A MITEL
PRODUCT
GUIDE

OpenScape Desk Phone CP710

OpenScape Key Module 600
OpenScape Voice
OpenScape 4000

User Guide SIP

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Mitel

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

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Software update

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

Care and cleaning instructions

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

Online documentation

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

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

Location of the telephone

- The telephone may only be operated using the LAN cabling internally in the building. The device should be connected to the IP infrastructure using a shielded LAN cable: Cat-5 for 100 Mbps or Cat-6 for 1000 Mbps. Make sure in the building installation that this cable shielding is earthed.
- When using the additional Wi-Fi dongle CP10 when connecting the phone to the network, make sure that the network security standards (e.g. encryption) and availability are met
- The telephone is designed for operation in a protected environment within a temperature range of 5 °C to 40 °C.
- Do not install the telephone in a room where large quantities of dust accumulate; this can considerably reduce the service life of the telephone.
- Do not expose the telephone to direct sunlight or any other source of heat, as this is liable to damage the electronic components and the casing.
- Do not install the telephone in bathrooms or shower rooms.

Product-oriented environmental protection

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

Energy Star

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

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

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

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

License information

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

MARKS

CONFORMS TO
ANSI/UL STD 62368-1
CERTIFIED TO
CAN/CSA C22.2 No. 62368-1

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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 Unify 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.

Features in relation to operation on an OpenScape 4000 can be found in the section "Special features for operation on an OpenScape 4000" → page 222.

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

> For your own protection, 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.

ICONS USED IN THE MANUAL

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

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

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

> Indicates important additional information in relation to handling.

> Indicates required intervention by the Administrator.

Displays for describing operation

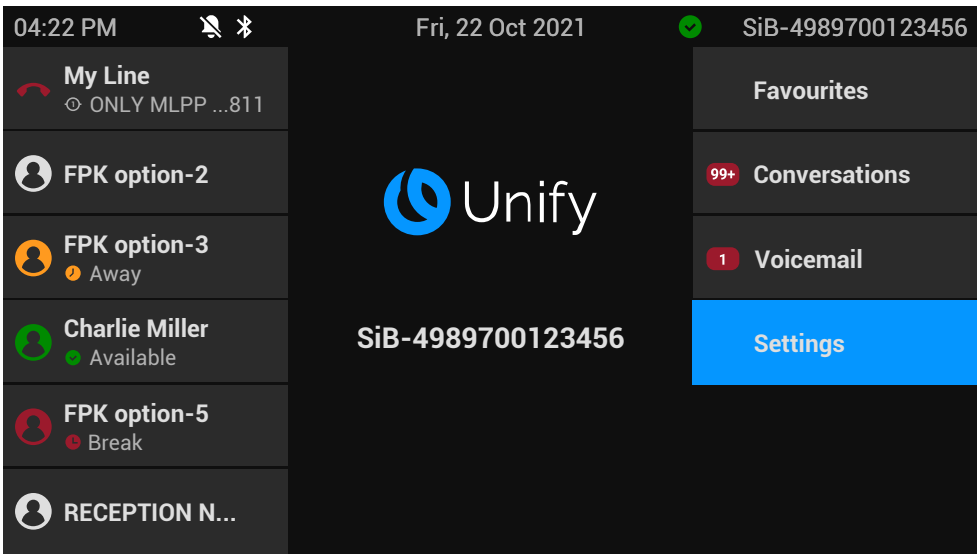
Keys required to perform an action, such as ▲ or ▼ and the associated display text, are shown in the highlighted column on the left. The action is described in the main column on the right.

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

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

SELECTING AND CONFIRMING ACTIONS

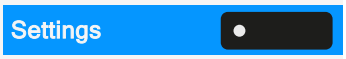
Original illustration on display



Step-by-step illustration in the user guide

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

The action area on the right of the display changes colour according to the action required or the status.



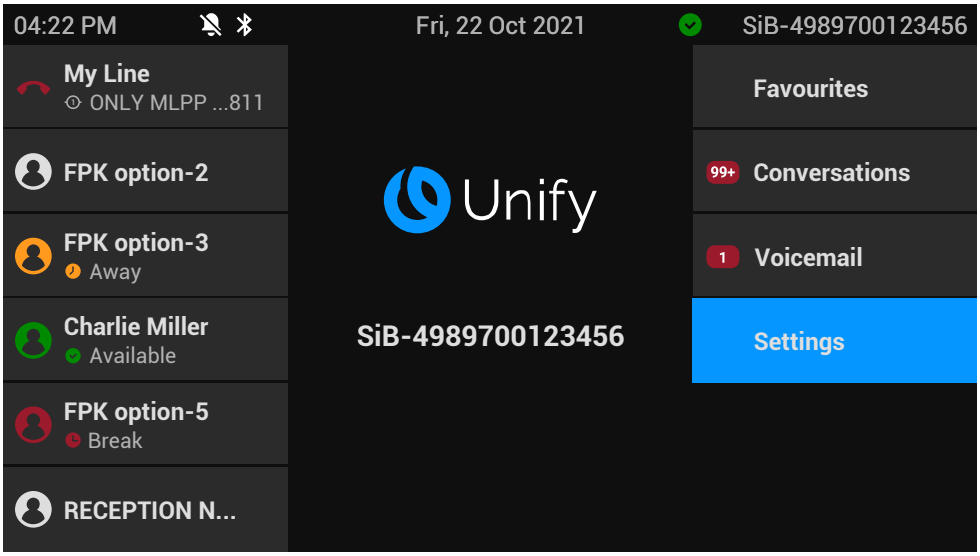
When an action is selected, it will be shown right-aligned in blue.

The action is executed by selecting the corresponding function key.

The selected function can also be confirmed using the key “OK”.

ACTION NOT SELECTED

Display illustrations



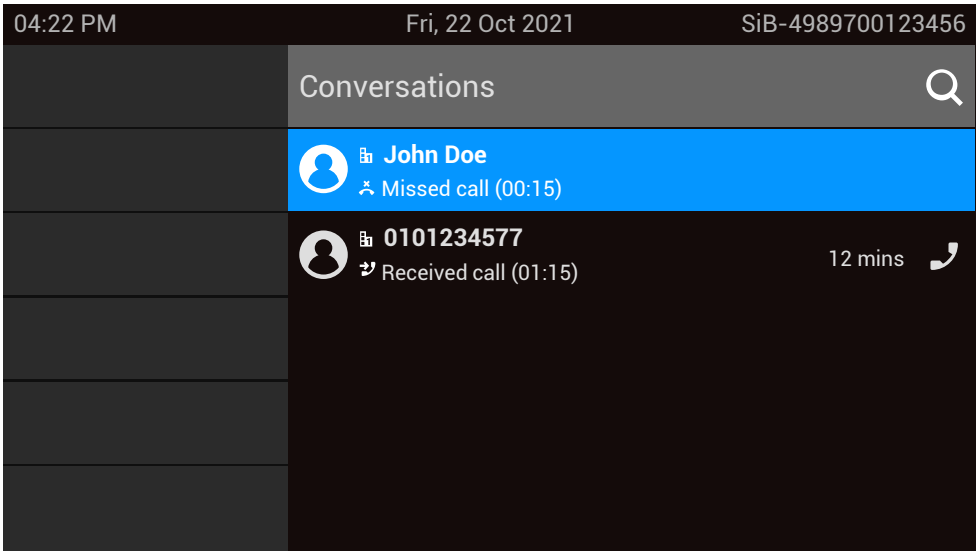
Step-by-step illustration in the user guide

When an action is not selected, it will be shown right-aligned in a dark grey colour. The corresponding key is also shown.

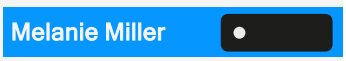
The action can be executed by pressing the key even if it has not been selected.

CONVERSATION DISPLAY

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



Information displayed for a selected conversation



If a conversation contact is selected in the list, it will be highlighted in blue.

Accept and select the conversation by pressing the adjacent function key or press OK to establish the connection.

To open the context menu, press the navigation key.

Information displayed for a non-selected conversation

A conversation is displayed with a grey background if it is not selected.

Press the adjacent navigation key to establish the connection.

Service

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

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

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

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

Intended use

The OpenScape Desk Phone CP710 is a desktop unit designed for voice transmission and for connection to the LAN. It can also be used as a workstation device. The OpenScape Desk Phone CP710 can also be connected to Wi-Fi with the additional Wi-Fi dongle CP10.

Any other use is regarded as unintended.

Telephone type

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

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

Speakerphone quality and display legibility

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

Single-line telephone / multi-line telephone

The OpenScape Desk Phone CP710 can be used as "multi-line telephone", i.e. multiple lines can be configured instead of a single line. Each line is assigned to an individual phone number you can use to make and receive calls.

The programmable keys are configured as line keys on multi-line phones ("Programming the function keys" → page 133).

All lines and their status is displayed in the screen Favourites, configurable with the 12 available programmable keys. You can add more lines by attaching one or more key modules to the phone.

Repair and recycling concept, extending performance capability

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

RECYCLING AND DISPOSAL OF EQUIPMENT IN THE OPENSCAPE DESK PHONE FAMILY

Return of OpenScape Desk Phone waste equipment.

a) Legal and other foundations

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

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

b) Separate collection according to ElektroG

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

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

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

In addition to the legal requirements governing take-back of electrical and electronic equipment, Mitel Networks Corporation takes back the OpenScape Desk Phone CPx10 telephones introduced on the market in Germany and manufactured after March 2014. Insofar as no direct collection of this waste equipment

has been agreed, the OpenScape Desk Phone end-of-life phones can be returned free of charge to the following address:

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

d) Reuse, recycling and recovery

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

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

REPAIR RELIABILITY AND SPARE PART SUPPLY

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

EXPANDABILITY OF THE PERFORMANCE

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

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

Remote configuration for cloud service providers

Connect 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 about to be performed and starts the process.

From factory defaults to operational telephone

This section describes the Remote administration process, from the initial factory defaults to the operational telephone.

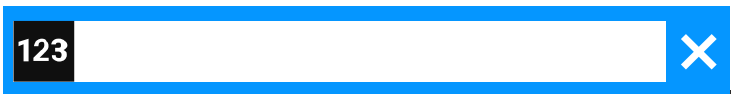
> If your telephone is already operational, continue reading from section "Getting to know the OpenScape Desk Phone CP710" → page 25.

You can start up your new OpenScape Desk Phone 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 CP710 phone that you want to start up using the remote maintenance function.

Entering the deployment PIN

The first time you start up the telephone, it will automatically check the remote administration requirements. If the requirements are met, you are prompted to enter the “Deployment PIN” (**Cloud PIN**).



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

Confirm the entry.

Starting the remote configuration

1. Press and hold the key # before plugging in the Ethernet cable (PoE) or power supply. The display for entering the PIN is displayed.
2. Enter the PIN. Once you have entered a valid PIN, the remote configuration of the telephone starts automatically.

Once the configuration is concluded, 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 after the remote configuration.

Cancelling 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.

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

Press the key. The following message is displayed:

Abort deploym

Press the key to confirm that the process is cancelled. The following message is displayed:

Deployment abor-
ted

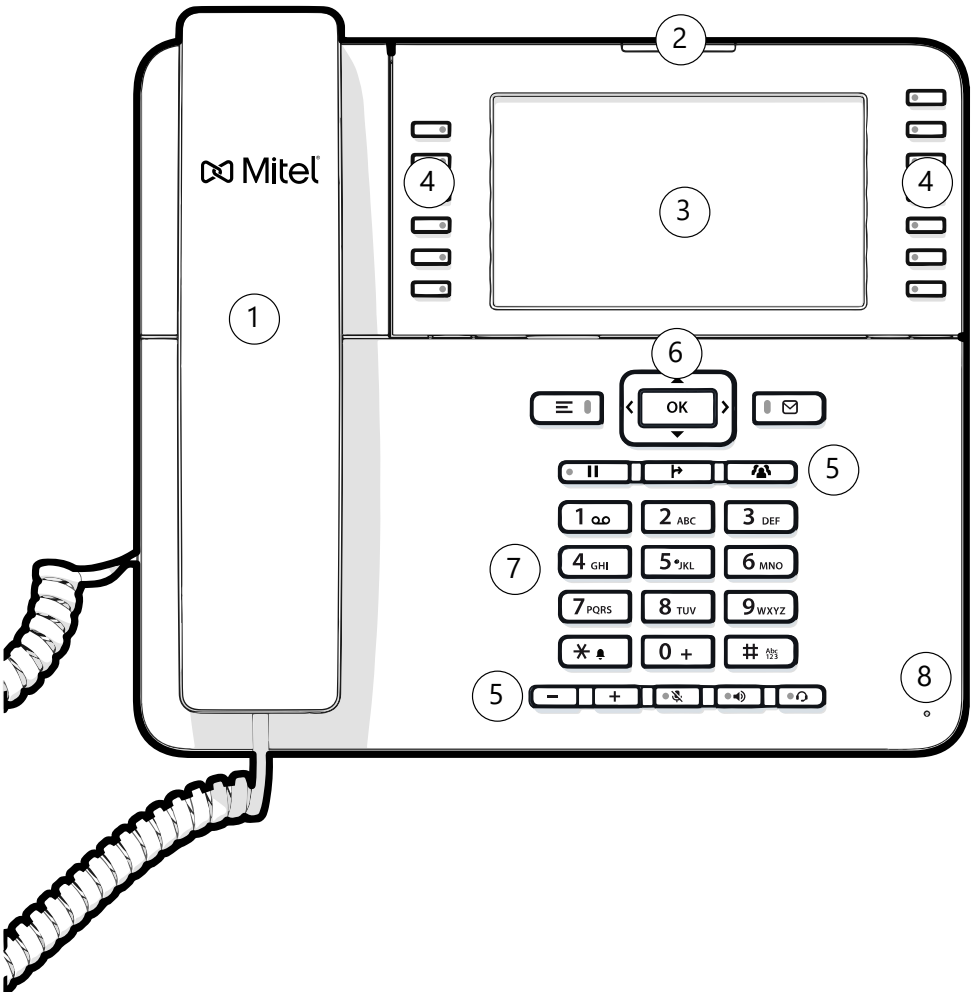
The telephone is set to the factory defaults and must be configured manually by you or the administrator. Optionally, repeat the remote configuration by restarting the telephone.

> Note that all “No telephony possible” errors are hidden as long as Cloud Deployment is in progress.
> When Cloud Deployment is complete then any error codes that are still relevant will be shown as error notifications.

Getting to know the OpenScape Desk Phone CP710

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

The user interface of the phone



1	You can make and receive calls as normal using the **handset**.
2	The **status LED** displays the phone connection status. Incoming calls and new voice mails are visually signalled via the notification LED.

3	The **display** shows information during telephone operation.
4	The **programmable function keys** on the left of the display can be set to various functions. The **fixed function keys** on the right of the display correspond to the fixed functions on the display.
5	The **function keys** (non-programmable) are assigned to the following functions: : Provides access to the user menu for locally controlling the phone settings. : Allows voice mails to be managed. : Hold or retrieve the active call. : Transfer a call to another contact. : Enable access to the conference functions. : Activate or deactivates the speakerphone during an active call. : Activates or deactivates the headset. : Increases or decreases the speaker or headset volume. : Activates or deactivates the microphone. This prevents the other party from listening in, e.g. when consulting with someone else in the room or in case of background noise.
6	The **navigation keys** help you navigating through the various phone functions, applications and configuration menus.
7	The **dialpad** can be used to enter phone numbers and write text.
8	You can interact with calls with the **microphone** even when the handset is hung up.

FUNCTION KEYS

Function keys on the phone can have the following options:

- “Soft keys” or with a function that is assigned through the settings (see "Programming the function keys" → page 133)

- Function keys with predefined functions that cannot be changed, e.g. for “Favourites”.

Key	Function when key is pressed
	Function key next to the display: Activates the function shown next to the key on the display or opens an additional menu. If there is no description on the display next to the key, the key is not active.

FIXED FUNCTION KEYS

You can switch to the function applied to these keys.

Key	Function when key is pressed
	Switches between current screen and main menu (see "Different display interfaces" → page 43).
	Switches to Presence and back (see "To access the menu "Presence", press the key above the function keys to the right of the display. “Presence”can be used for the following functions:" → page 45).
	Provides access to the voice mail system
	Puts current call on hold, or retrieves from hold
	Transfer key: puts a call on hold and gives you dial tone to call another party
	Establishes a conference call

PROGRAMMABLE FUNCTION KEYS ON THE PHONE

Your OpenScape Desk Phone has twelve programmable function keys (with LED) on both sides of the display which you can program with different functions or phone numbers.

Each programmable function key has two levels and functions can be programmed on either level.

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

- Function keys, see "Programming the function keys" → page 133

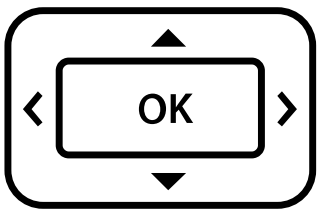
> Line and direct station selection (DSS) keys can only be programmed by the administrator via the program or service menu.

Meaning of LEDs on function keys

LED		Meaning of function key
	Off	The function is deactivated.
	Lights up green	The function is activated.
	Lights up red	The line is busy (line or DSS key).
	Lights up green	Call forwarding is active.
	Blinking green	A Group pickup call is available. A call is incoming (line or DSS key).
	Blinking amber	A recall is active (only line key). A call is on hold (only line key).

NAVIGATION KEYS

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



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

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

AUDIO CONTROLS

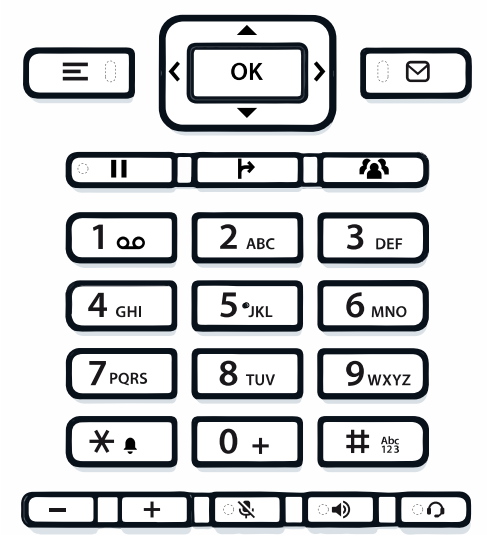
Audio keys

Key	Function when key is pressed
	Activates and deactivates the loudspeaker "Answering a call via the loudspeaker (speakerphone mode)" → page 81.
	Activates and deactivates the headset "Answering a call via the headset" → page 82.
	Activates and deactivates the microphone (also for speakerphone mode) "Activating or deactivating the microphone" → page 94.

Volume

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

DIALPAD



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

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

For this, press the key repeatedly until text input is displayed (see "Input editor" → page 31).

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

Character overview

The character overview depends on the current language setting.

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

Key	1x	2x	3x	4x	5x	6x	7x	8x	9x	10x	11x	12x	13x	14x	15x	16x	17x
9 WXYZ	w	x	y	z	9												
* (c)	.	*	1	#	,	?		'	"	+	-	(	)	@	/	:	_
0 +	0	+															
# Abc 123	(d)																

(a) Special characters (not in 123 mode)

(b) Space

(c) Extended character

(d) Toggle between uppercase and lowercase and number entry

Multi-function keys

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

Input editor

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

OK

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

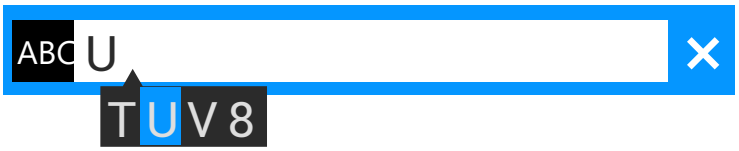
- OK: Applies changes and closes the editor
- Delete: Deletes characters from right to left
- Cancel: Discards changes and exits the editor

- Mode (# can also be used here to switch):
  - 123: Digits only
  - ABC: Uppercase letters only
  - Abc: First letter in uppercase, subsequent letters in lowercase
  - abc: Lowercase letters only
- Move cursor left: Moves the cursor to the left
- Move cursor right: Moves the cursor to the right
- Copy: Copies the entire content to the clipboard
- Paste: Inserts the entire content from the clipboard at the cursor position

Text input

Where text input is possible, you can use the dialpad to input text, punctuation and special characters in addition to the single-digit numbers 0..9 and the hash-tag (#) and asterisk (*) symbols.

Example



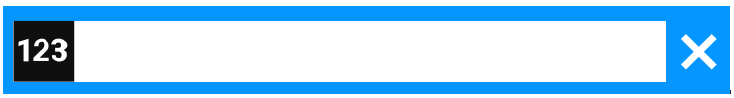
To enter the capital letter "U", press the hash key # on the dialpad. All available characters for this key are displayed during input below the input field.

- Press the numerical keys repeatedly to enter the letter.
- To enter a digit in an alphanumerical input field, press the relevant key and hold it down.

Complete your input by pressing the corresponding function key.

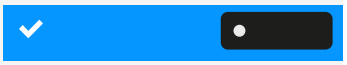
Number input

If you press a dialpad key when the phone is in idle mode, the screen displays an input field for entering single-digit numbers.



You can only enter the numbers 0..9 as well as the characters * and # via the dialpad in 123 mode (indicated at the left-hand margin of the input field).

> Alphabetic labelling of dial keys is also useful when entering vanity numbers (letters associated with the phone number's digits as indicated on the phone spell a name, e.g. 0700 - PATTERN = 0700 - 7288376).



Complete your input by pressing the corresponding function key.

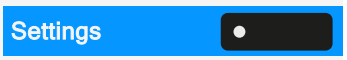
Display

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

DISPLAY BRIGHTNESS

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

Press the key to open the main menu.



Open “Settings”.

Open “User settings”.

Enter and confirm the user password, if required.

Select “Phone”.

Select “Display”.

Select “Brightness”. The current setting is displayed.

Select “Edit”.

Use the function key to increase the value.

Use the function key to decrease the value.

- Optionally, use the keys on the dialpad.

Save the setting.

DISPLAY CONTRAST

The OpenScape Desk Phone OpenScape Desk Phone CP710 comes with a high-resolution colour LCD display.

> The contrast settings cannot be changed.

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:

- Call name and number
- Bottom **Info panel** text (when displayed)

Press the key to open the main menu.

Settings

Open “Settings”.

User settings

Open “User settings”.

Enter and confirm the user password, if required.

Phone

Select “Phone”.

Display

Select “Display”.

Call screen text size

Select “Call screen text size”.

The current setting is displayed.

Select “Edit”.

Select one of the following options:

Large

“Large”: Increases the call screen text size.

or

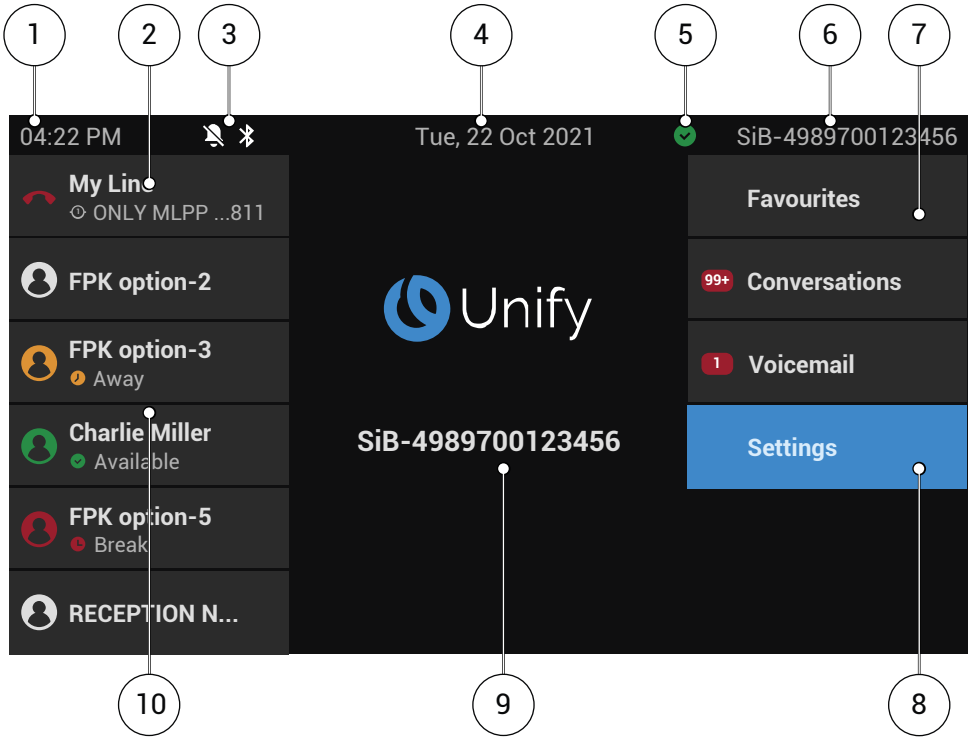
Normal

"Normal": Decreases the call screen text size and restores the default setting.

Save the setting.

HOME SCREEN

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



1	Time screen
2	Line status
3	Status icons
4	Date and time
5	Presence status
6	Phone number
7	Menu options (e.g. for other screens)
8	The selected menu option is highlighted
9	Phone's own identity
10	Permanent programmable keys

Press this key to return to the home screen from a voicemail menu (see "Voicemail" → page 43).

Press this key to return to the home screen from the **Program** or **Service** menu.

Icon overview

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

Status bar

The status bar at the top of the screen displays the current time, phone status, presence status, and the phone number or name. Different icons represent different situations and status.

When the phone is idle, the status bar displays also the current date. The current date interchanges with Bluetooth sensor reading information, if a Bluetooth temperature sensor has been paired with the phone.

When the phone has a call, the status bar also displays information about the current call.

Icon	Meaning
	Deactivated ringer
	The ringer is set to a beep
	Function “Forwarding on all calls” enabled
	Recording is set to auto-start. Recording is flashing if a recording is in progress.
	Recording can be started manually.
	Remote access is activated. When active, the icon is flashing.
	Bluetooth keyboard is paired.
	Bluetooth remote device is paired.
	Bluetooth function activated
	Bluetooth function is activated and a device is connected

Icon	Meaning
	Battery level of the connected Bluetooth device.
	Battery level of the connected Bluetooth device, when the device has a call.
	Bluetooth temperature sensor reading.
	Bluetooth humidity sensor reading.
	Mobility function is activated and the mobility login is complete.
	Mobility data synchronization is in progress.
	A mobile user is logged on to the telephone.
	The function "Do not disturb" is enabled
	Phone is locked

Call status

Various icons are displayed indicating the call status.

Icon	Meaning
	Active (connected) call.
	Active (connected) HD call.
	Active (connected) Bluetooth HFAG

Icon	Meaning
	Active (connected) video call
	Call that has encountered a “Busy” condition.
	Answered call (old)
	Missed call
	Dialled call
	Call on hold
	New voice mail
	Call you forwarded
	Call you forwarded unconditionally
	A call that has encountered “Unobtainable”.
	Incoming call
	Incoming Bluetooth HFAG call. When busy, the icon is flashing.
	Ignored call waiting call
	Call back
	Unsecure call
	Secure call
	Ringer

Icon	Meaning
	Call moved to mobile number

Navigation

Various icons are displayed indicating the navigation options.

Icon	Meaning
	Expandable list
	Expanded list
	Options
	Scroll up or down in lists
	Cancel
	Information
	Back to previous entry or list
	Blacklist
	Call log
	Search
	Filter in lists
	Settings
	Mailbox
	Video available

Icon	Meaning
	Phone is locked

Communication

Various icons are displayed indicating the communication options, i.e. how to handle an incoming call.

Icon	Meaning
	Accept call
	Deflect call
	Call on hold
	Redial
	Repertory call
	Conference call
	Add caller to conference
	Transfer
	Select line
99+	Number of events (1..99, additional events are marked with a “+”-sign)
	Park a call

Line status

Various icons are displayed indicating the line status.

Icon	Meaning
	Connection on line 1 (the digit displays the line number)
	Line busy
	Line active
	Line on hold
	Line alert
	Unregistered line

Presence status

Various icons are displayed indicating the availability and presence status.

Icon	Meaning
	Available
	Busy
	Do not disturb
	Be right back
	In meeting
	Offline

Connectivity status

Various icons are displayed indicating the connectivity status.

Icon	Meaning
	Mailbox
	USB available
	Unsecure Wi-Fi connection. The strength of the signal is indicated by the “filling”.
	Secure Wi-Fi connection. The strength of the signal is indicated by the “filling”.
	Active Wi-Fi setting with no connection.

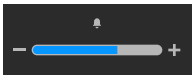
Contact information

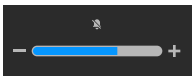
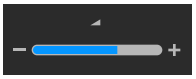
Various icons are displayed indicating the contact information type.

Icon	Meaning
	Work phone number. The small digit displays the primary or secondary work phone number.
	Mobile phone number
	Private (“home”) phone number

DISPLAYS ON THE STATUS LINE FOR ADJUSTING THE VOLUME

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

Display	Meaning
	Ringer volume in 10 levels

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

VOICEMAIL

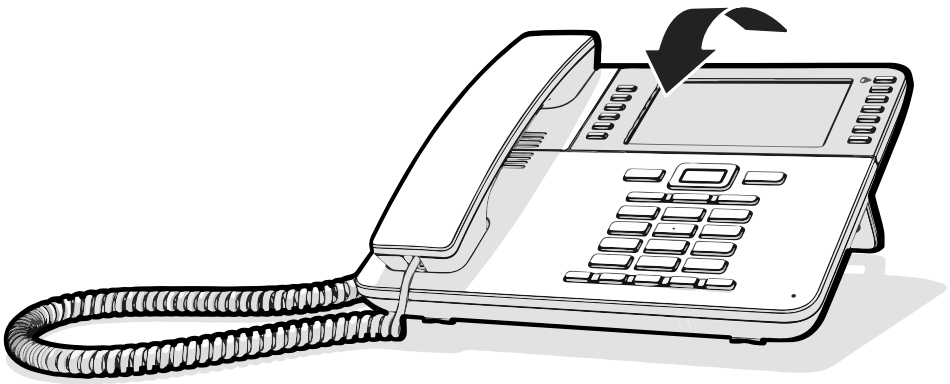
Press the key shown.

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

An corresponding message is displayed.

If your system is appropriately configured, activating this function opens the menu for voicemail.

