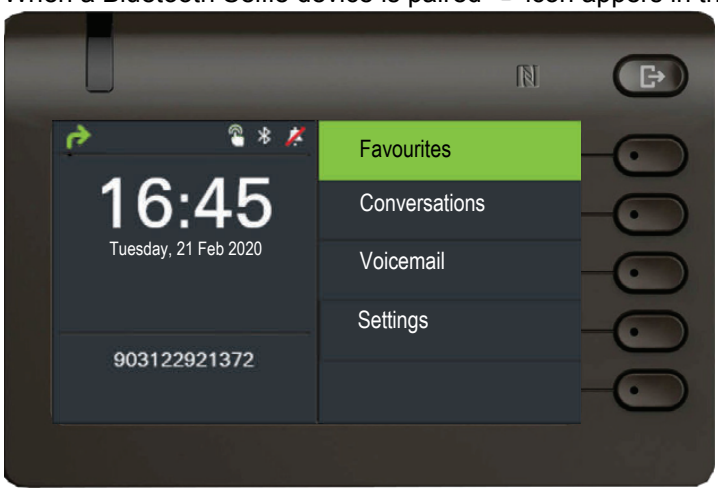
Only a Function key with a function configured can be selected to be triggered by the Bluetooth Selfie button click. All unallocated keys are hidden.

Function keys from any attached Key Module are potentially available to be selected. No shifted level keys can be selected.



The “Configure remote button” screen now shows the label for the Function key that has been configured to be triggered by this Bluetooth Selfie device.

When a Bluetooth Selfie device is paired icon appers in the status bar.



Using Bluetooth temperature indication sensor

Bluetooth temperature sensor can be connected to your CP600 phone device to detect temperature measurements and display them on your phone's screen. Ask your administrator about approved temperature sensors types or look at https://wiki.unify.com for further information.

You can pair the temperature sensor with the phone in the User section under "Paired devices".

Connecting a Bluetooth temperature sensor

Prerequisite: The Bluetooth function on your OpenScape CP 600 is activated → page 138.

Press the key for the Main menu if appropriate.

Settings

Open using the Softkey.

+ User settings

Open using the Softkey.

if nec.

Enter and confirm the User password.

+ Bluetooth

Open using the Softkey.

Paired devices

Open using the Softkey.

Finding and pairing the Bluetooth temperature indication sensor.

Paired devices

Start the search for new devices with the Softkey. Start or set the paging function on the Bluetooth device if appropriate.

Nearby devices

Located devices are displayed. Repeat the search if appropriate with the Softkey.

DE254D14

Select the temperature sensor and open with the Softkey.

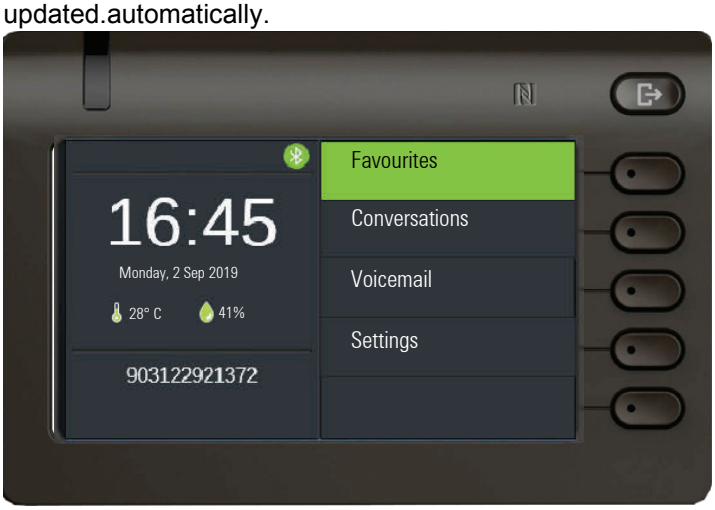
The temperature sensor is now connected to the OpenScape CP 600.

Exit the menu if appropriate.

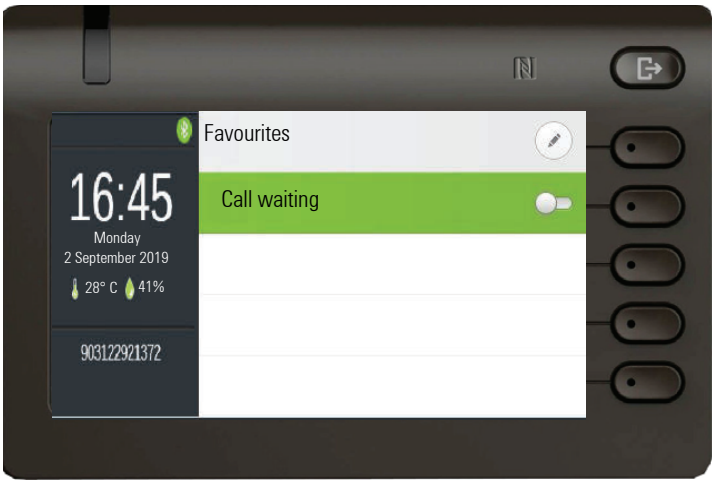
Since the Bluetooth is activated, a Bluetooth connection is established between the remote temperature sensor and your CP600 phone. When you select the thermometer sensor from the list of the Paired devices, you will see that the pairing has been established automatically. If you press the Softkey next to the thermometer device, you will notice that the option to disable the thermometer is deactivated.

Temperature measurements

The temperature and the percentage of the humidity will be displayed on your phone screen when the phone is idle. Every 30 seconds the measurements are updated.automatically.



Even if the Favourites screen is selected, the temperature measurements are displayed on the left part of your screen.



The country settings → page 198 of the phone determines whether the temperature is displayed either in Celsius or in Fahrenheit according to the local standard.

Deactivating the temperature sensor

Please note that if you want to deactivate the temperature sensor, you have to remove the Bluetooth sensor device from the list of the Bluetooth devices → page 143.

Bluetooth settings

Activating and deactivating Bluetooth

The Bluetooth function has been enabled for your phone by the administrator.

You can also configure this setting via the Web interface → page 238.

Press the key for the Main menu if appropriate.

Settings — Open using the Softkey.

+ User settings — Open using the Softkey.

if nec. — Enter and confirm the User password.

+ Bluetooth — Open using the Softkey.

Configuration — Open using the Softkey.

Active — Activate with the Softkey. The Bluetooth function is activated and is now available.

Save the setting by selecting the Softkey.

Changing the Bluetooth name of your OpenScape CP 600

Here you can determine which name your OpenScape CP 600 should use to register at other Bluetooth devices.

You can also configure this setting via the Web interface → page 238.

By factory default, the Bluetooth name is: IntegratedPhone.

If you are currently in the Bluetooth configuration, then the phone is visible. If you exit the menu, it will be hidden again after a short time.

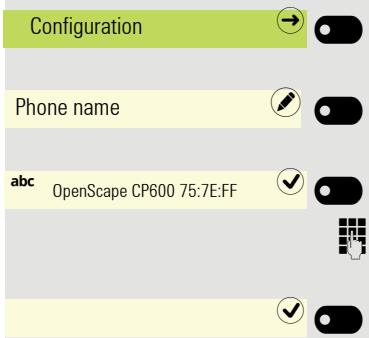
Press the key for the Main menu if appropriate.

Settings — Open using the Softkey.

+ User settings — Open using the Softkey.

if nec. — Enter and confirm the User password.

+ Bluetooth — Open using the Softkey.



Open using the Softkey.

Open using the Softkey. The current name is displayed.

The predefined name is entered.

Change to the desired name and conclude your input with the Softkey.

Save the setting by selecting the Softkey.

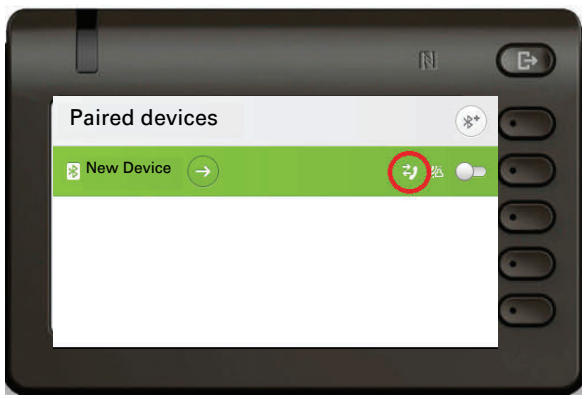
Managing Bluetooth devices

The following functions are available in the Bluetooth pairing manager:

- Add Bluetooth device
- Delete Bluetooth device list
- Connect or disconnect paired Bluetooth devices
- Remove single Bluetooth devices from the list
- Rename Bluetooth devices in the list

The OpenScape CP 600 is visible for other Bluetooth devices in the vicinity when you are in this menu.

Hands-free unit



The “Telephony” icon (in red circle) indicates, that the paired device can be connected as hands-free Bluetooth device. The device now provides remote telephony functionality/remote telephony source. When connected, the Bluetooth device can be used to make or receive calls.

Adding Bluetooth devices

If your Bluetooth device has a NFC reader (**N**ear **F**ield **C**ommunication), it can be paired very easily with your OpenScape CP 600, see → page 118.

Press the key for the Main menu if appropriate.

Settings

Open using the Softkey.

+ User settings

Open using the Softkey.

if nec.

Enter and confirm the User password.

+ Bluetooth

Open using the Softkey.

Paired devices

Open using the Softkey.

Add device

Paired devices are displayed. Start the search for new devices with the Softkey. Start or set the pairing function on the Bluetooth device if appropriate.

Add device

Located devices are displayed. Repeat the search if appropriate with the Softkey.

Headset

If at least one new device was found, select the relevant Bluetooth device and open with the Softkey.

Accept

Confirm the pairing prompt with the Softkey. The Bluetooth device is paired and added to the list.

or

123 Enter pairing PIN...

A pairing PIN is requested.

Enter the pairing PIN and confirm with the Softkey. The Bluetooth device is paired and added to the list.

Your OpenScape CP 600 is now "paired" with the Bluetooth device, but not yet connected → page 140.

Pairing is only performed the first time contact is established between a Bluetooth device and your OpenScape CP 600. If the Bluetooth device is successfully paired, no further access authorization checks are necessary. Instead, each subsequent check uses the previously created link key.

Connecting/disconnecting a Bluetooth device

Prerequisite: At least one Bluetooth device is listed.

Press the key for the Main menu if appropriate.

Settings

Open using the Softkey.

+ User settings

Open using the Softkey.

if nec.

Enter and confirm the User password.

+ Bluetooth

Open using the Softkey.

Paired devices

Open using the Softkey. Paired devices are displayed.

You receive a message that the OpenScape CP 600 is now visible for other Bluetooth devices while you are in this menu.

Select the relevant Bluetooth device.

Headset

Confirm with the Softkey to connect. You will receive a corresponding confirmation. It often suffices to switch on the Bluetooth device in order to establish the connection automatically.

or

Headset

Confirm with the Softkey to disconnect. You will receive a corresponding confirmation. The connection is dropped automatically if you switch off the Bluetooth device.

Exit the menu using the back space key.

Connecting/disconnecting a Bluetooth device automatically

If your Bluetooth device is proximity-system enabled, Proximity Monitoring is activated by default. This means that when the paired device comes into the immediate vicinity of the OpenScape CP 600, the connection is established automatically. If the device is removed from the vicinity, the connection is dropped automatically. The default setting is for Proximity Monitoring to be enabled but you can disable it at any time.

Press the key for the Main menu if appropriate.

Settings

Open using the Softkey.

+ User settings

Open using the Softkey.

if nec.

Enter and confirm the User password.

+ Bluetooth

Open using the Softkey.

Paired devices

Open using the Softkey.

You receive a message that the OpenScape CP 600 is now visible for other Bluetooth devices while you are in this menu.

Headset

Paired devices are displayed.

Select the relevant Bluetooth device.

And open it. The status of the device is displayed and activated, for example, with "(aud)".

Open the Configuration menu with the Softkey.

Select the "Proximity Monitoring" function.

Proximity Monitoring

Deactivate with the Softkey.

Headset

Proximity Monitoring is deactivated.

Setting the Proximity Threshold

You can set the Proximity Threshold if appropriate to suit the required circumstances.

..Proximity Threshold

Open the setting for the Proximity Threshold by selecting the Softkey[1].

Increase

Use the Softkey to increase the proximity.

or

Decrease

Use the Softkey to reduce the proximity.

or

Adjust using the toggle key.

Proximity Threshold

Confirm the setting with the Softkey.

Save the setting with the Softkey and exit the menu.

Checking the proximity display

Check different positions of your Bluetooth device at which the connection can still be maintained.

Proximity Indicator

This is a read-only setting.

Activating/deactivating audio

If no audio function is provided for your Bluetooth device, you should disable audio in your device's settings. The function is always activated by default.

Press the key for the Main menu if appropriate.

Settings

Open using the Softkey.

+ User settings

Open using the Softkey.

if nec.

Enter and confirm the User password.

+ Bluetooth

Open using the Softkey.

Paired devices

Open using the Softkey.

1. The phone displays the current setting

You receive a message that the OpenScape CP 600 is now visible for other Bluetooth devices while you are in this menu.

Smartphone

Paired devices are displayed.

Select the relevant Bluetooth device.

And open it. The status of the device is displayed and activated, for example, with "pxp" for "Proximity Monitoring".

Configure

Open the Configuration menu with the Softkey.

Select the "Audio" function.

Use for phone audio

Deactivate with the Softkey.

Save the setting by selecting the Softkey. The icon for the device name was removed.

Deleting a Bluetooth device from the list

You can delete a single Bluetooth device from the list, for example, if it will be no longer in the vicinity for an indefinite period.

Press the key for the Main menu if appropriate.

Settings

Open using the Softkey.

+ User settings

Open using the Softkey.

if nec.

Enter and confirm the User password.

+ Bluetooth

Open using the Softkey.

Paired devices

Open using the Softkey. You receive a message that the OpenScape CP 600 is now visible for other devices in the vicinity as long as the menu is open.

Headset

Paired devices are displayed.

Select the relevant Bluetooth device.

And open it.

Remove

Confirm deletion with the Softkey.

Remove

Confirm deletion again with the Softkey.

Renaming a Bluetooth device in the list

A Bluetooth device is entered in the list with the name set in the device. This is often the device type. You can change this name.

Press the key for the Main menu if appropriate.

Settings

Open using the Softkey.

+ User settings

Open using the Softkey.

if nec.

Enter and confirm the User password.

+ Bluetooth

Open using the Softkey.

Paired devices

Open using the Softkey. You receive a message that the phone is now visible for other devices.

Headset

Paired devices are displayed.

Select the relevant Bluetooth device.

And open it.

Configure

Open the Configuration menu with the Softkey.

Name Headset_1

The current name is displayed. Open the field name with the Softkey.

abc Headset

The predefined name is entered.

Change to the desired name and conclude your input with the Softkey.

Save the setting by selecting the Softkey.

Blacklist for Bluetooth devices

The blacklist contains the Bluetooth devices for which a connection setup attempt should be rejected by the OpenScape CP 600. The connection will only be allowed if the setup attempt comes from the OpenScape CP 600.

Adding Bluetooth devices

Press the key for the Main menu if appropriate.

Settings

Open using the Softkey.

+ User settings

Open using the Softkey.

if nec.

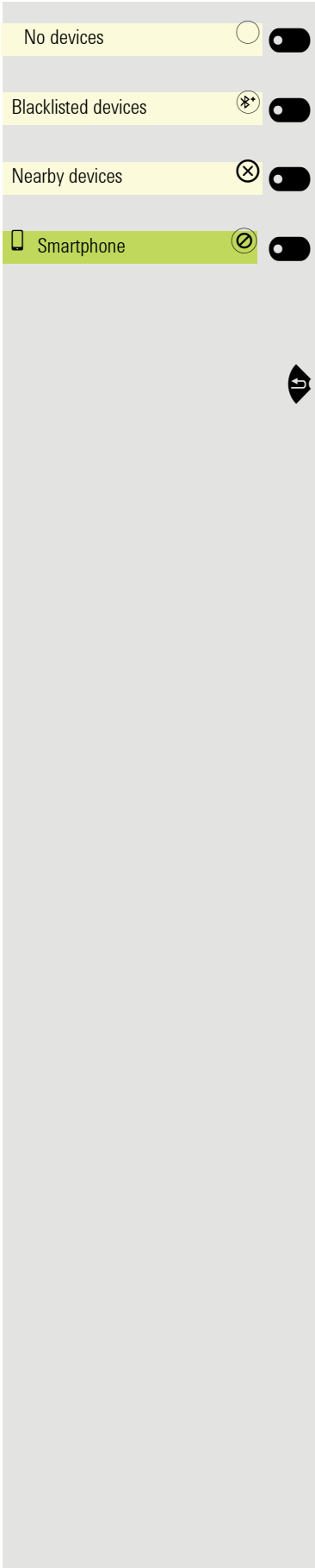
Enter and confirm the User password.

+ Bluetooth

Open using the Softkey.

Blacklisted devices

Open using the Softkey.



No Bluetooth devices are entered for example.

Start the search for the devices in the vicinity with the Softkey.

Repeat the search if necessary with the Softkey.

Open a located device in the search list with the Softkey. You will see the following message for example: "Smartphone was added to Blacklisted devices". The device is deleted from the search list.

Add another device to the Blacklisted devices if appropriate.

Or exit the search menu.

Removing a Bluetooth device from the blacklist

Press the key for the Main menu if appropriate.

Settings

Open using the Softkey.

+ User settings

Open using the Softkey.

if nec.

Enter and confirm the User password.

+ Bluetooth

Open using the Softkey.

Blacklisted devices

Open using the Softkey.

Smartphone

Open the device Softkey.

Remove

Confirm deletion with the Softkey. The entry is deleted.

Exit the menu.

Beacons

The phone can make contact via Bluetooth with smartphones or tablets in the vicinity using beacons. Information can then be exchanged between the phone and, for example, the smartphone. Eddystone is an Open Source project from Google for beacon applications. In addition iBeacon is another one project for beacon applications.

Activating/deactivating Eddystone beacons

You can also configure this setting via the Web interface → page 238.

Press the key for the Main menu if appropriate.

Settings

Open using the Softkey.

+ User settings

Open using the Softkey.

if nec.

Enter and confirm the User password.

+ Bluetooth

Open using the Softkey.

Beacon

Open using the Softkey.

Mode

Open using the Softkey.

Disabled

Select with the Softkey. The Bluetooth function is deactivated and is not available.

or

Eddystone

Select with the Softkey. The Bluetooth function **Eddystone** is activated and is now available.

or

iBeacon

Select with the Softkey. The Bluetooth function **iBeacon** is activated and is now available.

Save the setting with the Softkey and exit the menu.

Setting up a connection to a server for telephone beacons

Select input for URI.

URI https://www.unify.com

The current address is displayed. Open the URI field with the Softkey.

abc https://www.unify.com

An address may already be entered. This should be an optimally short HTTPS address. An URL shortener can be used to limit long addresses.

Change to the desired address and conclude your input with the Softkey.

An external web utility can be used to obtain a shortened URL.

Setting the interval

Select input for Interval (ms).

Interval (ms) 1000

The current interval is displayed. Open the Interval (ms) field with the Softkey.

123 1200

Enter a new value if appropriate.

Change to the desired value and conclude your input with the Softkey.

Save the modified input with the Softkey.

Programmable keys

You can assign a series of functions for the phone to programmable Feature keys on the OpenScape Key Module 600 to suit your requirements.

If you have **not** connected a OpenScape Key Module 600, you can use the Favourites menu to program frequently used functions. To find out how to program Feature keys in this menu, refer to → page 58.

The OpenScape Key Module 600 comes with twelve Feature keys, all of which can be programmed on two separate levels → page 58. You can toggle between the key levels using the two level keys. The Feature keys can also be programmed via the Web interface → page 238.

List of available functions

Functions 7 to 15 may also be available but only if supported by the SIP server.