ADJUSTING THE DISPLAY ANGLE



You can tilt the display. Adjust the display unit for best readability. The display snaps into position.

DIFFERENT DISPLAY INTERFACES

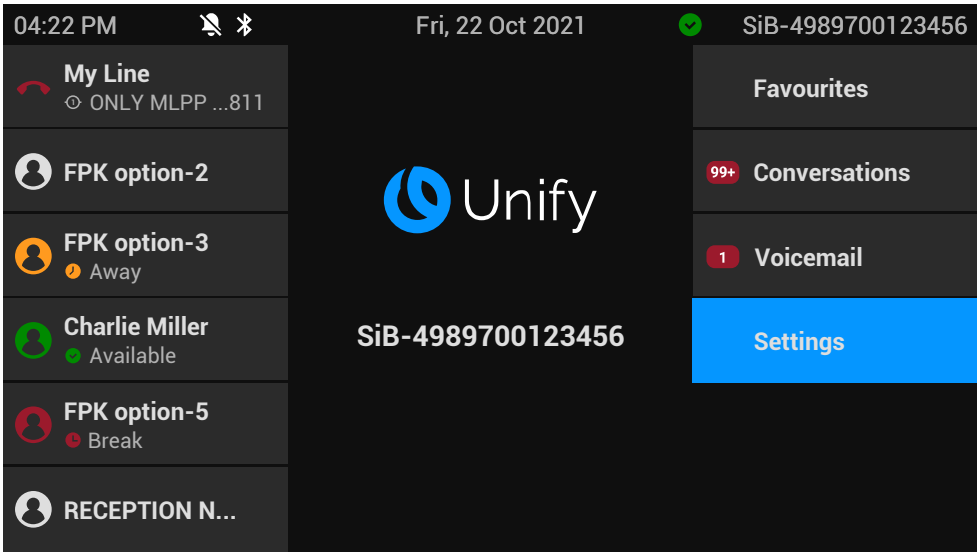
Your OpenScape Desk Phone is fitted with a colour graphic display, in which different contents are displayed depending on the particular situation.

Conversations

When set, the conversation list is displayed on the landing screen and is a collection of contact details and data from the call log.

Main menu

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

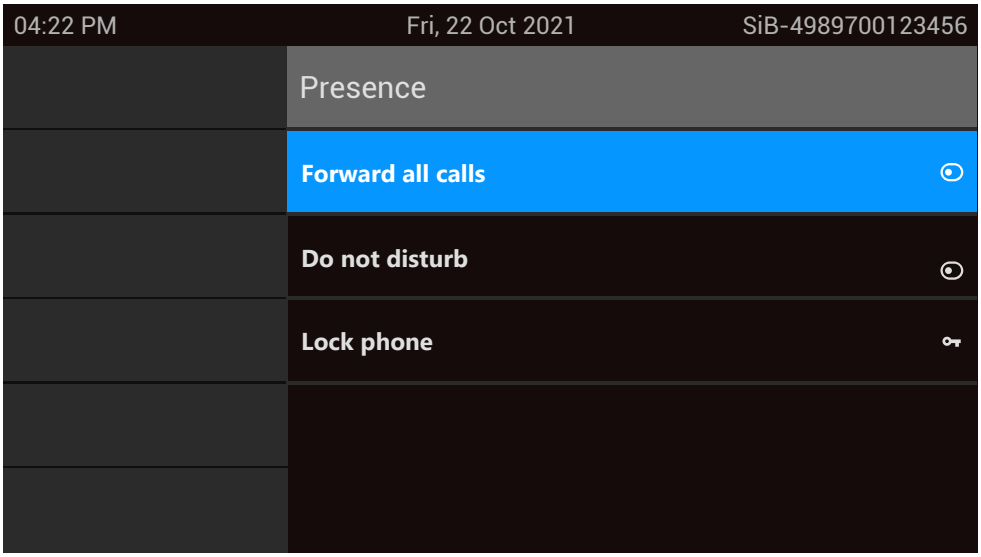


The main menu offers additional features and is the starting point for the menu tree. However, as telephony features take priority on a phone, the landing screen may be the conversation list or the display that you have configured.

If a voicemail number has been configured, the item “Voicemail” is displayed.

Start	First level	Second level
Main menu	Favourites	
	Conversations	
	Voicemail	
	Settings	User settings
		Administrator settings

Presence



To access the menu "Presence", press the key above the function keys to the right of the display. “Presence”can be used for the following functions:

- Controlling call forwarding
- Controlling “Do Not Disturb”
- Enabling or disabling the phone lock
- Accessing the UC presence menu (if configured, see "Setting up the OpenScape UC Presence state" → page 45)
- Mobility login or logout (if permitted by the DLS)

Setting up the OpenScape UC Presence state

Prerequisite: You are connected to the OpenScape UC service. Your current UC Presence state is indicated by an icon in the status bar at the top of the screen.

When configured, the UC Presence screen includes the following two optional lines:

- **UC Presence** shows the current phone state and when selected displays a screen that allows a single UC presence state to be set for the phone that will be seen by other UC users:
  - Available
  - Busy
  - Do not disturb
  - Be Right Back
  - In Meeting
  - Offline
  - Away
- **UC preferred device** shows the current device and when selected displays a screen to select a device that has been defined in the UC application.

The OpenScape UC Presence state can be also changed from the OpenScape UC web client.

> Personal UC presence via the phone is temporarily suspended by call forwarding or “Do not disturb“.

Context-dependent displays

Depending on the current situation, the display on the phone displays different content.

ACTIONS WITH FUNCTION KEYS

Initiating the search function

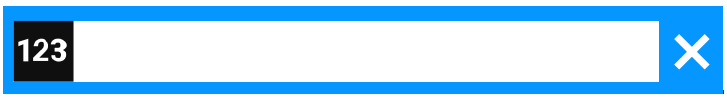
Select “Search” to start an alphanumeric search (see "Searching for conversations" → page 58).

Use the function key adjacent to the conversation entry to dial the respective contact.

> You can select a conversation by using the navigator keys for scrolling, and open the details of the conversation with the key (see "Opening details of a conversation or conducting a call" → page 55).

ACTION VIA DIALPAD

Press any key on the dialpad to start dialling 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.

If the conversation is already shown in the list before your input is complete, you can dial the number immediately using the associated function key or start a call with a new number (see "Opening details of a conversation or conducting a call" → page 55).

ACTIONS WITH NAVIGATION KEYS

Viewing details

You can open a selected conversation entry displaying a right arrow icon by pressing the navigation key to see the associated details.

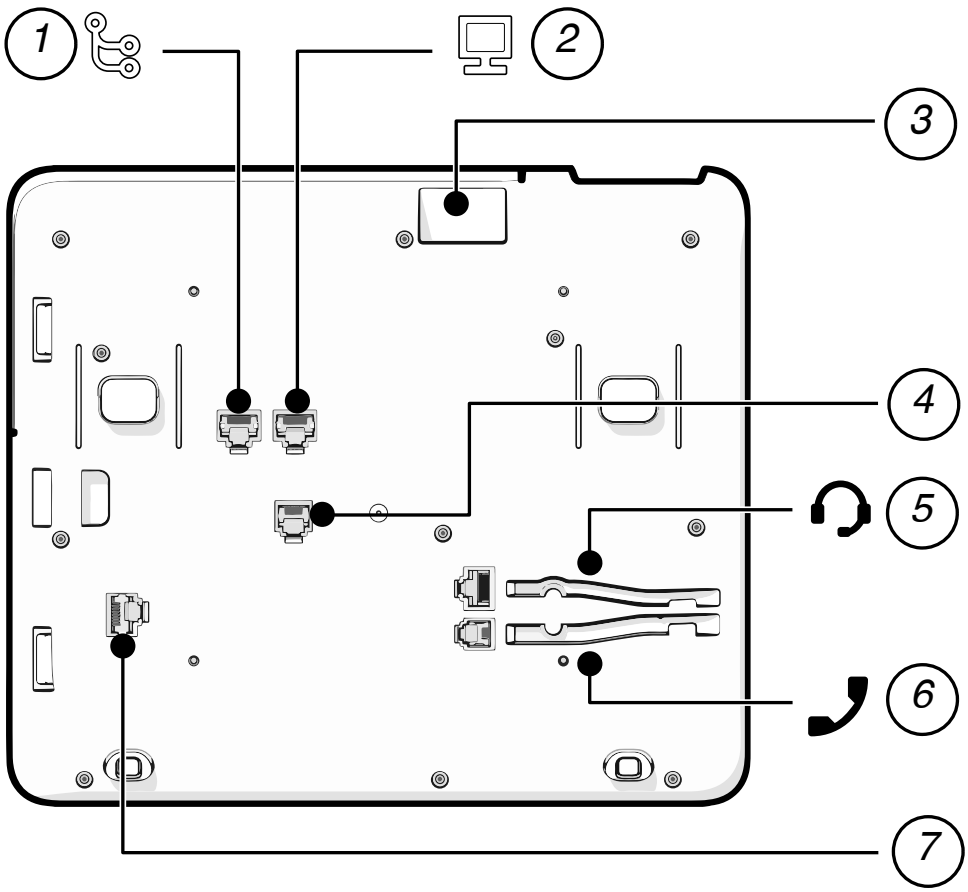
Activating an application

You can use the key “Settings” to toggle, for example, between the main menu and the settings screen.

Browsing lists

You can use the Navigator keys to scroll through entries and confirm the functions.

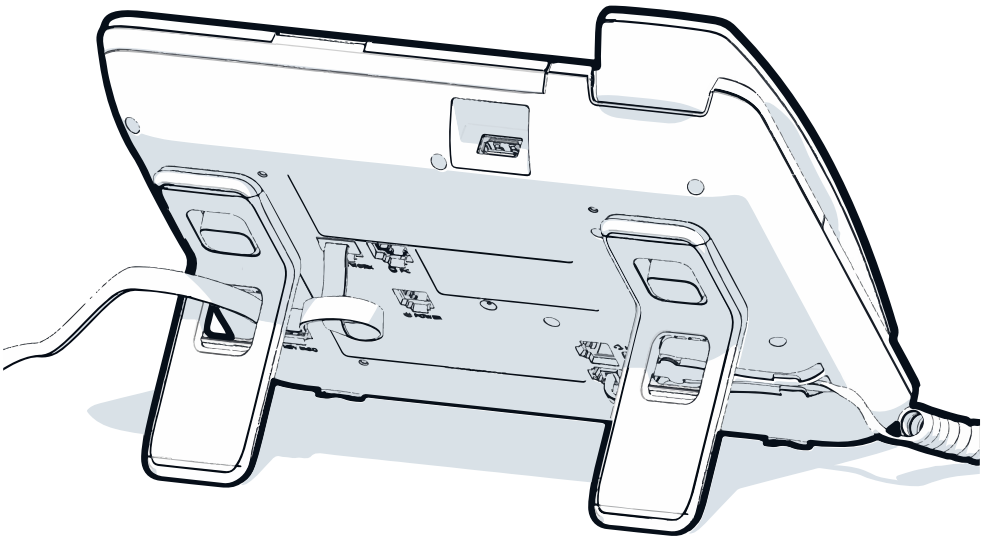
Ports on the underside of the phone



1	Network LAN port	**2**	PC LAN port
3	USB-A port	**4**	Optional power supply
5	Headset port	**6**	Handset port
7	Key module port		

Note The key module is not “hot-swappable”: Always switch off the phone before removing or connecting a key module.

THREADING THE CONNECTION CABLES



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

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

HOW TO USE NETWORK CONNECTIONS

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

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

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

1	USB port	**2**	PC LAN port
3	Network LAN port		

USING THE USB PORT

The USB type A port above the display can be used for connecting the following items:

- A USB headset, not included.
- A mobile ION handset (DECT), not included.
- The Wi-Fi USB dongle CP10 as a replacement for the LAN connection cable, not included.

> A Wi-Fi network is required (see the Admin Guide for more information on how to set up the Wi-Fi connection).

> Do not unplug the USB dongle during calls, as this disrupts the network connection.

About key modules

The OpenScape Desk Phone CP710 can be extended with key modules that provide additional programmable function keys.

The key modules are attached to the right side of the phone and must be connected to the socket on the underside (see "Ports on the underside of the phone" → page 47).

The following types of key module can be attached:

- KM410
- KM710

> Up to four key modules can be simultaneously attached to the OpenScape Desk Phone CP710, but they must be of the same type: either KM410 or KM710, not both.

FUNCTION KEYS ON THE KEY MODULE

When you have pressed the corresponding function key on the key module, the status icon on the key changes, and possibly also the information shown on the display.

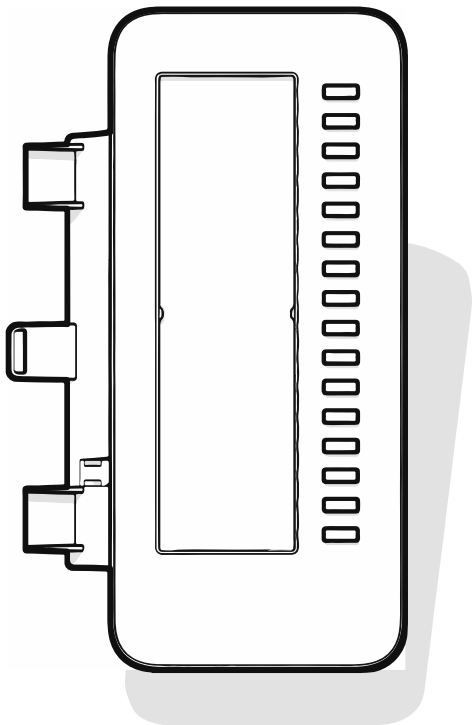
Key module KM710

A function or selected dialling can be programmed on two levels (“normal” and “shifted”) that can be invoked by pressing the key below the function keys, thereby doubling the functions that can be assigned to the key module (see "Programming the function keys" → page 133).

An icon at the bottom of the lower display indicates the current level by a solid left bar for normal level or a solid right bar for shifted level.

Use this key on the key module to switch between levels.

KEY MODULE KM410

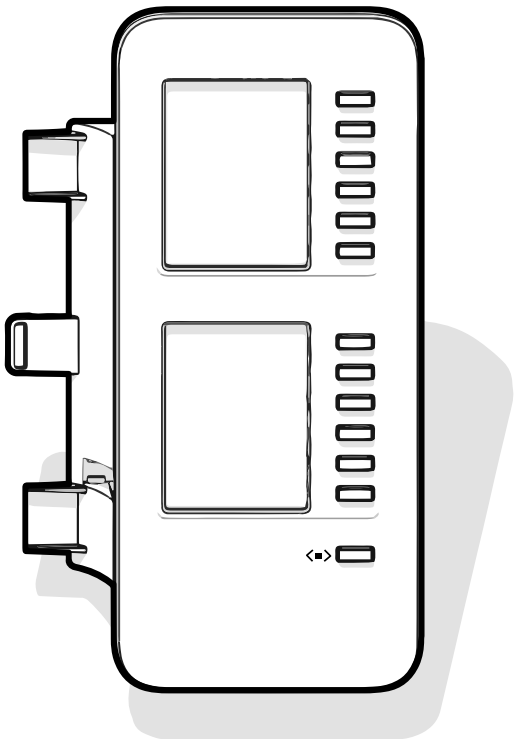


The KM410 is an optional key module attached and connected to the right side of the phone that provides an additional 16 illuminated and programmable function keys (see "Programmable function keys" → page 67).

The key module has a panel that can hold a hard paper label informing about the corresponding key assignments.

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

KEY MODULE KM710



The KM710 is an optional key module attached and connected to the right side of the phone that provides an additional 12 illuminated and programmable function keys at two levels, i.e. additional 24 functions (see "Programmable function keys" → page 67).

The key module 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.

Key module label brightness

If you have connected a key module KM710, you can adjust the label brightness to suit your ambient lighting.

Press the key to open the main menu.

Settings

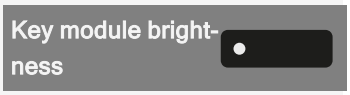
Open “Settings”.

Open “User settings”.

Enter and confirm the user password, if required.

Select “Phone”.

Select “Display”.



Select “Key module brightness”. The current setting is displayed.

Select “Edit”.

Use the function key to increase the value.

Use the function key to decrease the value.

- Optionally, use the keys on the dialpad.

Save the setting.

Updating the phone

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

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

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

Viewing system notifications

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

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

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

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

Operating the OpenScape Desk Phone CP710

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

> Before operating, you should set up the user password to protect the phone against unauthorized use (see "Privacy and security" → page 162).

Conversations

A conversation represents a contact and your call history with this contact. If a contact has not been involved in a call, they have no call history.

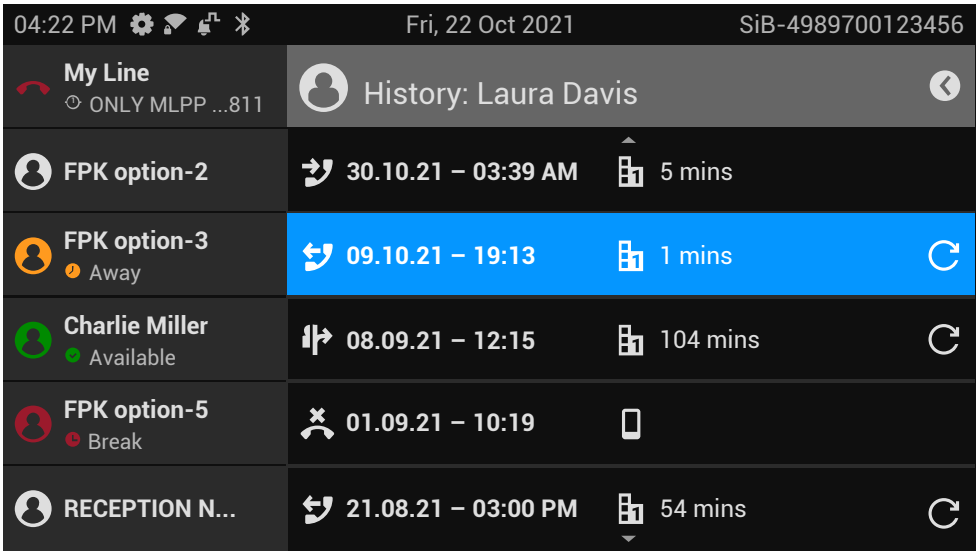
New conversations are available for the following conversation types:

- A previously answered call
- An outgoing call
- A dialled call
- A missed call
- An Exchange entry following automatic synchronization
- An entry from a corporate directory if a new number was used (LDAP)
- Received contact information via Bluetooth

Conversations can also be imported as CSV via the WBM (see "Importing contacts via WBM" → page 216).

If the phone is configured for “MultiLine”, conversations are maintained for calls on all lines, except for missed calls on secondary shared lines (for more information about key set, see "Making calls via multiple lines (“multi-line”)" → page 144).

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.

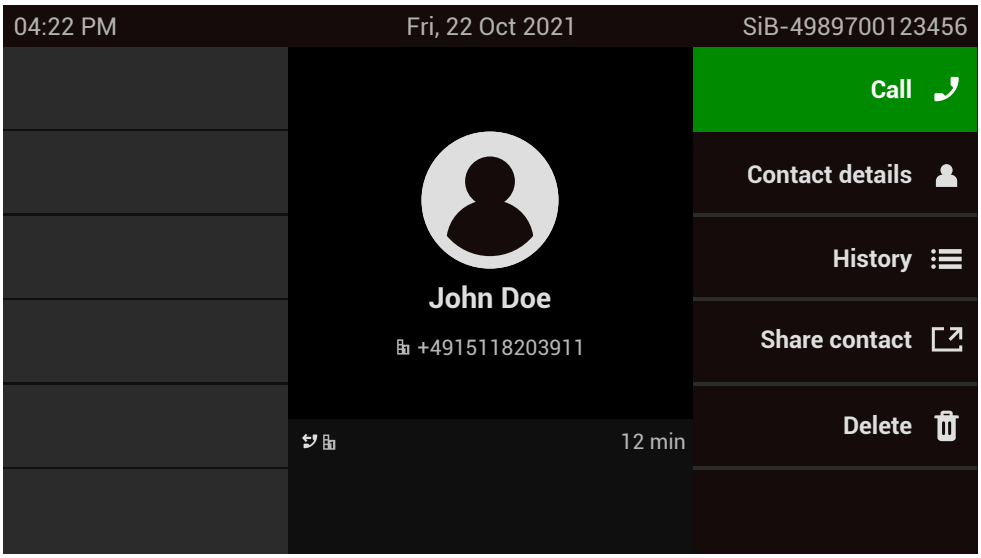
The list is ordered chronologically based on the last event. The latest entry appears at the top of the list. Active calls are displayed before the historical conversations.

> For the meaning of the various icons displayed on the screen, refer to "Icon overview" → page 36.

OPENING DETAILS OF A CONVERSATION OR CONDUCTING A CALL

You can open a selected conversation by one of the following methods:

- Using a navigation key
- Using the corresponding function key
- Using the navigation key for a selected conversation



Contact details

Select “Contact details”. This displays the contact details for a conversation.

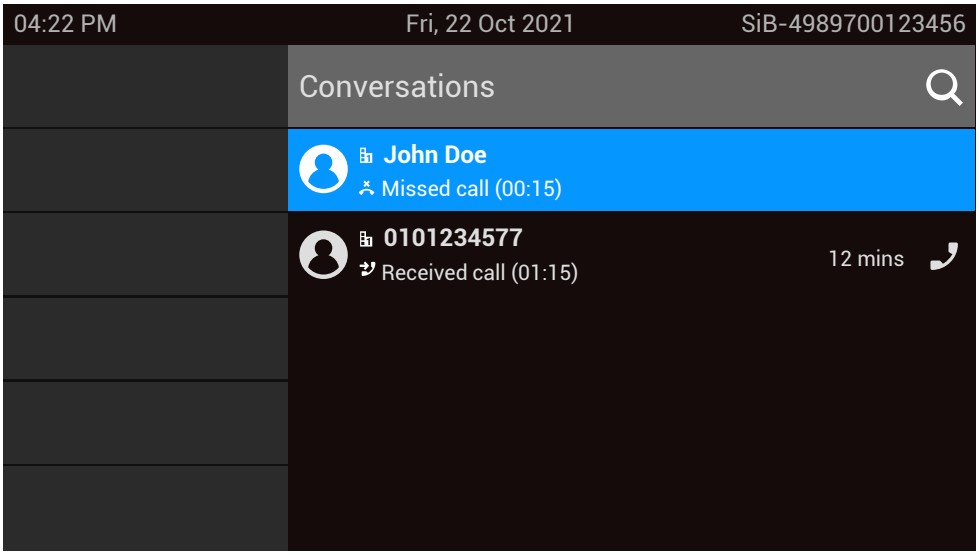
CREATING OR EDITING CONVERSATIONS

Conversations are created based on dialled or received calls. New contacts are synchronized with the phone when connected to the Microsoft® Exchange server.

When the LDAP has found a contact and you call that contact, this contact is transferred to conversations.

Example

You receive a call from a contact for whom a conversation does not yet exist in the list. When you have hung up again, this contact appears in your conversation list with the phone number only unless it was matched to an entry in the LDAP directory.



Open the details of the conversation using the navigation key.

Contact details

Select “Contact details”.

Select the corresponding icon to open the edit mode. You can complete the following fields for a contact:

- Last name: Last name of the contact
- First name: First name of the contact
- Work x: Work phone number. Additional work phone numbers are displayed below the first entry.
- Mobile: Mobile phone number
- Home: Home phone number
- Company: The company the contact is working at
- Address x: 1: First address where the contact can be reached. Additional work addresses are displayed below the first entry.
- Role: Job title of the contact
- Email: Email address of the contact
- Avatar: Image of the 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 (see "Managing avatar images" → page 183).

Press the function key next to the input field to complete input.

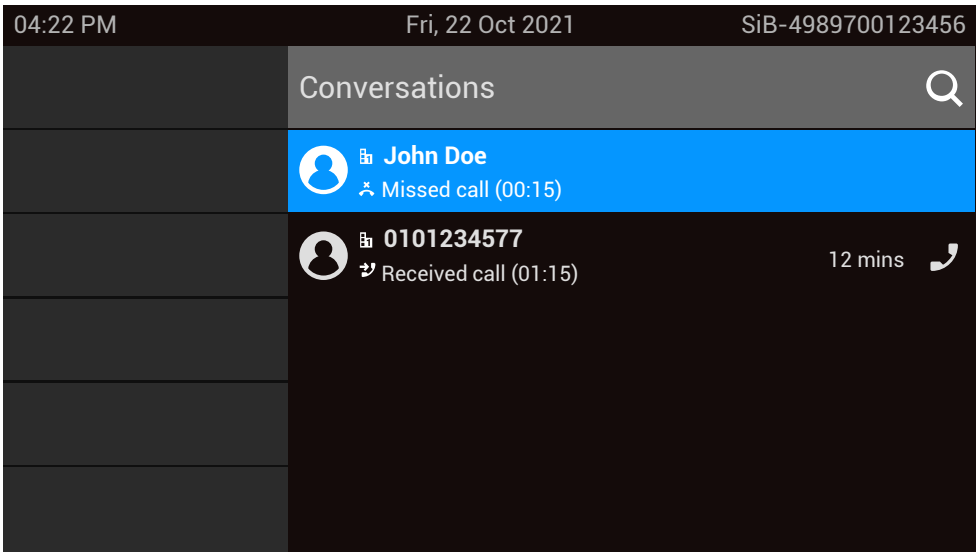
Press the navigator key.

Save the setting.

You can add missing fields values also at a later time. The information is shown on the display the next time you call this contact.

Create a new contact from the conversation list

You can create a new contact from the conversation list with no previous history.



Scroll to the header row of the list “Conversations” using the navigation key.

Press the navigation key to access the list of conversation options.

New conversation

In the “List options” select the option displayed. The new contact can be now created (refer to "Creating or editing conversations" → page 56).

Save the setting.

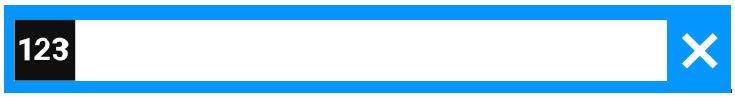
SEARCHING FOR CONVERSATIONS

You have a multiple options available for initiating a search for conversations. To call the contact for the conversation immediately and if you know the phone number you can do one of the following steps:

Lift the handset.

- Optionally, press the speaker key.
- Optionally, press the headset key.

To search in the conversations list, open an numeric input field by pressing the function key.



Enter the first digits of the phone number to see all phone numbers starting with the digits in the search box.

Use the key # to switch from numeric to alphanumeric input.

Press the function key next to a search result to call the contact.

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

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.

- **Configuring the Advanced LDAP search from the Corporate menu**

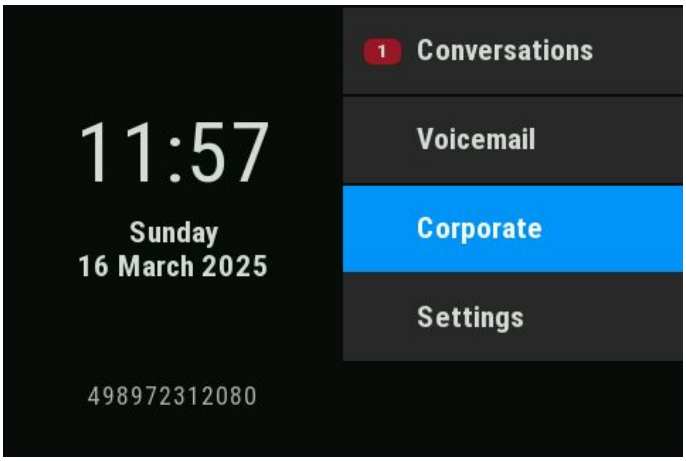
> The phone is connected to “Ring Central”.

You can access corporate data via the main menu screen:

- When RingCentral API is set (Admin>Local functions>RingCentral API), you can access corporate entries via the **Directories** option in the main menu.

The **Directories** menu has two sub-options: **Personal** and **Corporate** entries.

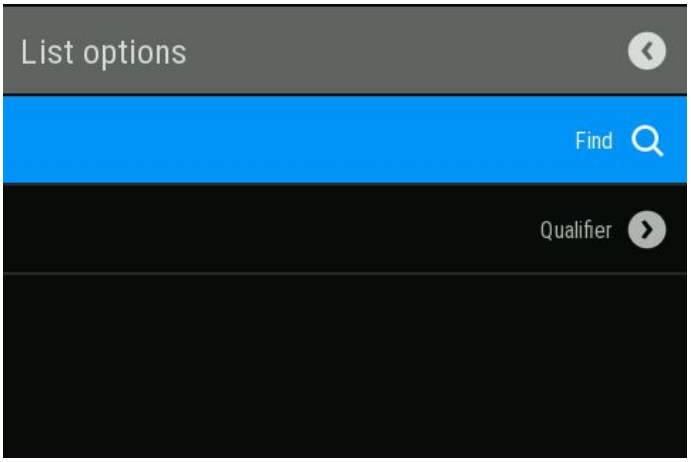
When **Corporate** is selected, the screen displays corporate data entries.



The **Corporate** menu allows you to look up contacts in the LDAP directory. To display these options, select **Corporate** and click **OK**.

To display the **List options** menu, click the right arrow next to **Corporate**.

When accessing the **List Options** menu, you can look up contacts in the LDAP directory by choosing one of two main options: **Find** and **Qualifier**.



The **Find** list option allows you to search for a LDAP entry using its attributes.

The **Qualifier** option enables you to refine search queries by applying qualifiers such as:

• No qualifier

• Job function

• Address

• Email

Qualifier options depend on which fields are filled in the LDAP template. The example mentions **Job function**, **Address**, and **Email**, but additional options may be available if other LDAP template fields are specified.

Using special characters to control the search

Additionally to regular letters, 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 search for an exact match.

> To use a comma (,) or a hash (#) as part of the search input text, you must 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".

Search input	Functionality
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

When entering search criteria, the local conversations are listed on top and ordered by their time stamp, the most recent ones are displayed on top.

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

"Alphabetical order" means A-Z ordering based on the first character in the name / names / topic of the conversation or contact. In the case of persons' names, the order is based on the first character of the first name 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 screen “List options”.

Press the function key. Initially, a specific filter is not applied, so all conversation list entries of any call type are displayed.

Pressing the function key displays a list with the following filter options:

- 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

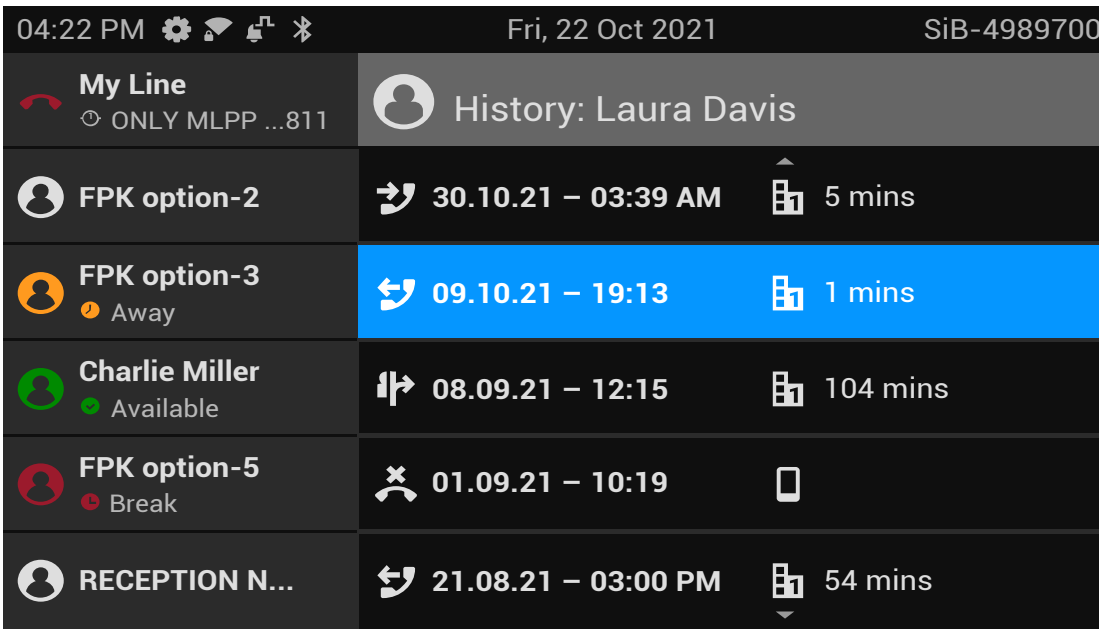
- Contacts - contacts with no associated call records
- Other calls - active call, voice mails and ignored pick-up

Keep pressing the function key to cycle through the options and stop pressing to select a filter.

To clear the filter press the navigation key.

DISPLAYING THE HISTORY OF A CONVERSATION

The latest call of a conversation is shown directly in the conversation list. The history of other calls can be viewed during a call in the details or also directly within the history option.



Select the conversation by scrolling through the list using the navigation keys.

Open the details of the conversation using the navigation key.

The most recent entries are shown below the name and number of the contact.

Press the function key to view a list of the last ten conversations.

A history entry may have additional information. To toggle between the normal and the additional information, press the adjacent function key.

DELETING CONVERSATIONS

Deleting a single conversation

If you misdialled or cancelled dialling prematurely, an entry will still be created in the conversations list. You can delete this entry. Entries for incoming calls that you no longer need can also be removed from the list.

Open the entry you want to delete using the navigation key.

Press "Delete" to delete the entry.

The entry is deleted immediately.

Deleting all conversations

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

- **Delete all conversations**: Removes all call logs and contacts stored only in conversation history.
- **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 edited and saved via the "Contact details" menu in the Conversation screen

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 servers may behave differently, as contacts and call history are managed separately.

With user password

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

Delete all conversations

Click "Delete all conversations".

If set, you will be prompted to enter the user password to confirm deletion.

Keep private contacts

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

The toggle is **off** by default, so you must manually activate it to retain private contacts.

Without user password

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

Delete list

To delete all conversation entries, click "Delete list".

Keep private contacts

To delete call history while retaining saved contacts, click "Keep private contacts".

MARKING ALL CONVERSATIONS AS READ

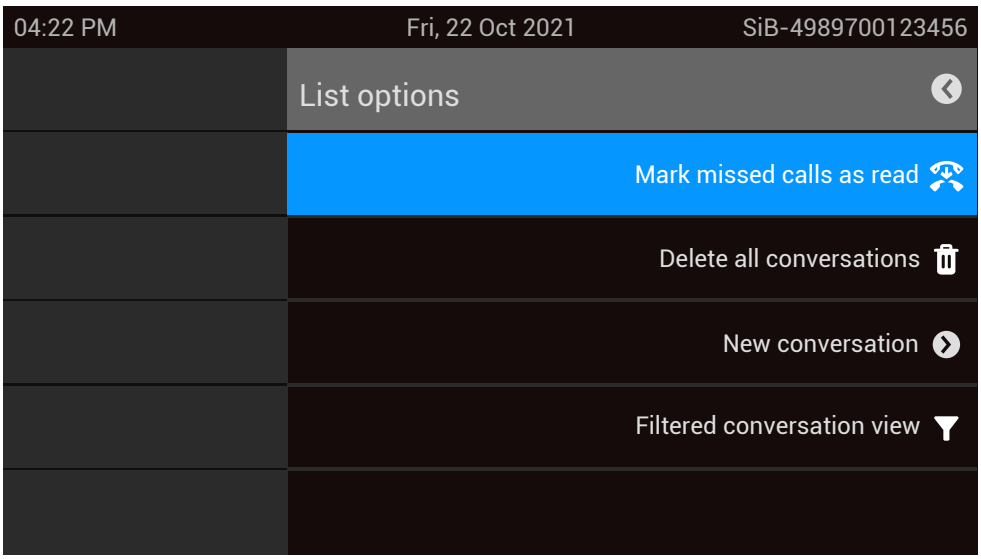
You are able to mark all new missed calls in the conversation list as read in a single action.

By this, all conversations with new missed call events will change to show normal missed call events and the missed call counter is reset to zero.

Conversations

Select “Conversations”.

Press the navigation key to enter the list options.

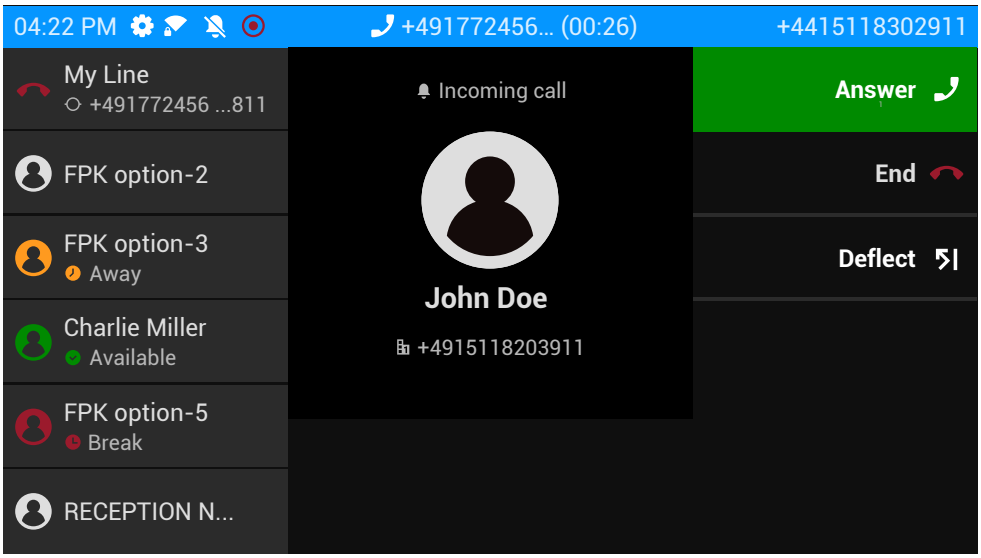


Select the option “Mark missed calls as read”. All missed calls are now marked as read.

Telephony interface

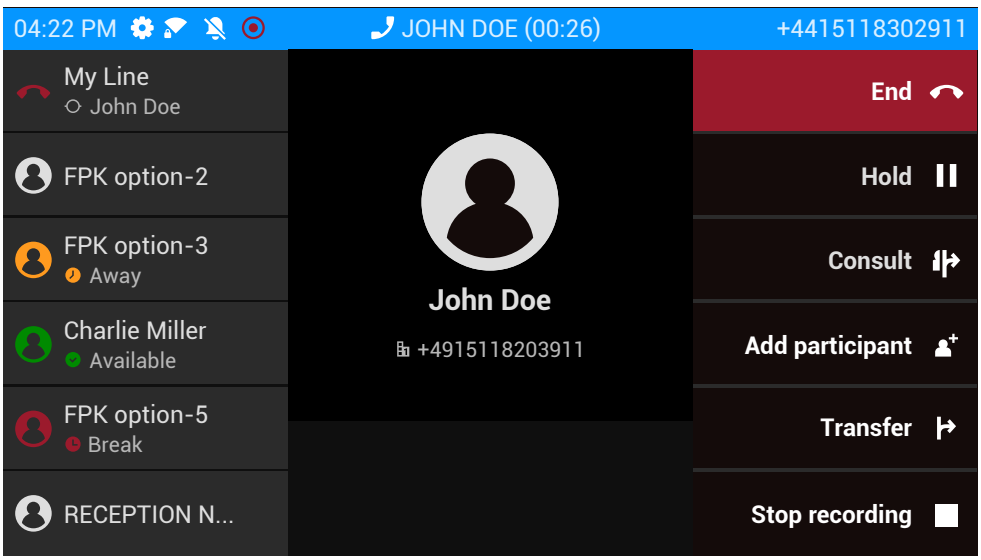
TELEPHONY VIEW

Incoming call



Your phone rings and the notification LED flashes. In addition to the common phone functions such as “Accept”, additional information and functions may be displayed.

When conducting a call



During a call, select any function key to perform the corresponding action such transferring the call.

Switching to a different menu during a call

Use the key while on a call to switch to “Conversations”.

Programmable function keys

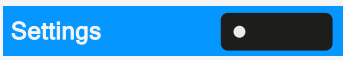
Programmable function keys are situated on the left of the display and in the “Favourites” or on an optionally connected key module (see "Programmable keys on the key module" → page 68).

PROGRAMMABLE KEYS IN THE MENU “FAVOURITES”

The menu “Favourites” comprises 12 programmable keys, to which functions and phone numbers can be assigned. The 6 first programmable keys are permanently displayed on the left panel. The other 6 programmable keys are available when the “Favourites” screen is displayed. Each programmable key can have 2 different functions.

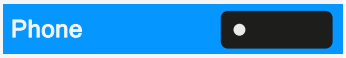
> Line or DSS keys may already be configured by the administrator.

Programming a function key on the first level



Open the “Settings” using the corresponding function key.

Open the “User settings” using the corresponding function key.

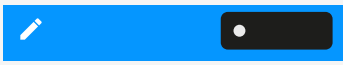


Select “Phone” using the corresponding function key.

Select “Program keys” using the corresponding function key.

The function keys are numbered 1 to 6 starting from the top of the left panel and 7 to 12 starting at the top of the right panel in the Favourites screen.

Select the key you want to program by pressing the adjacent function key.



Select the entry.

Use the navigation key to select an available function, e.g. “Call waiting”.

Confirm the selection.

Label

To change the label displayed on the screen, select “Label” and change the name using alphanumeric input with the dialpad.

Save the setting.

Programming a function key on the second level

A key must be programmed as a “Shifted” function (or the keys of a key module may have been configured by the administrator to affect the keys on the phone).

Shifted

Select “Shifted” using the adjacent function key. Proceed by assigning a function and a label identical to configuring the keys on the first level (see "Programming a function key on the first level" → page 67).

Save the setting.

Exit by pressing the navigation key. The function is now configured and can be used by pressing the function key next to the label.

PROGRAMMABLE KEYS ON THE KEY MODULE

The key module has additional keys to which you can assign functions or numbers at two levels.

On the KM710, use the key on the key module to switch between the first and second level for the respective function.

When you have pressed the corresponding function key on the key module, the status LED colour on the key changes, and possibly also the information shown on the display (KM710).

> The key module will return to the first level automatically after 15 seconds.

> The administrator may have configured the switch action to affect all connected key modules and the keys on the phone.

You can increase the number of programmable function or selected dialling keys by connecting an additional key module.

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

- Function keys (see "Function keys on the key module" → page 50)
- Selected dialling keys (see "Editing repertory dialling" → page 137)
- “Multiline” keys (see "Making calls via multiple lines (“multi-line”)" → page

144)
- “DSS” keys (see "Calling with a direct station select (DSS) key" → page 96)

> Line and direct station selection (DSS) keys can only be programmed by the administrator (see "Administrator settings" → page 73).

Program the function keys

Press and release the adjacent function key.

Long press the key again.

Select “OK”.

Select “Normal” and select the desired function (see "Programmable keys in the menu “Favourites”" → page 67).

Confirm the selection.

Label

To change the label displayed on the screen, select “Label” and change the name using alphanumeric input with the dialpad.

Confirm the selection. The function is now configured and can be used by pressing the function key next to the label.

Answering machine (“Voicemail”)

If configured, the option “Voicemail” in the main menu allows you to connect to your mailbox system. The **MWI key** also provides access to the mailbox system.

Depending on the type and configuration of the communications platform, messages from configured services are displayed.

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

Inline notification

Prerequisites

- The administrator has enabled rollover visual alerts and determined how rollover calls are to be signalled.
- The phone is active (or held) in a call on a different line.

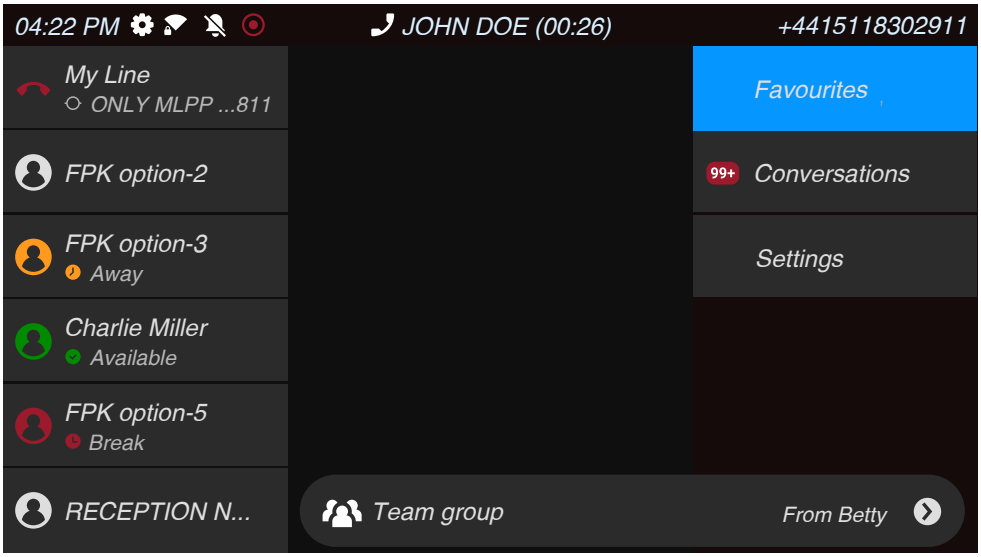
Inline notification can be activated for the following situations:

- **DSS calls**: Shown for an alerting DSS call (i.e. alerting the DSS monitored phone), even if a key module is plugged in or if the event is for the hidden favourite menu.
- **MultiLine calls**: Conditions for 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 or if the event is for the hidden favourite menu.
- **BLF and Group pickup**: Notification is not shown if a key module is plugged in or if an alert screen for “Group pickup” is shown.

To see more information about the incoming call, press the function key next to the notification to switch to favourites.

When the notification is shown even when the screen “Favourites” is not displayed, the function key can be used to dismiss the notification.

DISPLAY OF THE INLINE NOTIFICATION



An inline notification is shown in the following situations:

- For DSS and “Multiline” calls the notification is displayed independently of an attached key module.

- On any screen except “Favourites” and editing screens. It is not shown when the phone is in the power saving state and locked.
- Whenever a “Group pickup” or BLF call is available to be picked up, provided the phone has not been configured for an on-screen alert.
- Whenever a DSS key is alerting.

SHORTENED INLINE NOTIFICATION

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

CANCELLING INLINE NOTIFICATION

The inline notification can be cancelled by pressing the function key adjacent to the notification. This will have one of the following consequences:

- Display the screen “Favourites”: If you visit the screen when an inline notification is displayed, the notification is cancelled, i.e. removed and not shown again until the next new notification event.
- If the notification is displayed when the screen “Favourites” is not available, or the key is not displayed in “Favourites“, the notification can be cancelled by pressing the corresponding function key.

Settings menu

Use the function key to open the main menu and then switch to the settings.

The menu comprises a configuration area both for user settings and for administrator settings.

Entering a user password

By default, a user password is not set and is not required to access the user settings on the phone. However, a user password is required to access the web interface (WBM) or lock the phone (see "Privacy and security" → page 162).

USER SETTINGS

Menu

You can adjust local settings for the phone using the menu “User settings”.

The menu structure consists of several levels.

For more information on configuring settings via the web interface, see "Web interface (WBM)" → page 215.

Control switches

The menus may contain switches (/) for deactivating / activating functions.

Example

Allow call waiting

Press the function key “Allow call waiting” to enable the function. The “switch” is moved to the right.

- Alternatively, use the navigation keys to select the option and confirm with OK.

Save the setting.

Parameters

You can set values in some submenus.

Press the function key to open the parameter setting.

Press the function key for the desired parameter value. The setting is changed and you return to the previous menu.

Save the setting.

Adjusting a level

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

Example for setting the display brightness level

Press the key to open the main menu.

Settings

Open “Settings”.

User settings

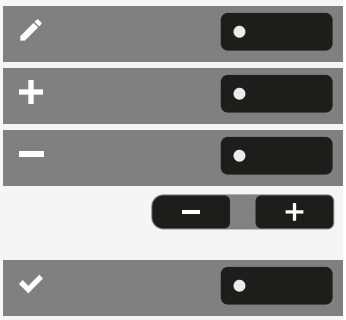
Open “User settings”.

Enter and confirm the user password, if required.

Select “Phone”.

Select “Display”.

Select “Brightness”.



Select “Edit”.

Use the function key to increase the value.

Use the function key to decrease the value.

- Optionally, use the keys on the dialpad.

Save the setting.

ADMINISTRATOR SETTINGS

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

Control and monitoring function

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

Control function

The 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 status bar at the top of the screen.

Activating a diagnostic call

When connection problems with a specific destination occur, the administrator may ask you to enter an activation code before the number of the contact, 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 ("*xxx#"), 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 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 access HPT connection to be completed.
- Reject - rejection clears the prompt and does not allow the remote access connection.

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

Without a user action the prompt screen disappears after a short period. No action is regarded as a reject action.

STATUS DURING CONNECTION

The icon is displayed in the status bar and flashes during the remote connection.

SSH access

During SSH access the user action is remotely observed. During the access period the menu key LED flashes amber while the status icon is available to be seen to inform the user about the ongoing observation. Also, when the user leaves the main menu the icon is not displayed, but the menu key LED flashes amber.

Status text "Remote service active"

> Applies to HPT control only.

The menu key LED flashes amber while the status text is displayed.

The status text has a lower priority than other information that is displayed in the info area below the phone number. So the status text is shown until the info area is used for a higher prioritized message.

Configuring the phone default settings

Adjusting the display brightness

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

For more information on configuring settings via the web interface, see "Web interface (WBM)" → page 215.

Press the key to open the main menu.

Settings

Open “Settings”.

User settings

Open “User settings”.

Enter and confirm the user password, if required.

Phone

Select “Phone”.

Display

Select “Display”.

Brightness

Select “Brightness”.

Select “Edit”.

Use the function key to increase the value.

Use the function key to decrease the value.

- Optionally, use the keys on the dialpad.

Save the setting.

Adjusting the default volumes

You can configure different default volumes for the following audio output:

- Loudspeaker
- Ringer

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

Press the key to open the main menu.

Settings

Open “Settings”.

User settings

Open “User settings”.

Enter and confirm the user password, if required.

Audio

Select “Audio”.

Volumes

Select “Volumes”. The settings for the various volumes are displayed.

Select the audio setting.

Use the navigation keys to scroll, if required.

Select “Edit”.

Use the function key to increase the value.

Use the function key to decrease the value.

- Optionally, use the keys on the dialpad.

Save the setting.

Adjusting the key clicking sound

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.

For more information on configuring settings via the web interface, see "Web interface (WBM)" → page 215.

Press the key to open the main menu.

Settings

Open “Settings”.

User settings

Open “User settings”.

Enter and confirm the user password, if required.

Phone

Select “Phone”.

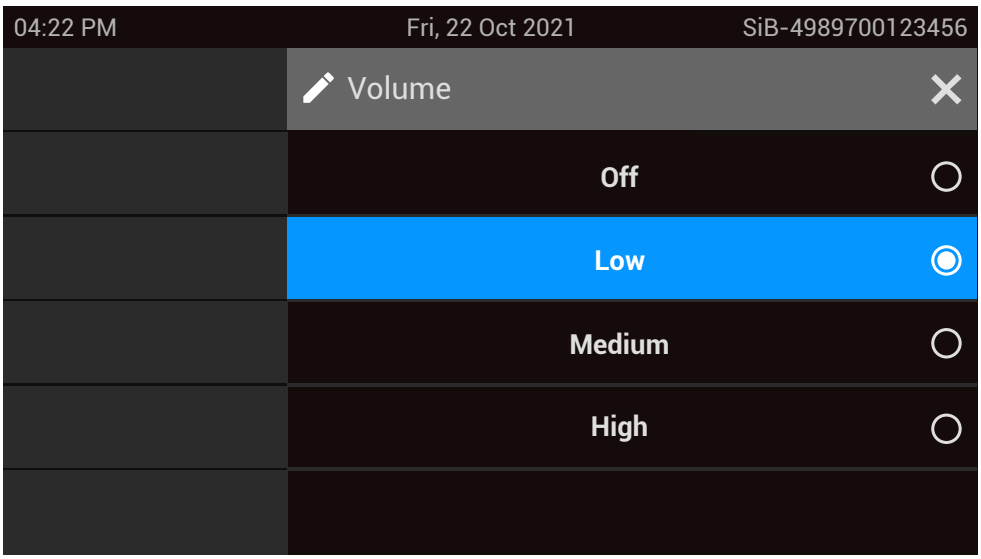
Key click

Select “Key click”.

Adjusting the volume

Volume

Select “Volume”.



Select the default setting using the adjacent function key. You can choose between the following options:

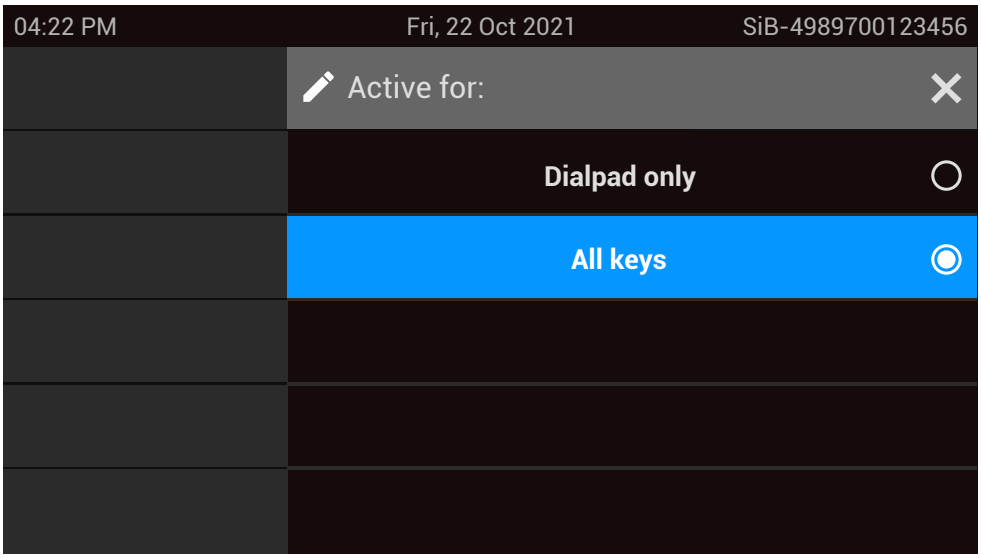
- Off (no clicking sound)
- Low
- Medium
- High

Save the setting.

Setting the key click scope

Active for:

Select “Active for:”.



Select the scope for the key clicking sound:

- Dialpad only
- All keys

Save the setting.

Connecting to OpenScape UC

For more information on configuring settings via the web interface, see "Web interface (WBM)" → page 215.

Press the key to open the main menu.

Settings

Open “Settings”.

User settings

Open “User settings”.

Enter and confirm the user password, if required.

Configuration

Select “Configuration”.

Use the navigation keys to scroll, if required.

OpenScape UC

Select “OpenScape UC”.

Enter the required login information.

Save the setting.

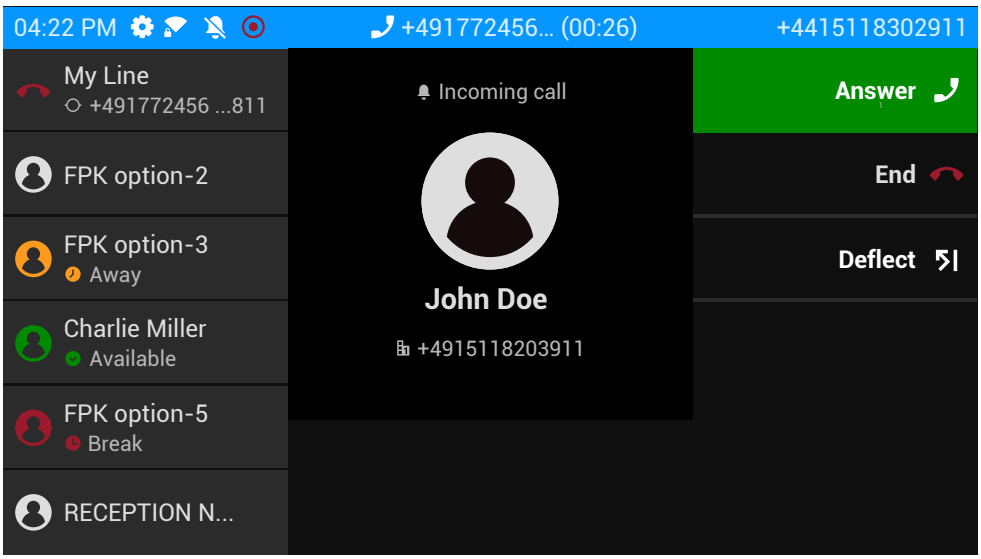
The phone will login using the given user credentials. If the data is incomplete, the phone will not login at all.

> If you experience difficulties with the OpenScape UC configuration, contact the administrator.

Making calls

Incoming calls

The phone rings if the ringtone is active. The notification LED also flashes. The calling party information (e.g. name, phone number) is displayed in the status bar and in the information section on the central part of the display.



> Any settings currently made on the phone are interrupted by an incoming call.

Use the key “Settings” at any time to return to the point in the menu structure where you were interrupted, unless the time interval for the password has expired.

ANSWERING A CALL VIA THE HANDSET

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

Lift the handset.

Adjust the call volume, if necessary (see "Volume" → page 29).

ANSWERING A CALL VIA THE LOUDSPEAKER (SPEAKERPHONE MODE)

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

- Select “Answer”.

- Optionally, select the key shown.

The key lights up . The speakerphone function is activated.

Adjust the call volume, if necessary (see "Volume" → page 29).

Suggestions for using the 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 and set up correctly (see "Setting the headset port use" → page 171).

Answering calls via the headset key

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

Press the key shown. The key lights up.

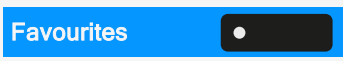
Adjust the call volume, if necessary (see "Volume" → page 29).

Answering calls automatically via the headset

Prerequisite: The administrator has additionally configured a function key with the function “AICS ZIP tone” (see "Programming the function keys" → page 133).

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

- Optionally, press “Settings”.



Select “Favourites”.

Use the navigation keys to scroll, if required.

Select “Auto Headset” to activate automatic call answering mode. The key LED and the headset key illuminate.

When there is an incoming call a short acoustic signal is heard on the headset for a call and the connection is established.

To deactivate the automatic headset answering function, press “Auto Headset”. The LEDs of the function and the headset keys are off.

ANSWERING A VIDEO CALL

The phone does not support a video camera and is restricted to video reception. Incoming video calls appear as incoming calls. You can accept, reject or deflect a video call. If the incoming call includes video that can be displayed (i.e. SIP video), the incoming ringing call icon is replaced by an incoming video ringing icon .

There are two types of video calls:

- A SIP video call where the video is part of the call.
- A direct video call where the calling party has a camera configured for streaming video.

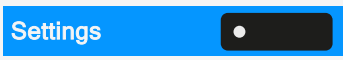
The incoming video call behaves similarly to a normal incoming call, only that video media is added.

For a call from a door opener with associated camera the phone can be configured to automatically connect to the camera and show video (Direct video) while the call from the door opener is still ringing.

Enabling video calls

Prerequisite: The administrator has enabled the configuration to accept video media.

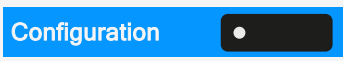
Press the key to open the main menu.



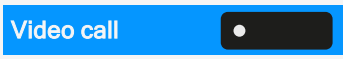
Open “Settings”.

Open “User settings”.

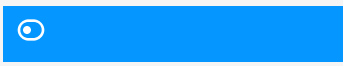
Enter and confirm the user password, if required.



Select “Configuration”.



Select “Video call”.



Enable or disable “Video call”.

> For SIP calls with video media an icon in the status bar indicates that the call can display video, displayed before the call is answered and when it is connected.

For a direct video call there is also an option to show the video screen for the incoming call (also available in the main menu screen during an incoming video call). The incoming video call behaves similarly to incoming audio calls, only video media is added.

Video screen with door opener call

Door opener

The phone supports up to four independent door openers that may use different control methods each.

The feature “Door opener” can support several ways to control a door opener:

- Via phone call to door opener
- Via HTTP/S request to door opener

Direct video stream

A door opener may also be associated with up to four cameras that can send video streams of the doors as direct video (for configuration, see "Configuring direct video" → page 174). When the feature “Camera control” is enabled, the video stream is operated in the following ways:

- When configured, the video is toggled on or off by pressing the associated function key.