1. Unallocated
2. Selected dialling
3. Redial
4. CF unconditional
5. CF no reply
6. CF busy
7. CF unconditional - any
8. CF no reply - any
9. CF busy - any
10. CF unconditional - ext.
11. CF unconditional - int.
12. CF no reply - ext.
13. CF no reply - int.
14. CF busy - ext.
15. CF busy - int.
16. Ringer off
17. Hold
18. Alternate
19. Blind transfer call
20. Transfer call
21. Deflect
22. Conference
23. DND
24. Group pickup
25. Repertory dial
26. Line
27. Feature toggle[1]
28. Mobility
29. Directed pickup
30. Release
31. Callback[1]
32. Cancel callbacks[1]
33. Consult
34. DSS
35. Call waiting
36. Immediate ring[1]
37. Start recording[1]
38. AICS Zip tone
39. Server feature
40. BLF
41. Send URL
42. 2nd alert

1 The feature is not available on an OpenScape 4000 telephone system. See also → page 249.

Programming a key

The functions are programmed on the keys of a connected OpenScape Key Module 600 in the following examples. If a key module is not connected, you can also program the functions on the four function keys in the Favourites menu → page 150.

Initiating programming

Directly via the key on the OpenScape Key Module 600

Hold down the Function key on the OpenScape Key Module 600 to which a function is to be assigned until the programming prompt is displayed.

OK

Press the Softkey to open the programming.

If the prompt is not displayed or a programmed function is not executed, you can only launch key programming via the user menu (consult your administrator about the current setting).

or

Via the user menu for the OpenScape Key Module 600

Press the key for the Main menu if appropriate.

Settings

Open using the Softkey.

+ User settings

Open using the Softkey.

if nec.

Enter and confirm the User password.

Select "Phone".

+ Phone

Open using the Softkey.

Program keys

Open using the Softkey. You are prompted to press the key you wish to program.

Press the Function key you want to program with a function. The key LED lights up constantly.

or

Via Favourites, if no key module is connected

Press the key for the Main menu if appropriate.

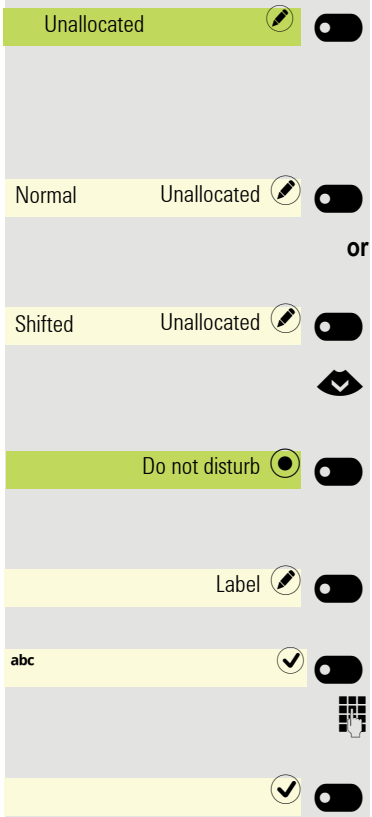
Favourites

Open using the Softkey.

Favourites

Press the Softkey for to access edit mode. In this mode all keys that would appear on the first Key Module are available to edit and numbered from the top down.

Select the space with "Unallocated" or a function you want to replace.



Press the Softkey to assign the function key.

Beginning programming

Open using the Softkey.

Open using the Softkey.

Choose the function to be programmed on the key.

Confirm with the Softkey to set the function, for example Do not disturb.

If you do not want to accept the standard labeling:

Open using the Softkey.

The input field is displayed.

Enter the key label you want and confirm with the Softkey.

For functions that do not require additional parameters, you may save the programming with the Softkey.

Programming enhanced functions

Some functions do not require additional information when used, in this case only the "Normal" or "Shifted" and "Label" options will be available.

Other enhanced functions will present an additional option to edit the required additional information. The name of the option will depend on the type of additional information required by the function:

- Dial number
- Destination
- Dial string
- Address
- Feature code
- Code
- Phone

Some functions can only be programmed by the Administrator but their ‘Label’ can still be edited.

Repertory dialing

If the prompt is not displayed or a function is not executed, you can only launch key programming via the user menu (consult your administrator about the current setting).

You can also initiate programming from the user menu → page 150.

Normal Unallocated

Open using the Softkey.

Choose the function to be programmed on the key.

Repertory dial

Confirm with the Softkey to set the function.

If you do not want to accept the standard labeling:

Label

Open using the Softkey.

abc Rep. dialing

The input field is displayed.

Enter the key label you want and confirm with the Softkey.

Dial string

Open using the Softkey.

123 089

The input field is displayed.

Enter the subscriber's destination phone number and confirm with the Softkey.

Pause

For example, insert a '¬' Pause.

You can select and insert the following special characters for actions with the key:

- « Clear call
- ~ Make consultation
- » Make normal call

123 089¬7007123

Confirm your entry.

Save the programming with the Softkey.

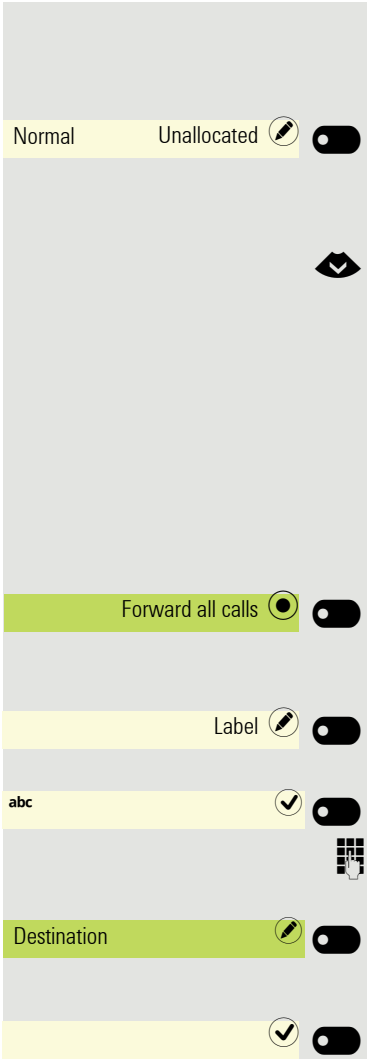
Configuring a fixed forwarding key

Hold down the Function key to which a function should be assigned until the programming prompt is displayed.

If the prompt is not displayed or a programmed function is not executed, you can only launch key programming via the user menu (consult your administrator about the current setting).

OK

Confirm the programming with the Softkey.



You can also initiate programming from the user menu → page 150.

Open using the Softkey.

Call forwarding depending on the forwarding type

Choose one of the forwarding types to be programmed on the key:

- Forward all calls
- Forward no reply
- Forward busy

If a destination is configured then pressing the key will toggle forwarding to that destination for the condition on or off.

If the destination is empty then pressing the key will toggle all forwarding for the condition on or off.

Confirm with the Softkey to set the call forwarding type.

If you do not want to accept the standard labeling:

Open using the Softkey.

The input field is displayed.

Enter the key label you want and confirm with the Softkey.

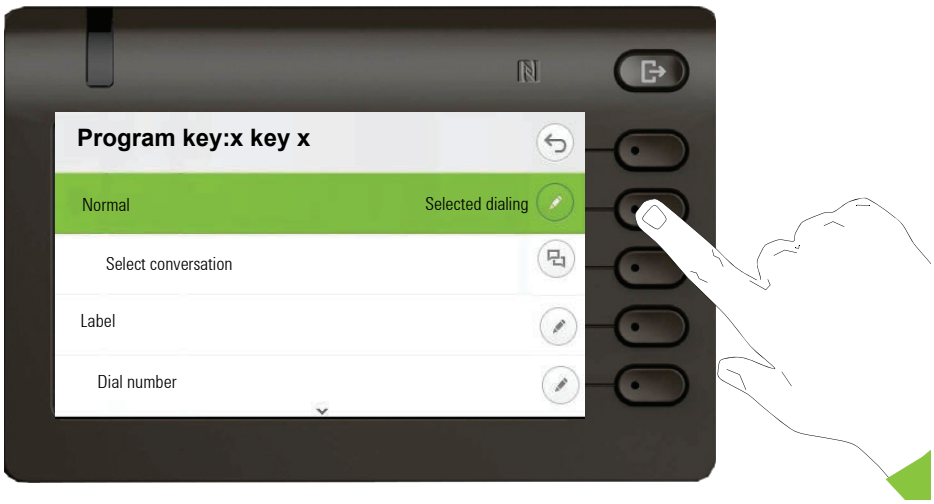
Use the Softkey to open the editor for the destination phone number. A forwarding destination may be specified.

Save the programming with the Softkey.

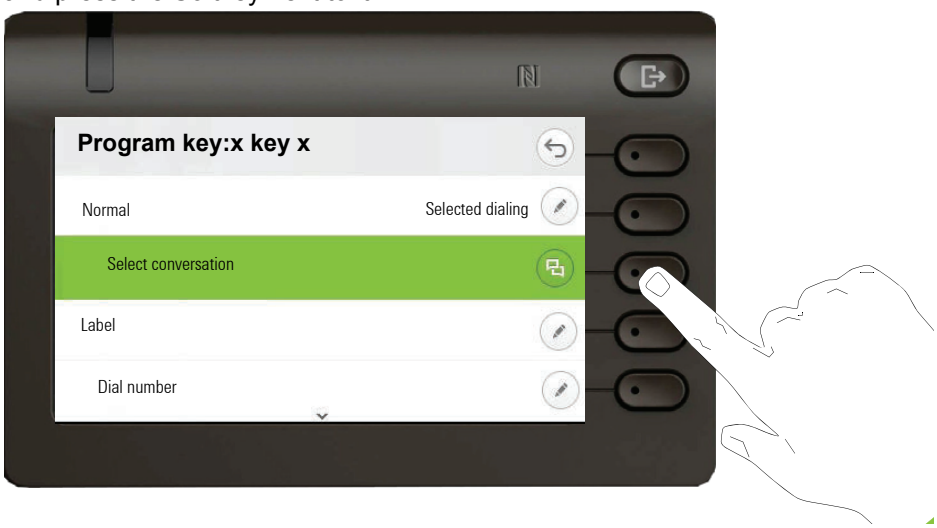
Setting up dialing keys with contact data from an existing local conversation

You can assign phone numbers to selected dialling keys, forwarding keys and deflect keys using the contact data from an existing conversation. It is also possible to copy the contact name and use it as a key label, but only with selected dialing keys.

In the Program keys menu or in the Favorites menu, hold down the Function key to which a function is to be assigned until the key programming menu is displayed. Then select **Normal** and choose the desired function.



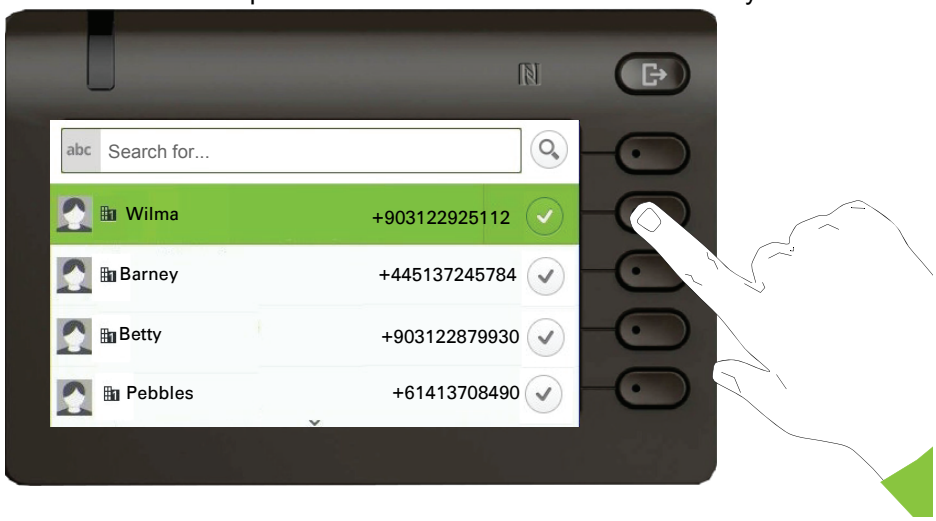
Then from the Program key screen highlight the **Select conversation** option and press the Softkey next to it.



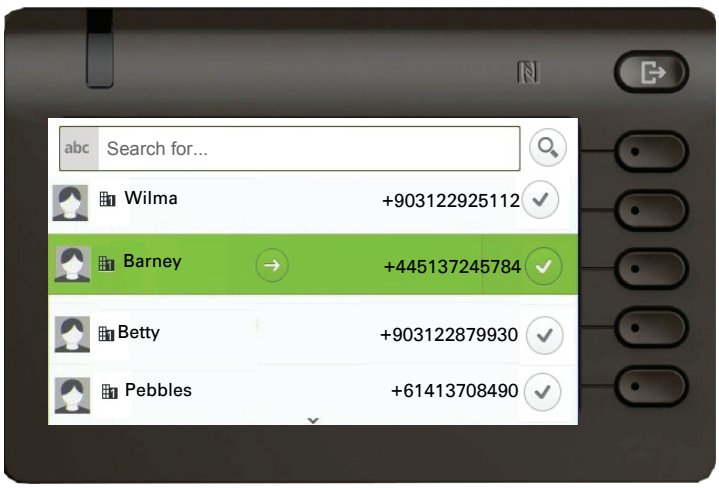
An exiting destination entry can be removed used the key. When the input box is empty the **Select conversation** option becomes available.

The Conversation selector screen will be shown. You can either select a conversation from the list, or use the “Search for..” box to search for a particular conversation.

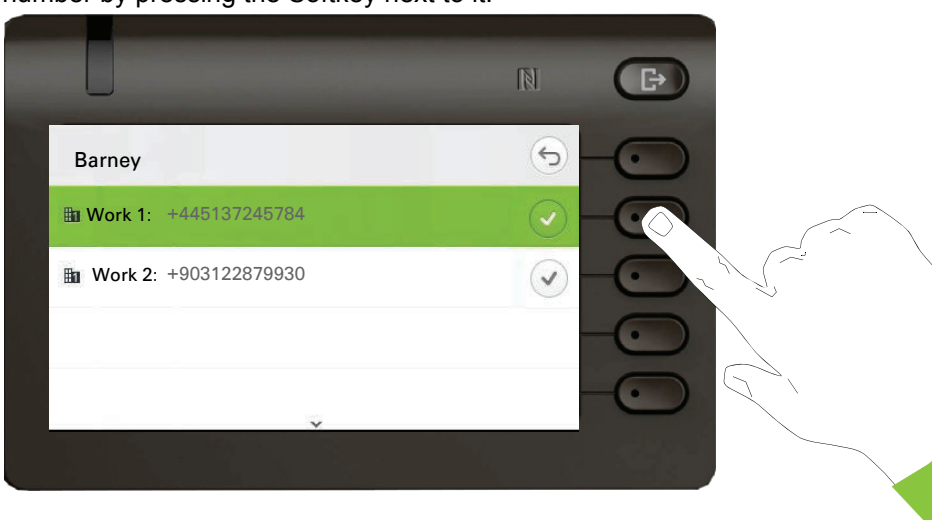
To select the default phone number of a contact use the Softkey next to it.



A conversation may have more than one phone numbers for its contact. To be able to select a phone number other than the default, highlight the conversation and press the ➔ button.

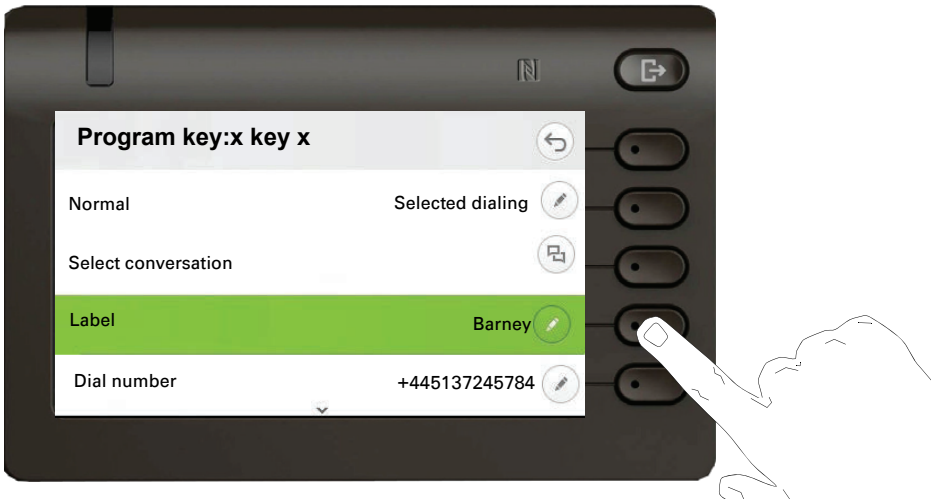


From the screen with the Work x:available phone numbers, choose a phone number by pressing the Softkey next to it.



You will be redirected back to the Program key screen where the Dial number now shows the default number or the chosen number of the contact and the Label shows the contact's name.

To edit these fields, highlight either Number or Label and press the Softkey next to them.



Using keys

Function keys on the OpenScape Key Module 600

A function or selected dialing can be programmed on the first or the second level. When you have pressed a Function key, the status icon on the key display changes, for example, and possibly also the information shown on the telephone display.

or

Use these keys on the OpenScape Key Module 600 to switch to the relevant level.

Example 1: Calling saved number

Party

Press the Function key for a saved number. The connection is set up.

Example 2: Activating/deactivating Call waiting

You can press a key to activate or deactivate call waiting functionality, even during a call. The prerequisite for this is that a second call is permitted (→ page 230). A second call is allowed by default.

Call waiting

Press the Function key shown. The key LED extinguishes and the status symbol changes to ⊚. The second call function is deactivated. The call is rejected or forwarded.

Function keys in the Favourites menu

Prerequisite: A OpenScape Key Module 600 is not connected.

Example 1: Number redial

You can redial the last number dialed with the Function key.

Press the key for the Main menu if appropriate.

Favourites

Open using the Softkey.

Select Function key.

Redial

Press the Function key. The connection is set up.

Example 2: Immediate ring

This function allows you to switch the preset delay (→ page 174) on and off for all line keys. The delay is always activated by default.

Press the key for the Main menu if appropriate.

Favourites

Open using the Softkey.

Select Function key.

Immed ring

Press the Function key to deactivate the function for example.

It is not allowed to configure more than one Immediate ring on an Assistant-device.

Using a key programmed as a Busy Lamp Field (BLF)

A Busy Lamp Field (BLF) is a LED that changes color to indicate the status of a monitored phone number.

Prerequisite: The BLF Key has been configured by your administrator on programmable keys, allowing you to monitor if an other user in your organization is busy or available for a call.

Your administration can configure a BLF key to perform a certain function when you press it during a call and while the key is idle.

You cannot change or delete a BLF function key.

The following options are available for you on a RingCentral telephone system:

- Consult
- Transfer
- Group Pickup

Consult

When you are on a call, you can press the idle BLF key to put your current call on hold and consult the phone number configured under the BLF key:

Consultation

Press the BLF Key.

BLF phone number is consulted.

End & reconnect

You can return to the original call by pressing End and reconnect.

For more information, see Transferring with Consultation→ page 106.

Transfer

When you are on a call, you can press the idle BLF key to transfer your current call to the phone number configured with a transfer action under the BLF key:

Move call

Press the BLF Key.

The call is transfered to the phone number configured under the BLF key.

For more information, see Blind Transfer→ page 106.

Group pickup

When you are on a call and a group call is alerting, you can pick up the group call by pressing the BLF key which is configured with a group pickup icon:

Depending on Administrator settings the phone may present an incoming Group call directly on display. Otherwise if not then the BLF Group pickup key indicates the call by its green/flashing LED and the label text of the key on the Key Module, which alternates between the key's label and the caller ID.