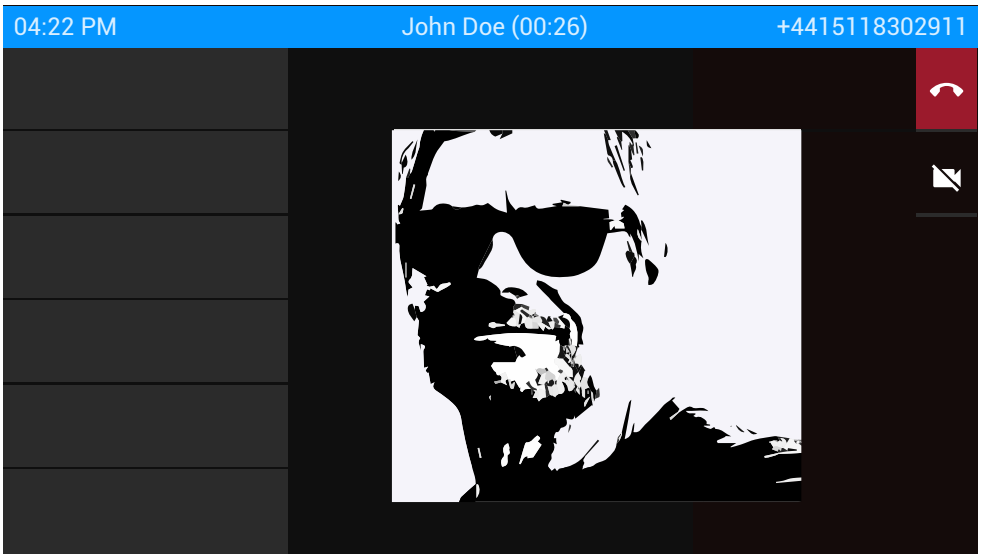
> When configured, the direct video stream from a camera can be shown before (or without) a call from its associated door opener microphone.

- As an option in the call menu: When phone detects a call from a door opener with a camera, the phone starts video stream and displays the video.

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 displayed.



If the call has associated video, the call screen with video media is displayed after accepting a call.

> If a call is from associated door opener, screen behaviour is dependent on the Automatic door video configuration.

Answering an incoming call with automatic door video enabled

Prerequisite: The administrator has enabled “Automatic door video”.

- If automatic door video is enabled, the 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, the video screen is hidden, and the video stream is stopped. If the video screen is dismissed, the door opener call remains in its current state.

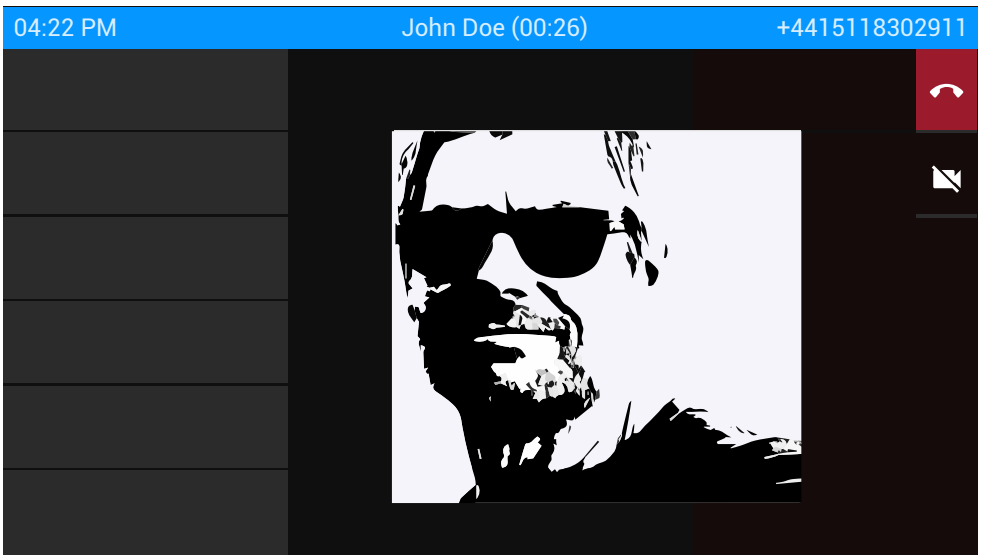
Answering an incoming call with automatic door video disabled

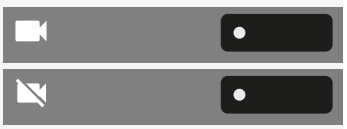
- If Automatic Door video is disabled, the video screen is hidden, the video stream is stopped and the incoming call screen is displayed (like any other incoming audio call, except for the option to show the associated video).
- When the call is answered, the connected call screen for door opener call is shown with the 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. If the video screen is dismissed, door opener call stays in current state.

Hide video during a video call

After accepting the video call, select the crossed out camera icon.

When you hide video using the function key, the following screen is displayed.

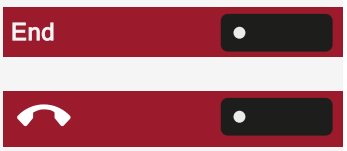




Select the camera icon to display the video.

- To hide the video, select the icon.

Ending a video call



- When the video is hidden, press “End”.
- When the video is displayed, press the function key.

REJECTING A CALL

You can reject an incoming call.

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

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

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

DEFLECTING A CALL

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

Deflect

Select “Deflect”. The conversations view is displayed. If a destination phone number is configured, it will appear as the top entry in the list (see "Permitting call deflection" → page 195).

Press the function key to dial the number.

If you did not Save a phone number when configuring call deflection, or if you want to use a different destination, you are asked to enter a destination phone number.

Enter the phone number.

Confirm with the function key. The call is deflected.

RESPONDING TO A “CALLBACK”

Prerequisite: A callback was requested (see "Requesting callback" → page 93). The phone rings and the contact information is displayed.

Accepting a “Callback”

Answer

Select “Answer”.

Rejecting a “Callback”

Prerequisite: The function “Reject” is approved by the administrator.

Reject

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

Outgoing calls

If the option “Busy when dialling” is enabled, you will not be interrupted by an incoming call (see "Allowing “Busy when dialling” for outgoing calls" → page 199). In this case, the caller hears the busy signal or is redirected to voice mail.

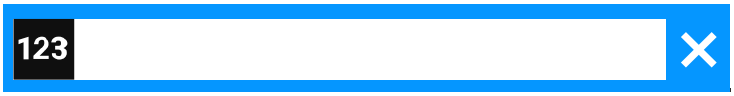
You make a call by entering the phone number of the relevant party using the dialpad or by searching for this party in the list “Conversations”. The list includes:

- Dialled and received calls
- Subscribers from Exchange
- Subscribers from a “Corporate directory”
- Imported contacts

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

OFF-HOOK DIALLING

Lift the handset.



The input field in is displayed.

Enter the phone number. The phone numbers starting with the entered digits are displayed.

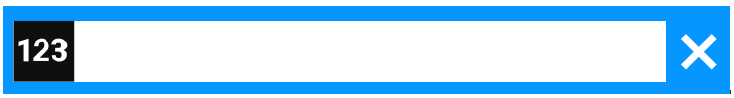
OK

- Press “OK” to confirm that the phone number is complete or wait until the autodial delay expires (see "Using autodial delay" → page 93).

- Optionally, select a matching previous conversation that is displayed.

DIAL WITH THE HANDSET ON HOOK

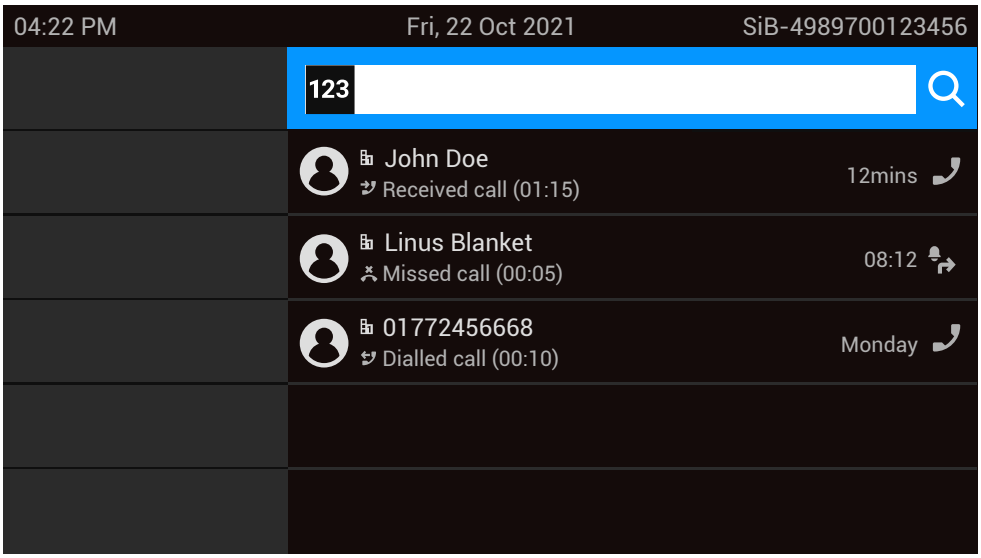
The connection is set up with on-hook dialling via a connected headset or via the loudspeaker (speakerphone mode). The line is seized before dialling.



Enter phone number via the dialpad without lifting the handset and confirm when finished.

Press the key if a headset is connected.

- Optionally, press the speakerphone key.



The input field in “Conversations” is opened in numeric mode.

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

OK

Confirm when the complete number has been entered.

- Optionally, select a contact from the list of previous calls and press the corresponding function key.

Participant answers over loudspeaker

Select speakerphone mode.

- Optionally, lift the handset.

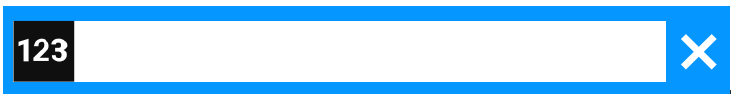
Participant does not answer or is busy

Press key. LED goes out.

Callback

Select “Callback”.

Entering the phone number first



Enter the phone number. The loudspeaker or headset key illuminates when you enter the first digits. If necessary, correct the input using the navigation keys.

OK

- Press “OK” to confirm that the phone number is complete or wait until the autodial delay expires (see "Using autodial delay" → page 93).
- Optionally, select a matching previous conversation that is displayed.

DIALLING WITH THE SELECTED DIALLING KEY

Calling a permanently displayed contact

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

Press the function key of the associated phone number or contact name. The connection is set up.

Calling via a connected key module

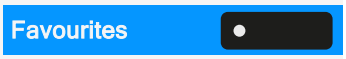
When you press a selected dialling key, the associated contact or phone number is displayed and the connection is set up.

> You can program frequently used phone numbers on programmable keys (see "Programming the function keys" → page 133).

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

Calling via “Favourites”

Press the key to open the main menu.



Select “Favourites”.

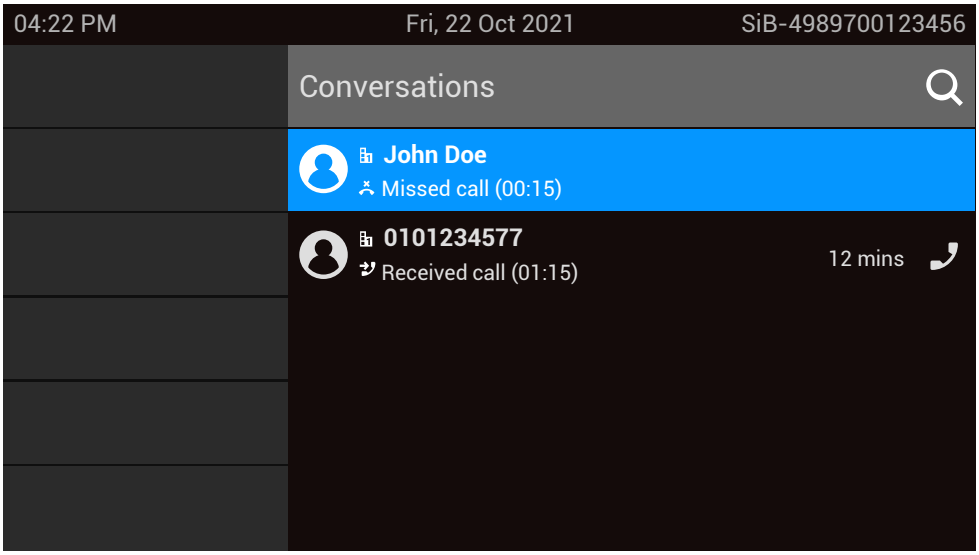
Press the function key for a saved phone number. The connection is set up.

DIALLING FROM CONVERSATIONS

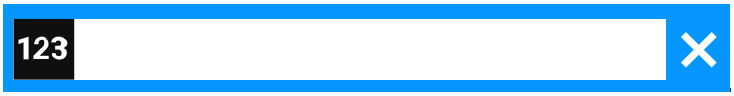
Depending on the configuration, the conversation list can contain data from the following directories:

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

> If you can find neither redials nor received nor dialled 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 by scrolling with the navigation keys.



Optionally, search by entering the phone number or name.

Confirm the selected contact or phone number with the function key. The phone number is used for calling the contact.

REDIALLING

> No history is created for contacts if the call log or Microsoft® Exchange is deactivated. Conversations that have been dialled manually or searched for via LDAP are also not created. Previous entries are deleted.

Prerequisite: A programmable key has been configured with the redial function.

From the conversation list

You can use conversation list to call your last connected party via the history of a previous conversation or you can call via the contact details (see "Opening details of a conversation or conducting a call" → page 55).

Redialling with a key in the left panel

Select “Redial”.

Redialling from a connected key module

If “Redial” is not displayed on the key module, press the key to change the level.

Redial

Select “Redial”.

Redialling via “Favourites”

Press the key to open the main menu.

Favourites

Select “Favourites”.

Redial

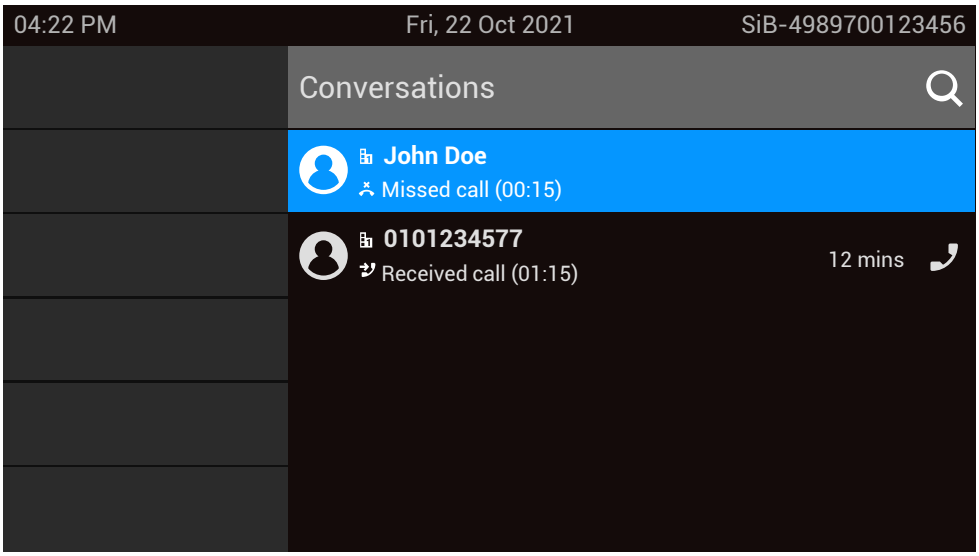
Select “Redial”.

CALLING BACK A MISSED CALL

When a call is missed the LED on the phone lights up (if configured by the administrator). In addition to the menu name, i.e. the number of missed calls is displayed on the landing screen with a red background in the tab “Conversations” (see "When set, the conversation list is displayed on the landing screen and is a collection of contact details and data from the call log." → page 44).

Conversations

Select “Conversations”.



Calls you have missed are indicated with .

John Doe

Select the contact and confirm. The call is set up with the number displayed.

REQUESTING CALLBACK

You can request a callback if the contact 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 (see "Permitting a callback" → page 201).

> This function is available with restrictions on an OpenScape Desk Phone.

Prerequisite: The contact called is busy or nobody answers.

Callback ●

Select “Callback”.

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 ●

Select “Cancel callbacks”. **All** callback requests are deleted.

USING AUTODIAL DELAY

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

- When dialling in idle mode
- When deflecting an incoming call
- During a consultation
- When transferring an answered call

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

OK

- Press the key.

- Optionally, 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 the hook.

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

During a call

ACTIVATING OR 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.

SWITCHING FROM HANDSET TO SPEAKERPHONE MODE

> Note that there are two different modes (US and Standard) and you can activate your preferred setting as appropriate.

Prerequisite: You are conducting a call via the handset.

> The microphone and loudspeaker functions are activated by the administrator.

Listening in standard mode

To open listening in standard mode, hold down the key.

Hang up the handset.

Release the key and proceed with your call.

Listening in US mode

To open listening in US mode, press the key.

Hang up the handset.

Proceed with your call.

SWITCHING FROM SPEAKERPHONE MODE TO THE HANDSET

Prerequisite: You are conducting a call in speakerphone mode.

Lift the handset. The key is no longer illuminated.

SWITCHING FROM HEADSET TO SPEAKERPHONE MODE

Switching in standard mode

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

Hang up the handset.

Switching in US mode

Press the key.

Hang up the handset.

OPEN LISTENING TO THE ROOM

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

Prerequisite: You are conducting a call via the handset.

Activating open listening

To activate open listening, press the key shown.

Deactivating open listening

To deactivate open listening, press the illuminated key.

DISPLAYING DTMF DIGITS

The phones are able to send DTMF tones when dialpad buttons are pressed during an active call.

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

For more information on configuring settings via the web interface, see "Web interface (WBM)" → page 215.

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

Press the key to open the main menu.

Settings

Open “Settings”.

User settings

Open “User settings”.

Enter and confirm the user password, if required.

Configuration

Select “Configuration”.

Connected calls

Select “Connected calls”.

Display DTMF digits

Select “Display DTMF digits” and confirm with the function key.

Save the setting.

CALLING WITH A DIRECT STATION SELECT (DSS) KEY

Prerequisite: A DSS key is configured on your phone, e.g. a key with label “DSS X” (see "Setting up a selected dialling key" → page 139).

DSS X

Select the corresponding function key.

When the participants answer, enter speakerphone mode.

- Optionally, lift the handset.

> For the meaning of the LED displays on the direct call keys, see "Meaning of LEDs on function keys" → page 28.

USING PRE-CONFIGURED DTMF CODES

When calling, you can use menu options that can be pre-configured with different DTMF digit sequences to perform specific actions (e.g. parking a call, recording, or

cancel a callback).

The DTMF-based functions can only be sent when a call is active and can also be configured locally on the device, on the web interface, or via the RingCentral server.

Prerequisite: You are conducting a call.

While on the screen “Active call”, press the DTMF sequence of the dialpad keys that is configured to a specific action, e.g.

#7275

- Park call

*9

- Record call

> When the call is on hold, the DTMF related options will disappear, since 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. Optionally, you can start a conference that includes all parties on the line.

Prerequisite: You are conducting a call.

Consult?

Confirm the option shown.

Enter and confirm the second party's phone number.

Conversations

- Optionally, search for the contact in “Conversations” and confirm.

Starting a conference call

Add participant

Select “Add participant”.

- Optionally, enter and confirm the second party's phone number.

Start conference

Select “Start conference”.

- You can also use the key shown.

Ending a consultation call

You end the consultation

End & reconnect

Select “End & reconnect”. 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 (see "Enabling or disabling “Hold and hang-up”" → page 194). Otherwise, the first call will remain on hold until you receive this prompt after a defined time interval.

Retrieve held call

Select “Retrieve held call” to be reconnected with the first party.

Ending the consultation with an active headset

> The administrator has additionally configured a key with the function “Auto headset” function (AICS ZIP tone) on a key module, in the left panel or in the menu “Favourites” (see "Programming the function keys" → page 133).

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. “Retrieve held call” is not displayed.

SWITCHING TO THE HELD PARTY (ALTERNATING)

Prerequisite: You are conducting a consultation call or have accepted a second call (see "Consulting a second party" → page 97 or "Answering a second call" → page 102).

Alternate

Select and confirm the option shown.

> You can switch back and forth between two contacts by repeatedly selecting and confirming “Alternate”.

Ending an Alternate operation

End & reconnect

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

“CONFERENCE” CALLS

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

- A local (3-party) conference: The phone hosts a local conference call and the participants remain in their calls with the hosting phone.
- A server (multi-party) conference: A media server hosts a large conference call and all participants automatically establish a new single call to the media server.

Prerequisite: You are conducting a consultation call or have accepted a second call and the conference function is allowed (see "Allowing a conference" → page 201).

Establishing a conference

You can initiate a conference with the function “Conference” in the context menu of either the active or the held call. You can optionally press the fixed key “Conference” or a configured conference key.

If you are already involved in a connection with a party when you initiate the consultation call, the original party is placed on hold.

The new consultation connection can be either secure or not secure. However, the first connection remains secure even if all three parties are joined together in a local conference.

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

The padlock icon for secure call (🔒) or non-secure call (🔓) is displayed.

Start conference ●

Select “Start conference”. You are connected to both parties at once.

- Optionally, press the key.

Conference

- Optionally, select “Conference”.

Querying information on contacts

Participants ●

Select “Participants” to display the contacts.

●

Select the contact.

Open the contact information.

Ending the local conference

Allowing call partners to continue a conference after you exit

Prerequisite: The function "Allow joining in a local conference" was activated (see ("Allow joining in a conference" → page 202).

Exit conf. ●

Select “Exit conf.”.

- Optionally, hang up.
- Optionally, press the loudspeaker key, if you are in speakerphone mode.

Both call partners remain connected. You are disconnected from the conference call.

Disconnecting a party

End conf.

Select “End conf.”. Both connections are closed.

Ending the server hosted conference

Allowing call partners to continue a conference after you exit

Exit conf.

Select “Exit conf.”.

PUTTING ON HOLD AND RETRIEVING ALTERNATELY OR SIMULTANEOUSLY

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

Putting an active call on hold

Press the key.

Hold

- Optionally, select “Hold”. The consultation or second call and the first call are put on hold.

Retrieving the first call

Press the key to switch to “Conversations”.

Select the first caller in the list.

Reconnect

Select “Reconnect”. You are connected with the selected party. The consultation or second call remains on hold.

Retrieving the second call

Press the key to switch to “Conversations”.

Select the second caller in the list.

Reconnect

Select “Reconnect”. You are connected with the selected 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 and call joining is allowed.

Complete transfer

Select and confirm the option shown. The active and held calls are joined. you can hang up the phone.

Connecting by hanging up

Hang up 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

You can use this function to place an ongoing call on hold, e.g. to prevent the another party hearing a conversation with a colleague in the same room.

Prerequisite: You are conducting a call.

Hold

Select and confirm the option shown.

- Optionally, press the key shown. The key illuminates.

If you do not retrieve the held call after a defined time interval, a reminder beep sounds three times and a prompt to retrieve the call or disconnect appears on the display.

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

Retrieving a held call

Reconnect

Select and confirm the option shown.

- Optionally, press the illuminated key.

Disconnecting a held call

End

Select “End” 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. A bell appears on the display and next to it the phone number of the caller is shown.
- You can ignore or accept the second call. Before you accept the second call, you can end the first call or place it on hold for subsequent retrieval.
- You can block the second call (see "Allowing call waiting" → page 197).

Answering a second call

Prerequisite: You are conducting a call and call waiting is allowed ("Allowing call waiting" → page 197).

Answer

Select and confirm the option shown.

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

During the call with the second party, additional functions are available for selection:

- Alternate (see "Switching to the held party (alternating)" → page 98)
- Complete transfer (see "Connecting parties" → page 101),
- Conference (see "“Conference” calls" → page 98),
- Blind transfer (see "Transferring a call" → page 104),
- Hold (see "Placing a call on hold" → page 101).
- Put on hold and retrieve second and first call successively (see "Putting on hold and retrieving Alternately or simultaneously" → page 100).

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 select one of the following options:

- Initiate a conference
- Toggle between the second call and a consultation call
- Put on hold and retrieve second and first call successively
- 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

Select and confirm the option shown. The call to the current contact is disconnected and the last call is reconnected.

Ending the second call 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 (see "Enabling or disabling “Hold and hang-up”" → page 194). Otherwise, the first call will remain on hold until you receive this message after a defined interval.

Ignoring the second call

Prerequisite: You are conducting a call and call waiting is allowed (see "Allowing call waiting" → page 197).

Ignore

Select and confirm the option shown.
The caller still hears the on-hook signal. You can subsequently accept, reject or deflect the second call via the context menu.

While the ignored second call continues to wait, from the active call the following options are available:

- Make 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 (see "Allowing call waiting" → page 197).

Reject

Select and confirm the option shown.

The second call is rejected. The caller hears the busy signal. The caller's phone number is added to the missed calls list in “Conversations”.

Deflecting a second call

Prerequisite: You are conducting a call and call waiting is allowed (see "Allowing call waiting" → page 197).

Deflect

Select and confirm the option shown.

Deflecting

If a destination phone number is stored, you can select and confirm it (see). The call is deflected.

If you did not set a phone number when programming call deflection, you are prompted to enter a destination phone number for call deflection.

Enter and confirm the destination phone number.

The second call is deflected to the destination specified. You are reconnected with the first party.

Connecting parties

Complete transfer

Select and confirm the option shown. The other two parties are now connected to one another. You can now hang up or dial another number.

Connecting by hanging up

> Connecting by hanging up is activated (consult the administrator) and “Toggle associate” must be enabled ("Connecting contacts by hanging up" → page 197).

Hang up 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.

> **Note** 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.

Prerequisite: You are conducting a call. The options "Allow call transfer" and "Transfer on ring" are allowed (see "Allowing call transfer" → page 198).

Blind transfer

Press the key shown.

Transfer

- Optionally, press the function key.

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 contact 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.

Consult

Select “Consult”.

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 contact from conversations at this point.

Announce the call you want to transfer.

Complete transfer

Select “Complete transfer”.

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

Select “Complete transfer”.

- Optionally, hang up 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 dialling key

Prerequisite: The dialling key is configured to one of the available programmable keys.

> The administrator must 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.

Dialling via “Favourites” or from a key module

Press the key to open the main menu.

Favourites

Select “Favourites”.

Select the function key. The configured action will be triggered. The call will be placed on hold and either a consultation call or a blind transfer will take place.

Dialling via a function key in the left panel

Select the function key. The configured action will be triggered. The call will be placed on hold and either a consultation call or a blind transfer will take place.

> Transferring a call using the dialling keys is also possible for mobile users who are logged on the phone and if a Bluetooth headset is used.

ENDING A CALL

Hang up.

End

- Optionally, select “End”.
- Optionally, press the key shown. The LED goes out.
- Optionally, press the key shown. The LED goes out.

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 local call forwarding

> You can also configure the call forwarding settings via “Presence” (see "Activating immediate call forwarding" → page 185).

For more information on configuring settings via the web interface, see "Web interface (WBM)" → page 215.

Press the key to open the main menu.

Settings

Open “Settings”.

User settings

Open “User settings”.

Enter and confirm the user password, if required.

Configuration

Select “Configuration”.

Incoming calls

Select “Incoming calls”.

Forwarding

Select “Forwarding”. For a description of the settings and call forwarding types, see "Programming the function keys" → page 133.

CONFIGURING “CALL FORWARDING” CONTROLS

Settings

Select “Settings”. For a description of the settings, see "Programming call forwarding" → page 184.

SETTING ALERTS

You can activate and deactivate visual and audible 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 the screen.

Press the key to open the main menu.

Settings — Open “Settings”.

User settings — Open “User settings”.

Enter and confirm the user password, if required.

Configuration — Select “Configuration”.

Incoming calls — Select “Incoming calls”.

Forwarding — Select “Forwarding”.

Alerts — Select “Alerts”.

Visual — Enable or disable visual alerts, i.e. messages on the screen.

Audible — Enable or disable audible alerts, i.e. alert sounds.

Forwarding party — Select the party for forwarding the call. The following options are available:

- Display first
- Display last

Visual alert time (secs) — Select “Visual alert time (secs)”. This controls the alert when a call to you has been forwarded. Set the time for the visual alert to remain displayed on the screen. If you set the value to zero, the call forwarding message will not be shown.

Use the corresponding function key to select the time.

✓ — Save the setting.

Using Microsoft® Exchange

If configured, the phone imports contacts from Microsoft® Exchange and keeps them updated by the Microsoft® Exchange services.

> Microsoft® Exchange is not included in a search but imported contacts are part of a conversations search.

Setting up Microsoft® Exchange access

For more information on configuring settings via the web interface, see "Web interface (WBM)" → page 215.

Press the key to open the main menu.

Settings

Open “Settings”.

User settings

Open “User settings”.

Enter and confirm the user password, if required.

Configuration

Select “Configuration”.

Use the navigation keys to scroll, if required.

Microsoft® Exchange

Select “Microsoft® Exchange”.

Edit the settings for the Microsoft® Exchange server by entering the following information:

- IP address of the server
- Username
- User password
- Folder (optional) for the source data

Save the setting.

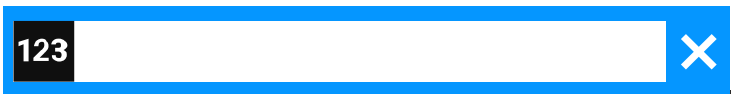
Searching for contacts via conversations

For a description of how to perform searches, refer to "Searching for conversations" → page 58.

Conversations

Select “Conversations”.

Enter the search term, e.g. phone number. The search entry is displayed.



Only contacts whose phone number contains the entered digits are shown in the results. You can also search by name by if the input mode is set to alphabetic (which is the default mode).