Group pickup

Press the BLF Key.

The group call is now shown on the display with

Pickup: *Caller*

for: *Party*

The Free Programmable Key display shows the Group icon and the key label text.

For more information, see Group call→ page 160.

RingCentral Group pickup

Ring Central group pickup concept is similar to the aforementioned group pickup feature, but there is one significant difference, i.e. user/extension can be a member of more than one groups and each of them can be configured per specific key.The key label of each such key allows the user/extension to distinguish between different groups.

Prerequisite: The RingCentral group pickup has been configured by your administrator on BLF programmable keys, WBM or RingCentral provisioning file.

Group pickup

Press the BLF Key.

The group call is now shown on the display with

Pickup: *Caller*

for: *Party*

Resetting keys

Here you can reset keys you configured back to factory settings (see also → page 213).

Press the key for the Main menu if appropriate.

Settings

Open using the Softkey.

+ User settings

Open using the Softkey.

if nec.

Enter and confirm the User password.

+ Reset

Open using the Softkey.

Key programming

Activate with the Softkey if appropriate if you really want to delete the contents of the programmed keys.

Reset selected user data

Select the Softkey to delete the key programming **immediately**. The contents of the keys you configured are deleted.

Keys that can only be configured by the administrator remain unchanged.

Making calls in the team

Group call

Your administrator can incorporate multiple telephones in a call pickup group. If your telephone belongs to a pickup group, you can also accept calls intended for other members of the group.

A group call is displayed on the phone. The administrator may have made the following settings for signaling:

Telephone status			**Ring on group call = Yes**	**Ring on group call = No**
Ringer on	**Silent ringing**		Ringer Speaker	Beep Speaker
	in connection	**Handset**	Ringer Speaker	Beep Handset
		Handset Open listening	Beep Handset and loud-speaker	Beep Handset and loudspeaker
		Headset	Ringer Speaker	Beep Headset
		Headset Open listening	Beep Headset and loud-speaker	Beep Headset and loudspeaker
		Speakerphone mode	Beep Speaker	Beep Speaker
Ringer off	**Silent ringing**		Nothing	Nothing
	in connection	**Handset**	Nothing	Beep Handset
		Handset Open listening	Beep Handset and loud-speaker	Beep Handset and loudspeaker
		Headset	Nothing	Beep Headset
		Headset Open listening	Beep Headset and loud-speaker	Beep Headset and loudspeaker
		Speakerphone mode	Beep Speaker	Beep Speaker

The volume settings can be found from → page 79.

Further administrator settings for group calls:
- The group call can be picked up both by lifting the handset and via the "Pickup call" menu option.
- The group call can be picked up via the "Pickup call" menu option but **not** by just lifting the handset.
- A key is programmed for Call pickup.
- A message is output on the display with the Call pickup key when a group call is waiting.

Depending on the display settings configured via WBM, the call ID shown at the bottom of the display may appear as the contact name only, the number only, or both the name and the number.

Picking up the group call only using the key

Prerequisite: The Call pickup key is configured.

Your administrator has set up the group call such that it is only displayed by the Call pickup key flashing. The phone can also ring when idle.

A group call is waiting. The Call pickup key flashes. The group call is not shown on the display.

Call pickup

Press the Function key shown.

The group call is now shown on the display with
Pickup: *Caller*
for: *Party*

Picking up a group call immediately

Your administrator has set up the group call such that it will be shown immediately on the display.

A group call is waiting and is shown on the display with
Pickup: *Caller*
for: *Party*

Picking up a group call

Incoming call

A group call is signaled and shown on the display.

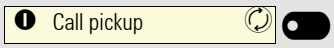
Pickup call

Confirm with the Softkey.

or

or

Lift the handset (only if the appropriate function is set by your administrator).



Press the Function key or press it again if call answering was initiated via the key. The speakerphone function is activated. Prerequisite: The "Call pickup" key was programmed on the connected key module.

Ignoring a group call

Ignore

Press the Softkey. The phone stops signaling the group call. It can still be answered however from the conversations list.

Direct station selection keys

Apart from line keys, the administrator can also configure direct station selection (DSS) keys. You can use a DSS key to call an internal station directly, pick up calls for this station or forward calls directly to it. The DSS keys are also used for consultation calls. DSS lines cannot be used to make outgoing calls or to receive incoming calls.

This function is not available to you on an OpenScape 4000, see → page 249.

Calling a subscriber directly

You cannot use DSS if the user is on another call (solid LED).

With default outgoing line

Office

Press the relevant DSS key. The key label switches to show the phone number of the outgoing line.

Line 1

The line key illuminates. The connection was established by means of the selected outgoing line.

Selecting the outgoing line

Line 2

Press the line key (e.g. line 2) to select the line for the outgoing call.

Office

Press the relevant DSS key.

3338

The selected line key illuminates. The connection was established via the selected line. The DSS destination is displayed.

3334

The phone number of the outgoing line is displayed on the DSS key.

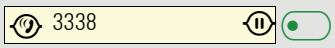
The administrator can configure the DSS key so that the connection is also established when the DSS subscriber has activated do-not-disturb or call forwarding.

Consultation with the DSS subscriber

Prerequisite: You are conducting a call and the administrator has configured the DSS key for consultation.

Office

Press the relevant DSS key.



The connection was established by means of the active line. The first call is placed on "hold". If the subscriber answers, you can toggle, transfer the first call or initiate a conference.

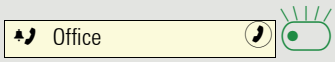
If the administrator has configured transfer instead of consultation, you can only transfer the current call to the DSS subscriber.

Call pickup

You can pick up calls for the DSS subscriber. The LED flashes if a call is incoming for this station's line.

Indirect pickup

Prerequisite: The auto-answer function is deactivated → page 223.



Press the DSS key. The call is routed to your primary line and rings.

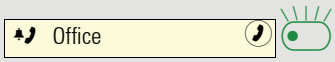
Lift the handset or press the speaker or headset key. You are connected to the subscriber.

Pickup via in-line notification

More information about call pickup via in-line notification → page 64.

Rejecting a call

Prerequisite: Your administrator enabled the Reject option for DSS keys and deactivated Auto-answer → page 223.

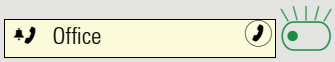


Press the DSS key. The call is routed to your primary line and rings.

Press the Softkey. The caller hears a busy signal.

Direct pickup

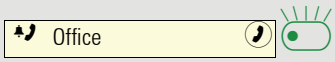
Prerequisite: The administrator has configured the **Monitor only** option to “No” and the **auto-answer** function is activated → page 223.



Press the DSS key. The call is routed to your primary line and you are immediately connected with the other party via speakerphone.

Monitoring a call

Prerequisite: The administrator has configured the **Monitor only** option to “Yes”.



Press the DSS key. This will result in monitoring the call without answering it.

In case the DSS line is registered to more than one device, the devices configured with the **Monitor only** option set to “Yes” will not be able to answer the calls; they will be able to only monitor the status of the line.

If the administrator has configured the calling party to be hidden, then the Caller ID is not displayed in any DSS alert notifications on the user's phone. The Caller ID will be shown if the call is picked up.

Deflecting a call to a DSS subscriber

Prerequisite: The deflect function is enabled for DSS keys. For information on the current setting, see → page 230.

If you receive a call on one of your lines, you can immediately deflect it to the DSS subscriber.

3333

Your phone rings and a line key flashes.

Office

Press the relevant DSS key. The call is deflected to the DSS subscriber. If the DSS subscriber does not answer, you can pick up the call by pressing the line key.

LED display on DSS keys

DSS key	Meaning
	Off: The phone is in idle mode.
	Flashes: You can accept a call for the DSS subscriber via the key. The call is routed to your primary line when the call is accepted.
	Solid red: The line is busy. Provided that second call is activated you can still reach the DSS subscriber via the key. It can accept your call as a second call.

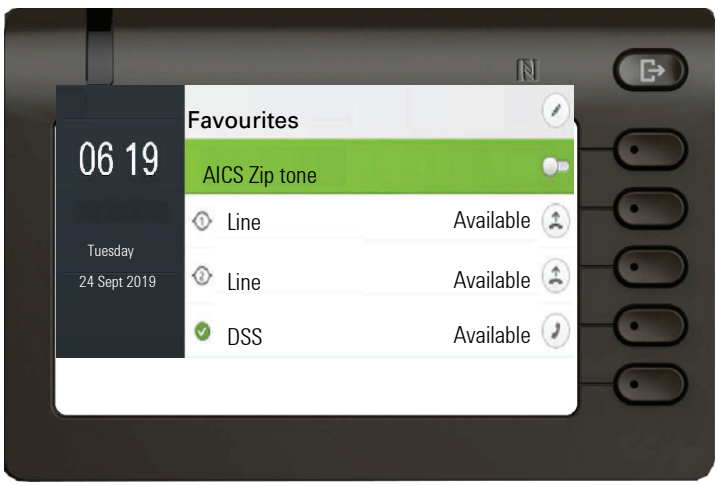
MultiLine

The next section describes the settings for a MultiLine phone and how to use a MultiLine phone. To simplify understanding, we recommend first reading the Section "Operating your OpenScape Desk Phone CP600/ CP600E (→ page 34)". Refer to → page 174 for a detailed description of the settings.

Line/trunk keys

This function is not available to you on an OpenScape 4000, see → page 249.

Programmable keys can be configured by your administrator as line or DSS keys in the Favourites menu or if you have connected a OpenScape Key Module 600. The Favourites menu could look as follows for example:



These function keys cannot be changed or deleted by the user.

Each key programmed with the "Line" function is handled as a line. This means up to 4 line keys can be configured in the Favourites menu or up to 12 keys on the OpenScape Key Module 600.

A distinction is made here between primary, secondary and phantom lines. Each of these line types can be used on a private or shared basis → page 166.

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 signaled on this line.

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

Secondary line

A secondary line on your phone is used as a primary line by another subscriber of the line trunk group. Your primary line, which is configured on another telephone of a line trunk group, simultaneously functions as the secondary line on that telephone.

Phantom line

Phantom lines are not used as primary lines by any telephones in a line trunk group. Phantom lines are established, for example, when the number of lines provided by a communications system exceeds the number of available telephones.

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 line status is displayed for all telephones that share this line. 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.
- **DSS line**: A line for monitoring another telephone.

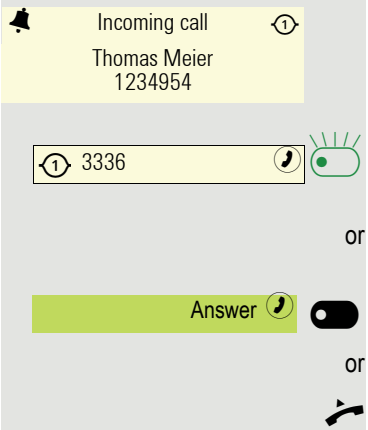
You can see the status of the line from the LED.

LED displays

LED	Meaning
	LED off: The phone is in idle mode.
	Flashing green: • Incoming call on the line → page 167 • "Hold reminder" is activated → page 226 • The incoming call was prioritized and selected in accordance with the "Automatic line selection for incoming calls" option
	LED lights green: • The line is busy. • Outgoing call on the line
	Flashing red: Call forwarding is activated.
	LED lights red: The line is on "Hold".
	Flashing orange: The held call on the line has timed out on hold.

Incoming calls

Answering a call via the main line



The phone rings. The caller and the relevant line are displayed. The notification LED flashes.

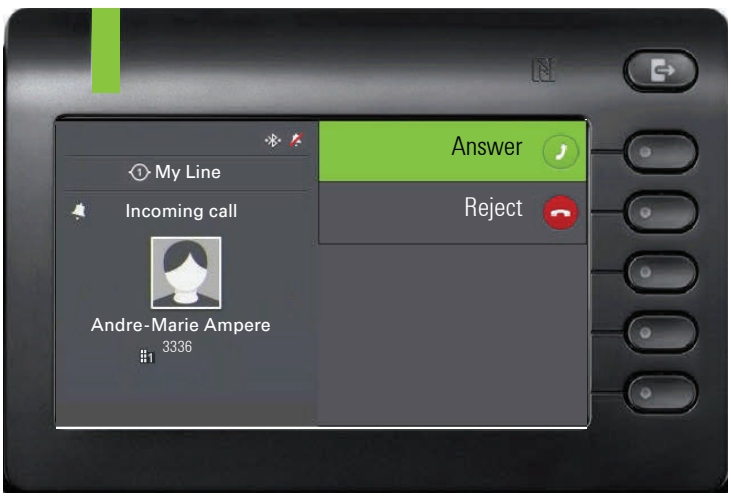
Press the flashing key for the main line on the OpenScape Key Module 600 and use speakerphone mode (the left key icon switches between ① and ⚠)

Press the Softkey and use speakerphone mode.

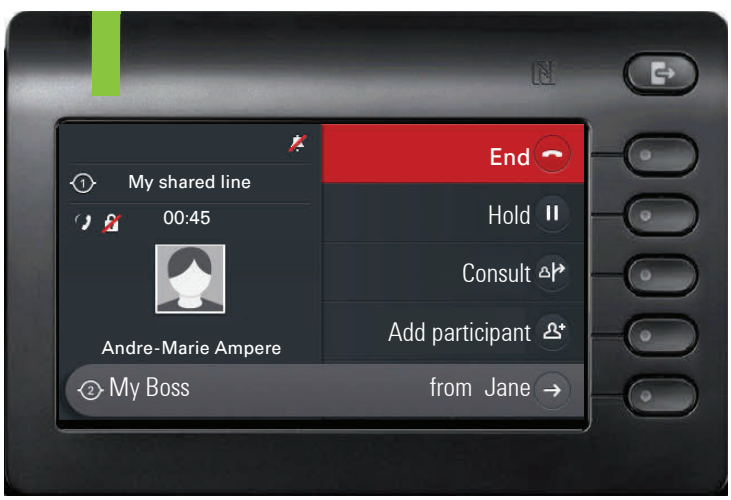
Lift the handset. You have answered the call.

Line Label

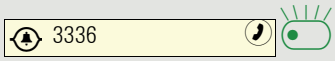
The line label (e.g. “My line”) is indicated on the screen for incoming call as shown below:



When conducting a call (e.g. when another line appearance is alerting during an active call):

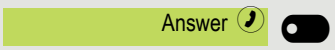


Answering a call via a Bluetooth headset



Press the flashing key for the main line of the OpenScape Key Module 600.

or



Press the Softkey.

You have answered the call via the loudspeech.

or

Press the flashing headset key.

or

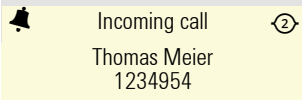
Press the answer key on the headset.

You have answered the call via the headset.

If you activated "Auto-Headset" (AICS Zip tone), the call is answered immediately via the headset.

Answering calls for a secondary line

Prerequisite: The secondary line is configured on your multi-line telephone.



The phone rings. The caller and the relevant line are displayed. The notification LED flashes.

Using the handset

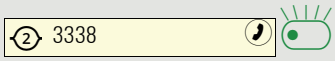
Lift the handset.

You have answered the call.

The line that rings is automatically selected. If calls are ringing on more than one line, you will be connected to the line that has been ringing the longest.This depends on how Admin has configured it.

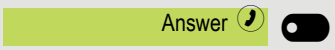
Using the line key on the OpenScape Key Module 600

Prerequisite: A OpenScape Key Module 600 is connected.



Press the flashing key for the secondary line on the OpenScape Key Module 600 and use speakerphone mode.

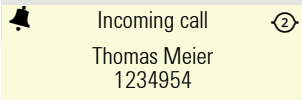
or



Press the Softkey and use speakerphone mode.

Line keys without OpenScape Key Module 600

If you have not connected a OpenScape Key Module 600 and lines are configured, calls are only signaled via the display and notification LED.



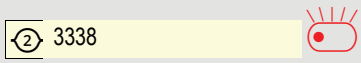
The phone rings. The caller and the relevant line are displayed. The notification LED flashes.

Answer the call as described in Section "Incoming calls (→ page 82).

Indicating new voicemail messages for a private secondary line

Prerequisite: The secondary line is configured with shared type private.

This is possible only with Broadsoft servers.



A message notification for any of the configured secondary lines with shared type private is received. The LED of the configured line key flashes red to indicate new messages.

To listen to the new voicemail messages, call the voicemail number on behalf of the line that received a voicemail indication.

Making calls

You can seize a line before dialing on a MultiLine phone.

Line seizure can be configured on an individual basis. Your administrator can determine if the lines on your telephone can be automatically seized and with which priority.

If you have seized a secondary line, this line is reserved for you for making calls for a specific period as defined by the administrator. No other user can seize this line during this period, even if the line is also assigned to this user's telephone.

Manual line seizure

Dialing using the OpenScape Key Module 600

or or

Lift the handset or press the speaker key or headset key.

These methods will trigger automatic line selection based on Admin's configuration and the dialer input field that is shown.

Line 2

Press the required line key.

If the dialer input has not been confirmed then you may press the required key to use that line.

(This is post selection manual line selection)

123 Dial a number...

The input field in Conversations opens.

Enter the phone number and confirm. You can also search for and use the contact from the conversation list.

Selecting from the Favourites menu

A OpenScape Key Module 600 is not connected, which means that lines are only accessible via the Favourites menu.

or or

Press the key to show the menu options.

Favourites

Open using the Softkey.

Select the required line.

Line 2 Available

Select and confirm the required line (e.g. line 2).

123 Dial a number...

The input field in Conversations opens.

Enter the phone number and confirm. You can also search for and use the contact from the conversation list.

Automatic line seizure

Your administrator has configured automatic line seizure.

or or

Lift the handset or press the speaker key or headset key.

123 Dial a number...

The input field for the fixed line opens.

Enter the phone number and confirm. You can also search for and use the contact from the conversation list.

Dialing the last dialed number

The last phone number dialed on your telephone – on the primary line in the case of line keys – is used for redialing.

or or

Lift the handset or press the speaker key or headset key.

Line 2

Press the required line key.

or

A OpenScape Key Module 600 is not connected.

Press the key to select a line from Favourites.

Favourites

Open using the Softkey.

Select the required line.

Line 2 Available

Confirm line 2 for example.

Redial

Press the Function key[1]. The connection is set up.

Forwarding calls for the primary line

Call forwarding can only be activated for the primary line. Which call forwards are possible, how they are configured and activated can be found from → page 216.

Call forwarding information

Your administrator has activated "Forwarding shown". If activated, the line's LED indicates if the line has been unconditionally forwarded by the other phone.

If you have activated one of the forwarding types on your phone for the primary line and a subscriber calls, an information window with the following information opens:

Call from x forwarded to x

Dialing using the hot or warm line function

Your administrator can configure a hot line or warm line for your phone.

If you lift the phone's handset or press the loudspeaker key, a number is dialed

- immediately in the case of a hot line or
- after a defined period of time in the case of a warm line,

for the line specified by the administrator.

Examples:

- The phone in the elevator immediately dials the reception number.
- The phone at a patient's bed dials the ward number after one minute, for example, if no other number is dialed.

1. Please note the information in relation to the call log → page 228.

During calls

Making and receiving calls on a single line

If you only use one line on your multi-line telephone to make calls, and you receive calls on the same line, the phone operates in the same way as a single-line telephone:

- Number Redial → page 228
- Consultation → page 99
- Toggle/Connect → page 101
- Callback → page 94
- Hold → page 102
- Call waiting (second call) → page 104
- Transfer call → page 106
- Conference → page 101

Functions available exclusively for the primary line:

- Voicemail → page 63
- Forward calls → page 216
- Do not disturb → page 181

Depending on your individual settings, you will be notified of incoming calls → page 176.

Making and receiving calls with multiple lines

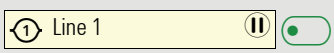
It is assumed for the following description that you have a OpenScape Key Module 600. Lines configured in Favourites operate accordingly → page 169.