Select the contact. You can now:

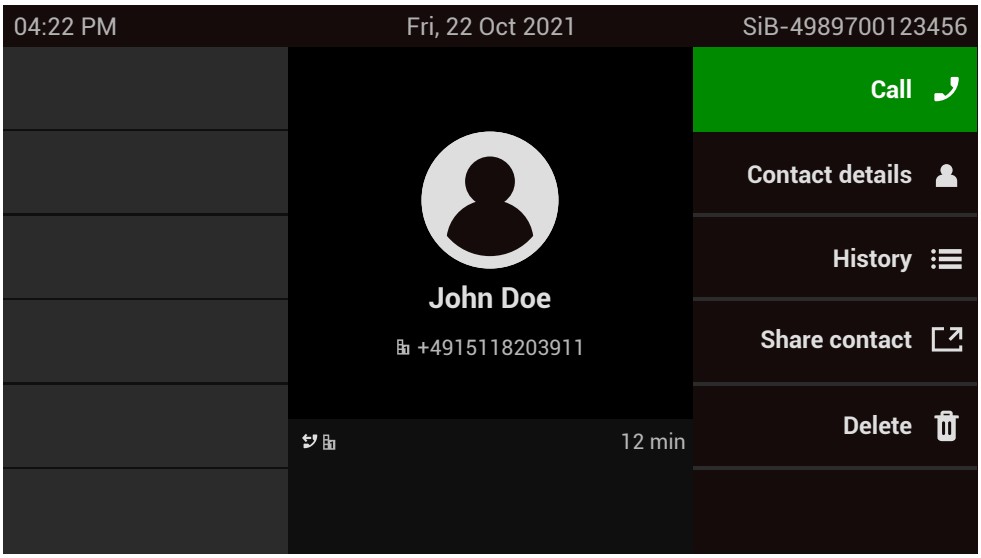
- Call the contact (see "Dialling an entry" → page 109)
- View the contact details (see "Viewing details" → page 109)

Dialling an entry

Select the contact with the corresponding function key. The phone number is dialled.

Viewing details

Use the navigation key to open the contact details.



Contact details

Select “Contact details” to display the details of the contact.

History

Select “History” to view the call history.

Share contact

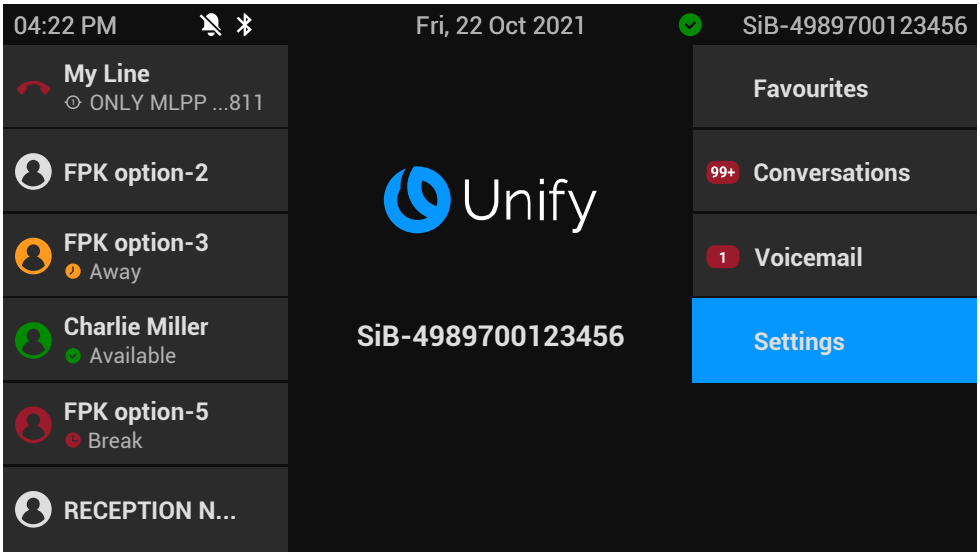
Select “Share contact” to share the contact details to the paired devices such as mobile phones.

Delete

Select “Delete” to remove the contact from the contact entries. The contact details and the history is removed.

Listening to voice mail

To use this function, you need to have a voice mailbox set up on your communication platform for voice mails (see "Answering machine (“Voicemail”)" → page 69).



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 on the screen.

Picking up messages

Press the **MWI key**.

Select “Voicemail”. The answering machine is called and the voice mails are controlled by the voice mail server.

Using Bluetooth

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

In contrast to infra-red connections, Bluetooth can be used over distances of up to 10 meters even without direct visibility of the communicating devices.

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

Discoverability

When first enabling a connection to a Bluetooth device, this function must be switched on (see "Pairing Bluetooth devices" → page 112).

The OpenScape Desk Phone CP710 is recognizable by default for other Bluetooth devices once pairing is enabled.

> The Bluetooth discoverability feature is disabled on exiting the pairing menu to prevent misuse.

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

Pairing and connecting

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.

> If the Bluetooth device has a NFC reader (Near Field Communication), it can be automatically paired with the phone.

Pairing is only required for the first contact between a Bluetooth device and the phone. Once the Bluetooth device is successfully paired, no further access authorization checks are required. Instead, each subsequent check uses the previously created link key.

Connecting stores the pairing information and identification key of the device on the phone. To pair the device with another phone, it must be disconnected, i.e. the key must be removed.

PAIRING BLUETOOTH DEVICES

Press the key to open the main menu.

Settings

Open “Settings”.

User settings

Open “User settings”.

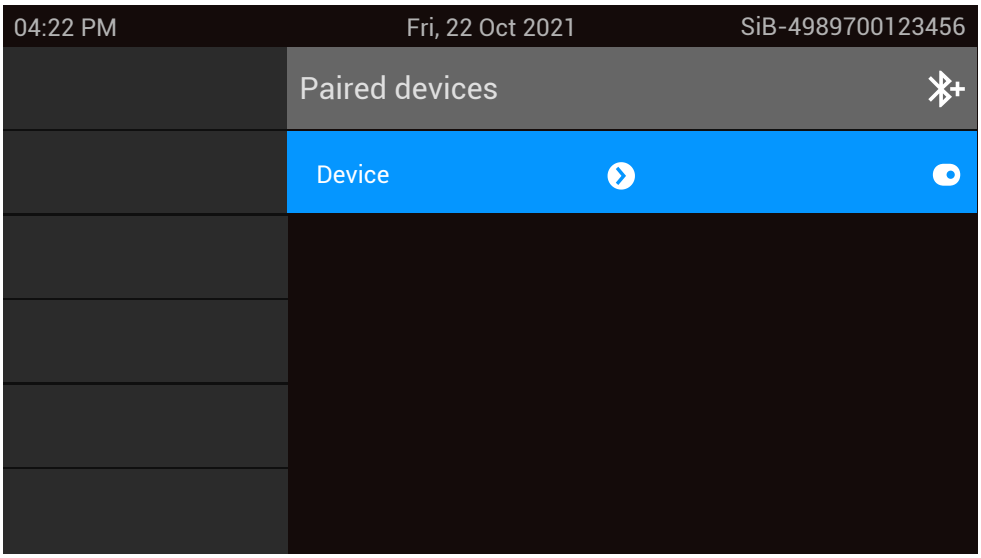
Enter and confirm the user password, if required.

Bluetooth

Select “Bluetooth”.

Paired devices

Select “Paired devices”.



The paired devices are displayed.

Press the function key to start the scan for new devices. Start or set the paging function on the device if appropriate.

The located devices are displayed. Repeat the scan if the device is not displayed.

Select the Bluetooth device.

Accept

Select “Accept”. The device is paired and added to the list.

If a pairing PIN is requested, enter the PIN and confirm with the function key. The device is paired and added to the list.

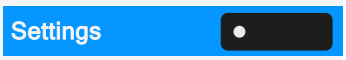
The phone is now paired with the Bluetooth device, but not yet connected (see "Disconnecting a Bluetooth device" → page 125).

> Pairing is only performed the first time a link is established between the Bluetooth device and the phone. 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 OR DISCONNECTING A BLUETOOTH DEVICE

After pairing, the device must be connected to the OpenScape Desk Phone CP710. To use the device at another location, it must first be disconnected from the current phone.

Press the key to open the main menu.



Open “Settings”.

Open “User settings”.

Enter and confirm the user password, if required.

Select “Bluetooth”.

Select “Paired devices”. Select the device in the list of paired devices.

Confirm to connect. The connection is immediately established and the device is ready for use.

Disconnecting the device

Select the device in the list of paired devices.

Confirm to disconnect. You will receive a corresponding confirmation.

Transferring contacts

Bluetooth on the OpenScape Desk Phone CP710 allows you to transfer contacts in “vCard” format (file extension: *.vcf) from other Bluetooth devices and Save them in the “Conversations”. You can also send entries from “Conversations” to other Bluetooth enabled devices.

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

RECEIVING A VCARD

Prerequisites: Bluetooth is enabled on the phone (see "Activating Bluetooth" → page 124).
A vCard file is stored on the Bluetooth enabled device (PC, tablet, mobile phone, etc.).

Start the data transfer on the device. If a vCard is transmitted, you are asked to accept the data transfer.

Example

Accept

Select “Accept”.

Store

Select “Store” to Save the vCard(s) to the contact list. The transfer is confirmed.

SENDING A VCARD

Sending to a paired device

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

Conversations

Select “Conversations”.

Select the required contact. The selected contact is highlighted.

Use the navigation keys to scroll, if required.

Open the contact details.

Share contact

Select “Share contact”.

Press the function key. The menu for paired devices is displayed. A search for devices is initiated.

Select and confirm the transfer on the paired device, e.g. a mobile phone. The vCard for the entry is sent. (You will receive confirmation.)

Save the vCard information on the remote device.

Sending to an unpaired device

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

Select the required contact in “Conversations”. The selected contact is highlighted.

Open the contact details.

Share contact

Select “Share contact”. A search for devices in the vicinity of the phone is initiated.

Wait until the device is displayed.

Select and confirm the transfer on the selected device, e.g. a laptop. The vCard for the entry is sent (you will receive confirmation).

Save the vCard information on the remote device.

> After transmission, detected unpaired devices are deleted from the list.

Synchronize contacts with a paired device via Bluetooth

Bluetooth on the phone allows the synchronisation of contacts with a paired device whenever the two devices are connected.

Prerequisite: Bluetooth is enabled on the phone (see "Activating Bluetooth" → page 124).

Press the key to open the main menu.

Settings

Open “Settings”.

User settings

Open “User settings”.

Enter and confirm the user password, if required.

Bluetooth

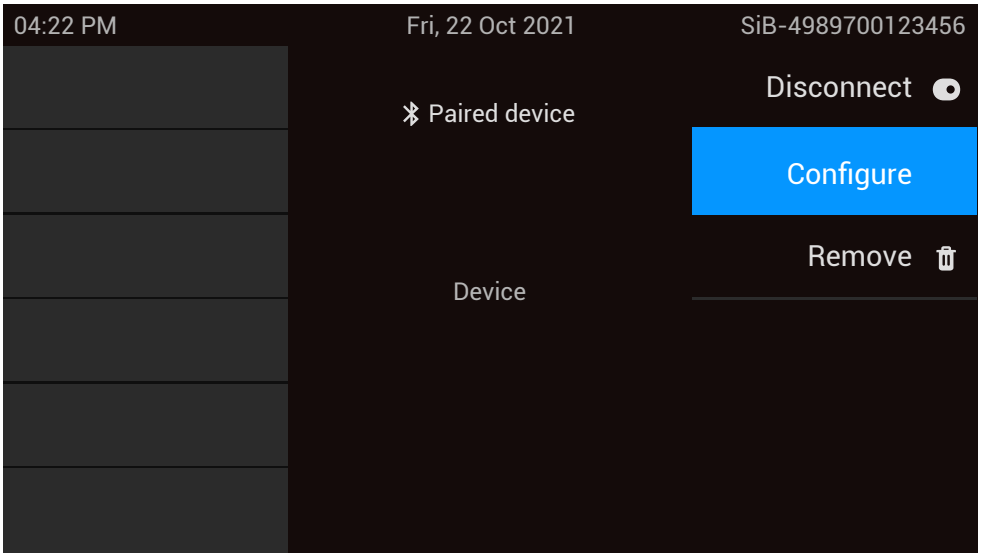
Select “Bluetooth”.

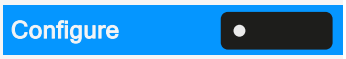
Paired devices

Select “Paired devices”.

Select the device.

Synchronizing contacts

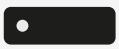




Select “Configure”.

There are two options for synchronizing the contacts:

- **Synchronize contacts now:** by selecting this option, the transfer of contacts between the mobile phone and the OpenScape Desk Phone CP710 starts immediately.
- **Automatic synchronize contacts:** by enabling this option, the transfer of contacts between the device and the OpenScape Desk Phone CP710 starts automatically when the two devices are connected via Bluetooth.



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

Save the setting.

Using a Bluetooth headset

> You can connect a Bluetooth enabled headset to the phone, if it is approved for use with the phone. Ask the administrator about approved headsets.

Prerequisite: Bluetooth is enabled on the phone (see "Activating Bluetooth" → page 124).

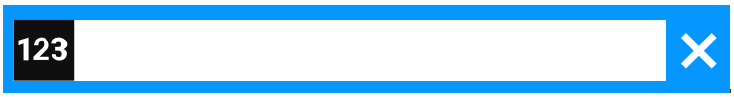
PAIRING AND CONNECTING A BLUETOOTH ENABLED HEADSET

Pairing and connecting a Bluetooth enabled headset requires the same pairing and connecting procedure for all Bluetooth devices:

- Enable Bluetooth pairing mode on the headset (see the user manual supplied with the device).
- Start pairing the device (see "Pairing Bluetooth devices" → page 112
- After successfully pairing the device, connect it with the phone (see "Connecting or disconnecting a Bluetooth device" → page 113

TESTING A BLUETOOTH HEADSET

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



Enter any phone number. The input field is opened.

OK

Confirm that the phone number is complete or wait until the autodial delay expires.

The selected contact is shown in the list.

Confirm with the function key. The connection is set up.

Adjust the call volume on the headset.

Using a Bluetooth enabled conference phone

You can connect a Bluetooth enabled conference phone to the OpenScape Desk Phone CP710, if it is approved for use with the phone.

> Ask the administrator about approved conference type phones.

PAIRING AND CONNECTING A BLUETOOTH ENABLED CONFERENCE PHONE

Below is an example of pairing, connecting, and testing the conference phone “Konftel 60W”.

Prerequisite: Bluetooth is enabled on the phone (see "Activating Bluetooth" → page 124). The conference phone is ready for use but switched off.

Finding and pairing the conference phone

Hold down the **trim** key on the conference phone for two seconds until the blue display lights flash.

Pairing and connecting a Bluetooth enabled conference phone requires the same pairing and connecting procedure for all Bluetooth devices:

- Enable Bluetooth pairing mode on the conference phone (see the user manual supplied with the device).
- Start pairing the conference phone (see "Pairing Bluetooth devices" → page 112)
- After successfully pairing the conference phone , connect it with the OpenScape Desk Phone CP710 (see "Connecting or disconnecting a Bluetooth device" → page 113)

TESTING THE BLUETOOTH ENABLED CONFERENCE PHONE

Prerequisite: The conference phone is ready for use but switched off. The OpenScape Desk Phone CP710 is in idle mode.

Both the phone and the conference phone ring. The caller is displayed. To answer the call, you have the following options:

- Press the key shown.

- Select “Answer”.
- Press the On-Off key on the conference phone.

You are connected with the other party. The conference phone is activated. You can initiate a consultation call or accept a second call to set up a conference.

Using a Bluetooth hands-free device

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

> Once the mobile device is connected to phone via Bluetooth, you can see the mobile's battery level in the status bar of the main menu.

The icon "Telephony" indicates that the paired device can be connected as hands-free Bluetooth device. When connected, the device provides remote telephony functions: calls received by the mobile network are displayed and can be controlled by the phone.

INCOMING HFAG CALL

The Bluetooth status bar indicates an HFAG call.

For more information about how to proceed during incoming call, see "Incoming calls" → page 81.

CONNECTED HFAG CALL

The status bar icon indicates an HFAG call.

End audio

Select "End audio" to transfer the HFAG call audio from the OpenScape Desk Phone CP710 to the HFAG.

Pull audio

Select "Pull audio" to reroute the audio stream from HFAG back to the OpenScape Desk Phone CP710.

For more information about how to proceed during a call, see "Activating or deactivating the microphone" → page 94.

OUTGOING HFAG CALL

When the call is started on the HFAG device, the Bluetooth status bar icon indicates an HFAG call.

HFAG CALL STATES IN “CONVERSATIONS”

Connected HFAG calls are displayed in “Conversations”. The HFAG call is distinguished from native calls by a special call state icon below the user name or phone number.

Using a Bluetooth keyboard

A Bluetooth keyboard can be paired with the phone. After successful pairing, the keyboard appears in the list of “Paired devices” and a “keyboard” icon is displayed in status bar.

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

Pairing and connecting a Bluetooth keyboard

Pairing and connecting a Bluetooth enabled keyboard requires the same pairing and connecting procedure for all Bluetooth devices:

- Enable Bluetooth pairing mode on the keyboard (see the user manual supplied with the device).
- Start pairing the device (see "Pairing Bluetooth devices" → page 112)
- After successfully pairing the device, connect it with the phone (see "Connecting or disconnecting a Bluetooth device" → page 113)

After successfully connecting the keyboard, the icon is displayed in the status bar.

> The simultaneous usage of a Bluetooth keyboard and phone keypad is possible. The phone interface differentiates between events from the Bluetooth keyboard and the dialpad and shows the input box and its settings only for the dialpad.

Supported languages

The following languages for a Bluetooth keyboard are supported:

- German
- English
- French
- Italian
- Spanish

> For other languages, the English keyboard layout will be used.

Navigation keys

The navigation keys on a Bluetooth keyboard substitute the following keys on the dialpad:

- Direction keys = direction keys (up / down, left / right, OK)
- 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
- The “Page down” key moves the highlighted item down by the number of screen lines.
- The “Page Up” key is equivalent to 5 navigation key presses upwards
- The “Home” key is equivalent to a long press of the navigation key upward
- The “End” key is equivalent to long press of the navigation key downward

Numerical keys

When the phone is in idle state, pressing numerical keys on keyboard initiate dialling in the same way as number keys on the dialpad do.

When the phone is in a call, pressing numerical keys on the keyboard sends DTMF tones in the same way as numerical keys on the dialpad do.

USING A BLUETOOTH “REMOTE BUTTON”

A Bluetooth device with a single button for triggering an action (e.g. emergency calls) can be paired with the phone (see "Pairing and connecting" → page 111). After successful pairing, the device is displayed with a keyboard profile in the paired devices. You can choose the following keys as “remote button”:

- Function keys on the phone
- Function keys on the key module

Only a configured function key can be selected as a “Remote button”.

> The shifted level function of a function key cannot be selected.

Pairing and connecting a Bluetooth remote device

Pairing and connecting a Bluetooth enabled “Remote button” device requires the same pairing and connecting procedure for all Bluetooth devices:

- Enable Bluetooth pairing mode on the device (see the user manual supplied with the device).
- Start pairing the device (see "Pairing Bluetooth devices" → page 112
- After successfully pairing the device, connect it with the phone (see "Connecting or disconnecting a Bluetooth device" → page 113

After successfully connecting a Bluetooth “Remote button” device, the icon is displayed in the status bar.

Enabling the “Remote button”

Press the key to open the main menu.

Settings — Open “Settings”.

User settings — Open “User settings”.

Enter and confirm the user password, if required.

Bluetooth — Select “Bluetooth”.

Paired devices — Select “Paired devices”.

Select the connected Bluetooth keyboard and open the settings.

Configure — Select “Configure”.

Remote button — Select “Remote button”.

Enable the remote button.

Select key — Select “Select key”.

Select one of the options that have been assigned to a function key.

TRIGGER ON RECONNECT

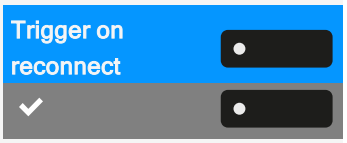
When reconnecting (i.e. after starting from energy saving mode), the phone automatically reconnects and the remote button triggers the configured function key if enabled. You need to press the remote button only once.

> If the option “Trigger on reconnect” is disabled, you must press the remote button twice. First time it will reconnect and second it will trigger the configured function key.

Enabling “Trigger on reconnect”

Navigate to the Bluetooth keyboard settings (see "Using a Bluetooth keyboard" → page 120).

Configure — Select the paired device and select “Configure”.



Enable “Trigger on reconnect”.

Save the setting.

Using a Bluetooth temperature sensor

A Bluetooth temperature sensor can be connected to the OpenScape Desk Phone CP710 to detect temperature and humidity measurements and display them on the phone screen.

> Ask the administrator about approved temperature sensors types or visit https://wiki.unify.com for further information.

PAIRING AND CONNECTING A BLUETOOTH TEMPERATURE SENSOR

Prerequisite: Bluetooth is enabled on the OpenScape Desk Phone CP710 (see "Activating Bluetooth" → page 124).

Pairing and connecting a Bluetooth enabled temperature sensor requires the same pairing and connecting procedure for all Bluetooth devices:

- Enable Bluetooth pairing mode on the temperature sensor (see the user manual supplied with the device).
- Start pairing the device (see "Pairing Bluetooth devices" → page 112
- After successfully pairing the device, connect it with the phone (see "Connecting or disconnecting a Bluetooth device" → page 113

TEMPERATURE AND HUMIDITY MEASUREMENTS

If a temperature sensor is connected, the temperature and the percentage of the humidity are displayed on the main menu screen. The measurements are updated automatically every 30 seconds.

The temperature and humidity measurements are also displayed in the status bar when the phone is idle, interchanging with the current date.

> The country settings of the phone determine whether the temperature is displayed either in Celsius or in Fahrenheit according to the local standard (see "Country-specific setting" → page 174).

DEACTIVATING THE TEMPERATURE SENSOR

To deactivate the temperature sensor, it must be removed from the list of the “Paired devices” (see "Managing Bluetooth devices" → page 125).

Bluetooth settings

ACTIVATING BLUETOOTH

> The Bluetooth function must be enabled by the administrator.

For more information on configuring settings via the web interface, see "Web interface (WBM)" → page 215.

Press the key to open the main menu.

Settings

Open “Settings”.

User settings

Open “User settings”.

Enter and confirm the user password, if required.

Bluetooth

Select “Bluetooth”.

Activate with the function key.

Bluetooth is now available and the icon is displayed in the status bar.

CHANGING THE BLUETOOTH NAME OF THE PHONE

Here you can determine the name of the phone that is used when registering at other Bluetooth devices.

For more information on configuring settings via the web interface, see "Web interface (WBM)" → page 215.

By default, the Bluetooth name is “OpenScape Desk Phone CP710”.

Press the key to open the main menu.

Settings

Open “Settings”.

User settings

Open “User settings”.

Enter and confirm the user password, if required.

Bluetooth

Select “Bluetooth”.

Configuration

Select “Configuration”.

Phone name

Select “Phone name”.

Edit the phone name using the dialpad.

Save the setting.

MANAGING BLUETOOTH DEVICES

The following functions are available in the Bluetooth pairing manager:

- Adding a Bluetooth device (see "Pairing and connecting" → page 111)
- Deleting a Bluetooth device list
- Connecting or disconnecting paired Bluetooth devices
- Removing single Bluetooth devices from the list
- Renaming Bluetooth devices in the list

> The OpenScape Desk Phone CP710 is visible for other Bluetooth devices in the vicinity when this menu is open.

DISCONNECTING A BLUETOOTH DEVICE

Prerequisite: At least one Bluetooth device is listed.

Press the key to open the main menu.

Settings

Open “Settings”.

User settings

Open “User settings”.

Enter and confirm the user password, if required.

Bluetooth

Select “Bluetooth”.

Paired devices

Select “Paired devices”. All paired devices are displayed.

A message is displayed that the phone is now visible for other Bluetooth devices while you are in this menu.

Select the device.

Confirm with the function key to disconnect. You will receive a corresponding confirmation. The connection is closed automatically if you switch off the device.

DISCONNECTING A BLUETOOTH ENABLED DEVICE AUTOMATICALLY

If the device is proximity-system enabled, proximity monitoring is activated by default. As soon as the paired device comes into the vicinity of the phone, the connection is established automatically. If the device is moved out of reach for the Bluetooth proximity sensor, the connection is dropped.

> Proximity Monitoring is enabled by default.

Press the key to open the main menu.

Settings — Open “Settings”.

User settings — Open “User settings”.

Enter and confirm the user password, if required.

Bluetooth — Select “Bluetooth”.

Paired devices — Select “Paired devices”.

Open the device settings.

Configure — Select “Configure”.

Proximity Monitoring — Select “Proximity Monitoring” to disable it. When disabled ( ), the device will no longer disconnect automatically once it leaves the vicinity of the phone.

SETTING THE PROXIMITY THRESHOLD

You can set the proximity threshold for each paired device individually. This increases or decreases the sensitivity for the Bluetooth signal of the device and prevents multiple Bluetooth enabled devices from interfering.

Press the key to open the main menu.

Settings — Open “Settings”.

User settings — Open “User settings”.

Enter and confirm the user password, if required.

Bluetooth — Select “Bluetooth”.

Paired devices — Select “Paired devices”.

Open the device settings.

Configure — Select “Configure”.

Proximity Threshold

Select “Proximity Threshold”.

Select “Edit”.

Use the function key to increase the value.

Use the function key to decrease the value.

- Optionally, use the keys on the dialpad.

Save the setting.

Checking the proximity sensor

Proximity Indicator

Check different positions of your Bluetooth device at which the connection can still be maintained by moving the device closer and further away from the phone.

DEACTIVATING AUDIO

If no audio function is provided for the Bluetooth enabled device, you should disable audio in your device's settings.

> The function is always activated by default.

Press the key to open the main menu.

Settings

Open “Settings”.

User settings

Open “User settings”.

Enter and confirm the user password, if required.

Bluetooth

Select “Bluetooth”.

Paired devices

Select “Paired devices”.

Open the device settings.

Configure

Select “Configure”.

Audio

Select “Audio”. This option is only displayed when the device provides audio.

Deactivate “Audio”. The icon next to the device name is removed.

Save the setting.

REMOVING A BLUETOOTH DEVICE FROM THE LIST

You can remove a single Bluetooth device from the list.

Press the key to open the main menu.

Settings — Open “Settings”.

User settings — Open “User settings”.

Enter and confirm the user password, if required.

Bluetooth — Select “Bluetooth”.

Paired devices — Select “Paired devices”.

Open the device settings.

Remove — Select “Remove”.

Remove — Confirm removal.

RENAMING A BLUETOOTH DEVICE IN THE LIST

By default, a Bluetooth device is entered in the list with the name set in the device, mostly the device type or the device key. You can change the name for convenience.

Press the key to open the main menu.

Settings — Open “Settings”.

User settings — Open “User settings”.

Enter and confirm the user password, if required.

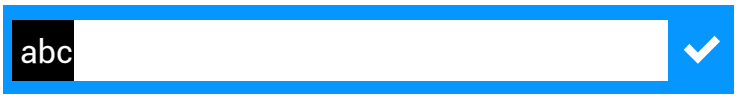
Bluetooth — Select “Bluetooth”.

Paired devices — Select “Paired devices”.

Open the device settings.

Configure — Select “Configure”.

Name — Select “Name”. The current name is displayed.



Edit the name using the dialpad.

Press the corresponding function key to confirm.

Save the setting.

Blacklist for Bluetooth devices

The blacklist contains the Bluetooth devices for which a connection set-up attempt is rejected by the OpenScape Desk Phone CP710. The connection will only be allowed if the connection is triggered by the OpenScape Desk Phone CP710.

ADDING BLUETOOTH DEVICES TO THE BLACKLIST

Press the key to open the main menu.

Settings

Open “Settings”.

User settings

Open “User settings”.

Enter and confirm the user password, if required.

Bluetooth

Select “Bluetooth”.

Blacklisted devices

Select “Blacklisted devices”.

Press the function key to start the scan for devices.

Select the device to add it to the blacklist. The device is removed from the scan list.

REMOVING A BLUETOOTH DEVICE FROM THE BLACKLIST

Press the key to open the main menu.

Settings

Open “Settings”.

User settings

Open “User settings”.

Enter and confirm the user password, if required.

Bluetooth

Select “Bluetooth”.

Blacklisted devices

Select “Blacklisted devices”.

Select “Remove”.

Remove

Confirm removal.

Beacon

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. There are two option available:

- “Eddystone” is an Open Source project from Google for beacon applications.
- “iBeacon” is aproject for beacon applications from Apple.

> The “Beacon” functions can only be activated for either of the applications simultaneously. The selection depends on the devices used for pairing.

ACTIVATING “IBEACON” OR “EDDYSTONE”

For more information on configuring settings via the web interface, see "Web interface (WBM)" → page 215.

Press the key to open the main menu.

Settings

Open “Settings”.

User settings

Open “User settings”.

Enter and confirm the user password, if required.

Bluetooth

Select “Bluetooth”.

Beacon

Select “Beacon”.

Mode

Select “Mode”. The following modes are available:

- Disabled
- Eddystone
- iBeacon

Unavailable options are greyed out.

Select the mode.

Save the setting.

The devices operating with the selected mode can be paired and connected (see "Pairing and connecting" → page 111).

CONNECTING TO A SERVER FOR PHONE BEACONS

> This setting is read-only and can only by changed by the administrator via the web interface.

SETTING THE UUID

Th Universally unique identifier (UUID) is an alphanumerical “name” for each device by which the devices are recognized in any network.

> Changing the UUID makes the device, i.e. the phone, unrecognizable to connected devices and leads to a connectivity loss within a network.

Press the key to open the main menu.

Settings

Open “Settings”.

User settings

Open “User settings”.

Enter and confirm the user password, if required.

Bluetooth

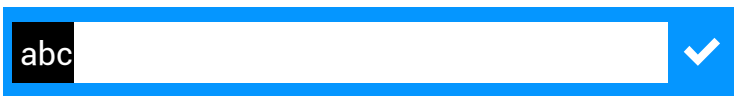
Select “Bluetooth”.

Beacon

Select “Beacon”.

UUID

Select “UUID”. An 32-digit sequence is already displayed, defining the UUID broadcast ID in the network.



Edit the UUID using the dialpad.

Save the setting.

SETTING CLASSES FOR “MAJOR” AND “MINOR”

Whereas projects such as “Eddystone” or “iBeacon” are intended for pairing and connecting Bluetooth devices from the respective companies and associated

licensees, devices outside the projects' scope can be integrated by defining the classes.

Generally speaking, this information is hierarchical in nature with the major and minor fields allowing for subdivision of the major category into subcategories:

- Major, comprising categories such as computers, phones, LAN / Network Access Points Audio / Video devices (headsets, speakers, stereos, video displays, VCRs), Peripherals (mice, joysticks, keyboards), and wearables
- Minor, comprising subcategories such as cellular phones, cordless phone, payphones, modems

Press the key to open the main menu.

Settings

Open "Settings".

User settings

Open "User settings".

Enter and confirm the user password, if required.

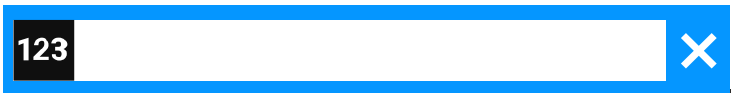
Bluetooth

Select "Bluetooth".

Beacon

Select "Major" or "Minor". An input may already be entered. This is used by the Beacon application to identify the beacon.

Select "Edit".



Enter the classes using the dialpad.

Save the setting.

Programming the function keys

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

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

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

You can assign the “Shift” function to one of these keys to be able to switch between the two key levels or by pressing this key on the key module.

- The keys are preassigned in the as-delivered state (see "Programmable function keys on the phone" → page 27).
- The keys can also be programmed via the WBM interface (see "Web interface (WBM)" → page 215).

List of available functions

Unallocated	Conference
Selected dialling	Do not disturb
Redial	Group pickup
Forward all calls	Repertory dial
Forward no reply	Line
Forward busy	Feature toggle[1]
CF unconditional - any	Mobility
CF no reply - any[1]	Directed pickup
CF busy - any[1]	Release
CF unconditional - ext.[1]	Callback[2]
CF unconditional - int.[1]	Cancel callbacks[2]
CF no reply - ext.[1]	Consult
CF no reply - int.[1]	DSS

CF busy - ext.[1]	Call waiting
CF busy - int.[1]	Immediate ring[2]
Ringer off	Start recording[2]
Hold	AICS ZIP tone
Alternate	Server feature
Blind transfer call	BLF
Transfer call	Send URL
Deflect	2nd alert

1) The feature is not available on an OpenScape 4000 phone system.
2) This function may be available only if supported by the SIP server.

About programming a key

A programmable key (function key) can be programmed in the following ways:

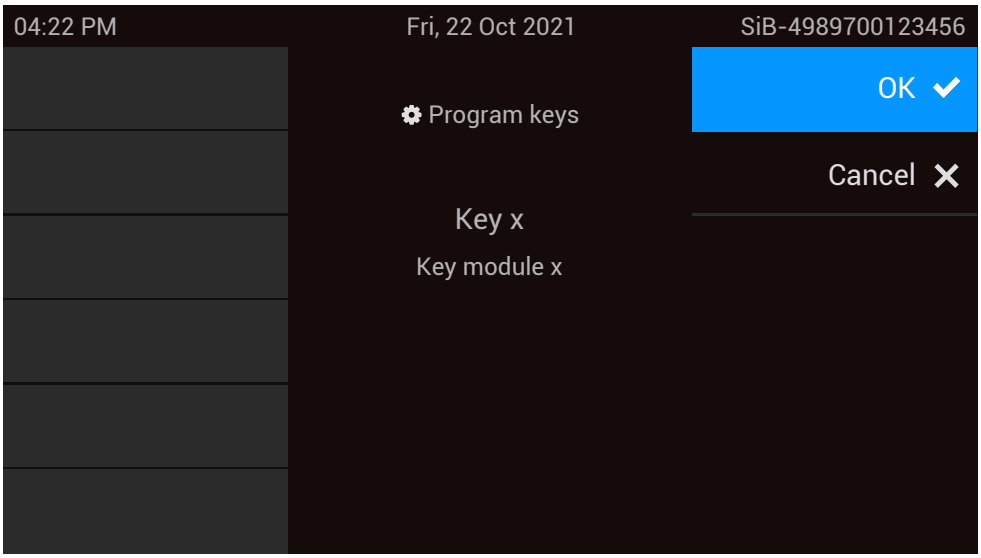
- Directly via a long press on the respective function key. Permanent keys and key module keys are immediately available.
- Via the screen “Favourites” (if a key module is not attached).
- All function keys can also be programmed by Web Based Management (WBM).
- Optionally, the function keys are programmed via the “Settings”.

> The selection of available functions depends on the configuration. Ask the administrator when you are missing a function.

PROGRAMMING A KEY

Via the function key

Hold down the function key in the left panel, in the menu “Favourites” or on a connected key module until the key programming menu is displayed.



OK

Select “OK”.

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

Select the level and assign the options as well as the corresponding label (see "Labelling function keys" → page 136).

Select the function.

Save the setting.

Via “Settings”

Press the key to open the main menu.

Settings

Open “Settings”.

User settings

Open “User settings”.

Enter and confirm the user password, if required.

Phone

Select “Phone”.

Program keys

Select “Program keys”.

- If a key module is connected, press the function key you want to program. The key LED on the key module lights up constantly.
- If no key module is connected, the screen “Favourites” is displayed.

OK

Select “OK”

Select the level and assign the options as well as the corresponding label (see "Labelling function keys" → page 136).

Select the function (see "List of available functions" → page 133).

A default label name is attached automatically. To change the label, see "Labelling function keys" → page 136.

Save the setting.

LABELLING FUNCTION KEYS

When programming a function key, the default label is used for the function, e.g. “Redial”. This label is displayed on the screen next to the function key. However, the label can be changed according to your requirements at any time.

Press the key to open the main menu.

Settings

Open “Settings”.

User settings

Open “User settings”.

Enter and confirm the user password, if required.

Phone

Select “Phone”.

Program keys

Select “Program keys”.

Press the function key you want to relabel. The key LED lights up constantly.

OK

Select “OK”

Label

Select “Label”.

abc

Enter the label text.

Press the function key to conclude input.

Save the setting.

PROGRAMMING ENHANCED FUNCTIONS

Some functions do not require additional information when used. In this case only the options “Normal”, “Shifted”, and “Label” are available.

Other enhanced functions present an additional option to edit the required additional information. The name of the option depends 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.

Editing repertory dialling

Open the menu “Program keys” (see "Programming a key" → page 134).

Select the function key.

Repertory dial

Select “Repertory dial”.

Dial ...

Select “Dial ...”.

Edit the label, if required.

Dial string

Select “Dial string”.

Edit the dial string, i.e. the contact phone number). You can enter special characters in the text string, such as:

- “´ ”: Clear call
- “` ”: Pause
- “~”: Make consultation
- “ª”: Make normal call

Save the setting.

Call forwarding depending on the forwarding type

Open the menu “Program keys” (see "Programming a key" → page 134).

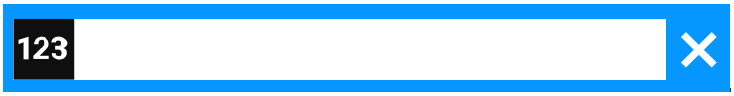
Select one of the forwarding types to be programmed on the key:

- Forward all calls
- Forward no reply
- Forward busy

If a destination is configured, pressing the key will toggle forwarding to that destination for these conditions to be “on” or “off”.

If the destination is empty, pressing the key will toggle all forwarding to the default destination for these conditions to be “on” or “off”.

Confirm with the function key to set the call forwarding type.



Enter the phone number of the destination.

Confirm the input.

Edit the label, if required (see "Labelling function keys" → page 136).

Save the setting.

USING CONTACT DATA FROM A CONVERSATION

You can assign phone numbers to selected function 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 dialling keys.

Initiate the programming (see "Programming a key" → page 134).

Select the function key. The LED lights up .

Normal

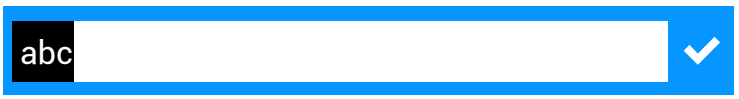
Select “Normal”.

Selected dialling

Select “Selected dialling”.

Select con-
versation

Select “Select conversation”.



Select a conversation from the list or enter the first letters in the search field.

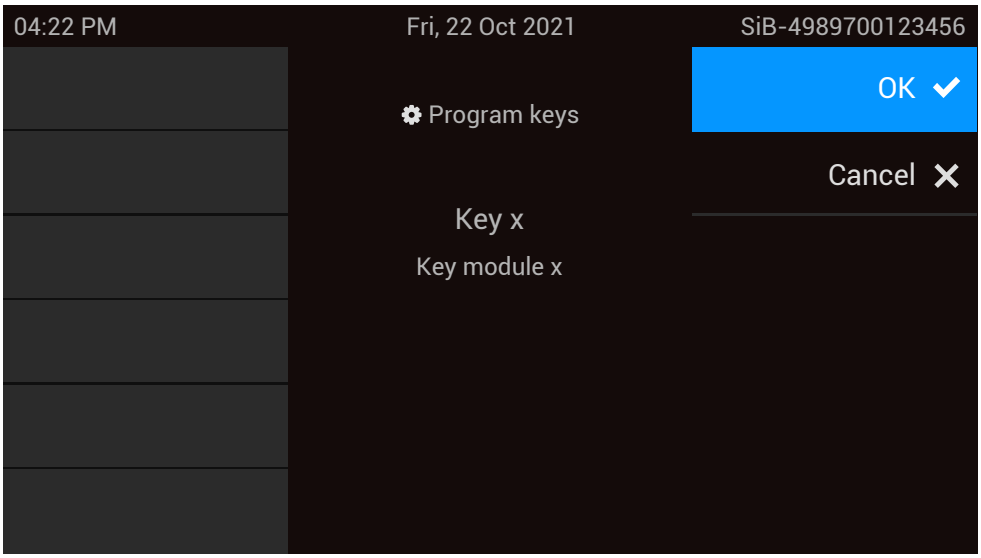
Select the search result.

Edit the function key label, if required (see "Labelling function keys" → page 136).

A conversation may have more than one phone numbers for its contact. To select a phone number other than the default, select the conversation and press .

DELETING AN ASSIGNED FUNCTION FROM A KEY

Hold down the function key in the left panel, in the menu “Favourites” or on a connected key module until the key programming menu is displayed.



Select “OK”.

Select “Normal” (or select “Shifted” if the assigned function is on the second level).

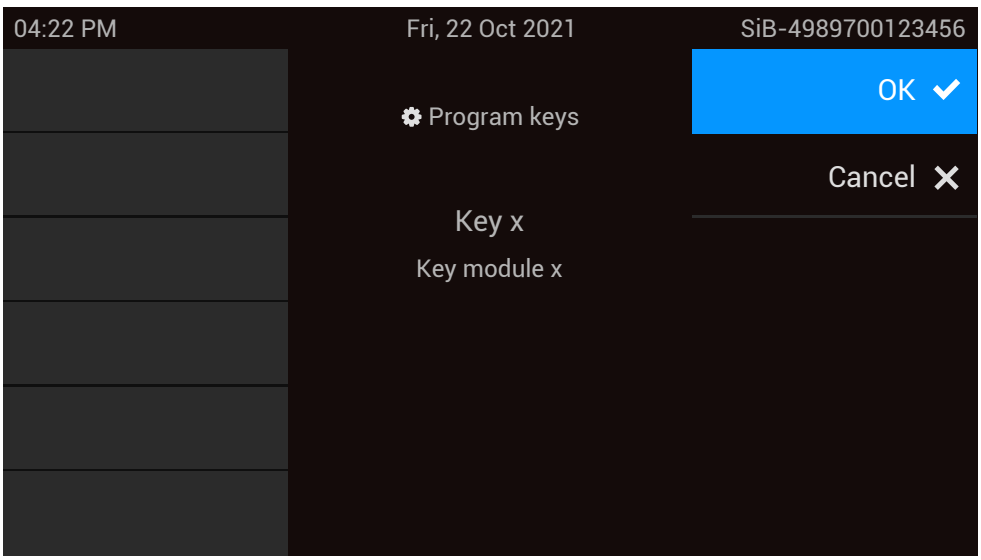
Select “Unallocated”.

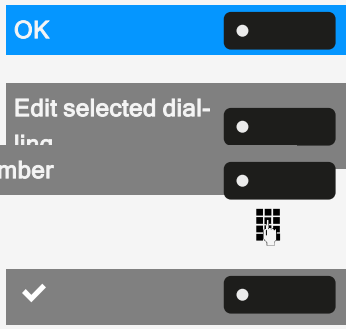
Save the setting.

The function assigned to the key and the corresponding label are deleted.

Setting up a selected dialling key

Hold down the function key in the left panel, in the menu “Favourites” or on a connected key module until the key programming menu is displayed.





Select “OK”.

Select “Edit selected dialling”.

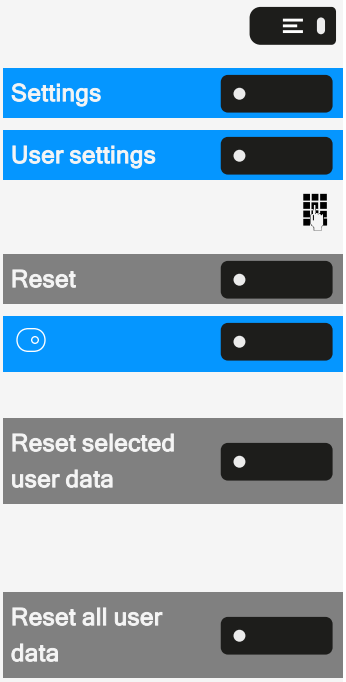
Select “Number”.

Enter the phone number and confirm.

Save the setting.

Resetting all assigned functions to keys

You can reset all keys you configured back to factory settings (see also "Resetting user data" → page 182).



Press the key to open the main menu.

Open “Settings”.

Open “User settings”.

Enter and confirm the user password, if required.

Select “Reset”.

Activate or deactivate the setting for “Key programming” to be included in or excluded from the reset. If included, all function key settings are reset.

Select “Reset selected user data” to **immediately** reset all function keys (if enabled previously).

> Keys that can only be configured by the administrator are not reset.

Select “Reset all user data” to reset all user settings.

Making calls in the team

Group call

The administrator can incorporate multiple telephones in a call pick-up group. If the phone belongs to a pick-up 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 signalling:

Phone 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 loudspeaker	Beep Handset and loudspeaker
		Headset	Ringer Speaker	Beep Headset
		Headset Open listening	Beep Headset and loudspeaker	Beep Headset and loudspeaker
		Speakerphone mode	Beep Speaker	Beep Speaker

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

Further administrator settings for group calls:

- The group call can be picked up both by lifting the handset and via the option “Pickup call”.
- Group calls may also be configured (by the administrator) to only notify the user via a flashing key without ringing; in this case, picking up the handset alone will not answer the call unless additional settings allow it.
- A key is programmed for the option “Call pickup”. This option can also be programmed by the user.
- A message is displayed when a group call is waiting.

Note 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 WITH THE KEY “CALL PICKUP”

Prerequisite: The key “Call pickup” is configured.

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

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

Call pickup

Press the function key. The group call is displayed with the following information:

- **Pickup:** *Caller*
- **for:** *Party*

PICKING UP A GROUP CALL IMMEDIATELY

The administrator has set up the group call so that it will be displayed immediately.

Call Pickup

Select “Call Pickup” in the group call display.

- Optionally, select the function key “Call Pickup”.
- Optionally, pick up the handset if is visual alert is not set to “Notification LED”.
- Optionally, press the headset key.
- Optionally, press the speakerphone key.

PICKING UP A GROUP CALL

Prerequisite: The function key “Call Pickup” or BLF key must be programmed on a permanently displayed programmable key in the left panel or on a connected key module.

Call Pickup

Select “Call Pickup”.

- Optionally, lift the handset.
- Optionally, press the "Group pickup" function key. The speakerphone function is activated.

Group pickup

Directed Pickup is similar to **Group Pickup** but targets a specific user.

IGNORING A GROUP CALL

Ignore

Select “Ignore”. The phone stops alerting for the group call.

> It can still be answered from the conversations list.

Making calls via multiple lines (“multi-line”)

This section describes the settings for a MultiLine phone and how to use a MultiLine phone.

LINE OR TRUNK KEYS

> This function is not available on an OpenScape 4000 phone.

Line or trunk keys can be configured by the administrator as line or DSS function keys in the left panel or in the menu “Favourites”, or on a connected key module.

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

Each key programmed with the function “Line” is handled as a line.

A distinction is made here between primary, secondary and phantom lines. Each of these line types can be set to be used on a private or shared basis (see "Line utilization " → page 145).

Primary line

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

> 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 contact of the line trunk group. Your primary line, which is configured on another phone of a line trunk group, simultaneously functions as the secondary line on that phone.

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 phone. This line cannot be used as a secondary line by another phone.
- **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 phone, a status message indicating that this line is busy is displayed on all other telephones.
- **DSS line**: A line for monitoring another phone.

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

Meaning of LEDs on line keys

LED	Meaning
	LED off: The phone is in idle mode.
	LED lights green: • The line is in use on your phone. • Outgoing call on the line
	Flashing green: • Incoming call on the line (see "Incoming calls" → page 81) • The incoming call was prioritized and selected in accordance with the option "Automatic line selection for incoming calls"
	LED lights red: The line is busy remotely.
	Flashing red: Call forwarding is activated.
	LED lights orange: 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 identity and the line label are displayed in the main screen. The notification LED flashes and the call identity is shown with the line label in the function key display.

Select the flashing key for the main line in “Favourites”, in the left panel or on the key module.

> If a key module is not attached and “Favourites” is not displayed, an inline notification announces the line as ringing (primary or secondary)

Select speakerphone mode. The key icon switches between and .

- Optionally, select “Answer”.
- Optionally, lift the handset.

The label (e.g. “My line”) is displayed in the call screen.

Answering a call via a Bluetooth headset

Prerequisite: A Bluetooth headset is connected and enabled (see "Pairing and connecting a Bluetooth enabled headset" → page 117).

The phone rings. The caller and the line label are displayed. The notification LED flashes.

- Press the flashing headset key.
- Optionally, press the answer key on the headset.

> If “AICS ZIP tone” (Auto-headset) is enabled, the call is answered immediately via the headset.

Answering calls for a secondary line

Prerequisite: The secondary line is configured on the multi-line phone.

When a call arrives on the secondary line:

- The phone rings, and the caller and the relevant line is displayed.
- The notification LED flashes.

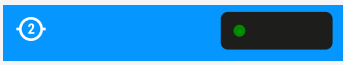
Using the handset

Lift the handset.

The line is automatically selected.

> If calls are ringing on multiple lines, the phone may connect you to the line that has been ringing the longest, depending on administrator configuration.

Using the line key in ‘Favourites”, in the left panel or on a key module



Select the flashing key for the secondary line.

- Optionally, select speakerphone mode (the key icon switches between ① and).

- Optionally, select “Answer”.

Using the line keys when a key module is not connected

If lines are configured in the menu “Favourites”, calls are only signalled via the display and the notification LED when “Favourites” is displayed. When not displayed, the “Favourites” can be displayed by pressing the function key adjacent to the inline notification at the bottom of the screen.

The phone rings. The caller and the relevant line are displayed. The notification LED flashes.

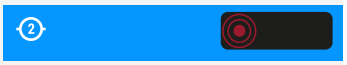
Answer the call as described in section "Incoming calls" → page 146.

Indicating new voice mail messages for a private secondary line

Prerequisite: The secondary line is configured with line type of private.

> This option works 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 voice mail messages, call the voice mail number on behalf of the line that received a voice mail indication.

CALL BARGING

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

Call barging can be enabled by the administrator to allow “barging” or “bridging” into a call on another line on the OSV. If bridging is enabled, pressing the line key

for a line that is remotely busy will request the OSV to create a server based conference with the current call parties.

> Note that this is not the same as the BCA feature from RingCentral.

The administrator can alternatively 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.

Active call with the “Assist” key

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

Press the function key to barge-in the call.

A single BCA line (one AOR) can have multiple appearances on the phone. Each appearance has its own key and can have its own call but a single appearance can only have a single call. To transfer or consult a 2nd call is needed.

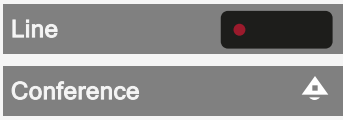
> “Transfer” and “Consult” on BCA lines will fill the next free appearance.

Active call without “Assist” key

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 the current device.



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

The option “Conference” is displayed.

MAKING CALLS ON A MULTI-LINE PHONE

You can seize a line before dialling on a multi-line phone. Making calls on a multi-line phone differs from a normal phone in the following aspects:

- A specific line must be used for the call (either manually or automatically selected).
- A shared line must be reserved to prevent another sharing phone trying to use the line while dialling.

Line seizure can be configured on an individual basis. The administrator can determine if the lines on the phone can be automatically seized and with which priority.

If you have seized a shared 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 phone.

Manual line seizure

Dialling using the left panel or a key module

Lift the handset.

- Optionally, press the speaker key.
- Optionally, press the headset key.

These methods triggers the automatic line selection based on the administration configuration and the dialler input field that is shown.

Line

Select the line.

If the dialler input has not been confirmed, press the key to use that line.

Dial a number...

Select “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 a line from ‘Favourites”

Prerequisite: The line is accessible via “Favourites” and a key module is not connected.

Press the key to show the menu options or select a line from the left panel.

Favourites

Select “Favourites”.

Select the line.

Available

Select and confirm the available line.

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

The administrator has configured automatic line seizure.

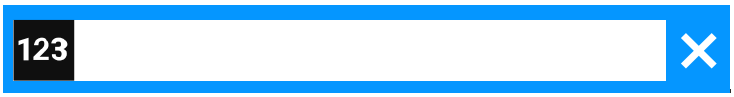
Lift the handset.

- Optionally, press the speaker key.
- Optionally, press the headset key.

Dial a number...

Select “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.

Dialling the last dialled number

The last phone number dialled on the phone – on the primary line in the case of line keys – is used for redialling.

Lift the handset.

- Optionally, press the speaker key.
- Optionally, press the headset key.

Redial

Select “Redial”.

Accessing the last dialled number from “Favourites”

Press the settings key.

Favourites

Select “Favourites”.

Select the line.

Available

Select and confirm the available line.

Redial

Select “Redial”. The connection is set up.

To proceed with joining calls, see "Allowing call joining" → page 195.

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 "Programming call forwarding" → page 184.

Call forwarding information

When the administrator activates the 'Forwarding shown' option, the line LED indicates that the line has been unconditionally forwarded by another phone.

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

If you have activated one of the forwarding types on your phone for the primary line and a contact calls, the information is displayed: "Call forwarded to x".

Dialling using the hot or warm line function

> The 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 dialled in the following cases:

- Immediately when a hot line is present.
- After a defined period of time when a warm line is present.

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, if no other number is dialled.

DURING A CALL

Making and receiving calls on a single line

If you only use one line on your multi-line phone to make calls, and you receive calls on the same line, the phone operates in the same way as a single-line phone:

- Redial
- Consultation, see "Consulting a second party" → page 97
- Toggle/Connect, see "Switching to the held party (alternating)" → page 98
- Callback, see "Requesting callback" → page 93
- Call waiting (second call), see "Call waiting (second call) " → page 102
- Transfer call, see "Transferring a call" → page 104
- Conference, see "“Conference” calls" → page 98

Functions available exclusively for the primary line:

- Voicemail, see "Answering machine (“Voicemail”)" → page 69
- Forward calls, see "Programming call forwarding" → page 184
- Do not disturb, see '"Do not disturb"' → page 162

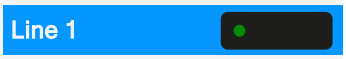
> **Note** Depending on your settings, you will be notified of incoming calls (see "Rollover for a line" → page 155).

Making and receiving calls on multiple lines

Accepting a waiting call

Prerequisites

- Support for “Allow call waiting” is configured. Depending on the settings for “Rollover”, you will be notified of incoming calls (see "Rollover for a line" → page 155).
- You are conducting a call. At the same time, a call is incoming on another line.

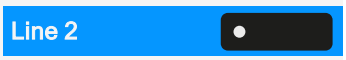


Conduct call on line 1.

Press line key for line 2 to answer the incoming call.

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 contacts who share the line on which the call is being held can now pick up the held call (see "Line utilization " → page 145).



Conduct call on line 2.

Press the function key to end the call on line 2.

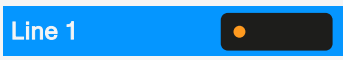
Press line key for line 1. Optionally, select the option “Hold” or the function key. The call on line 1 is retrieved. The key label switches at short intervals.

Putting a line on hold

On a multi-line phone you can use the line keys to place calls on hold.

> If the admin has not configured a line key to end an active call, the option “Hold” may be used instead.

Prerequisite: You are conducting a call.



Press the function key for line 1. The call on line 1 is placed on “Hold”.

- The 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 indicates that the call is on hold to other multi-line telephones where this is configured (see "Meaning of LEDs on line keys" → page 145). These phones can then pick up the call.

Lines with hot or warm line function

> The administrator has configured a hot or warm line for the primary line or for a secondary line.

The function is activated in the following situations:

- 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 dialled 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 dialled.

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 order: 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 signalled on a line.
- Hot/warm dest.: The phone number to be dialled if the hotline or warm line function is activated.

Setting the time for a delayed ringer

Specify the length of time before a held call should be signaled on a line.

For more information on configuring settings via the web interface, see "Web interface (WBM)" → page 215.

Press the key to open the main menu.

Settings — Open “Settings”.

User settings — Open “User settings”.

Enter and confirm the user password, if required.

Configuration — Select “Configuration”.

Keyset — Select “Keyset”.

Lines — Select “Lines”.

Primary line — Select the required line.

Ring delay — Select “Ring delay”.

123

Enter a value (between 0 and 3600 seconds) and confirm using the function key.

✓ — Save the setting.

> You can activate and deactivate the set delay time for all line keys using a function key.

Entering a number for the hot and warm line function

Specify which number should be dialled when the hot or warm line function is activated.

For more information on configuring settings via the web interface, see "Web interface (WBM)" → page 215.

Press the key to open the main menu.

Settings — Open “Settings”.

User settings — Open “User settings”.

Enter and confirm the user password, if required.

Configuration — Select “Configuration”.

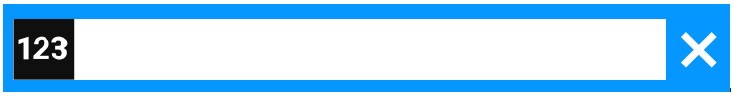
Keyset — Select “Keyset”.

Lines — Select “Lines”.

Primary line — Select the required line (e.g. primary line) and open using the function key.

Hot/warm dest.

Select “Hot/warm dest.”.



Enter or change the destination phone number and confirm.

Save the setting.

The destination phone number is displayed.

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.

> The administrator can determine how rollover calls are to be signalled.

Line

- Only the relevant line key flashes .
- You hear a **special advisory tone** and the corresponding line key flashes.
- The **ringer melody set sounds briefly** (approx. 3 seconds) via the loudspeaker and the corresponding line key flashes.
- 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.

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.

MEANING OF LEDS ON DSS KEYS

DSS key	Meaning
	Off: The DSS contact is in idle mode.
	Flashes: You can accept a call for the DSS contact 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 contact via the key. It can accept your call as a second call.

CALLING A CONTACT DIRECTLY

> You cannot use DSS if the user is in another phone call, unless they have activated “Call waiting”. This indicated by a red LED on the key.

Calling a contact directly through the default outgoing line

Press the corresponding DSS key, e.g. “Office”.

The line key illuminates. The connection is established through the selected outgoing line.

Selecting the outgoing line

Select the line key for the outgoing call.

Press the corresponding DSS key, e.g. “Office”.

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

> The administrator can configure the DSS key so that the connection is also established when the DSS contact has activated “Do not disturb” or “Call forwarding”.

Consultation with the DSS contact

> The administrator has configured the DSS key for consultations.

Prerequisite: You are conducting a call.

Office

Select the corresponding DSS key, e.g. “Office”. The connection is established through the active line.

The first call is placed on “Hold”. If the contact 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 contact.

CALL PICK-UP

You can pick up calls for the DSS contact. The LED flashes if a call is coming in for this line.

Indirect pick-up

Prerequisite: The auto-answer function is deactivated (see "Beep on auto-answer" → page 191).

Office

Select the DSS key, e.g. “Office”. 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 contact.

Rejecting a call

Prerequisite: The administrator enabled the option “Reject” for DSS keys and disabled the option “CTI calls” (see "Beep on auto-answer" → page 191).

Office

Select the DSS key, e.g. “Office”. The call is routed to your primary line and rings.

Reject

Select “Reject”. The caller hears a busy signal.

Direct pick-up

Prerequisite: The administrator has disabled the option “Monitor Only” and the option “CTI calls” is enabled (see "Beep on auto-answer" → page 191).

Office

Select the DSS key, e.g. “Office”. 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 enabled the option “Monitor Only”.

Office

Select the DSS key, e.g. “Office”. This will result in monitoring the call without answering it.

> If the DSS line is registered at more than one device, the devices with the option “Monitor Only” enabled will not be able to answer the calls; they will be able to only monitor the status of the line.

DEFLECTING A CALL TO A DSS CONTACT

Prerequisite: The Option “Deflect” is enabled for DSS keys.

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

Your phone rings and a line key flashes .

12345

Select the DSS key. The call is deflected to the DSS contact. If the DSS contact does not answer, you can pick up the call by pressing the DSS key.

Making calls in an executive / secretary team

> An executive / secretary team is configured by the 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 on an OpenScape Desk Phone.

Mobility function

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 phone

Prerequisite: The mobility function is available on this phone.

Press the key shown.

Mobility login

Select “Mobility login”.

Enter Mobility ID...

Select “Enter Mobility ID...”.

Enter and confirm your mobility ID – usually a phone number.

Password

Select “Password”.

Enter and confirm the mobility password.

> The password is identical to the user password defined in the settings.

Wait until all contacts and phone settings have been loaded. If you were already logged on to another phone with the mobility function, you will be logged off from here automatically.

12345

If the mobility function is active on a phone, this will be indicated by the icon before the phone number.

Ending the mobility function on a phone (log off)

Prerequisite: You are logged on to a phone with the mobility function and the phone is unlocked.

Press the key shown.

Mobility logout

Select “Mobility logout”.

Confirm with function key.

> The administrator may have configured that the user password must be entered to log off.

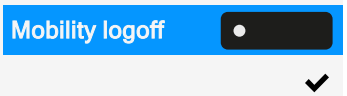
Wait until all contacts and phone settings have been saved.