If the second call does not display an alert prompt and Favourites is not being shown, then a notification appears at the bottom of the display. The key for the notification will display the Favourites screen where the line keys may be used in the same way as on a Key Module.

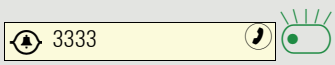
Accepting a waiting call

Depending on the settings for "Rollover", you will be notified of incoming calls → page 176.

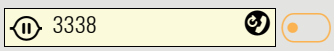
Prerequisite: You have configured support for “Allow call waiting”. You are conducting a call. At the same time, a call is incoming on another line.



Conduct call on line 1.

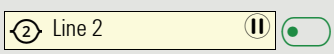


Press line key for line 2.



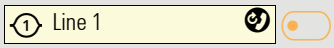
The call on line 1 is placed on "Hold". The key label alternates between the line label and the held party name at short intervals.

All multi-line subscribers who share the line on which the call is being held (→ page 166) can now pick up the held call.

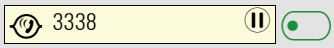


Conduct call on line 2.

Press the Softkey to end line 2.



Press line key for line 1.

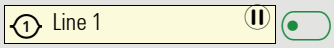


The call on line 1 has been retrieved. The key label switches at short intervals.

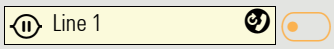
Putting a line on hold

On a multi-line telephone you can use the line keys to place calls on hold.

Prerequisite: You are conducting a call.



Press line key 1.



The call on line 1 is placed on "Hold".

- The line LED displays the hold status on all multi-line phones to which the line is connected.
- On phones connected to the line, a user can press the relevant line key and accept the held call.

During a consultation call or after accepting a waiting call the hold function cannot be used.

The LED display → page 166 indicates that the call is on hold to other multi-line telephones where this line is also configured. These phones can then pick up the call.

Lines with hot or warm line function

Your administrator has configured a hot or warm line for the primary line or for a secondary line.

The function is activated when on

- the primary line
  you lift the phone's handset or press the line or loudspeaker key
- the secondary line
  you press the line key.

A number specified by you is dialed immediately with a hot line and after a specific time with a warm line.

Examples:

- The phone in the elevator immediately dials the reception number.
- The phone at a patient's bed dials the ward number after one minute, for example, if no other number is dialed.

Settings for MultiLine (keyset)

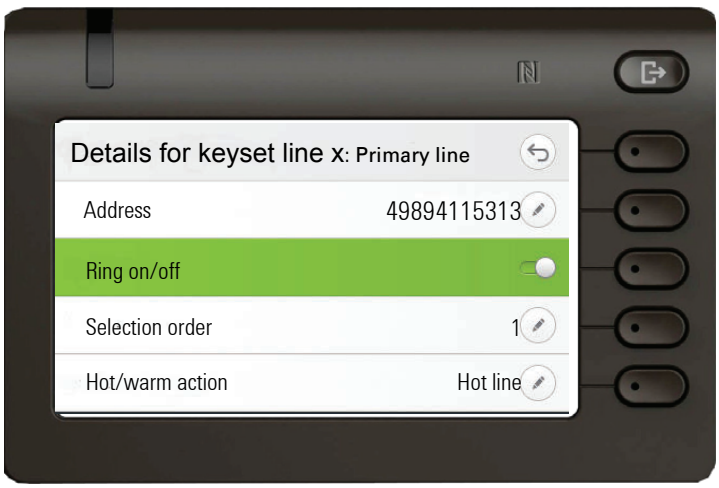
The details for each keyset line contain supplementary information for the user. The following non-editable fields are displayed:

- Address
  - Displays the phone number for the line
- Ringer on/off
  - Shows whether the ringer is activated for this line
- Selection sequence
  - Displays the priority of each line seizure when the handset is lifted or the loudspeaker key for this line is pressed

You can influence the following options:

- Ring delay
  - The length of time before a held call is signaled on a line.
- Hot/warm dest.
  - The phone number to be dialed if the hotline or warm line function is activated.

Example of details for a configured line



Setting the time for a delayed ringer

Specify the length of time before a held call should be signaled on a line.

You can also configure this setting via the Web interface → page 238.

Press the key for the Main menu if appropriate.

Settings — Open using the Softkey.

+ User settings — Open using the Softkey.

if nec. — Enter and confirm the User password.

+ Configuration — Open using the Softkey.

+ Keyset — Open using the Softkey.

Lines

Open using the Softkey.

Primary line

Select the required line (e.g. primary line) and open using the Softkey.

Ring delay 4

Open using the Softkey [1].

123 12

The input field is open.

Enter a value (between 0 and 3600 seconds) and confirm using the Softkey.

Save the setting by selecting the Softkey.

You can activate and deactivate the set delay time for all line keys using a function key → page 158.

Entering a number for the hot and warm line function

Specify which number should be dialed when the hot or warm line function is activated.

You can also configure this setting via the Web interface → page 238.

Press the key for theMain menu if appropriate.

Settings

Open using the Softkey.

+ User settings

Open using the Softkey.

if nec.

Enter and confirm the User password.

+ Configuration

Open using the Softkey.

+ Keyset

Open using the Softkey.

Lines

Open using the Softkey.

Primary line

Select the required line (e.g. primary line) and open using the Softkey.

Hot/warm dest.

Open using the Softkey [2].

123 3339

The input field is open.

Enter or change the destination and confirm.

Save the setting by selecting the Softkey. The destination phone number is displayed.

1. The phone displays the current setting
2. The phone displays the current setting

Rollover for a line

With Rollover, calls made to you when lines on your phone are busy are rolled over to the next free available line on your phone.

Your administrator can determine how rollover calls are to be signaled.

Line

Only the relevant line key flashes.

or

Line

You hear a **special advisory tone** and the corresponding line key flashes.

or

Line

The **ringer melody set sounds briefly** (approx. 3 seconds) via the loudspeaker and the corresponding line key flashes.

or

Line

You hear a short **notification tone**.

The ringer melody is not played in speakerphone mode.

Line

The phone rings. The corresponding line key flashes and the available information is shown on the display.

Switching between different multiuser accounts

A phone configured with multiple lines will select the primary line of the device for any type of actions. You can change the primary line easily and perform actions using a secondary private line in two ways.

You cannot use both ways at the same time. It depends on how the admin has configured the **FPK program timer** option.

Prerequisite: The secondary line is configured with shared type private.

3338

Press the line key for the secondary line twice when it is idle. This will make the line the temporary primary line for any type of actions.

or

3338

Hold the line key for the secondary line pressed for a few seconds. This will make the line the temporary primary line for any type of actions.

The selected temporary primary line will remain the primary line until another line is selected as a temporary primary line or until the phone enters power saving mode.

The label of the current temporary line is shown on the main menu screen. If no label is configured for a secondary line key, the phone will instead display the secondary line's number.

Making calls in an executive/secretary team

An executive/secretary team is configured by your administrator and may include up to four executive and up to two secretary telephones. You will find additional information on this function in the executive/secretary documentation.

This function is not available to you on an OpenScape 4000, see → page 249.

Mobility function

Prerequisite: You are logged on to a telephone with the mobility function enabled by your administrator.

The mobility function allows you to use another telephone as if it were your own. You use your customary phone number and all contacts as well as telephone settings are available to you on the other phone.

Logging on to another telephone

Prerequisite: The mobility function is available on this telephone.

Press the key shown.

Mobility logon

Open using the Softkey.

123 Enter Mobility ID...

You are prompted to enter your Mobility ID.

Enter and confirm your Mobility ID – usually a phone number.

123 Enter Mobility password...

You are prompted to enter your mobility password.

Enter and confirm the mobility password.

The ‘mobility password’ is the user password as used to enter Settings.

Wait until all contacts and telephone settings have been loaded. If you were already logged on to another telephone with the mobility function, you will be logged off from here automatically.

12345

If the mobility function is active on a telephone, this will be indicated by the icon before the phone number in the telephony view.

Ending the mobility function on a telephone (log off)

Prerequisite: You are logged on to a telephone with the mobility function and the telephone is unlocked.

Press the key shown.

Mobility logout

Open using the Softkey.

Yes

Confirm with Softkey.

Your administrator may configure that the user password must be entered to log off.

Wait until all contacts and telephone settings have been saved.

Logging a mobile user off when the telephone is locked

Prerequisite: A mobile user has logged on to the telephone with the mobility function and the telephone is locked.

Since a user has logged in to the telephone using the mobility function and the telephone is locked, you have the option to log the mobile user off without the need to unlock the device in advance.

If the mobile user has configured that a password is required for log off, the valid password must be entered. If a valid password is not provided, the phone locked screen will be shown and the option to unlock the phone will be highlighted.

Phone locked

The display shows: Phone locked.

Mobility logoff

Press the Softkey.

Yes

Confirm with Softkey if you want to log the mobile user off. Since the telephone was locked when a mobile user was logged in, when you log the mobile user off, the telephone unlocks.

or

No

Confirm with Softkey, if you do not want to log the mobile user off. The telephone remains locked.

Switching E/A state when logging off

An executive/secretary team is configured and the feature "Mobility logout action" is enabled by your administrator→ page 177.

When starting a mobile logoff, one of the actions can take place and change your personal E/A Cockpit state:

- **None**: no action is taken
- **Unavailable**: an assistant state will be set to "Off desk", an executive state will be set according to the executive mode setting.
- **To voicemail**: state will be set to voicemail, if a voicemail number is configured in the E/A cockpit profile.
- **To mobile**: state will be set to mobile, if a mobile number is configured in the E/A cockpit profile.
- **To number**: state will be set to number, if a to-number is configured by the user.

When starting a mobile login, the state will automatically be set to "Available" again, if the "Mobile logout action" feature is not set to "None".

Privacy/security

Do not disturb (DND)

If "Do not disturb" is activated, your telephone will not ring. The caller hears the busy tone or an announcement that the called party cannot accept any calls at present.
Do not disturb can be activated/deactivated using a specially programmed Function key on the OpenScape Key Module 600 or also from the Presence menu → page 29.

On multi-line telephones → page 62, you can only activate the "Do not disturb" function for your primary line.

If phone detects an emergency-related call (such as a ringback call from emergency services), you will receive the call even if Do Not Disturb is activated.

Enabling do not disturb via the Presence menu

Press the key shown.

Do not disturb

Enable or disable using the Softkey.

Enabling do not disturb via a key

Prerequisite: To activate "Do not disturb", a key has to be assigned the "Do not disturb" function → page 149 and the "Do not disturb" function has to be allowed → page 181.

Do not disturb

Press the Function key.

Do not disturb

Press the Function key with illuminated LED once more to deactivate the function.

Allowing "Do not disturb"

You can also configure this setting via the Web interface → page 238.

Press the key for the Main menu if appropriate.

Settings

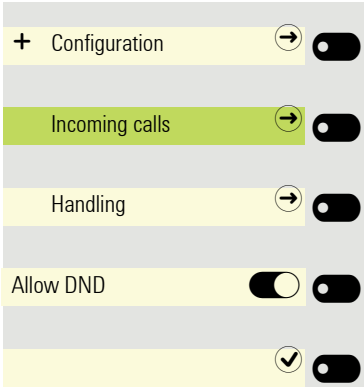
Open using the Softkey.

+ User settings

Open using the Softkey.

if nec.

Enter and confirm the User password.



Open using the Softkey.

Open using the Softkey.

Open using the Softkey.

Activate with the Softkey.

Save the setting by selecting the Softkey.

Allowing DND from RingCentral API

This feature has been configured by your administrator and your CP phone has been resynchronized.

When DND is enabled locally, the incoming calls are rejected, but your presence/availability is not indicated to the other users.

When server DND is allowed by your administrator from RingCentral API and DND is enabled on your phone, your DND state is shown on your CP Phone and all other user's phones:

– DND enabled: **Do not accept any calls**

If server DND is disabled by your administrator, your presence state is reverted back to local-DND behavior:

– DND disabled: **Take all calls**

Security

User password

Your User password protects your individual configurations, including your language settings. You can also use the User password to lock your telephone → page 184 or for mobility→ page 184.

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 "Change password (x days left)" will alert you to this at the appropriate time. The message "Password has expired" appears when the validity period is over. Confirm "Change Password" 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".
- Your administrator can tell you about the rules for what and how many characters can or must be used in the password.

The preset password "000000" corresponds to a blank password. In other words, the phone cannot be locked, , access to WBM is not allowed and the user menu is **not** password protected (see also → page 183).

You can also configure this setting via the Web interface → page 238.

Press the key for the Main menu if appropriate.

Settings

Open using the Softkey.

+ User settings

Open using the Softkey.

if nec.

Enter and confirm the User password.

Select the "Security" function.

+ Security

Open using the Softkey.

Change user password

Open using the Softkey.

Current password

Open using the Softkey.

123 ******

The input field is displayed.

Enter the current password and conclude your input with the Softkey.

New password

Open using the Softkey.

123 ******

The input field is displayed.

Enter the new password (at least 6 characters) and conclude your input with the Softkey.

Confirm password

Open using the Softkey.

123 ******

The input field is displayed.

Re-enter the new password and conclude your input with the Softkey.

Save your input. The new password is now valid.

Deactivating the password prompt

You can deactivate the phone's password prompt if a password has already been configured.

The deactivation of the password prompt does not affect the web interface → page 238 or CTI applications that use a password prompt. As long as the password prompt is deactivated, you do not have access to the web interface via the User settings.

If you deactivate the password prompt, you can **no longer** lock the phone → page 184, access WBM and the user menu is **not** password protected.

Press the key for the Main menu if appropriate.

Settings

Open using the Softkey.

+ User settings

Open using the Softkey.

if nec.

Enter and confirm the User password.

Select the "Security" function.

+ Security

Open using the Softkey.

Change user password

Open using the Softkey.

Current password

Open using the Softkey.

123 ******

The input field is displayed.

Enter the current password and conclude your input with the Softkey.

New password

Open using the Softkey.

123 ******

The input field is displayed.

Enter six zeros ("000000") to deactivate the password prompt. Confirm your input with the Softkey.

Confirm password

Open using the Softkey.

123 ******

The input field is displayed.

Enter six zeros ("000000") once again. Confirm your input with the Softkey.

Save your input. The password is now deactivated:

Locking the phone

To protect the phone against unauthorized access, you can lock the phone so that nobody can make calls or change settings without knowing the User password.

Predefined numbers from the dial plan can still be dialed when the phone is locked. For more information, contact your administrator.

You can only lock the phone if you set a User password → page 182. The password for this must **not** be the default setting "000000". Check if necessary whether the telephone lock function has been activated for you by the administrator.

Activating the phone lock

Hold down the key shown until the "Lock phone" message appears.

Lock

Press the Softkey to activate the lock.

or

Press the key shown to open the Presence menu.

Lock phone

Use the Softkey to lock the phone.

Press the key shown to exit the Presence menu.

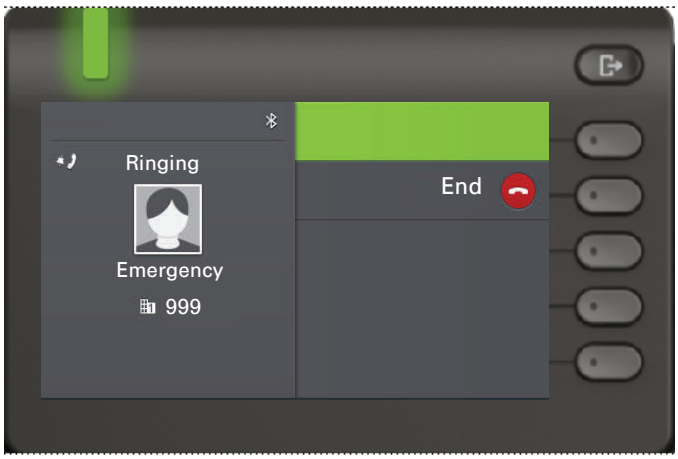
Dialing emergency numbers

If an emergency number is entered on the phone by the administrator, **Emergency call** appears on the display for selection when you have activated the lock. You can also enter an emergency number via the dialpad.

Emergency call

Press the Softkey. The saved emergency number is dialed.

The number will be dialed automatically without pressing the OK button. An empty option on the screen will be shown, therefore if you accidentally press the OK button, the call will not be canceled.



Unlocking the phone

Phone locked

The display shows: Phone locked.

Unlock phone

Press the Softkey.

Enter the User password and confirm. The phone is unlocked if the password is correct.

or

Admin unlock

Press the Softkey.

Enter the administrator password if the User password is not known. Confirm with the Softkey. The phone is unlocked if the password is correct.

If the telephone is locked, an emergency number entered by the administrator can be dialed using the dialpad or the **Emergency call** option. If the phone is locked, selected dialing keys (see → page 150) cannot be used. This also applies even if the emergency number is saved on this key.

Other settings and functions

Audio settings

Optimize the audio settings on your OpenStage for your work environment and according to your personal requirements.

Room character

To ensure that the other party can hear you properly in speakerphone mode, you can adjust the phone to the room acoustics by choosing one of the following room character conditions:

- Normal
- Echoing
- Muffled

You can also configure this setting via the Web interface → page 238.

Press the key for the Main menu if appropriate.

Settings — Open using the Softkey.

+ User settings — Open using the Softkey.

if nec. — Enter and confirm the User password.

+ Audio — Open using the Softkey.

Settings — Open using the Softkey.

Room Character Normal — Open using the Softkey [1].

Muffled — Use the Softkey to set to Muffled for example.

Audio settings — Save the setting by selecting the Softkey.

1. The phone displays the current setting

Ringer

Select your preferred ringer from the available audio files. If no individual audio files are available, the "Pattern" ringer is preset. To upload your own files in ".mp3" or ".wav" format, you can use WBM.

Note that file transfer from the **User settings** in WBM may be not be permitted by the administrator. If file transfer is disabled, please contact your administrator.

For more information on configuring settings via the Web interface, see → page 238.

Press the key for the Main menu if appropriate.

Settings

Open using the Softkey.

+ User settings

Open using the Softkey.

if nec.

Enter and confirm the User password.

+ Audio

Open using the Softkey.

Settings

Open using the Softkey.

Switch to Ringer file.

Ringer Harmonize.mp3

Open using the Softkey [1].

You will be offered the following default options:

- Pattern
- Harmonize.mp3
- Ringer1.mp3
- Ringer2.mp3
- Ringer3.mp3
- Ringer4.mp3
- Ringer5.mp3
- Ringer6.mp3

Ringer1.mp3

Confirm with the Softkey to switch. You will immediately hear the associated ringer melody.

Audio settings

Save the setting with the Softkey.

1. The phone displays the current setting

Pattern melody

You can also configure this setting via the Web interface → page 238.

Prerequisite: You have chosen the "Pattern" ringer, see → page 188.

Press the key for the Main menu if appropriate.

Settings — Open using the Softkey.

+ User settings — Open using the Softkey.

if nec. — Enter and confirm the User password.

+ Audio — Open using the Softkey.

Settings — Open using the Softkey.

Switch to Pattern melody.

Pattern melody 4 — Open using the Softkey [1].

5 — Confirm with the Softkey to switch. You will immediately hear the associated Pattern.

Save the setting with the Softkey.

Pattern sequence

You can also configure this setting via the Web interface → page 238.

Prerequisite: You have chosen the "Pattern" ringer, see → page 188.

Press the key for the Main menu if appropriate.

Settings — Open using the Softkey.

+ User settings — Open using the Softkey.

if nec. — Enter and confirm the User password.

+ Audio — Open using the Softkey.

Settings — Open using the Softkey.

Switch to Pattern sequence.

Pattern sequence 2 — Open using the Softkey [2].

4

1. The phone displays the current setting
2. The phone displays the current setting

Confirm with the Softkey to switch. You hear the set Pattern melody with the selected Pattern sequence.

Audio settings

Save the setting with the Softkey.

Opening listening mode

Select the mode here that you prefer for open listening → page 96.

You can also configure this setting via the Web interface → page 238.

Press the key for the Main menu if appropriate.

Settings

Open using the Softkey.

+ User settings

Open using the Softkey.

if nec.

Enter and confirm the User password.

+ Audio

Open using the Softkey.

Settings

Open using the Softkey.

Select Open listening.

Open listening US mode

Open using the Softkey [1].

Standard mode

Confirm with the Softkey to switch.

Audio settings

Save the setting with the Softkey.

1. The phone displays the current setting

Setting headset port use

You can also configure this setting via the Web interface → page 238.

Press the key for the Main menu if appropriate.

Settings — Open using the Softkey.

+ User settings — Open using the Softkey.

if nec. — Enter and confirm the User password.

+ Audio — Open using the Softkey.

Settings — Open using the Softkey.

Select the headset port.

Headset socket — Open using the Softkey [1].

You will be offered the following options:

- Wired headset
- Cordless headset
- Conference unit

Wired headset — Confirm with the Softkey to switch.

Audio settings — Save the setting with the Softkey.

1. The phone displays the current setting

Special ringers

You can assign a special individual ringer to the following incoming calls or events to allow faster identification:

- Internal
- External
- Recall (Callback)
- Special 1
- Special 2
- Special 3

The administrator has activated the special ringers. Consult your administrator regarding the use of these ringers.

Please note, that you, as User, cannot change the Ringer sound, Pattern melody and/or Pattern sequence of Emergency call type. This can be set only by an Administrator. Emergency ringer is always played (regardless of ringer settings) at maximum volume.

You can also configure this setting via the Web interface → page 238.

Press the key for the Main menu if appropriate.

Settings — Open using the Softkey.

+ User settings — Open using the Softkey.

if nec. — Enter and confirm the User password.

+ Audio — Open using the Softkey.

Special ringers — Open using the Softkey.

Internal — Open using the Softkey.

Available — If this setting is activated, it indicates that the special ringer has been enabled.

Ringer Ringer1 — Open using the Softkey [1].

Selecting the ringer

Harmonize.mp3 — Confirm with the Softkey to switch the ringer.

Audio settings — Save the setting with the Softkey.

1. The phone displays the current setting

Settings for the "Pattern"

Ringer Pattern

If you selected "Pattern" as the ringer, you can make further settings for the pattern Melody and Pattern sequence:

Melody 4

Open using the Softkey[1].

Choose a Melody between 1 and 8. You will immediately hear the associated melody.

7

Confirm with the Softkey to switch the Melody.

Save the setting if necessary with the Softkey.

or

Sequence 3

Open using the Softkey[1].

Choose a Sequence between 1 and 6. You hear the set Melody with the selected Sequence.

5

Confirm with the Softkey to switch the Sequence.

Save the setting with the Softkey.

1. The phone displays the current setting

Activating/deactivating the ringer

You can see whether the function is activated or deactivated from the corresponding icon in the status bar on the display → page 27.

Hold down the key shown.

A long press of this key will toggle the ringer on and off (a status bar icon is shown when the ringer is off).

An extended long press (>2 secs) can set the ring to be a beep instead of a continuous ring tone (a status bar icon is shown when the ringer is set to beep).

An information message pops up to indicate a change of the ringer.

Tone and indication with an unsecured voice connection

Use this option to activate an alert tone that plays at the start of the call if a secure voice connection with the current party ceases to be secure. The message "Non secure connection" is displayed.

If the administrator has configured a periodic alert, you will also hear the tone at regular intervals (every 15 seconds).

The sound of the periodic tone (if configured) is the same as the initial tone. Periodic alert tones play at half the configured alert-tone volume, at a lower frequency.

The secure connection is the preferred setup configured by your administrator.

You can also configure this setting via the Web interface → page 238.

Press the key for the Main menu if appropriate.

Settings — Open using the Softkey.

+ User settings — Open using the Softkey.

if nec. — Enter and confirm the User password.

+ Configuration — Open using the Softkey.

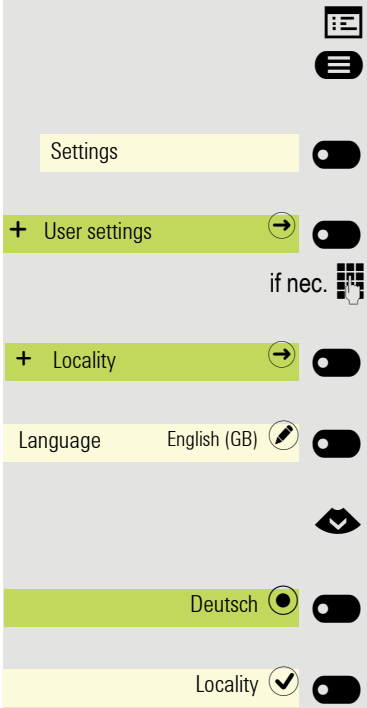
Connected calls — Open using the Softkey.

Select the "Immediate dialling" function.

Allow secure call alert — Activate with the Softkey.

Connected calls — Save the setting by selecting the Softkey.

Display language



You can also configure this setting via the Web interface → page 238.

Press the key for the Main menu if appropriate.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Open using the Softkey. The current language is displayed.

Open using the Softkey.

Select a language.

Confirm with the Softkey to switch. Example: Deutsch.

Save the settings with the Softkey.

When you change the telephone's language, the programmable keys' default labels provided by the phone during configuration will also change to the selected language. The key labels that have been modified (no longer default) will not be changed to the current phone's language.

You may choose from the following languages:

1. Bahasa Indonesia
2. Bahasa Malaysia
3. Brasileiro
4. Català
5. Čeština
6. Cymraeg
7. Dansk
8. Deutsch
9. Eesti keel
10. English (GB)
11. English(US)
12. Español
13. Français
14. Hrvatski
15. Italiano
16. Latviešu Valoda
17. Lietuvi? Kalba
18. Magyar
19. Nederlands
20. Norsk
21. Polski
22. Português

23.Român?
24.Sloven?ina
25.Slovenski Jezik
26.Srpski Jezik
27.Suomi
28.Svenska
29.Türkçe
30. Ελληνικά
31. Български
32. Македонски Јазик
33. Русски
34. Српски Језик
35. 中文
36. 하국어
37. 中文
38.

Time display format

You can also configure this setting via the Web interface → page 238.

Press the key for the Main menu if appropriate.

Settings — Open using the Softkey.

+ User settings — Open using the Softkey.

if nec. — Enter and confirm the User password.

Switch to Locality.

Locality — Open using the Softkey.

Time format — Open using the Softkey [1].

24 hour — Use the Softkey to set 24-hour format for example.

or

12 Hour (AM/PM) — Use the Softkey to set 12-hour format for example.

Locality — Save the setting by selecting the Softkey.

1. The phone displays the current setting

Date display format

You can also configure this setting via the Web interface → page 238.

Press the key for the Main menu if appropriate.

Settings

Open using the Softkey.

+ User settings

Open using the Softkey.

if nec.

Enter and confirm the User password.

Switch to Locality.

Locality

Open using the Softkey.

Date format

Open using the Softkey [1].

dd.mm.yy

Use the Softkey to set European format for example.

Other options include:

- yy-mm-dd
- mm/dd/yy
- dd/mm/yy

Locality

Save the setting by selecting the Softkey.

1. The phone displays the current setting

Country-specific settings

Adapt your phone settings to suit the country-specific conditions (for example, transmission parameters).

You can also configure this setting via the Web interface → page 238.

Press the key for the Main menu if appropriate.

Settings — Open using the Softkey.

+ User settings — Open using the Softkey.

if nec. — Enter and confirm the User password.

+ Locality — Open using the Softkey. The current language is displayed.

Country GB — Open using the Softkey.

Select a language.

DE — Confirm with the Softkey to switch. Example: DE.

Save — Save the settings with the Softkey.

You may choose from the following countries:

1. Argentina	AR	21.Mexico	MX
2. Australia	AT	22.Netherlands	NL
3. Austria	AU	23.New Zealand	NZ
4. Belgium	BE	24.Norway	NO
5. Brazil	BR	25.Poland	PL
6. Canada	CA	26.Portugal	PT
7. China	CN	27.Russian Federation	RU
8. Chile	CL	28.Singapore	SG
9. Croatia	HR	29.Slovakia	SK
10.Czech Republic	CZ	30.South Africa	ZA
11.Denmark	DK	31.Spain	ES
12.Finland	FI	32.Sweden	SE
13.France	FR	33.Switzerland	CH
14.Germany	DE	34.Thailand	TH
15.Hungary	HU	35.Turkey	TR
16.India	IN	36.United Kingdom	GB
17.Ireland	IE	37.United States	US
18.Italy	IT	38.Vietnam	VN
19.Japan	JP	39. Republic of Korea (South Korea)	KR
20.Luxembourg	LU	40.Ukraine	UA

Inactivity

Activate a screensaver for the telephone idle state.

Your administrator can set a time of between two and eight hours defining how long the phone should be idle before display backlighting deactivates completely.

File transfer from the **User settings** in WBM may be not be permitted by the administrator. If file transfer is disabled, contact your administrator. For more information on configuring settings via the Web interface, see → page 238.

Uploading your own images for the screensaver

To install your own images for the screensaver, you have to transfer the images using the Web interface → page 238.

Once you have opened the WEB interface, click the "Choose the image file you wish" option under "Slideshow images".

Search for suitable images on your computer or in the network and save your search results. You can upload several images in succession.

Your new images will be used the next time you start the screensaver.

Activating the screensaver

Prerequisite: Your administrator has uploaded images to the OpenScape CP 600/600E or you have uploaded your own images.

Press the key for the Main menu if appropriate.

Settings — Open using the Softkey.

+ User settings — Open using the Softkey.

if nec. — Enter and confirm the User password.

Select "Phone".

+ Phone — Open using the Softkey.

Inactivity — Open using the Softkey.

Screen type — Open using the Softkey.

Slideshow — Activate with the Softkey.

You can also select either "Menu screen" or "Time screen" to be shown instead of screensaver images.

Automatic screensaver activation

Set how long OpenScape CP 600/600E should be idle before the screensaver automatically activates.

You can choose from the following settings:

- 0 minutes (deactivated)
- 1 minute (default)
- 5 minutes
- 10 minutes
- 20 minutes
- 30 minutes
- 60 minutes
- 120 minutes

You can also configure this setting via the Web interface → page 238.

Press the key for the Main menu if appropriate.

Settings

Open using the Softkey.

+ User settings

Open using the Softkey.

if nec.

Enter and confirm the User password.

Select "Phone"

Select "Phone".

+ Phone

Open using the Softkey.

Inactivity

Open using the Softkey.

Idle time (mins) 20

Open using the Softkey [1].

Select the new time in the list.

30

Confirm with the Softkey to set the new time.

Inactivity

Save the setting with the Softkey.

1. The phone displays the current setting

Setting the fade time for the screensaver

Set the intervals at which the screensaver images change here.
The following fade times are possible:

- 5 seconds
- 10 seconds
- 20 seconds
- 30 seconds
- 60 seconds

You can also configure this setting via the Web interface → page 238.

Press the key for the Main menu if appropriate.

Settings — Open using the Softkey.

+ User settings — Open using the Softkey.

if nec. — Enter and confirm the User password.

Select "Phone".

+ Phone — Open using the Softkey.

Inactivity — Open using the Softkey.

Slide time (secs) — Confirm with the Softkey to switch.

Inactivity — Save the settings with the Softkey.

Customizing inactive screensaver display

You can customize the aspect ratio of the screensaver slideshow images to display them according to your preferences.

Prerequisites:

- Your administrator has uploaded images to the OpenScape CP 600/600E or you have uploaded your own images.
- Screen type “Slideshow” is selected. If not selected, the “Slideshow format” drop down menu is disabled.

Press the key for the Main menu if appropriate.

Settings — Open using the Softkey.

+ User settings — Open using the Softkey.

if nec. — Enter and confirm the User password.

Select "Phone".

+ Phone

Open using the Softkey.

Inactivity

Open using the Softkey.

Slideshow format

Open using the Softkey.

Select the preferred option:

Use original images

Confirm with the Softkey to display the image in its full size.

The slideshow image is centered on the available screen resolution, and any empty spaces are filled with black.

or

Best fit to display

Confirm with the Softkey to resize the uploaded images to fill all available screen area when displayed.

- If the original image aspect ratio is smaller than the phone aspect ratio, the image will be resized to fit its width into phone's available area width, using the center part. Any excessive parts at the top and bottom will not be used.
- If the original image aspect ratio is larger than the phone aspect ratio, the image will be resized to fit its height into phone's available area height, using the center part. Excessive parts at the left and right will not be used.

Inactivity

Save the setting with the Softkey.

Return to Main menu after timeout

You can choose between screensaver or time screen that the phone will switch to after a period of idle state has passed. The timer for this idle period will be the same as the existing screensaver timer → page 201.

Press the key for the Main menu if appropriate.

Settings — Open using the Softkey.

+ User settings — Open using the Softkey.

if nec. — Enter and confirm the User password.

Select "Phone".

+ Phone — Open using the Softkey.

+ Inactivity — Open using the Softkey.

+ Idle screen — Open using the Softkey.

Screen type — Open using the Softkey.

Slideshow — Open using the Softkey [1].

or — Select the Menu screen in the list.

Menu screen — Confirm with the Softkey to set the new screen type.

Setting the Landing screen

You can see the Landing screen when:

- startup is complete (e.g. following a restart/upgrade)
- you will return to via repeated use of the "back" key
- "waking" from slideshow or from energy saver
- ending a locally connected call (or going off-hook then on-hook again)

You can choose from three different landing screens:

- Conversations
- Favourites
- Main menu

Press the key for the Main menu if appropriate.

Settings — Open using the Softkey.

+ User settings — Open using the Softkey.

1. The phone displays the current setting

if nec. Enter and confirm the User password.

Select "Phone".

+ Phone Open using the Softkey.

+ Display Open using the Softkey.

+ Landing screen Open using the Softkey.

Conversations The phone displays the current settings.

or Select the type of the Landing screen in the list.

Favourites Confirm with the Softkey to set the new Landing screen.

Contrast for OpenScape Key Module 600

If you have connected an OpenScape Key Module 600, you can adjust the key label contrast to suit your ambient lighting.

You can also configure this setting via the Web interface → page 238.

Press the key for the Main menu if appropriate.

Settings

Open using the Softkey.

+ User settings

Open using the Softkey.

if nec.

Enter and confirm the User password.

Select "Phone".

+ Phone

Open using the Softkey.

Display

Open using the Softkey.

Key module contrast

Open using the Softkey [1].

Increase

Use the Softkey to increase the contrast.

or

Decrease

Use the Softkey to reduce the contrast.

or

Adjust using the toggle key.

Save the setting by selecting the Softkey.u.

Display

Save the change by selecting the Softkey.

Exit the display menu if appropriate.

If you have connected an OpenScape Key Module 600, you can adjust the key label contrast to suit your ambient lighting.

1. The phone displays the current setting

Brightness for OpenScape Key Module 600

You can also configure this setting via the Web interface → page 238.

Press the key for the Main menu if appropriate.

Settings — Open using the Softkey.

+ User settings — Open using the Softkey.

if nec. — Enter and confirm the User password.

Select "Phone".

+ Phone — Open using the Softkey.

Display — Open using the Softkey.

Key module brightness — Open using the Softkey [1].

Increase — Use the Softkey to set the display brighter.

or

Decrease — Use the Softkey to set the display darker.

or

Adjust using the toggle key.

Save the setting by selecting the Softkey..

Audio-Volumes — Save the change by selecting the Softkey.

Exit the display menu if needed.

If you have connected an OpenScape Key Module 600, you can adjust the key label brightness to suit your ambient lighting.

1. The phone displays the current setting

Energy saving mode

Set how long OpenScape CP 600/600E should be idle before the background lighting automatically switches off.

You can choose from the following settings:You can choose from the following settings:

- 1 min / 5 mins
- 5 mins / 20 mins
- 30 mins / 2 hrs
- 45 mins / 4 hrs
- 60 mins / 8 hrs

The lower value is to dim the display and the highest value is to turn the display off.

You can also configure this setting via the Web interface → page 238.

Press the key for the Main menu if appropriate.

Settings

Open using the Softkey.

+ User settings

Open using the Softkey.

if nec.

Enter and confirm the User password.

Select "Phone".

+ Phone

Open using the Softkey.

Energy saving

Open using the Softkey.

Activate after: 5 mins / 20

Open using the Softkey [1].

Select the new time in the list.

30 mins / 2 hrs

Confirm with the Softkey to set the new time.

Energy saving

Save the setting with the Softkey.

1. The phone displays the current setting

Setting daylight saving time

You can also configure this setting via the Web interface → page 238.

Prerequisite: **Auto DST** is deactivated → page 209.

Press the key for the Main menu if appropriate.

Settings

Open using the Softkey.

+ User settings

Open using the Softkey.

if nec.

Enter and confirm the User password.

Date and time

Open using the Softkey.

Daylight saving

Activate with the Softkey.

Save the setting by selecting the Softkey.

Setting the difference between daylight saving and standard time

Prerequisite: Daylight saving mode is activated.

Enter the difference to be used for daylight saving time.

Settings

Open using the Softkey.

+ User settings

Open using the Softkey.

if nec.

Enter and confirm the User password.

Date and time

Open using the Softkey.

Difference (mins) 60

Open using the Softkey [1].

123 60

The input field is open.

Enter the difference between daylight and standard time in minutes and confirm with the Softkey.

Save the setting by selecting the Softkey.

1. The phone displays the current setting

Automatic daylight saving time

The **Auto DST** setting is provided for information purposes and can only be changed by your administrator.

You can also access this information via the Web interface → page 238.

Press the key for the Main menu if appropriate.

Settings

Open using the Softkey.

+ User settings

Open using the Softkey.

if nec.

Enter and confirm the User password.

Date and time

Open using the Softkey.

Switch to Auto DST.

Auto DST

Provided for information purposes. Cannot be changed.

Save the setting by selecting the Softkey.

Displaying the date and time

You can read the date and time display here if necessary (cannot be changed).

You can also check this setting via the Web interface → page 238.

Checking the time

Press the key for the Main menu if appropriate.

Settings

Open using the Softkey.

+ User settings

Open using the Softkey.

if nec.

Enter and confirm the User password.

Date and time

Open using the Softkey.

Time 9:53 AM

The set time is displayed.

Exit the display menu if appropriate.

Checking the date

Press the key for the Main menu if appropriate.

Settings

Open using the Softkey.

+ User settings

Open using the Softkey.

if nec.

Enter and confirm the User password.

Date and time

Open using the Softkey.

Date 2/6/2016

The set time is displayed.

Exit the display menu if appropriate.

Displaying network information

This information overview in the user area of the service menu provides you with information about the IP address or name of the phone and the HTML address of the web interface. It also provides real-time data about the network activity of the phone.

Press the key for the Main menu if appropriate.

Settings

Open using the Softkey.

+ User settings

Open using the Softkey.

if nec.

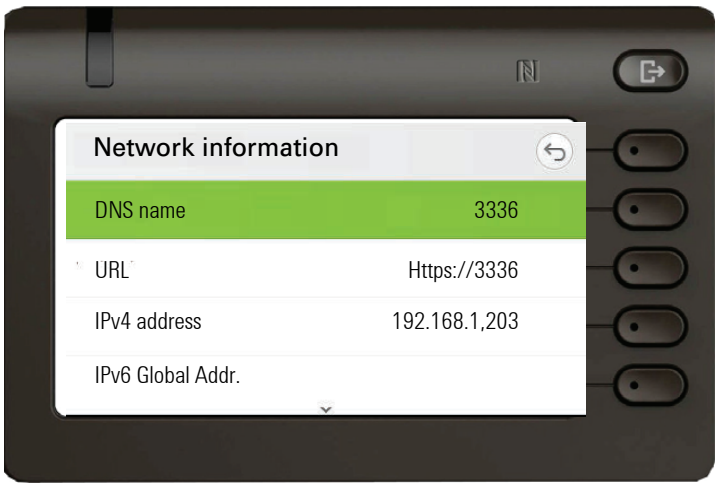
Enter and confirm the User password.