Logging a mobile user off when the phone is locked

Prerequisite: A mobile user has logged on to the phone with the mobility function and the phone is locked.

Since a user has logged in to the phone using the mobility function and the phone 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 is displayed and the option to unlock the phone is highlighted.



Select “Mobility logoff”.

Confirm to log off the mobile user. Since the phone was locked when a mobile user was logged in, when you log off the mobile user, the phone unlocks.

Switching E/A state when logging off

Prerequisite: An executive / secretary team is configured and the feature "Mobility logout action" is enabled by the administrator (see "Making calls in an executive / secretary team" → page 158).

When starting a mobile log-off, one of the actions can take place and change the 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” if “Mobile logout action” is not set to “None”.

Privacy and security

“Do not disturb”

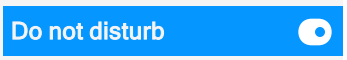
If "Do not disturb" is activated, the phone will not ring. The caller hears the busy tone or an announcement that the called party cannot accept any calls at present. “Do not disturb” can be activated or deactivated using a programmable function key on the key module or from the menu “Presence” (see "To access the menu "Presence", press the key above the function keys to the right of the display. “Presence”can be used for the following functions:" → page 45).

On multi-line telephones you can only activate “Do not disturb” for the primary line.

Note 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 “PRESENCE”

Press the key shown.



Select “Do not disturb”.

ENABLING DO NOT DISTURB VIA A KEY

Prerequisites:

- To activate "Do not disturb", a key has to be assigned the function (see "Programming the function keys" → page 133).
- “Do not disturb” has to be allowed (see "Allowing “Do not disturb”" → page 163).

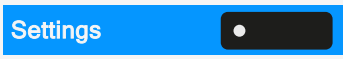
Select “Do not disturb”. The function key lights up.

Press the function key again to deactivate the function.

ALLOWING “DO NOT DISTURB”

For more information on configuring settings via the web interface, see "Web interface (WBM)" → page 215.

Press the key to open the main menu.



Open “Settings”.

Open “User settings”.

Enter and confirm the user password, if required.

Select “Configuration”.

Select “Incoming calls”.

Select “Handling”.

Select “Allow DND”.

Save the setting.

Security

SETTING THE USER PASSWORD

The user password protects the individual configurations, including language settings. You can also use the user password to lock your phone (see "Locking the phone" → page 166 or for mobility "Mobility function" → page 159).

The following settings may apply:

- 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 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".
- The administrator can tell you about the rules for the characters and digits that must be used in the password.

> The preset password "000000" corresponds to an empty password. The phone cannot be locked, access to WBM is not allowed and the user menu is **not** password protected (see also "Deactivating the password prompt" → page 165).

For more information on configuring settings via the web interface, see "Web interface (WBM)" → page 215.

Setting a new password

Press the key to open the main menu.

Settings

Open “Settings”.

User settings

Open “User settings”.

Enter and confirm the user password, if required.

Security

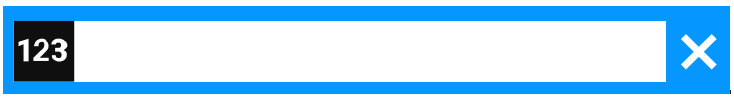
Select “Security”.

Change user password

Select “Change user password”.

Current password

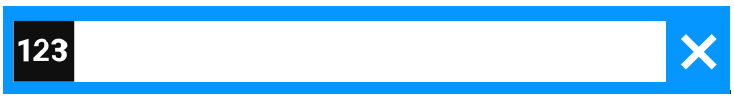
Select “Current password”.



Enter the current password and conclude your input with the function key.

New password

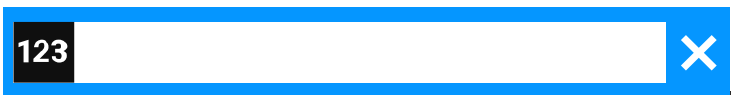
Select “New password”.



Enter the new password and conclude your input with the function key.

Confirm password

Select “Confirm password”.



Repeat the new password and conclude your input with the function key.

Save the setting.

The new password is now valid.

Deactivating the password input

To deactivate the user password, follow the procedure described above and set the new password to the default setting “000000”.

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 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 and the user menu is **not** password protected.

Press the key to open the main menu.

Settings

Open “Settings”.

User settings

Open “User settings”.

Enter and confirm the user password, if required.

Security

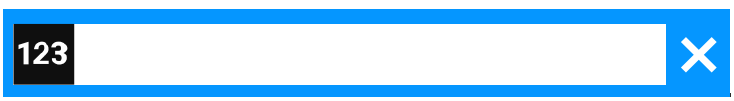
Select “Security”.

Change user password

Select “Change user password”.

Current password

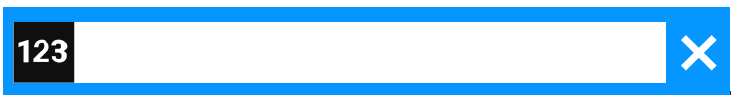
Select “Current password”.



Enter the current password.

New password

Select “New password”.



Enter six zeros ("000000") to deactivate the password prompt.

Confirm password

Select “Confirm password”.

Enter six zeros ("000000") once again.

Save the setting.

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 dialled when the phone is locked. For more information, contact your administrator.

> You can only lock the phone if you set a user password (see "Setting the user password" → page 163). The password must **not** be the default setting "000000". Check if the phone lock function has been activated by the administrator.

Activating the phone lock

Hold down the key until “Lock phone” is displayed.

Lock

Select “Lock”.

Locking via the menu “Presence”

Optionally, press the key to open the menu “Presence”.

Lock phone

Select “Lock phone”.

Press the key to exit the menu.

Dialling emergency numbers

If an emergency number is entered on the phone by the administrator, “Emergency call” is displayed when you have activated the lock. You can also enter an emergency number via the dialpad.

Emergency call

Select “Emergency call”. The pre-set emergency number is dialled.

> The number is dialled automatically without pressing OK, and an empty option is displayed. Therefore if you accidentally press OK, the call will not be cancelled.

Unlocking the phone

If the phone is locked, selected function keys cannot be used. This also applies even with the emergency number assigned to this key.

The information “Phone locked” is displayed.

Select “Unlock phone”.

Enter and confirm the user password. The phone is unlocked if the password is correct.

- Optionally, select “Admin unlock”.

Enter and confirm the administrator password, if the user password is not known. The phone is unlocked if the password is correct.

> If the phone is locked, an emergency number entered by the administrator can be dialled using the dialpad or the option “Emergency call”.

Other settings and functions

Audio settings

RINGER TYPE

Select your preferred ringer from the available audio files. If no individual audio files are available, the ring tone “Pattern” is set.

> File transfer from the User settings in WBM may be not be permitted by the administrator. To upload your own files in a “*.mp3” or “*.wav” format, use the web interface or consult the administrator.

For more information on configuring settings via the web interface, see "Web interface (WBM)" → page 215.

Press the key to open the main menu.

Settings

Open “Settings”.

User settings

Open “User settings”.

Enter and confirm the user password, if required.

Audio

Select “Audio”.

Settings

Select “Settings”.

Ringer

Select “Ringer”. The following default options are available:

- Pattern
- Harmonize
- Ringer 1..6 (available ringer files with the file extension *.mp3)

Select the ring tone. You will immediately hear the associated ringer melody.

Save the setting.

SWITCHING TO A RINGER BEEP

You can turn the ringer off and select a short alert tone instead.

Hold down the key for three seconds until the notification and icon for "Ringer beep" is displayed.

PATTERN MELODY

For more information on configuring settings via the web interface, see "Web interface (WBM)" → page 215.

Prerequisite: You have selected the ringer "Pattern".

Press the key to open the main menu.

Settings — Open “Settings”.

User settings — Open “User settings”.

Enter and confirm the user password, if required.

Audio — Select “Audio”.

Settings — Select “Settings”.

Pattern melody — Select “Pattern melody”. The current melody is displayed.

Select a pattern melody. You will immediately hear the associated melody.

Save the setting.

PATTERN SEQUENCE

For more information on configuring settings via the web interface, see "Web interface (WBM)" → page 215.

Prerequisite: You have selected the ringer "Pattern".

Press the key to open the main menu.

Settings — Open “Settings”.

User settings — Open “User settings”.

Enter and confirm the user password, if required.

Audio — Select “Audio”.

Settings — Select “Settings”.

Pattern sequence — Select “Pattern sequence”. The current pattern sequence is displayed.

Select a pattern sequence. You will immediately hear the associated melody and sequence.

Save the setting.

ROOM CHARACTER

To ensure that the other party can hear you properly in speakerphone mode, you can adjust the phone to the room acoustics.

For more information on configuring settings via the web interface, see "Web interface (WBM)" → page 215.

Press the key to open the main menu.

Settings — Open “Settings”.

User settings — Open “User settings”.

Enter and confirm the user password, if required.

Audio — Select “Audio”.

Settings — Select “Settings”.

Room character — Select “Room character” and select one of the following options:

- Normal
- Echoing
- Muffled

Save the setting.

OPEN LISTENING MODE

Select the mode that you prefer for open listening (see "Switching from handset to speakerphone mode" → page 94).

For more information on configuring settings via the web interface, see "Web interface (WBM)" → page 215.

Press the key to open the main menu.

Settings — Open “Settings”.

User settings — Open “User settings”.

Enter and confirm the user password, if required.

Audio — Select “Audio”.

Settings — Select “Settings”.

Open listening — Select “Open listening”. The following options are available:

- Standard mode
- US mode

Select the open listening mode. The current mode is displayed.

Save the setting.

SETTING THE HEADSET PORT USE

This setting defines if a headset or a conference unit is activated when pressing the headset key .

For more information on configuring settings via the web interface, see "Web interface (WBM)" → page 215.

Press the key to open the main menu.

Settings

Open “Settings”.

User settings

Open “User settings”.

Enter and confirm the user password, if required.

Audio

Select “Audio”.

Settings

Select “Settings”.

Headset socket

Select “Headset socket”. The following options are available:

- Wired headset
- Cordless headset
- Conference unit

Select an option.

Save the setting.

Settings for other headsets

Multiple headsets of different types (Bluetooth, USB or ION) can be connected to the phone at the same time. You can control the priority order by which the phone selects a headset type for use.

Prerequisite: You have entered the audio settings.

USB Headset

Select “USB Headset” (or any other headset option). The following options are available:

- Option No. 1, first configured option, e.g. a conference unit
- Option No. 2, second configured option, e.g. a USB headset

- Option No. 3, third configured option, e.g. a remote conference unit
- Disabled
- Active

Select the required priority.

Save the setting.

SPECIAL RINGERS

You can assign an individual ringer to incoming calls or events for identification of the type of call.

> The administrator has activated the special ringers. Consult the administrator regarding the use of these ringers.

> The user cannot change the ringer sound, pattern melody and pattern sequence for the emergency call type. This can be set only by an administrator. Emergency ringer is always played at maximum volume, regardless of ringer settings.

For more information on configuring settings via the web interface, see "Web interface (WBM)" → page 215.

Press the key to open the main menu.

Settings

Open “Settings”.

User settings

Open “User settings”.

Enter and confirm the user password, if required.

Audio

Select “Audio”.

Special ringers

Select “Special ringers”. The following options are available:

- Internal
- External
- Recall (Callback)
- Special 1
- Special 2
- Special 3

Internal

Select an option, e.g. “Internal”.

Enable the selected option and configure the ringer, melody, and sequence for the selected option (see "Audio settings" → page 168).

Save the setting.

ACTIVATING OR DEACTIVATING THE RINGER

You can see if the function is activated or deactivated from the corresponding icon in the status bar.

Hold down the key shown.

- A long press of this key will toggle the ringer on or off (a status bar icon is shown when the ringer is off).
- An extended long press (>2 sec.) 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 UNSECURED VOICE CONNECTION

Use this option to activate an alert tone that plays at the start of the call when a secure voice connection with the current party ceases to be secure. The message "Nonsecure 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.

For more information on configuring settings via the web interface, see "Web interface (WBM)" → page 215.

Press the key to open the main menu.

Settings — Open “Settings”.

User settings — Open “User settings”.

Enter and confirm the user password, if required.

Configuration — Select “Configuration”.

Connected calls — Select “Connected calls”.

Immediate dialling — Select “Immediate dialling”.

Insecure call alert — Select “Insecure call alert”.

Save the setting.

Configuring direct video

When configured, the OpenScape Desk Phone CP710 can display a video stream via the network that is connected to a door camera for visual access control. The phone screen can also display video streams from a video call.

> This function must be configured by the administrator.

Country-specific setting

Adapt your phone settings to suit the country-specific conditions (for example, transmission parameters).

For more information on configuring settings via the web interface, see "Web interface (WBM)" → page 215.

Press the key to open the main menu.

Settings

Open “Settings”.

User settings

Open “User settings”.

Enter and confirm the user password, if required.

Locality

Select “Locality”. The current country setting is displayed.

Country

Select “Country”.

Select the country setting.

Save the setting.

Display language

For more information on configuring settings via the web interface, see "Web interface (WBM)" → page 215.

Press the key to open the main menu.

Settings

Open “Settings”.

User settings

Open “User settings”.

Enter and confirm the user password, if required.

Locality

Select “Locality”. The current display language is displayed.

Language

Select “Language”.

Select the language.

Save the setting.

The display language is changed.

> When you change the phone’s language, the programmable key 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.

Available languages

- Bahasa Indonesia
- Bahasa Malaysia
- Brasileiro
- Català
- Čeština
- Cymraeg
- Dansk
- Deutsch
- English(GB)
- English(US)
- Español
- Français
- Hrvatski
- Italiano
- Latviešu Valoda
- Lietuvių Kalba
- Magyar
- Nederlands
- Norsk
- Polski
- Português
- Română
- Slovenski Jezik
- Slovenčina
- Srpski Jezik
- Suomi
- Svenska
- Türkçe
- Ελληνικά
- Български
- Македонски Јазик
- Український
- Русский
- Српски Језик
- 한국인
- 日本語
- 中文

Date display format

For more information on configuring settings via the web interface, see "Web interface (WBM)" → page 215.

Press the key to open the main menu.

Settings

Open “Settings”.

User settings

Open “User settings”.

Enter and confirm the user password, if required.

Locality

Select “Locality”.

Date format

Select “Date format”. The current setting is displayed. The following options are available:

- dd.mm.yy
- mm/dd/yy
- dd/mm/yy

Select the date format.

Save the setting.

Time display format

For more information on configuring settings via the web interface, see "Web interface (WBM)" → page 215.

Press the key to open the main menu.

Settings

Open “Settings”.

User settings

Open “User settings”.

Enter and confirm the user password, if required.

Locality

Select “Locality”.

Time format

Select “Time format”. The current time format is displayed. The following options are available:

- 24 hour
- 12 Hour (AM/PM)

Select the time format.

Save the setting.

Screen saver

Activate a screen saver for the phone’s idle state.

> The administrator can set a time of between two and eight hours defining how long the phone should be idle before the display backlight is deactivated.

For more information on configuring settings via the web interface, see "Web interface (WBM)" → page 215.

ACTIVATING THE SCREEN SAVER

Prerequisite: The administrator has uploaded images to the phone or you have uploaded your own images.

Press the key to open the main menu.

Settings

Open “Settings”.

User settings

Open “User settings”.

Enter and confirm the user password, if required.

Phone

Select “Phone”.

Inactivity

Select “Inactivity”.

Screen type

Select “Screen type”. The current setting is displayed. The following options are available:

- Menu screen: This option displays the default main menu screen after an idle period.
- Slideshow: This option displays the uploaded images as a continuous slide show. This is the default option.
- Time screen: This option displays a blank screen only displaying the current date and time of the phone.

Select the type of screen saver.

Save the setting.

SETTING THE SCREEN SAVER ACTIVATION INTERVAL

Set how long the screen should be idle before the screen saver activates automatically.

For more information on configuring settings via the web interface, see "Web interface (WBM)" → page 215.

Press the key to open the main menu.

Settings

Open “Settings”.

User settings

Open “User settings”.

Enter and confirm the user password, if required.

Phone

Select “Phone”.

Inactivity

Select “Inactivity”.

Setting the idle time

Idle time (mins)

Select “Idle time (mins)”. The current idle time is displayed.

Select an idle time interval. The following options are available (in minutes):

- 0 (i.e. deactivated)
- 1 (default)
- 5
- 10
- 20
- 30
- 60
- 120

Setting the slide time for the option “Slideshow”

Slide time (secs)

Select “Slide time (secs)”. The current interval for each slide is displayed.

Select a slide time interval.

> This option is only available when the screen saver has been set to “Slideshow” (see "Activating the screen saver" → page 177).

The following options are available (in seconds):

- 5
- 10
- 20
- 30
- 60

Save the setting.

UPLOADING IMAGES FOR THE SCREEN SAVER

To install your own images for the screen saver, you have to transfer the images using the web interface (see "Web interface (WBM)" → page 215).

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.

1. Open the WEB interface and select "Slideshow images > Choose the image file you wish".
2. 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 are displayed the next time you start the screen saver.

Energy saving mode

Set how long the phone screen can remain idle before the background lighting automatically switches off and the screen turns dark.

> The shorter the time for the screen to dim the less energy is consumed.

For more information on configuring settings via the web interface, see "Web interface (WBM)" → page 215.

Press the key to open the main menu.

Settings

Open “Settings”.

User settings

Open “User settings”.

Enter and confirm the user password, if required.

Phone

Select “Phone”.

Energy saving

Select “Energy saving”.

Activate after

Select “Activate after”. The current values are displayed.

- The first value displays the idle time for the screen to reduce brightness.
- The second value displays the idle time for the screen to switch off.

The following options are available:

- 1 min / 5 mins
- 5 mins / 20 mins
- 30 mins / 2 hrs
- 45 mins / 4 hrs
- 60 mins / 8 hrs

Select the activation time.

Save the setting.

Setting daylight saving time

For more information on configuring settings via the web interface, see "Web interface (WBM)" → page 215.

Prerequisite: The option “Auto DST” is deactivated (see "Enabling automatic daylight saving time" → page 181).

Press the key to open the main menu.

Settings

Open “Settings”.

User settings

Open “User settings”.

Enter and confirm the user password, if required.

Date and time

Select “Date and time”.

Daylight saving

Select “Daylight saving”.

Save the setting.

SETTING THE DIFFERENCE BETWEEN DAYLIGHT SAVING AND STANDARD TIME

For more information on configuring settings via the web interface, see "Web interface (WBM)" → page 215.

Prerequisite: Daylight saving mode is activated.

Enter the difference to be used for daylight saving time.

Press the key to open the main menu.

Settings

Open “Settings”.

User settings

Open “User settings”.

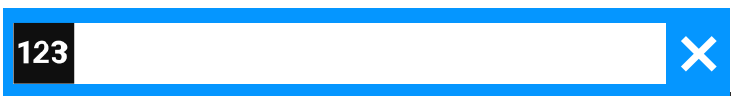
Enter and confirm the user password, if required.

Date and time

Select “Date and time”.

Difference (mins)

Select “Difference (mins)”.



Enter the time difference between UTC and the local time (in minutes).

Save the setting.

ENABLING AUTOMATIC DAYLIGHT SAVING TIME

For more information on configuring settings via the web interface, see "Web interface (WBM)" → page 215.

Press the key to open the main menu.

Settings

Open “Settings”.

User settings

Open “User settings”.

Enter and confirm the user password, if required.

Date and time

Select “Date and time”.

Auto DST

Enable or disable “Auto DST”.

Save the setting.

Displaying the date and time settings

This setting is read-only and cannot be changed by the user.

Press the key to open the main menu.

Settings

Open “Settings”.

User settings

Open “User settings”.

Enter and confirm the user password, if required.

Date and time

Select “Date and time”. The current date and time setting of the phone is displayed, provided that the administrator has configured the phone to acquire the current date and time from the network.

Displaying network information

This overview displays 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 to open the main menu.

Settings

Open “Settings”.

User settings

Open “User settings”.

Enter and confirm the user password, if required.

Network information

Select “Network information”. The following information is displayed:

- **DNS name:** Name or number of phone.
- **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**: Displays whether the network data transfer rate is set to automatic (“Yes”) or manual (“No”).
- **LAN information**: Data transfer rate of the network. If an interface is not in use, the information “Link down” is displayed.
- **PC autonegotiation**: Displays whether the PC interface data transfer rate is set to automatic (“Yes”) or manual (“No”).
- **PC information**: Data transfer rate of the PC interface. If an interface is not in use, the information “Link down” is displayed.

Resetting user data

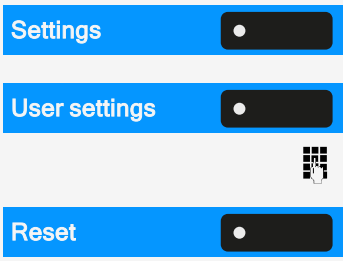
The following user-specific settings can be reset to factory settings.

> The user data is reset **without** a warning.

- Display settings
- Language setting
- Screensaver (Some images for the screen saver 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 "Resetting all assigned functions to keys" → page 140).

Initiating the reset

Press the key to open the main menu.



Open “Settings”.

Open “User settings”.

Enter and confirm the user password, if required.

Select “Reset”.

The user data is reset to factory settings.

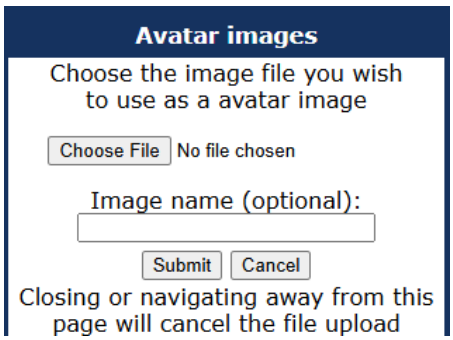
Managing avatar images

You can download new avatar images to the phone and use them to change a contact's picture, 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 215.

Uploading an image to the phone

1. Open a browser on a PC that is in the same network as the phone.
2. Enter the URL of the phone (see "Displaying network information" → page 181) to access the WBM page of the phone.
3. Open the tab “User settings” and go to “File transfer > Avatar images”.

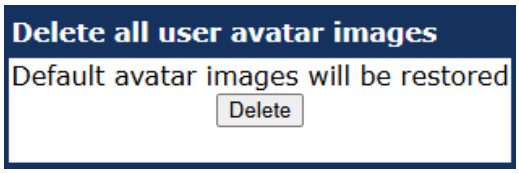


4. Select “Choose File” and select an image file from the file system. **The file type must be PNG, JPG, or BMP and the image file cannot be larger than 100 kB.**
5. Optionally, name the image for better recognition.
6. Click “Save & exit” to upload the image to the phone.

> After the original image has been successfully uploaded, it will be downscaled to 64x64 pixels.

Deleting an image file from the phone

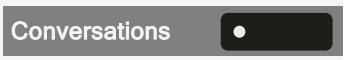
1. On the PC, open the URL of the WBM page of the phone and navigate to “File transfer > Avatar images”.



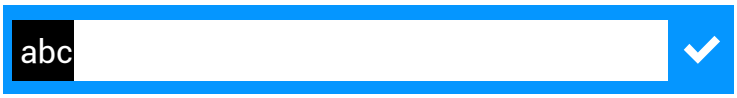
2. Select the image and click “Delete”.

ASSIGNING A CONTACT AVATAR

When transfer process is successful, the image is available on the phone and can be attached to a contact.

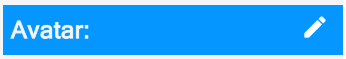


Select “Conversations”.



To search for a contact, enter the first letters or the phone number in the search field.

Press the right key to open the conversation screen and then select contact details. Scroll down the contact details to the Avatar option.



Select an avatar image from the list of available images. You can also use the default avatar.

The image is displayed as the avatar for the contact in the conversation list or on a call screen.

Programming call forwarding

You can forward calls for your phone to another phone. You can also change, activate and deactivate all forwarding during a call.

> “Forwarding” must be approved by the administrator.

> On multi-line phones you can only configure call forwarding for the primary line.

The following forwarding conditions can be programmed:

- Unconditional: forwarding to a defined phone number without conditions
- Busy: forwarding to a defined phone number when the phone is busy
- No reply: forwarding to a defined phone number when the phone does not reply

Because of its direct impact, "Unconditional" call forwarding has the highest priority, followed by "No reply" and "Busy".

Active call forwarding for "Unconditional" is displayed in the main menu.

A phone number may already be assigned to each call forwarding type.

Call forwarding cannot be activated if the phone number is not registered.

- Call forwarding (CF) can be set up in “Settings” or “Presence”, but programmable function keys can also be configured with CF information.
- If the CF information on a key matches the current CF setting of the phone the key 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.

Note 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.

USING CALL FORWARDING

The following functions are available for activating and deactivating call forwarding and configuring it in accordance with your requirements:

- "Activating immediate call forwarding" → page 185
- "Saving destination phone numbers for call forwarding" → page 186
- "Copying and pasting destination phone numbers" → page 187
- "Activating or deactivating call forwarding" → page 188
- "Defining the ring duration before call forwarding is activated" → page 188

ACTIVATING 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 are prompted to enter a destination when you attempt to activate forwarding.

Open “Presence”.

Activating call forwarding for all calls to one destination

Forward all calls

Enable “Forward all calls”. All calls are unconditionally forwarded.

SAVING DESTINATION PHONE NUMBERS FOR CALL FORWARDING

You can enter the call forwarding settings via the user menu (see "Configuring local call forwarding" → page 106)

Optionally, you can enter the call forwarding settings using the web interface (see "Web interface (WBM)" → page 215). If a number was entered first, it can no longer be deleted via the local phone settings, it can only be overwritten.

Entering a destination for forwarding all calls

Open “Presence”.

Forward all calls

Select “Forward all calls”.

Destination

Select “Destination”.

123

Enter the destination phone number.

Save the setting.

MANAGING CALL FORWARDING

Open “Presence”.

Forward all calls

Select “Forward all calls”.

Forwarding controls

Select “Forwarding controls”. The following call options of call forwarding are available:

- All calls
- Busy
- No reply (after xs)
- Privacy mode

> The ‘x’ in ‘xs’ denotes the delay value in seconds.

Editing the forwarding destination

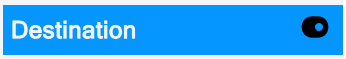
The administrator can also allow additional conditions for each condition type based on the call direction:

- All calls (unconditional)
- External calls
- Internal calls

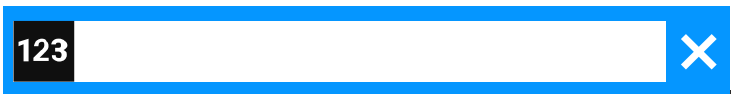
Each option may be activated separately and have their own destination.

You can check if a call forwarding type is already activated by selecting the forwarding type.

Select the forwarding type. e.g. “All calls”. The same procedure applies to all call forwarding options.



Select “Destination”.



Enter the destination phone number.

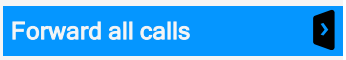
Save the setting.

Active forwarding (unconditional) is indicated by the icon ↱ in the status bar.

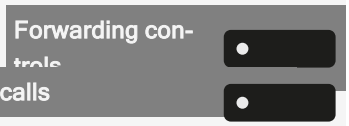
COPYING AND PASTING DESTINATION PHONE NUMBERS

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 destination phone number for “No reply”.

Open “Presence”.

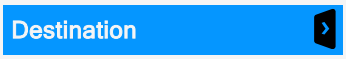


Select “Forward all calls” using the navigator key.

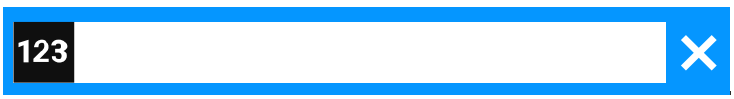


Select “Forwarding controls”.

Select the forwarding type, e.g. “All calls”.



Select “Destination” using the navigator key. The input field is displayed.



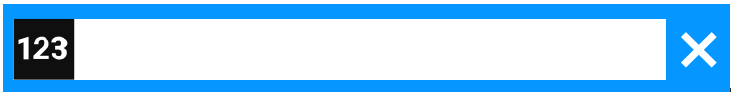
Select “Copy” and return to call forwarding.

Busy

Select the forwarding type, e.g. “Busy”.

Destination

Select “Destination” using the navigator key. The input field is displayed.



Select “Paste”.

Save the setting.

ACTIVATING OR DEACTIVATING CALL FORWARDING

Prerequisite: A destination has to be entered first in order to activate the forwarding type.

Open “Presence”.

All calls

Disable the forwarding type “All calls” if you want to use the call type “Busy”.

Forwarding controls

Select “Forwarding controls”.

The following types of call forwarding are available:

- Unconditional
- Busy
- No reply

Enable or disable the selected option.

DEFINING THE RING DURATION BEFORE CALL FORWARDING IS ACTIVATED

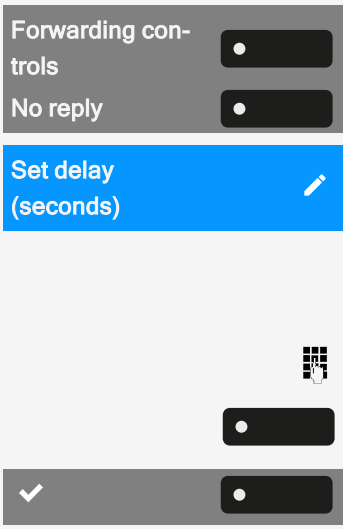
You can define how long the phone should ring before call forwarding activates on “No reply”.

> This setting is only available if the "Server features" function was deactivated by the administrator.

Open “Presence”.

All calls

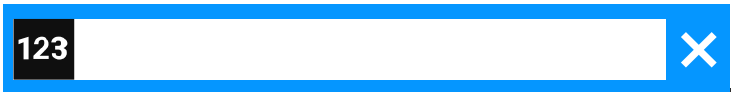
Select “All calls”.



Select “Forwarding controls”.

Select the forwarding type “No reply”.

Select “Set delay (seconds)”.



Enter the required time in seconds (maximum 60).

Conclude your input.

Save the setting.

The new time is displayed.

CALL FORWARDING CHAIN

Sometimes calls to a contact are forwarded to another contact who also has call forwarding or DND (“Do not disturb”) 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 phone'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 contact who forwarded first or last is displayed (see "Setting alerts" → page 107).