Select the "Network information" menu.

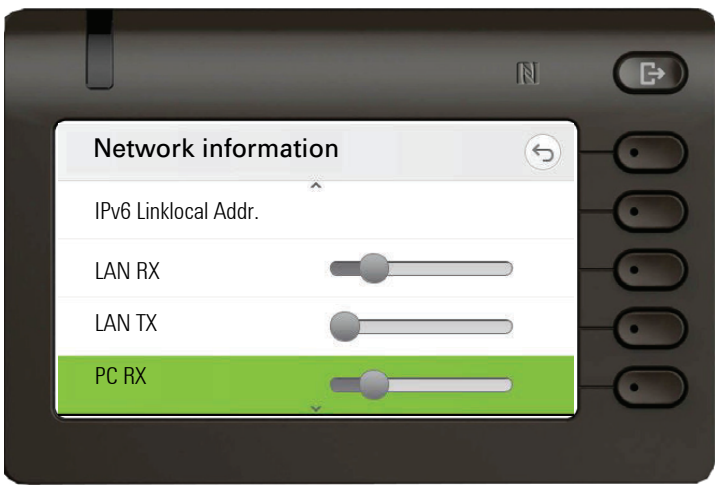
Network information

Open using the Softkey.

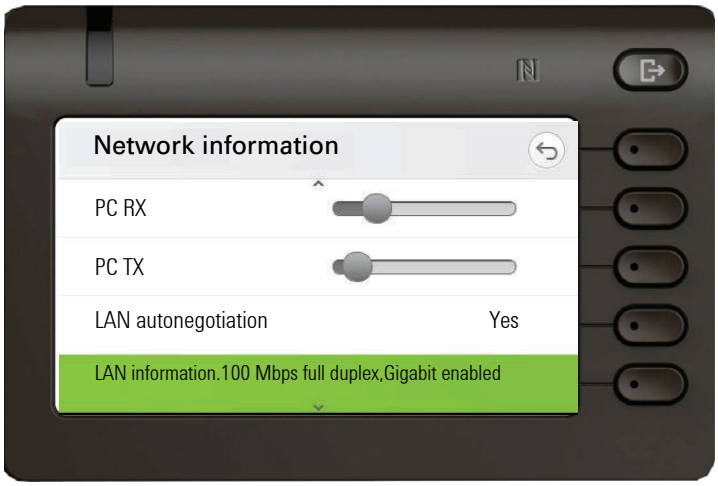
You can browse the following overview:



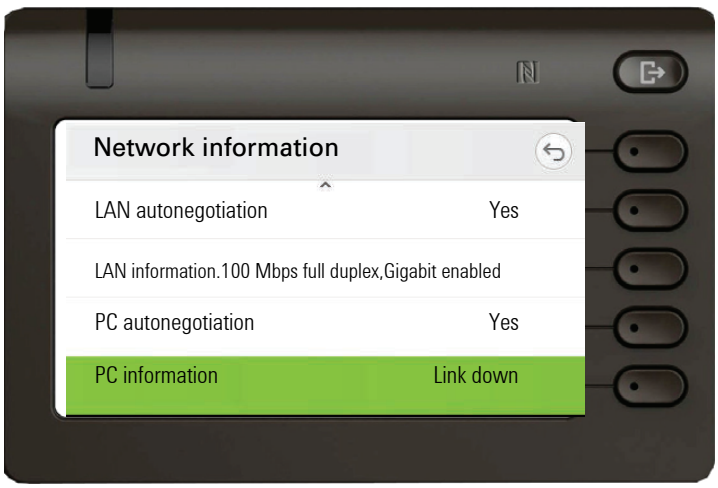
Scroll



Scroll



Scroll



DNS name**:** Name or number of telephone.

URL: HTTP address of the Web interface. This address is specified in the address line of the Internet browser and is used to call up the Web interface of the phone in the browser.

IPv4 address: Displays the IP address or name that was assigned to the phone in the network.

IPv6 Global Addr.: Displays the global IPv6 address.

IPv6 Linklocal Addr.: Displays the local IPv6 address.

LAN RX/PC RX: The network or PC interface data packets received are illustrated dynamically in graphical form.

LAN TX/PC TX: The network or PC interface data packets sent are illustrated dynamically in graphical form.

LAN autonegotiation/PC autonegotiation [Yes)|No]: Displays whether the network or PC interface data transfer rate is set to automatic (**Yes)** or manual (**No**).

LAN information/PC information: [10|100|1000] Mbit/s: Data transfer rate of the network or PC interface. If an interface is not in use, **Link down** is displayed.

Resetting user data

The following user-specific settings, which you changed via the phone menu or the web interface, can be reset to factory settings.

- Display settings
- Language setting
- Screensaver

Some images for the screensaver will be deleted or deleted default images will be restored.

- Audio settings
  - Volumes
  - Settings

Some ringer files will be deleted or deleted default ringer files will be restored.

- Bluetooth
  - Configuration and lists
- Keys
  - All personalized programming is deleted (see also → page 159).

Important: All listed data is reset **without** a warning tone.

Initiating the reset

Press the key for the Main menu if appropriate.

Settings

Open using the Softkey.

+ User settings

Open using the Softkey.

if nec.

Enter and confirm the User password.

+ Reset

Open using the Softkey.

Reset all user data

Perform the reset **immediately** with the Softkey. The user data is reset to factory settings.

Managing avatar images

You can download new avatar images to the phone through the WBM interface and use them to change the contact's picture. Note that file transfer from the **User settings** in WBM may be not be permitted by the administrator. If file transfer is disabled, please contact your administrator.

For more information on configuring settings via the Web interface, see ”Web interface (WBM)” → page 238.

Downloading an avatar image via WBM

Log on to the User Pages on WBM using your password (for more information, see User Pages → page 239.)

An avatar image can be downloaded on your phone via your browser:

1. Once you are logged on the WBM, click on the “User Settings” tab.
2. Then click on “File transfer”.
3. Click on “Avatar images”
4. Click on the “Choose file” button and a window will open onto your PCs file system to allow you to navigate to a local or remote folder and select the avatar picture that you want to upload.
   – Avatar picture's file extension can be PNG, BMP or JPEG.
   – In case you download a file with an extension which is not supported, a message “Only JPG, BMP or PNG files are allowed as picture clips/avatars" is displayed to indicate invalid file type.
   – In case you download a file of invalid size, a message "Avatar files limited to 100 KB Kbytes" is displayed.
5. Finally, click on “Submit” to start downloading.

Note: There can be multiple files for the same file name if each file uses a different extension.

6. If you want to delete all user avatar images and restore the default ones, click on “Delete”.

Changing a contact avatar

When picture transfer process is successfully, avatar picture is available to be selected on the phone and can be changed from contact details for each contact.

Conversations

Open using the Softkey and select a contact.

Contact Details

Open using the Softkey.

Contact's last name

Open using the Softkey.

Avatar

Select to edit the avatar.

You can select an avatar image from the available images, that have been uploaded through the WBM interface, by entering the name of the avatar image file into the input field.

You can allow to link or unlink an avatar image to a contact.

The avatar file name must be preceded with “DirSvc_”

In case you don’t want to use an avatar picture, you can use the default grey avatar.
The suitable picture is displayed as the avatar for the contact entry in the conversation list or a call screen.

If case the picture size is not suitable, the file is rejected and a message "File transfer failed" is displayed.

SD Card

You only see status information at present for a possible SD card. Usage is not yet possible.

Please note that SD slot is not available on CP600E.

Press the key for the Main menu if appropriate.

Settings

Open using the Softkey.

+ User settings

Open using the Softkey.

if nec.

Enter and confirm the User password.

Select "Phone".

+ Phone

Open using the Softkey.

SD Card

Open using the Softkey.

SD slot status Enabled

The current status is displayed.

Card name No card

The current status is displayed.

SD Card

Exit the menu.

Programming call forwarding

You can forward calls for your phone to another phone. You can also change, activate and deactivate Call forwarding during a call.

The **Forwarding** function must be approved by the administrator.

On multi-line telephones → page 62, you can only configure call forwarding for the primary line.

'x' in 'xs' denotes the delay value in seconds.

The **Forwarding** menu offers you three types of call forwarding.

Unconditional	→	Destination phone number
Busy	→	Destination phone number
No reply (after xs)	→	Destination phone number

Active call forwarding for "Unconditional" is indicated in the main menu on the graphic display.

A phone number may already be assigned to each call forwarding type. For example, a Destination could then be Destination 12345. Call forwarding cannot be activated if the phone number is not registered.

If phone detects an emergency-related call (such as a ringback call from emergency services), you will receive the call even if Do Not Disturb is activated.

Call Forwarding (CF) can be set up by Settings or Presence, but programmable keys can also be configured with CF information.

If the CF information on a key matches the current CF setting of the phone then the keys LED is illuminated.

Pressing a key which has been programmed with CF information will apply that information to the CF settings of the phone. Multiple keys may be programmed with the same Call forwarding type but each with different destinations.

Using call forwarding

The following functions are available for activating and deactivating call forwarding and configuring it in accordance with your requirements:

- "Activating or deactivating immediate call forwarding" → page 217
- "Saving destination phone numbers for call forwarding" → page 217
- "Copying and pasting destination phone numbers" → page 219
- "Activating/deactivating call forwarding" → page 220
- "Defining the ring duration before call forwarding on no reply" → page 220

Activating or deactivating immediate call forwarding

All calls are forwarded regardless of other settings. The prerequisite for forwarding is that a forwarding destination has been entered. If no destination has been entered, you will be automatically prompted to enter a destination when you attempt to activate forwarding.

Press the key shown to open the Presence menu.

Activating forwarding for all calls to one destination

Forward all calls

Activate with the Softkey.

Forward all calls

All calls are forwarded.

Exit the menu.

Saving destination phone numbers for call forwarding

You can alternatively enter the call forwarding settings via the user menu (→ page 109) or also using the Web interface→ page 238. If a number was entered first, it can no longer be deleted via the local telephone settings rather can only be overwritten.

Entering a destination for Forward all calls

Open the Presence menu.

Forward all calls

Open the Forward to menu.

Destination

Use the Softkey to open the editor for the destination phone number.

123 3335

If no destination or your desired destination has not been preset, enter the destination number using the dialpad.

Enter/change the destination phone number. Confirm your input with the Softkey.

or

3338

Confirm a preset destination with the Softkey.

Managing call forwarding

Open the Presence menu.

Forward all calls

Open the Forward to menu.

Forwarding controls

Open the Forwarding controls menu.

Three types of call forwarding are offered in the Forwarding menu:

- Unconditional
- Busy
- No reply (after xs)

You can check at this point whether a call forwarding type is already activated.

Select the forwarding type.

Unconditional

Here for instance Unconditional.

And open it.

Destination

Open the editor (→ page 25).

123 335

The input field is displayed.

Enter/change the destination phone number and conclude your input by selecting the Softkey.

Exit the menu for entering the destination.

Unconditional 335

Activate call forwarding if appropriate with the Softkey.

Active unconditional forwarding is indicated by the icon ↱ shown in the status bar.

Copying and pasting destination phone numbers

The current destination phone number for a call forwarding type is copied. For example, the current destination phone number for All calls should also become the current destination phone number for No reply.

Open the Presence menu.

Forward all calls

Open the Forward to menu.

Forwarding controls

Open the Forwarding controls menu.

Select the forwarding type.

Unconditional 335

Here for instance Unconditional.

And open it.

Destination

Open the input field with the Softkey (→ page 25).

123 335

The input field is displayed.

Copy

Copy the content of the input field with the Softkey.

Exit the editor with the Softkey.

Return to the Forwarding menu with the Softkey.

Select the forwarding type.

Busy

Here for instance Busy.

And open it.

Destination

Open the input field with the Softkey (→ page 25).

123

The input field is displayed.

Select Paste.

Paste

Paste the contents of the clipboard using the Softkey.

123 335

Conclude your input with the Softkey.

Save the changes with the Softkey and switch to the Forwarding menu.

Activating/deactivating call forwarding

Prerequisite: A destination has to be entered first in order to activate the forwarding type.

Open the Presence menu.

All calls

The forwarding type "All calls" should be disabled if you want to use the call type "Busy".

Open the Forward to menu.

Forwarding controls

Open the Forwarding controls menu.

Three types of call forwarding are offered in the Forwarding menu:

- Unconditional
- Busy
- No reply (after xs)

Select the forwarding type "Busy" for example.

Busy 336

Busy is deactivated.

Busy 336

Activate with the Softkey.

Exit the Presence menu.

Defining the ring duration before call forwarding on no reply

You can define how long the phone should ring before "No reply (after xs)" call forwarding activates.

This setting is only available if the "Server features" function was deactivated by the administrator.

Open the Presence menu.

All calls

Open the Forward to menu.

Forwarding controls

Open the Forwarding controls menu.

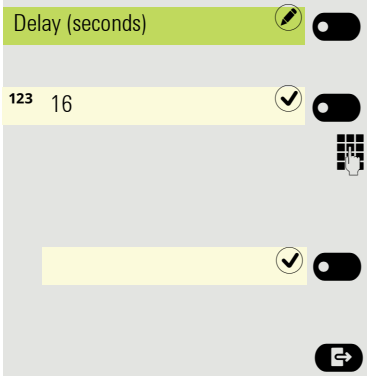
Select the forwarding type.

No reply (after xs)

Here for instance No reply (after xs).

And open it.

Select Set delay (seconds).



Open the input field with the Softkey (→ page 25).

The input field is displayed.

Enter the required time in seconds (maximum allowed is 60) and confirm your entry with the Softkey.

Save your input. The new time is displayed.

Exit the Presence menu if appropriate.

Call forwarding chain

Sometimes calls to a subscriber are forwarded to another subscriber who also has call forwarding or DND activated. This can create a call forwarding chain consisting of several telephones where the last member of the chain is your phone.

The following forwarding information is shown on your telephone's display:

- Who is calling.
- Who forwarded first or last.
- The reason for the forwarding is displayed by an icon.

You can set whether the subscriber who forwarded first or last is displayed (see → page 110).

Enhanced call forwarding

Enhanced call forwarding allows you to configure call forwarding for all call types (Unconditional, Busy, No reply) based on the origin of the call (Internal, External, All calls).

Prerequisites:

- Use of system-assisted functions has been enabled by the administrator.
- External/Internal Forwarding function is activated by the administrator.
- External/Internal Forwarding feature is enabled within the OpenScape Voice Feature Profile of the user.

Call forwarding by call type

Forwarding in this case is dependent on the forwarding type and additionally on the call type. The menu layout therefore deviates from that for standard forwarding → page 216. You can also change, activate and deactivate call forwarding during a call.

Forwarding menu

Forwarding for all call types can be configured via the Presence screen of the device.

The Forwarding menu is opened either using the configured via the user menu ”Configuring Call forwarding” → page 109 and contains the three forwarding types:

Unconditional

Busy

No reply (after xs)

Forwarded calls can be logged in a call list (see ”Conversations” → page 35).

The three forwarding types are each assigned three call types in the Forwarding menu:

Unconditional

- All calls
- External
- Internal

Busy

- All calls
- External
- Internal

No reply

- All calls
- External
- Internal

CTI calls

Beep on auto-answer

When you dial a number with a CTI application (e.g. Outlook) and auto-answer is activated, the phone switches automatically to speakerphone mode. If auto-answer is deactivated, the phone first rings and you have to press the loud-speaker key or lift the handset in order to set up the call. This setting also defines whether or not incoming calls are automatically accepted. If the function is active, an alert beep sounds when a call is automatically accepted. Details regarding special application are provided on → page 163.

Information on the operation of the configured CTI application can be found in the corresponding operating instructions.

You can also configure this setting via the Web interface → page 238.

The option was programmed by your administrator.

Press the key for the Main menu if appropriate.

Settings — Open using the Softkey.

+ User settings — Open using the Softkey.

if nec. — Enter and confirm the User password.

+ Configuration — Open using the Softkey.

+ Incoming calls — Open using the Softkey.

CTI calls — Open using the Softkey.

AutoAnswer — Enable or disable using the Softkey.

and

Switch to AutoAnswer beep.

AutoAnswer beep — Enable or disable using the Softkey.

Save the setting with the Softkey.

Beep on auto-reconnect

You can reconnect a held call both via the CTI application and via the phone. A beep sounds when you toggle between an active call and a held call when the function is active.

You can also configure this setting via the Web interface → page 238.

The option was programmed by your administrator.

Press the key for the Main menu if appropriate.

Settings — Open using the Softkey.

+ User settings — Open using the Softkey.

if nec. — Enter and confirm the User password.

+ Configuration — Open using the Softkey.

+ Incoming calls — Open using the Softkey.

CTI calls — Open using the Softkey.

Switch to AutoReconnect beep.

AutoReconnect beep — Enable or disable using the Softkey.

Save the setting with the Softkey.

Paging call

A paging call is an one way broadcast, for example a real-time announcement to one or more users.

Prerequisite: RingCentral server type should be configured and CTI calls option should be disabled.

Press the key for the Main menu if appropriate.

Settings

Open using the Softkey.

+ User settings

Open using the Softkey.

if nec.

Enter and confirm the User password.

+ Configuration

Open using the Softkey.

+ Incoming calls

Open using the Softkey.

CTI calls

Open using the Softkey.

AutoAnswer

Disable using the Softkey.

A paging call can be initiated in two ways; by using the feature access code *84 and the paging extension to RingCentral or by pressing the configured “Page” key and then you will be prompted to dial the paging extension.

Activating/deactivating the hold reminder tone

You can also configure this setting via the Web interface → page 238.

Press the key for the Main menu if appropriate.

Settings — Open using the Softkey.

+ User settings — Open using the Softkey.

if nec. — Enter and confirm the User password.

+ Configuration — Open using the Softkey.

Connected calls — Open using the Softkey.

Allow hold reminder — Enable or disable using the Softkey.

Save the setting with the Softkey.

Setting the hold reminder time

Use "Hold reminder" to specify when you want to receive an automatic reminder about a held call. The minimum time value is 1, in other words the reminder is output after one minute. The maximum value is 15 minutes.

You can also configure this setting via the Web interface → page 238.

Press the key for the Main menu if appropriate.

Settings — Open using the Softkey.

+ User settings — Open using the Softkey.

if nec. — Enter and confirm the User password.

+ Configuration — Open using the Softkey.

Connected calls — Open using the Softkey.

Switch to Hold reminder delay. The current setting is displayed.

Hold reminder delay 3 — Open using the Softkey.

5 — Confirm with the Softkey to set the new time.

Save the setting with the Softkey.

Activating/deactivating Hold and hang-up

This function works in the following call scenarios:

- You have placed a call on hold and hang up.
- You are conducting a consultation call and the second party hangs up.
- You have answered a second call and you or the second party hangs up.

You can use "Hold and hang-up" to determine whether you will be prompted immediately or after a defined time to retrieve the held call.

This function **cannot** be used on multi-line phones.

You can also configure this setting via the Web interface → page 238.

Press the key for the Main menu if appropriate.

Settings

Open using the Softkey.

+ User settings

Open using the Softkey.

if nec.

Enter and confirm the User password.

+ Configuration

Open using the Softkey.

Connected calls

Open using the Softkey.

Switch to Hold and hang-up.

Hold and hang-up

Enable or disable using the Softkey.

Save the setting with the Softkey.

Music on hold

If the Music on hold option is active, music is played back when you are placed on hold by another party.

You can also configure this setting via the Web interface → page 238.

Press the key for the Main menu if appropriate.

Settings — Open using the Softkey.

+ User settings — Open using the Softkey.

if nec. — Enter and confirm the User password.

+ Configuration — Open using the Softkey.

Connected calls — Open using the Softkey.

Switch to Music on hold.

Music on hold — Enable or disable using the Softkey.

Save the setting with the Softkey.

Allowing call joining

Call joining controls if a hang-up will cause two calls to be joined.

You can also configure this setting via the Web interface → page 238.

Press the key for the main menu if appropriate.

Settings — Open using the Softkey.

+ User settings — Open using the Softkey.

if nec. — Enter and confirm the User password.

+ Configuration — Open using the Softkey.

Connected calls — Open using the Softkey.

Allow call joining — Activate with the Softkey.

Connected calls — Save the setting by selecting the Softkey.

Permitting call deflection

You can also configure this setting via the Web interface → page 238.

Press the key for the Main menu if appropriate.

Settings

Open using the Softkey.

+ User settings

Open using the Softkey.

if nec.

Enter and confirm the User password.

+ Configuration

Open using the Softkey.

+ Incoming calls

Open using the Softkey.

Deflect

Open using the Softkey.

Allow deflection

Activate with the Softkey.

Default destination

Open the setting by selecting the Softkey.

Enter the phone number to which any subscriber is to be deflected and confirm (see → page 25).

Entering a destination phone number is not mandatory when call deflection is active. To forward a call, you will be prompted in the case of the unsaved destination phone number to enter a destination number or select a corresponding subscriber from the conversations list.

or

Deflecting to a phone number from an existing local conversation

Select conversation

Open using the Softkey.

abc Search for...

The input box of the Conversation Selector screen opens. Start typing the contact's name there to find the desired conversation or locate it using the arrow keys.

Barney +445137245764

Select the default phone number of a conversation using the Softkey.

Wilma +44513

Conversations with → icon indicate more than one available phone numbers. To select a phone number other than the default use the arrow key.

Mobile:+93122925112

Select the desired phone number using the Softkey.

Confirm using the Softkey.

Deflecting to a DSS number

A call can be deflected to a direct station selection (DSS) subscriber using the DSS key, if the key is configured and the deflect function is activated by your administrator → page 164.

Deflect to DSS

Information only, as set by the administrator: On or off.

Allowing call waiting

You can disable the tone which is played when you are on a call if you prefer to not be distracted by the tone during a current active call.

Prerequisite: The option was programmed by your administrator.

If the call waiting (second call) function is deactivated and you are already conducting a call, a caller hears the busy signal.

You can also configure this setting via the Web interface → page 238.

Press the key for the Main menu if appropriate.

Settings

Open using the Softkey.

+ User settings

Open using the Softkey.

if nec.

Enter and confirm the User password.

+ Configuration

Open using the Softkey.

+ Incoming calls

Open using the Softkey.

Handling

Open using the Softkey.

Allow call waiting

Enable or disable using the Softkey.

Save the setting with the Softkey.

Assuming **Allow call waiting** is activated, you can toggle a configured key to switch the call waiting feature itself on/off (→ page 156).

Connecting subscribers by hanging up

Set the "Toggle associate" function to Yes if you want to transfer a first call to a second or pickup call by hanging up.

You can also configure this setting via the Web interface → page 238.

Press the key for the Main menu if appropriate.

Settings

Open using the Softkey.

+ User settings

Open using the Softkey.

if nec.

Enter and confirm the User password.

+ Configuration

Open using the Softkey.

Connected calls

Open using the Softkey.

Switch to "Toggle associate".

Toggle associate

Enable or disable using the Softkey.

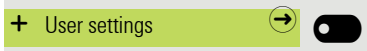
Save the setting with the Softkey.

Allowing call transfer

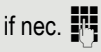
You can also configure this setting via the Web interface → page 238.

Press the key for the Main menu if appropriate.

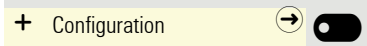
Open using the Softkey.



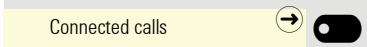
Open using the Softkey.



Enter and confirm the User password.

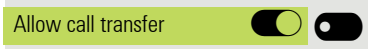


Open using the Softkey.

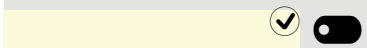


Open using the Softkey.

Switch to Allow call transfer.



Enable or disable using the Softkey.



Save the setting with the Softkey.

Settings for autodial delay

You can configure how long you have to add a subsequent digit to the dial string before dialing is triggered.

You can also configure this setting via the Web interface → page 238.

The setting does not affect automatic emergency number dialing.

If you select **Autodial delay (s)**, you must either confirm with the Softkey or wait until the autodial delay expires to set up a call when dialing with the handset on hook.

Press the key for the Main menu if appropriate.

Settings

Open using the Softkey.

+ User settings

Open using the Softkey.

if nec.

Enter and confirm the User password.

+ Configuration

Open using the Softkey.

Outgoing calls

Open using the Softkey.

Autodial delay (s) 3

The current setting is displayed. Open using the Softkey.

Select a new time.

5

Confirm with the Softkey to set the new time.

Save the setting by selecting the Softkey.

Automatic dial delay does not work if you are using a dial plan and Speed dial is configured (see → page 228). The number is automatically dialed as soon as the string entered matches an entry in the dial plan.

Allowing Busy when dialling

If you activate this function, an incoming call received while you are dialing is rejected. The caller then hears the busy signal.

You can also configure this setting via the Web interface → page 238.

Press the key for the Main menu if appropriate.

Settings

Open using the Softkey.

+ User settings

Open using the Softkey.

if nec.

Enter and confirm the User password.

+ Configuration

Open using the Softkey.

Outgoing calls

Open using the Softkey.

Busy when dialling

Enable or disable using the Softkey.

Save the setting with the Softkey.

This setup option can also be found in the "Incoming calls" > "Handling" menu.

Allowing Transfer on ring

If this option is allowed, you can activate call transfer by replacing the handset even before the called party answers.

You can also configure this setting via the Web interface → page 238.

Press the key for the Main menu if appropriate.

Settings

Open using the Softkey.

+ User settings

Open using the Softkey.

if nec.

Enter and confirm the User password.

+ Configuration

Open using the Softkey.

Outgoing calls

Open using the Softkey.

Switch to Transfer on ring.

Transfer on ring

Enable or disable using the Softkey.

Save the setting with the Softkey.

Activating/deactivating immediate dialing

Immediate dialling should only be activated if your administrator has configured and approved a dial plan.

Immediate dialling is deactivated by default. For this reason after entering the number you must either confirm the "Select" option or wait until the dial delay expires to set up the connection. If **Immediate dialling** is configured, your call is automatically dialed as soon as the string entered matches an entry in the dial plan.

You can also configure this setting via the Web interface → page 238.

Press the key for the Main menu if appropriate.

Settings — Open using the Softkey.

+ User settings — Open using the Softkey.

if nec. — Enter and confirm the User password.

+ Configuration — Open using the Softkey.

Outgoing calls — Open using the Softkey.

Select the "Immediate dialling" function.

Immediate dialling — Activate with the Softkey.

Save the setting by selecting the Softkey.

Permitting a callback

The Callback function is approved by the administrator.

You can also configure this setting via the Web interface → page 238.

Press the key for the Main menu if appropriate.

Settings

Open using the Softkey.

+ User settings

Open using the Softkey.

if nec.

Enter and confirm the User password.

+ Configuration

Open using the Softkey.

Outgoing calls

Open using the Softkey.

Callback

Activate with the Softkey.

Save the setting by selecting the Softkey.

Allowing a conference

This option allows or blocks the "Local conference" function.

You can also configure this setting via the Web interface → page 238.

Press the key for the Main menu if appropriate.

Settings

Open using the Softkey.

+ User settings

Open using the Softkey.

if nec.

Enter and confirm the User password.

+ Configuration

Open using the Softkey.

Connected calls

Open using the Softkey.

Switch to Allow conferences.

Allow conferences

Enable or disable using the Softkey.

Save the setting with the Softkey.

Allow joining in a conference

You can use this option to decide whether or not your call partners are joined together in a call after you exit a local (three party) conference call.

You can also configure this setting via the Web interface → page 238.

Press the key for the Main menu if appropriate.

Settings

Open using the Softkey.

+ User settings

Open using the Softkey.

if nec.

Enter and confirm the User password.

+ Configuration

Open using the Softkey.

Connected calls

Open using the Softkey.

Allow exit conf

Enable or disable using the Softkey.

Save the setting with the Softkey.

Activating/ Deactivating LED notification

Activating/ Deactivating Voicemail messages LED notification

As a user, you can choose whether you want the LED to light up to signal that you have received a new voicemail. LED notification is activated by default.

You can also configure this setting via the Web interface → page 238.

Press the key for the Main menu if appropriate.

Settings — Open using the Softkey.

+ User settings — Open using the Softkey.

if nec. — Enter and confirm the User password.

+ Configuration — Open using the Softkey.

Notification LED — Open using the Softkey.

Voicemail messages no LED — Open using the Softkey [1].

Notification LED — Confirm with the Softkey to switch to Notification LED.

Exit the menu.

1. The phone displays the current setting

Activating/ Deactivating Missed call LED notification

As a user, you can choose whether you want the LED to light up to signal that you have missed calls. LED notification is activated by default.

You can also configure this setting via the Web interface → page 238.

Press the key for the Main menu if appropriate.

Settings

Open using the Softkey.

+ User settings

Open using the Softkey.

if nec.

Enter and confirm the User password.

+ Configuration

Open using the Softkey.

Notification LED

Open using the Softkey.

Missed calls no LED

Open using the Softkey [1].

Notification LED

Confirm with the Softkey to switch to Notification LED.

Exit the menu.

1. The phone displays the current setting

Clear LED notification when there are missed calls

When there is at least one missed call, the notification LED is lit steady red. To turn off the notification LED you should first configure the **Missed calls** options.

You can also configure this setting via the Web interface → page 238.

Press the key for the Main menu if appropriate.

Settings

Open using the Softkey.

+ User settings

Open using the Softkey.

if nec.

Enter and confirm the User password.

+ Configuration

Open using the Softkey.

Notification LED

Open using the Softkey.

Missed calls Notification LED

Open using the Softkey [1].

Notification LED

Confirm with the Softkey to switch to Notification LED.

Exit the menu.

When a new missed call arrives, the notification LED will lit red.

Conversations

Enter the Conversations screen. The notification LED goes off. The Conversations screen continues to indicate the new missed calls number in a red notification next to the title.

3334
Missed call 6:10

The new missed calls have a red notification at the bottom.

In case the phone is already inside the Conversations screen and a new missed call arrives, then if the Conversation screen is set as the landing screen, the notification LED will lit red. You will need to enter each individual new missed call's details to turn off the notification LED or exit the Conversations screen.

If the phone has a new missed call and goes to power saving mode, the screen will be black but the notification LED continues to lit red.

But if the phone was already in power saving mode and receives a new missed call, then it wakes up and the notification LED lits red. The new missed call notification will be also displayed in front of the Conversations option.

In case where there are unheard voicemail messages, the notification LED will flash red until you enter the Conversation screen and listen to the new voicemail messages.

1. The phone displays the current setting

Call logging

Deactivating Logging

The function can be disabled in order to prevent unauthorized third parties gaining information on the other party involved in the call. No further calls or conversations are then logged in conversations. The function is always activated by default.

When you deactivate the call journal, please note that the customary last number redial function will also be affected by this. You can then no longer redial the last number dialed → page 228.

You can also configure this setting via the web interface → page 238.

Press the key for the Main menu if appropriate.

Settings — Open using the Softkey.

+ User settings — Open using the Softkey.

if nec. — Enter and confirm the User password.

+ Configuration — Open using the Softkey.

Call logging — Open using the Softkey.

Call logging - General — Open using the Softkey.

Logging — Activate or deactivate with the Softkey.

Save the setting with the Softkey.

If the function is deactivated, all corresponding call log entries in conversations are deleted. LEDs and notification LEDare no longer lighting.

Displaying the missed call log

All missed calls intended for this line are logged and new missed calls are displayed. If the "No" option is selected for "Include calls answered elsewhere", missed calls for this line that were answered either by other subscribers in the group or with "Directed pickup" are neither displayed nor logged (see also → page 160). The "No" setting is recommended if groups are set up.

You can also configure this setting via the Web interface → page 238.

Press the key for the Main menu if appropriate.

Settings

Open using the Softkey.

+ User settings

Open using the Softkey.

if nec.

Enter and confirm the User password.

+ Configuration

Open using the Softkey.

Call logging

Open using the Softkey.

Call logging - Missed calls

Open using the Softkey.

Displaying missed calls that were answered elsewhere

Include calls answered elsewhere Yes

Open using the Softkey [1]. Missed calls that have been answered by other subscribers are indicated with a green checkmark.

Select the next option.

No

Confirm with the Softkey to set No. Calls answered by other subscribers are not displayed in the list.

Displaying call log data from RingCentral API

By enabling the RingCentral synchronization option as described on → page 27, you can display call log records derived from the RingCentral API.

Prerequisite: Your administrator has configured the option to synchronize call log data with RingCentral API.

Press the Conversations key

Dialled

For instance, select and confirm the list of dialed numbers.

On entering the call log list, your device will refresh the data from the RingCentral API and perform synchronization. Your device will update the call log on each startup of your phone, when a call has finished or when your administrator enables the sync call log feature.

1. The phone displays the current setting

Call recording

A central voice recorder is installed in the network for recording calls to which your telephone connects in order to record the current voice traffic. The recorder records the entire voice flow of two or more participants.

You should configure a favorite in order to simplify handling of manual call recording → page 149. It is assumed in the description below that a corresponding key has been configured.

Recording modes

The administrator can configure the following operating modes for call recording:

- Disabled
- Manual
- Auto-start
- All calls
- One call

The following settings are possible to audibly signal the recording:

- Repeated
- Single-shot
- Off

Check with your administrator as to which settings were made for your phone.

Mode:All calls

The telephone starts and stops the recorder automatically in order to ensure that all calls are being recorded.

Mode: Manual

You decide when the recorder is started and stopped or paused. If the recorder is switched on, all further calls will be recorded. You can turn on the recorder before a call so that all the subsequent calls are recorded. If you pause the recorder then nothing will be recorded. If there are no calls, then the recorder likewise pauses.

Mode: Auto-start

The telephone starts the recorder automatically. You can stop or pause the recorder yourself however and restart it. If a call has already been recorded, new incoming and outgoing calls will also be recorded. If you pause the recorder during a call, special calls such as consultation calls, call pickups and second calls will not be recorded as long as the recorder is paused. If the telephone reverts to idle status, the Auto start process is set up again for the next call.

Mode: One call

You decide when the recorder is started and stopped or paused. If the recorder is switched on, the current call will be recorded. If you pause the recorder then nothing will be recorded. The recorder will be turned off when the call finishes.

Explanations of recording

Recordable calls

A recordable call is any call that has a call connection status on the telephone. This can be any incoming or outgoing call. It is immaterial here whether a call is set up directly via the telephone or via an application.

- Outgoing
- Incoming
- Consultation
- Pickup
- Reconnect
- Second call
- Connected call
- Conference (If a local conference is already in progress it cannot be recorded)
- Automatic call acceptance
- Secured or unsecured line

Non-recordable calls

- Outgoing calls that have not yet reached full connection status, such as a ringing call.
- Calls on hold by you.

Enhanced functions

1. A server based conference can be set up or cleared down during recording.
2. A consultation can be performed during recording.
3. Call transfer is also available during recording. You cannot record a call that has been transferred away from the telephone and is no longer connected to it.
4. A second call can be accepted during recording.

The following features are not supported

1. Playing back recordings over the telephone.
2. Deleting recordings over the telephone.
3. Functions for editing recordings over the telephone.

Recording tips

You will receive the following advisories while a call is being recorded:

- The recording symbol will be flashing (red/gray) on the display
- Beep (optional repeated at intervals for you and your call partner)
- Beep (optional single at the start of recording for you and your call partner)

The audible advisory can also be switched off. Consult your administrator.

MultiLine

There is no difference between multi-line calls and single-line calls when it comes to recording calls. If recording has started, the call is recorded, otherwise not. The recording status of a line continues as long as calls are connected to this line.

For example, if line A is being recorded (initiated manually) and you switch to line B or line A is placed on manual hold and you switch to line B, the recording is ended and a partial recording saved.

If you disable recording for the call on line B (mode = manual or autostart) and switch back to line A, the recording for line A is not started again.

The operating modes mentioned (All Calls, One call, Auto start or Manual) refer to the telephone and are therefore the same for all lines.

Recording calls

Call recording with Auto start

Standby mode is activated in principle in idle mode. The recording symbol is shown on the display. You cannot switch off the recorder. If you have accepted a call or called a subscriber and the subscriber answers, the call is recorded automatically.

Refer to → page 246 to check which calls can be recorded.

Lift the handset.

or

Press the key shown.

The subscriber answers. You hear a beep, the recording symbol starts flashing (red/gray) on the display. The call is now being recorded. (see also → page 246)

You can pause the recording at any time and continue it again.

or

If you end the call, the Auto start process is set up again for the next call.

Controlling call recording

Starting call recording manually during a call

Prerequisite: Manual mode or One call is selected. You are conducting a call. Recording has not started. The recording icon is shown on the display.

You are making a call (see also → page 246).

Start recording

Press the Softkey to activate.

You hear a beep and the recording symbol flashes (red/gray) on the display. The call is now being recorded. (see also → page 246)

Stopping call recording manually during a call

Prerequisite: Manual mode, Auto start or One call is selected. You are making a call. Recording has started. The recording key icon flashes (red/gray) on the display.

You are making a call (see also → page 246).

Stop recording

Press the Softkey to stop the recording - the recording symbol is shown on the display.

You can start the recording again at any time, for example to continue recording the current call.

Ending call recording automatically

Prerequisite: You are making a call. Recording has started. The recording icon flashes (red/gray) on the screen.

or

The recording is ended automatically as soon as the call is terminated or if the call status changes so that the call is no longer being recorded - for example if a line is placed on manual hold and another line is seized. (Multiline).

The record icon shown on the display stops flashing.

Consultation during call recording

Prerequisite: You are making a call. Recording has started. The recording icon flashes (red/gray) on the screen.

You initiate a consultation – your main call is placed on hold as a result while the consultation is being performed.

If the consultation partner answers, the consultation call is recorded. You hear a beep and the recording symbol is shown on the display flashing (red/gray).

You can now terminate the consultation call or for example switch back to the first call party (alternate) while the consultation call is placed on hold.

Second call during call recording

Prerequisite: You are making a call. Recording has started. The recording symbol flashes (red/gray) on the display

A second call party camps on → page 104.

Answer

Press the Softkey. You are connected with the second party. You hear a beep and the recording symbol flashes (red/gray) on the display for the second call – this call is now being recorded. The first party is placed on hold.

Call recording while alternating

Prerequisite: You have an active or held consultation or second call. Recording has started. The recording symbol flashes (red/gray) on the display.

You are connected with the second party. You hear a beep and the recording symbol flashes (red/gray) on the display for the second call.

Alternate

Press the Softkey.

You are switched to the main call. You hear a beep and the recording symbol flashes (red/gray) on the display for the main call – this call is now being recorded.

You can pause and restart the recording at any time in manual and autostart modes.

Your call is paused and reconnected during the recording.

Prerequisite: You are making a call that is being recorded.

Your call partner has placed the call on hold. You hear the music on hold. The recording symbol continues flashing (red/gray).

Your call partner resumes the call. You hear a beep and the recording symbol continues flashing (red/ gray).

Setting up a conference during recording

Prerequisite: You are making a consultation call → page 99 or have accepted a second call → page 104. Recording has started. The main call is placed on hold. The recording symbol flashes (red/gray) on the display.

Conference

Press the Softkey. You are connected to both parties at once. The conference is displayed with the current participants.

You hear a beep and the recording symbol flashes (red/ gray) on the display.

Adding conference participants during the recording

Prerequisite: You have set up a conference. The conference call is now being recorded.

You have performed a consultation or accepted a second call (→ page 99 or → page 104). The conference call is placed on hold.

You hear a beep and the recording symbol flashes (red/ gray) on the display for the consultation or second call. The call is now being recorded.

Conference

Press the Softkey to add the new subscriber to the conference. The conference is displayed with all current participants.

You hear a beep and the recording symbol flashes (red/ gray) on the display for the conference call.

Your call is included in a conference during the recording.

Prerequisite: You are making a call that is being recorded. Your call partner is to include you in a conference. You are placed on hold while the conference is being set up.

You hear the music on hold while your call partner is setting up the conference. The recording continues and the recording symbol flashes (red/gray) on the display.

Your call partner answers again and you are connected to the conference. You hear a beep and the recording symbol flashes (red/gray) in the "Conference" line.The conference call is now being recorded.

Putting a line on hold manually during the recording

There are two options for placing a line manually on hold:

- You place the active line on hold during the call recording and then resume the call on this line.
- You seize a different line during call recording. The first line is placed on manual hold.

Prerequisite: The telephone has more than one line configured. The active call is being recorded. The recording symbol flashes (red/gray) on the display. It is assumed that a OpenScape Key Module 600 is connected for this example. If you do not have a OpenScape Key Module 600, you have to open the Favourites menu to use the line keys.

Holding and retrieving the call on the line

You are making a call, for example on line 1. You hear a beep and the recording symbol flashes (red/gray) on the display. The call is now being recorded.

Line 1

Press line key 1. The line key LED lights up amber. The call is now on hold. The recording is stopped while the call is on hold. The recording symbol is shown on the display.

Retrieving a held call:

Line 1

Press line key 1. The line key LED lights up. The call is retrieved. You hear a beep and the recording symbol flashes (red/gray) on the display again. Call recording is interrupted (but a new recording may be started depending on the recording mode).

Call recording for a hold on a single line is continued.

Holding a call on the line and making a call on a different line

Line 2

Press line key 2 – the LED lights up. You hear a beep and the recording symbol flashes (red/gray) on the display for line 2 – this call on line 2 is being recorded. Line 1 is placed on hold, call recording of line 1 has been terminated.

Line 1

Press line key 1 to resume the call. You hear a beep and the recording symbol flashes (red/gray) on the display for line 1 – a new recording of line 1 commences.

Diagnostic data

Prerequisite: Your administrator has allowed access to Diagnostic data.

This information overview in the user area of the service menu provides you with information on the current configuration of the telephone:

Press the key for the Main menu if appropriate.

Settings

Open using the Softkey.

+ User settings

Open using the Softkey.

if nec.

Enter and confirm the User password.

Diagnostic information

Open using the Softkey.

You see a numbered list of telephone parameters with the current settings.

You can see a more structured view of the list via the Web interface → page 238:

Example:

Diagnostic data		
3/11/2016 9:53:42 AM		
00	Terminal number	3336
01	SIP server	192.168.1,230
02	SIP port	5060
03	SIP registrar	192.168.1,230
04	SIP registrar port	5060
05	SIP gateway	192.168.1,230
06	SIP gateway port	5060
07	SIP transport	UDP
08	TLS renegotiation	Insecure allowed
09	SIP local port	5060
10	Server features	No
11	DNS results	None
12	Multiline	Yes
13.1	Keyset Lines	Primary: 3336 (registered)
13.2	Keyset Lines	Line: 3334 (registered)
13.3	Keyset Lines	DSS: 3338 (registered)
14	Backup active	Yes
15	Backup proxy	None
16	Use secure calls	No
17	SRTP.Status	Disabled
18	SIP server cert. check	No certificate check
19	Software version	V0R1.0.0 SIP DEV
20	Display message	None
21	Last restart	2016-03-10T11:37:27

Diagnostic data		
22	Memory free	159729K free
23	IP protocol mode	IPv4_IPv6
24	IPv4 address	192.168.1,203
25	IPv4 subnet mask	255.255.255.0
26	IPv4 default route	192.168.1.2
27	Primary DNS	217.237.148.22
28	Secondary DNS	192.168.1.2
29	IPv4 Route 1 IP	None
30	IPv4 Route 1 gateway	None
31	IPv4 Route 1 mask	None
32	IPv4 Route 2 IP	None
33	IPv4 Route 2 gateway	None
34	IPv4 Route 2 mask	None
35	IPv6 address	None
36	IPv6 prefix length	None
37	IPv6 global gateway	None
38	IPv6 link local address	None
39	IPv6 Route 1 destination	None
40	IPv6 Route 1 prefix length	None
41	IPv6 Route 1 gateway	None
42	IPv6 Route 2 destination	None
43	IPv6 Route 2 prefix length	None
44	IPv6 Route 2 gateway	None
45	MAC address	001ae8757efe
46	LLDP	No
47	VLAN discovery	Manual
48	DHCPv4	No
49	DHCPv4 re-use	No
50	DHCPv6	No
51	DHCPv6 re-use	No
52	LAN port type	Automatic
53	PC port status	Disabled
54	PC port type	Automatic
55	PC port autoMDIX	No
56	VLAN ID	None
57	QoS Layer 2	Yes
58	QoS Layer 2 voice	5
59	QoS Layer 2 signalling	3
60	QoS Layer 2 video	4
61	QoS Layer 2 default	0
62	QoS Layer 3	Yes
63	QoS Layer 3 voice	EF / 46
64	QoS Layer 3 signalling	AF31 / 26
65	QoS Layer 3 video	AF41 / 34

Diagnostic data		
66	LLDP-MED operation	Disabled
67	NG911 location	Enabled
68	FIPS enabled	No
69	Media.Negotiation	Single IP
70	ICE.Check.pairs.max	50
71	ICE.Max.Check.ms	15000
72	ICE.Gather.Ta.timer.ms	20
73	ICE.Gather.RTO.timer.ms	100
74	ICE.Check.Ta.timer.ms	20
75	ICE.Check.RTO.timer.ms	100
76	Bluetooth hardware address	00:1A:E8:75:7E:FF
77	Total calls made	249
78	Total calls received	85
79	Calls made via dialler	88
80	Calls made via conversations	161
81	Calls made via search	0
82	Device certificate	Not installed
83	Installed certificates	Secure file transfer Not installed
		Secure send URL Not installed
		Secure SIP server Not installed
		Secure 802.1x Not installed
		LDAP via TLS Not installed
		Secure DMS server Not installed
		Secure XSI server Not installed
		Secure Exchange server Not installed
		Secure E/A cockpit server Not installed
		Secure OpenScape UC server Not installed
		Secure auto configuration server Not installed

Individual settings that impact energy efficiency

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

- You can reduce the ringer volume, display brightness and contrast – the default settings on delivery are 50%.
- You can change the time for switching from standby (ready) mode to an energy-efficient low power mode. The default setting on delivery is one minute.

Background lighting is always switched off in low power mode. The background lighting is set to a low level on delivery in all other modes.

Web interface (WBM)

You can configure a number of settings for your phone via the Web interface. Communication is via a secure HTTPS connection. Access to the Web interface must be activated by your administrator.

Launching the Web interface

For more information on the IP address, the web interface address, and how to connect the telephone to the network, refer to the section entitled "Network information" → page 211.

To launch the interface, open a web browser and enter the following:

https://[IP address of the phone]

[IP address of the phone] is the IP address of your phone.

or

https://[Name of the phone]

[Name of the phone] that was assigned by the administrator.

You might receive a certificate notification from the browser. Follow the instructions to download the certificate.

You will be prompted to configure a user password the first time you call up the web interface → page 182. You must log in with this password in future every time you want to open the User Pages.

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 admin password. For further information, consult your administrator or refer to the administration manual.

User Pages

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

1. Click a menu heading to display the individual menu entries. Click the menu heading again to close the menu.
2. Click a menu entry to open the corresponding form.
3. Make the desired changes.
4. 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
- "Submit": Apply changes
- "Reset": Reset original values
- "Refresh": Update values (for example, under "Bluetooth" - "Last connected device")
- "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.

User menu

All settings that you can make via the web interface's user menu can also be made via the phone's user menu → page 68.

User Pages

User login

User login → page 182

Date and time

- Time → page 210
- Date (day, month, year) → page 210
- Daylight saving → page 208
- Difference (minutes) → page 208
- Auto time change → page 209

Audio

- Standard Ringer
  - Ringer melody → page 189
  - Ringer sequence → page 189
  - Ringer → page 188)
  - Room Character → page 187
  - Open listening → page 190
  - Headset socket → page 191
- Special ringers
  - Internal → page 192
  - External → page 192
  - Recall → page 192
  - Emergency → page 192
  - Special 1
  - Special 2
  - Special 3

Configuration

- Outgoing calls
  - Autodial delay (seconds) → page 233
  - Callback → page 237
  - Busy when dialling → page 234
  - Transfer on ring → page 235
  - Immediate dialling → page 228
- Incoming calls
  - Deflecting
    - Allow deflection → page 229
    - Default destination → page 229
    - Deflect to DSS → page 230
  - Forwarding
    - Settings
      - Umleitungsfavoriten: Destination 1 to Destination 5 → page 217
      - All calls → page 220
      - Busy → page 220
      - No reply → page 220
      - Set delay (seconds)[1] → page 220
    - Alerts
      - Visual → page 110
      - Audible → page 110
      - Forwarding party → page 110

1. Only if "Server features" was deactivated by your administrator

- – Visual alert time (secs) → page 110
  - – Handling
    - – Allow call waiting → page 230
    - – Allow DND → page 181
    - – Busy when dialling → page 234
  - – CTI calls
    - – Auto-answer → page 223
    - – Beep on auto-answer → page 223
    - – Beep on auto-reconnect → page 224
- – Connected calls
  - – Allow call transfer → page 232
  - – Allow call joining → page 228
  - – Allow exit conference → page 239
  - – Allow hold reminder → page 226
  - – Hold reminder delay (minutes) → page 226
  - – Hold and hang-up → page 227
  - – Music on hold → page 228
  - – Allow conferences → page 238
  - – Insecure call alert → page 194
  - – Display DTMF digits → page 97
  - – Toggle associate → page 231
- – Notification LED → page 240
  - – Voicemail messages → page 240
  - – Missed calls → page 240
- – Circuit Settings
  - – Server address → page 240
  - – Username → page 240
  - – Password → page 240
- – Microsoft¬Æ Exchange
  - – Server address → page 112
  - – Username → page 112
  - – Password → page 112
  - – Folder to sync (optional) → page 112
- – Keyset
  - – Lines
    - – Ring delay (seconds) → page 174
    - – Address[1]
    - – Primary line[1]
    - – Ring on/off[1]
    - – Selection order[1]
    - – Hot/warm line[1]
    - – Hot/warm line destination → page 175
- – BLF
  - – Busy Lamp Field: **not** for System
- – BLF (not for System)
- – Bluetooth
  - – Configuration
    - – Active → page 138
    - – Phone name → page 138
    - – Bluetooth address[2]
- – Call logging
  - – Call logging - General
    - – Logging → page 243
  - – Call logging - Missed calls[2] → page 244

1. Information - read only
2. The functionality of the call log function "Missed calls" or the setting for "Answered elsewhere" depends on the support provided by the SIP server.

- – Include calls answered elsewhere

Phone

- – Display
  - – Brightness → page 206
  - – Key module contrast. → page 205
  - – Key module brightness → page 206
- – Inactivity
  - – Enabled → page 199
  - – Idle time (mins) → page 200
  - – Picture time (secs) → page 201
- – Team.screen/Key.module.1
  - – Page 1
    - – Edit → page 150
  - – Page 2
    - – Edit → page 150
- – Key module 2 (if available, such as Team.screen/Key.module.1)
- – Key module 3 (if available, such as Team.screen/Key.module.1)
- – Key module 4 (if available, such as Team.screen/Key.module.1)
- – Key click → page 80
  - – Volume
    - – Off
    - – Low
    - – Medium
    - – High
  - – Active for:
    - – Dialpad only
    - – All keys
- – Energy saving → page 207
  - – Activate after:

Locality

- – Country → page 198
- – Language → page 195
- – Date format → page 197
- – Time format → page 196

Security

- – Password
  - – Current password
  - – New password → page 182
  - – Confirm password

File transfer

– Slideshow images

You can delete your installed images in full or individually.

– Avatar images

You can delete your installed avatar images in full or individually.

– Ringtones

You can delete your installed ringtones in full or individually.

– Contacts transfer

You can import and export your contact data in full or individually.

– Contacts → page 115

Note that file transfer from the **User settings** in WBM may be not be permitted by the administrator. If file transfer is disabled, contact your administrator.

For more information on configuring settings via the Web interface, see → page 200.

Diagnostic information → page 251

File name

The file name should only contain alpha-numeric characters as indicated below. If the file name contains any other characters, they are automatically replaced by a "_" (underscore).

The set of allowed characters are:

- 0 to 9
- a to z
- A to Z
- "-" (hyphen)
- "_" (underscore)

File name should not start with a hyphen.

Fixing problems

Caring for your telephone

- Never allow the telephone to come into contact with coloring, oily or aggressive agents.
- Always use a damp or antistatic cloth to clean the telephone. Never use a dry cloth.
- If the telephone is very dirty, clean it with a diluted neutral cleaner containing surfactants, such as a dish detergent. Afterwards remove all traces of the cleaner with a damp cloth (using water only).
- Never use cleaners containing alcohol, cleaners that corrode plastic or abrasive powders!

Troubleshooting

Pressed key does not respond:

If the phone is locked, selected dialing keys on the OpenScape Key Module 600 cannot be used. This also applies even if an emergency number is saved on this key. Check whether your telephone is locked (The following message appears on the screen: "Phone locked. To unlock enter the PIN."). If the phone is locked, enter your PIN to unlock it.

The phone does not ring on call:

Check whether the ringer is deactivated (see icon in the status bar on the display → page 28). If it is deactivated, activate the ringer.

You cannot dial a number:

Check whether your telephone is locked (The following message appears on the screen: "Phone locked. To unlock enter the PIN."). If the phone is locked, enter your PIN to unlock it.

Error and warning messages

Indications that represent full errors that make normal operation impossible are displayed as ‘errors’.

Indications that represent conditions where the phone can still be used but will operate subject to certain restrictions are displayed as ‘warnings’.

Both error and warning sausages are removed as soon as the relevant condition no longer applies.

An indication may contain multiple codes when more than one condition applies at the same time.

Any sausage (Error, Warning or Notification) will be shown in a shortened form if the user scrolls to a menu option that is covered by a normal length sausage (thus allowing the user to access the last menu item).

Cloud deployment errors are now shown as Warning sausages.

Error messages

Error messages appear on all screens (except the Settings screens). In the case of the Main menu screen, the Time/Date/Owner Info are all moved up the screen to make space but still allow the phone number to be seen. In all other screens the message is displayed on the last row.

The message displays the error text and error code.

Warning messages

Error condition always has higher priority than a warning condition. Thus if both conditions exist at the same time the error message will be shown.

Warning messages are shown only over the Main menu screen in amber.

Messages during deployment

If an error occurs during deployment, it will be reported on the display. For example:

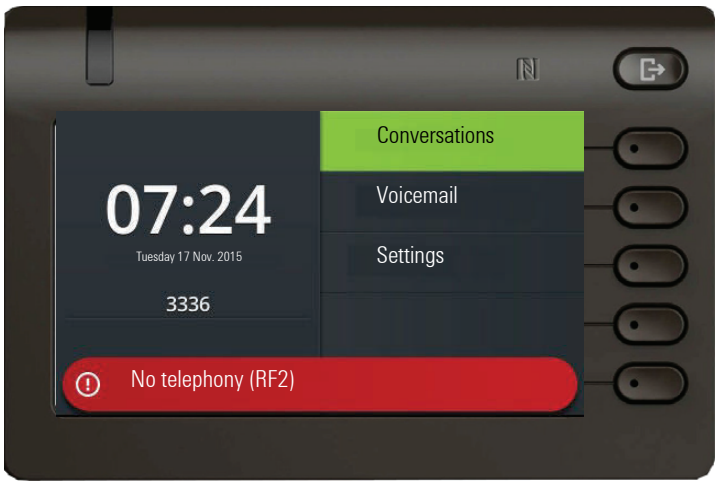
The following error codes are possible:

Code	Priority	Description
AU	1	Canceled by user Appears if the PIN entry was rejected
RS	1	The IP address of the **Unify** Redirect server cannot be retrieved. DNS query failed.
RN	3	A connection cannot be established to the **Unify** Redirect server – No response
RR	2	A connection cannot be established to the **Unify** Redirect server – Rejected
RU	1	A connection cannot be established to the **Unify** Redirect server – Not authorized
RO	3	A connection cannot be established to the **Unify** Redirect server – No or invalid OCSP response
RV	2	A connection cannot be established to the **Unify** Redirect server – Certificate invalid what is
DS	1	The IP address of the deployment server cannot be retrieved. DNS query failed.
DN	3	A connection cannot be established to the deployment server. – No response
DR	2	A connection cannot be established to the deployment server. – Rejected

In such cases, please contact your administrator and specify the error code.

To correct any other problems:

Contact your administrator first if a fault persists for more than five minutes, for example. Pass on the message displayed in the red field, if appropriate, as shown in the next example. Problems that cannot be corrected should be referred to Customer Service.



Repair and recycling concept, extending performance capability

This section includes additional user instructions in accordance with the basic award criteria for the eco-label pursuant to RAL-UZ 150. Obligations for Unify arising from this section are only valid in Germany.

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 2002/96/EC (WEEE),
- the German "Act Governing the Sale, Return and Environmentally Sound Disposal of Electrical and Electronic Equipment" (ElektroG),
- the criteria of the RAL UZ 150 for "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 RAL UZ 150

In addition to the legal requirements governing take-back of electrical and electronic equipment, Unify Software and Solutions GmbH & Co. KG takes back the OpenScape Desk Phone CP200 SIP, OpenScape Desk Phone CP400 SIP and OpenScape Desk Phone CP600 SIP 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 telephones 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 waste equipment is repaired and refurbished and introduced into the spare parts cycle where it is then reused.

Recycling and recovery of OpenScape equipment that is no longer usable:

the equipment is roughly disassembled and introduced into various recovery operations prior to further treatment. The various metals are separated using special shredder equipment for electronic scrap. Copper and precious metals are processed by refining. Aluminum and iron are separated and supplied for melting.

Repair reliability and spare part supply

Unify Software and Solutions GmbH & Co. KG guarantees repair support and spare part supply for up to 5 years following product discontinuation of the OpenScape Desk Phone telephones.

Extending performance capability

The functionality of all OpenScape Desk Phone telephones can be extended fundamentally by means of software updates.

Please contact your administrator/system support if necessary in this respect or your sales partner at Unify Software and Solutions GmbH & Co. KG.

Special features for operation on an OpenScape 4000

Not all functions are supported fully when operating an OpenScape Desk Phone CP600/CP600E on an OpenScape 4000, as is the case on an OpenScape Voice.

Passively supported functions

Some of the functions are only available to you as a passive user. The restrictions are listed below:

- An OpenScape Desk Phone CP600/CP600E on an OpenScape 4000 cannot actively park a user in the system. The OpenScape Desk Phone CP600/CP600E can be parked by a different user however.
- If an OpenScape Desk Phone CP600/CP600E is called on an OpenScape 4000 and a call is already being conducted or the user does not answer, the caller can enter a callback. Such a callback request in the case of busy or no reply cannot be entered from the OpenScape Desk Phone CP600/CP600E. To initiate a callback, see → page 94.
- The telephone can only be the passive user in the case of third-party monitoring.
- The telephone can be captured but cannot capture a connection itself.

Unsupported functions

The functions that are not available to you with your OpenScape Desk Phone CP600/CP600E on an OpenScape 4000 are listed below.

- Direct station selection keys cannot be configured → page 162.
- Line keys cannot be configured → page 165.
- The telephone cannot be configured as an executive/secretary team member → page 177.

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