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:

- The 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 (see "Programming call forwarding" → page 184). 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 and contains the three forwarding types:

- Unconditional
- Busy
- No reply (after xs)

Forwarded calls can be logged in a call list (see "Conversations" → page 54). 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 must press the loudspeaker key or lift the handset to set up the call.

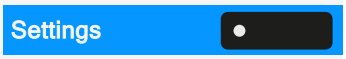
This setting also defines whether or not incoming DSS, or other special calls, calls are automatically accepted. If the function is active, an alert beep sounds when a call is automatically accepted (also refer to "Call pick-up" → page 157).

> Information on the operation of the configured CTI application can be found in the corresponding operating instructions.

For more information on configuring settings via the web interface, see "Web interface (WBM)" → page 215.

> This option is programmed by the administrator.

Press the key to open the main menu.



Open “Settings”.

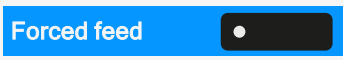
Open “User settings”.

Enter and confirm the user password, if required.

Select “Configuration”.

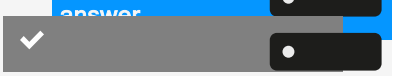
Select “Incoming calls”.

Select “CTI calls”.



Enable “Forced feed”.

Enable “Beep on auto-answer”.



Save the setting.

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 via the CTI application.

For more information on configuring settings via the web interface, see "Web interface (WBM)" → page 215.

This option is programmed by the administrator.

Press the key to open the main menu.

Settings — Open “Settings”.

User settings — Open “User settings”.

Enter and confirm the user password, if required.

Configuration — Select “Configuration”.

Incoming calls — Select “Incoming calls”.

CTI calls — Select “CTI calls”.

AutoAnswer — Enable “AutoAnswer”.

Beep on auto-reconnect — Enable “Beep on auto-reconnect”.

✓ — Save the setting.

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 must be configured and CTI calls option must be disabled.

Press the key to open the main menu.

Settings — Open “Settings”.

User settings — Open “User settings”.

Enter and confirm the user password, if required.

Configuration — Select “Configuration”.

Incoming calls — Select “Incoming calls”.

CTI calls — Select “CTI calls”.

Paging ^ — Enable “Paging ^”. A paging call can be initiated in two ways:

- Using the feature access code *84 and the paging extension to RingCentral
- Pressing the configured “Page” key and dial the paging extension

Enabling or disabling the hold reminder tone

For more information on configuring settings via the web interface, see "Web interface (WBM)" → page 215.

Press the key to open the main menu.

Settings

Open “Settings”.

User settings

Open “User settings”.

Enter and confirm the user password, if required.

Configuration

Select “Configuration”.

Connected calls

Select “Connected calls”.

Allow hold reminder

Enable or disable “Allow hold reminder”.

Save the setting.

Setting the hold reminder time

Use “Hold reminder” to specify when you want to receive an automatic reminder about a held call. The minimum reminder time is 1 minute, the maximum time is 15 minutes.

For more information on configuring settings via the web interface, see "Web interface (WBM)" → page 215.

Press the key to open the main menu.

Settings

Open “Settings”.

User settings

Open “User settings”.

Enter and confirm the user password, if required.

Configuration

Select “Configuration”.

Connected calls

Select “Connected calls”.

Hold reminder delay

Select “Hold reminder delay”.

The current setting is displayed.

Select the hold reminder time.

Save the setting.

Enabling or disabling “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.

For more information on configuring settings via the web interface, see "Web interface (WBM)" → page 215.

Press the key to open the main menu.

Settings

Open “Settings”.

User settings

Open “User settings”.

Enter and confirm the user password, if required.

Configuration

Select “Configuration”.

Connected calls

Select “Connected calls”.

Hold and hang-up

Enable or disable “Hold and hang-up”.

Save the setting.

Enabling or disabling “Music on hold”

If the Music on hold option is active, music is played back when you are placed on hold by another party.

For more information on configuring settings via the web interface, see "Web interface (WBM)" → page 215.

Press the key to open the main menu.

Settings

Open “Settings”.

User settings

Open “User settings”.

Enter and confirm the user password, if required.

Configuration

Select “Configuration”.

Connected calls

Select “Connected calls”.

Music on hold

Enable or disable “Music on hold”.

Save the setting.

Allowing call joining

Call joining controls if a hang-up will cause two calls to be joined.

For more information on configuring settings via the web interface, see "Web interface (WBM)" → page 215.

Press the key to open the main menu.

Settings

Open “Settings”.

User settings

Open “User settings”.

Enter and confirm the user password, if required.

Configuration

Select “Configuration”.

Connected calls

Select “Connected calls”.

Allow call joining

Enable or disable “Allow call joining”.

Save the setting.

Permitting call deflection

For more information on configuring settings via the web interface, see "Web interface (WBM)" → page 215.

Press the key to open the main menu.

Settings

Open “Settings”.

User settings

Open “User settings”.

Enter and confirm the user password, if required.

Configuration

Select “Configuration”.

Incoming calls

Select “Incoming calls”.

Deflect

Select “Deflect”.

Allow deflection

Enable “Allow deflection”.

Default destination

Select “Default destination”.

123

Enter the destination phone number.

> 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 contact from the conversations list.

DEFLECTING TO A PHONE NUMBER FROM AN EXISTING LOCAL CONVERSATION

Select conversation

Select “Select conversation”.

123

Enter the contact’s name for the desired conversation or locate it using the arrow keys.

Select the default phone number of a conversation. Conversations with the icon indicate more than one available phone numbers.

To select a phone number other than the default use the arrow key.

Confirm the selection.

DEFLECTING TO A DSS NUMBER

A call can be deflected to a direct station selection (DSS) contact using the DSS key, if the key is configured and the deflect function is enabled by the administrator (see "Deflecting a call to a DSS contact" → page 158).

Deflect to DSS

> This setting can only be configured by the administrator.

Allowing call waiting

If the call waiting (second call) function is deactivated, a caller hears the busy signal if you are already conducting a call.

The option was programmed by the administrator.

For more information on configuring settings via the web interface, see "Web interface (WBM)" → page 215.

Press the key to open the main menu.

Settings

Open “Settings”.

User settings

Open “User settings”.

Enter and confirm the user password, if required.

Configuration

Select “Configuration”.

Incoming calls

Select “Incoming calls”.

Handling

Select “Handling”.

Enable “Allow call waiting”.

Save the setting.

When “Call waiting” is activated, you can toggle a configured key to switch call waiting on or off.

Connecting contacts by hanging up

Enable “Toggle associate” if you want to transfer a first call to a second call waiting or a pickup call by hanging up.

For more information on configuring settings via the web interface, see "Web interface (WBM)" → page 215.

Press the key to open the main menu.

Settings

Open “Settings”.

User settings

Open “User settings”.

Enter and confirm the user password, if required.

Configuration

Select “Configuration”.

Connected calls

Select “Connected calls”.

Toggle associate

Enable “Toggle associate”.

Save the setting.

Allowing call transfer

For more information on configuring settings via the web interface, see "Web interface (WBM)" → page 215.

Press the key to open the main menu.

Settings

Open “Settings”.

User settings

Open “User settings”.

Enter and confirm the user password, if required.

Configuration

Select “Configuration”.

Connected calls

Select “Connected calls”.

Allow call transfer

Enable “Allow call transfer”.

Save the setting.

> If this feature is disabled, the transfer options are not displayed.

Settings for autodial delay

You can configure how long you have to add a subsequent digit to the dial string before dialling is triggered.

For more information on configuring settings via the web interface, see "Web interface (WBM)" → page 215.

> The setting does not affect automatic emergency number dialling.

If you select “Autodial delay (s)”, you must either confirm or wait until the autodial delay expires to set up a call when dialling with the handset on hook.

Press the key to open the main menu.

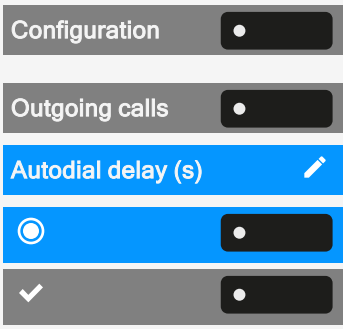
Settings

Open “Settings”.

User settings

Open “User settings”.

Enter and confirm the user password, if required.



Select “Configuration”.

Select “Outgoing calls”.

Edit “Autodial delay (s)”. The current setting is displayed.

Select a new time.

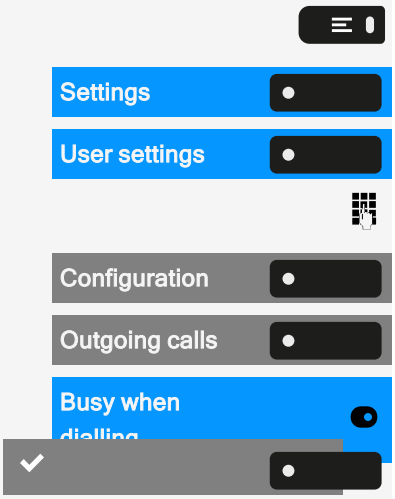
Save the setting.

> Automatic dial delay does not work if you are using a dial plan with numbers configured to be dialled immediately. The number is automatically dialled as soon as the digits entered matches an entry in the dial plan.

Allowing “Busy when dialling” for outgoing calls

If you activate this function, an incoming call is rejected while you are dialling. The caller then hears the busy signal.

For more information on configuring settings via the web interface, see "Web interface (WBM)" → page 215.



Press the key to open the main menu.

Open “Settings”.

Open “User settings”.

Enter and confirm the user password, if required.

Select “Configuration”.

Select “Outgoing calls”.

Enable “Busy when dialling”.

Save the setting.

Allowing “Transfer on ring”

If this option is allowed, you can activate call transfer by replacing the handset even before the called party answers. If the call is not answered it is offered back to you.

For more information on configuring settings via the web interface, see "Web interface (WBM)" → page 215.

Press the key to open the main menu.

Settings — Open “Settings”.

User settings — Open “User settings”.

Enter and confirm the user password, if required.

Configuration — Select “Configuration”.

Outgoing calls — Select “Outgoing calls”.

Transfer on ring — Enable “Transfer on ring”.

Save the setting.

Enabling immediate dialling

> “Immediate dialling” should only be activated if your administrator has configured and approved a dial plan.

- “Immediate dialling” is deactivated by default. Hence, after entering the number you must either confirm “Select” or wait until the dial delay expires to set up the connection.
- If “Immediate dialling” is configured, your call is automatically dialled as soon as the digits entered match an entry in the dial plan.

For more information on configuring settings via the web interface, see "Web interface (WBM)" → page 215.

Press the key to open the main menu.

Settings — Open “Settings”.

User settings — Open “User settings”.

Enter and confirm the user password, if required.

Configuration — Select “Configuration”.

Outgoing calls — Select “Outgoing calls”.

Immediate dialling — Enable “Immediate dialling”.

Save the setting.

Permitting a callback

The function “Callback” must be allowed by the administrator.

For more information on configuring settings via the web interface, see "Web interface (WBM)" → page 215.

Press the key to open the main menu.

Settings — Open “Settings”.

User settings — Open “User settings”.

Enter and confirm the user password, if required.

Configuration — Select “Configuration”.

Outgoing calls — Select “Outgoing calls”.

Callback — Enable “Callback”.

Save the setting.

Allowing a conference

This option allows or blocks the function “Conference” and applies to local or server based conferences.

For more information on configuring settings via the web interface, see "Web interface (WBM)" → page 215.

Press the key to open the main menu.

Settings — Open “Settings”.

User settings — Open “User settings”.

Enter and confirm the user password, if required.

Configuration — Select “Configuration”.

Connected calls — Select “Connected calls”.

Allow conferences — Enable “Allow conferences”.

Save the setting.

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.

For more information on configuring settings via the web interface, see "Web interface (WBM)" → page 215.

Press the key to open the main menu.

Settings

Open “Settings”.

User settings

Open “User settings”.

Enter and confirm the user password, if required.

Configuration

Select “Configuration”.

Connected calls

Select “Connected calls”.

Join in conferences

Enable “Join in conferences”.

Save the setting.

Activating or deactivating the LED notification

If the phone has a new missed call and switches to power saving mode, the screen will be black but the notification LED remains red.

The new missed call notification will be also displayed in the “Conversations”.

SELECTING THE VOICEMAIL MESSAGES LED NOTIFICATION

As a user, you can choose whether you want the notification LED to light up to signal that you have received a new voicemail. LED notification is activated by default.

For more information on configuring settings via the web interface, see "Web interface (WBM)" → page 215.

Press the key to open the main menu.

Settings

Open “Settings”.

User settings

Open “User settings”.

Enter and confirm the user password, if required.

Configuration

Select “Configuration”.

Notification LED

Select “Notification LED”.

Voicemail messages

Edit “Voicemail messages”. The current setting is displayed. The following options are available:

- Key
- Key and Notification LED
- Notification LED

Select the option.

Save the setting.

SELECTING THE LED NOTIFICATION FOR MISSED CALLS

As a user, you can choose whether you want the notification LED to light up to signal that you have missed calls.

LED notification is activated by default.

For more information on configuring settings via the web interface, see "Web interface (WBM)" → page 215.

Press the key to open the main menu.

Settings

Open “Settings”.

User settings

Open “User settings”.

Enter and confirm the user password, if required.

Configuration

Select “Configuration”.

Notification LED

Select “Notification LED”.

Missed calls

Edit “Missed calls”. The current setting is displayed. The following options are available:

- Key
- Key and Notification LED
- Notification LED
- No LED

Select the option.

Save the setting.

CLEAR LED NOTIFICATION FOR MISSED CALLS

When there is at least one missed call, the notification LED is lit steady red.

> To turn off the notification LED, the option “Missed calls” must be configured (see "Selecting the LED notification for missed calls" → page 203).

For more information on configuring settings via the web interface, see "Web interface (WBM)" → page 215.

Conversations

Select “Conversations”.

The notification LED is automatically cleared. However, the count of missed calls and the icon for each missed conversation entry is still displayed. To clear these you must access the conversation screen for each missed conversation entry.

To clear all missed calls, select the option “Mark all missed calls as read" in the list options of the screen “Conversations”.

Call logging

DISABLE 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 will be logged in conversations. The function is enabled by default.

If the function is deactivated, all corresponding call log entries in conversations are deleted. LEDs and the notification LED are no longer lighting.

> When you deactivate the call journal, the customary last number redial function will also be affected. You can no longer redial the last number dialled once the call journal is disabled (see "Allowing call joining" → page 195).

For more information on configuring settings via the web interface, see "Web interface (WBM)" → page 215.

Press the key to open the main menu.

Settings

Open “Settings”.

User settings

Open “User settings”.

Enter and confirm the user password, if required.

Configuration

Select “Configuration”.

Call logging

Select “Call logging”.

General

Select “General”.

Logging

Enable “Logging”.

Save the setting.

DISPLAYING THE MISSED CALL LOG

All missed calls intended for this line are logged and new missed calls are displayed. If "Include calls answered elsewhere" is disabled, missed calls for this line answered either by other contacts in the group or with "Directed pickup" are neither displayed nor logged (see also "Group call" → page 141).

Disabling is recommended if groups are set up.

Press the key to open the main menu.

Settings

Open “Settings”.

User settings

Open “User settings”.

Enter and confirm the user password, if required.

Configuration

Select “Configuration”.

Call logging

Select “Call logging”.

Missed calls

Select “Missed calls”. The current setting is displayed.

Include calls answered elsewhere

Edit “Include calls answered elsewhere”.

Enable or disable the option.

- When enabled, missed calls that have been answered by other contacts are indicated with a check mark.
- When disabled, calls answered by other contacts are not displayed in the list.

Save the setting.

DISPLAYING CALL LOG DATA FROM RINGCENTRAL

By enabling the RingCentral synchronization option you can display call log records derived from RingCentral.

Prerequisite: The administrator has configured the option to synchronize call log data with RingCentral.

Conversations

Select “Conversations”.

Select and confirm the list of missed calls obtained from the server.

> On entering the call log list, the phone will refresh the data from RingCentral and perform synchronization. The phone will update the call log on each start-up when a call has finished or when the administrator enables the sync call log feature.

Call recording

For call recording, a central voice recorder is installed in the network for recording calls to record the current voice traffic. The recorder records the entire voice flow of two or more participants.

> You should configure a favourite to simplify handling of manual call recording (see "Programming the function keys" → page 133). 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
- All calls
- Manual
- Auto start
- One call

The following settings are available to audibly signal the recording:

- Repeat
- Single alert
- Off

Check with the administrator which settings apply to your phone.

Mode “All calls”

The phone starts and stops the recorder automatically so that all calls are recorded.

Mode “Manual”

You decide when the recorder is started, stopped, or paused.

- If the recorder is started, all 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, nothing will be recorded.
- If there are no calls, the recorder likewise pauses.

Mode “Auto start”

The phone starts the recorder automatically. You can however stop or pause the recorder yourself 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 pick-ups, and second calls will not be recorded as long as the recorder is paused.
- If the phone reverts to idle status, the automatic 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 started, the current call will be recorded.
- If you pause the recorder, nothing will be recorded. The recorder will be turned off when the call has finished.

EXPLANATIONS OF RECORDING

The following features are not supported:

- Playing back recordings over the phone.
- Deleting recordings over the phone.
- Functions for editing recordings over the phone.

Recordable calls

A recordable call is any call that has a call connection status on the phone. This can be any incoming or outgoing call. It is immaterial here whether a call is set up directly via the phone or via an application.

- Outgoing calls
- Incoming calls
- Consultation
- Pickup
- Reconnect
- Second call
- Connected calls
- Conference (If a local conference is already in progress it cannot be recorded)
- Automatic call acceptance
- Secured or unsecured line

Non-recordable calls

Non-recordable calls are outgoing and incoming calls that have not yet reached full connection status, such as a ringing call only paused when you have held a call being recorded.

Enhanced functions

- A server based conference can be set up or cleared during recording.
- A consultation can be performed during recording.
- Call transfer is also available during recording. You cannot record a call that has been transferred away from the phone and is no longer connected to it.
- A second call can be accepted during recording.

Recording information

You will receive the following information while a call is recorded:

- The recording symbol ⦿ is flashing (red / grey).
- Beep sound is played repeatedly at intervals for you and your call partner (option)
- Beep sound is played once at the start of recording for you and your call partner (option)
- The audible advisory can also be switched off.

Multi-line

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. The recording status of a line continues as long as calls are connected to this line and has not

been put onto “Hold” (a held call on a line is treated as being not connected for recording).

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” in manual or auto-start mode and switch back to line “A”, the recording for line “A” is not started again.

> The operating modes refer to the phone and are therefore the same for all lines.

RECORDING CALLS

Call recording with “Auto start”

Standby mode is activated in idle mode. The recording symbol ⦿ is displayed. You cannot switch off the recorder. If you have accepted a call or called a contact and the contact answers, the call is recorded automatically (to check which calls can be recorded, refer to "Recording information" → page 208).

Lift the handset and dial.

- Optionally, press the key shown.

The contact answers. You hear a beep, the recording symbol ⦿ starts flashing (red / grey) on the display. The call is now being recorded (see also "Recording information" → page 208).

You can pause the recording at any time and continue.

Hang up the handset.

- Optionally, press the key shown.

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

Prerequisites:

- Manual mode or “One call” is selected.
- You are conducting a call.

- Recording has not started.
- The recording symbol ○ is shown on the display.

Start recording

Select “Start recording”. You hear a beep and the recording symbol ⦿ flashes (red / grey). The call is now being recorded (see also "Recording information" → page 208).

Stopping call recording manually during a call

Prerequisites:

- Manual mode, “Auto start” or “One call” is selected.
- You are making a call.
- Recording has started. The recording symbol ⦿ flashes (red / grey) on the display.

Stop recording

Select “Stop recording”. You can start the recording again at any time, for example to continue recording the current call.

Ending call recording automatically

Prerequisites:

- You are making a call.
- Recording has started. The recording symbol ⦿ flashes (red / grey) on the display.

Hang up the phone.

- Optionally, press the key shown.

The recording is ended 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 (multi-line).

The recording symbol ⦿ stops flashing.

Consultation during call recording

Prerequisites:

- You are making a call.
- Recording has started. The recording symbol ⦿ flashes (red / grey).

You initiate a consultation.

The main call is placed on hold 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 flashing (red / grey).

You can now terminate the consultation call or switch back to the first call party (Alternate) while the consultation call is placed on hold.

Answering a second call during call recording

Prerequisites:

- You are making a call.
- Recording has started. The recording symbol ⦿ flashes (red / grey).
- A second call party camps on, i.e. is received as a waiting call and is queued.

Answer ●

Select “Answer”.

You are connected with the second party. You hear a beep and the recording symbol ⦿ flashes for the second call – this call is now being recorded.

The first party is placed on hold.

Call recording while alternating

Prerequisites:

- You have an active or held consultation or second call.
- Recording has started. The recording symbol ⦿ flashes (red / grey).

You are connected with the second party. You hear a beep and the recording symbol ⦿ flashes (red / grey) for the second call.

Alternate ●

Select “Alternate”. You are switched to the main call. You hear a beep and the recording symbol ⦿ flashes (red / grey) for the main call – this call is now being recorded.

You can pause and restart the recording at any time in manual and “Auto start” modes.

The call is paused and reconnected during the recording

Prerequisites:

- 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 ⦿ is flashing (red / grey).

Your call partner resumes the call. You hear a beep and the recording symbol ⦿ continues flashing (red / grey).

Setting up a conference during recording

> This function is possible only for a server based conference, not for a local (three party) conference.

Prerequisites:

- You are making a consultation call or have accepted a second call.
- Recording has started. The recording symbol ⦿ flashes (red / grey).
- The main call is placed on hold.

Conference ●

Select “Conference”. 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 / grey).

Adding conference participants during the recording

Prerequisites:

- You have set up a conference.
- The conference call is now being recorded.
- You have performed a consultation or accepted a second call (see "Consulting a second party" → page 97 and "Call waiting (second call) " → page 102). The conference call is placed on hold.
- You hear a beep and the recording symbol ⦿ flashes (red / grey) for the consultation or second call. The call is now being recorded.

Conference ●

Select “Conference” to add the new contact to the conference. The conference is displayed with all current participants.

You hear a beep and the recording symbol ⦿ flashes (red / grey) for the conference call.

Your call is included in a conference during the recording

Prerequisites:

- 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 / grey).

Your call partner answers again and you are connected to the conference.

You hear a beep and the recording symbol ⦿ flashes (red / grey) in the "Conference" line.

The conference call is now being recorded.

Putting a line manually on hold 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.

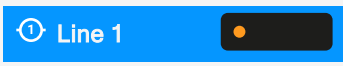
Prerequisites:

- The admin has configured that recording will start automatically for a new call.
- The phone has more than one line configured. The active call is being recorded. The recording symbol ⦿ flashes (red / grey) on the display.

> It is assumed that a key module is connected for this example. If you do not have a key module, open the “Favourites” to use the line keys.

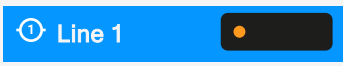
Holding the call on the line

You are making a call, for example on line 1. You hear a beep and the recording symbol ⦿ flashes (red / grey). The call is now being recorded.



Select 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 displayed.

Retrieving a held call

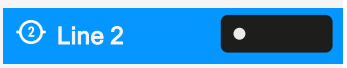


Select line key 1. The line key LED lights up. The call is retrieved. You hear a beep and the recording symbol ⦿ flashes (red / grey).

Call recording is interrupted (but a new recording may be started depending on the recording mode).

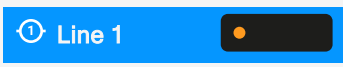
> Call recording for a hold on a single line is continued.

Holding a call on the line and making a call on a different line



Select line key 2. The LED lights up. You hear a beep and the recording symbol ⦿ flashes (red / grey) for line 2 – this call is recorded.

Line 1 is placed on hold, call recording of line 1 is stopped.



Select line key 1 to resume the call. You hear a beep and the recording symbol ⦿ flashes (red / grey) for line 1 – a new recording of line 1 commences.

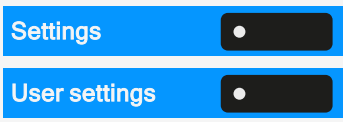
Diagnostic data

Prerequisite: The administrator has allowed access to diagnostic data.

The overview in the user area of the service menu provides you with information on the current configuration of the phone.

For more information on configuring settings via the web interface, see "Web interface (WBM)" → page 215.

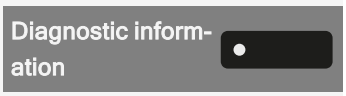
Press the key to open the main menu.



Open “Settings”.

Open “User settings”.

Enter and confirm the user password, if required.



Select “Diagnostic information”. You see a numbered list of phone parameters with the current settings.

Individual settings that impact energy efficiency

You can actively reduce energy consumption by making the following settings on your phone and therefore contribute in an important way to protecting the environment.

- You can reduce the ringer volume and display brightness – 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 Based Management” (WBM). The information is transferred via a secure HTTPS connection.

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

Launching the web interface

> For more information on the IP address, the web interface address, and how to connect the phone to the network, refer to the section "Displaying network information" → page 181.

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

Administrator settings

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

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

Logging into the user settings

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

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

Button functions

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

User menu

> All settings in the user menu of the WBM interface can also be made via the user menu on the telephone.

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.

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, contact your administrator.

For more information on configuring settings via the web interface, see → 215

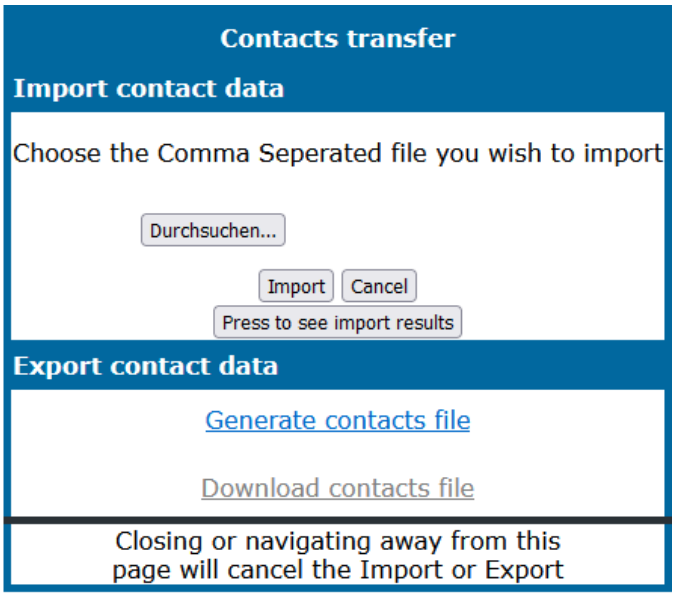
The contact file can be exported from Outlook or OSM (discontinued).

> 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.

Downloading a contact list via the browser

1. Open the user pages in the browser with the URL of the phone.
2. Log on to the “User Settings” using your password.
3. Select “Contacts transfer”.



4. Click on “Choose file” and navigate to a local or remote folder.
5. Select a file.
   - 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.
6. Confirm. The path to the file is displayed on the page when you select the destination and close the window.
7. Select “Import”. While the import is in progress you may notice some deterioration in the phones performance.

> Picture clips (avatars) are not included as part of the import.

The progress and outcome of the import is displayed.

- 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.

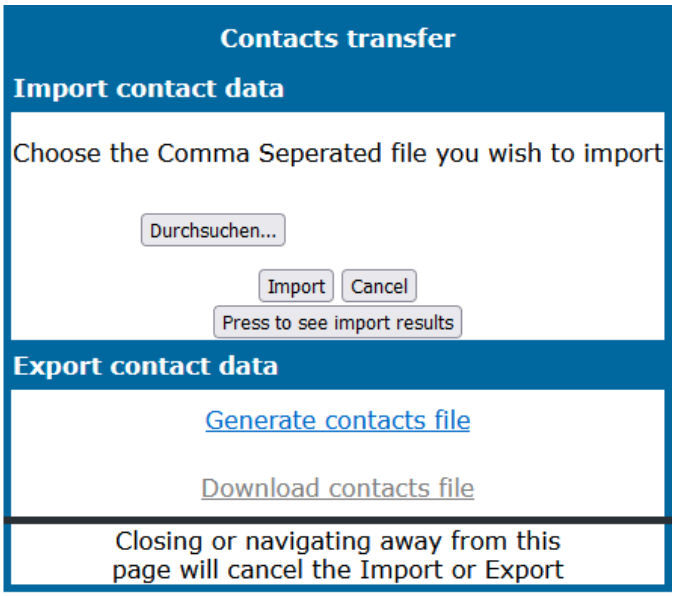
Exporting contacts via WBM

You can export your contacts from your phone through WBM interface so you can use them elsewhere. Note that file transfer from the User settings in WBM may be not be permitted by the administrator. For any issues, please contact your administrator.

Downloading a contact list from the phone via the browser

> When exporting contacts via Internet Explorer browser, the contacts file "*.CSV" is written directly on to the browser page and must be copied and pasted.

1. Open the user pages in the browser with the URL of the phone.
2. Log on to the "User settings" using your password.
3. Select "Contacts transfer".



4. Select "Generate contacts file" and a new internal file containing all the valid contacts will be created. The default format is ".csv".
5. Select "Download contacts file". The *.csv file will be downloaded to your PC with the file name "CP_contacts.csv."
6. You can then move and rename the file via PC.

> Navigating away from this page will remove the internal file and the "Download contacts file" link becomes inactive.

Fixing problems

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 messages (bar shaped notifications) 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 error, warning, or notification is displayed in a shortened form if the user scrolls to a menu option that is covered by a normal length of the notification (thus allowing the user to access the last menu item).

> Cloud deployment errors are now shown as warning sausages.

Caring for your phone

- Never allow the telephone to come into contact with colouring, 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

During operation, error or warning messages are displayed

Error messages (red notification) are displayed where the bracket identifies one or more codes that can be looked up by the administrator:

- No telephony possible (R**, L*, DO, TT)
  - Example "No telephony possible (LI, RF2)"

Warning messages (yellow notification):

- Limited keyset (WSS)
- Limited service (B8, NT) (where a failure may disrupt operation)
- Deployment error (A*, R*, D*) (where cloud deployment failed)
  - Example "Limited service (NT)"

Pressed key does not respond

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

- Check whether your phone 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).
- If it is deactivated, activate the ringer.

You cannot dial a number

- Check whether your phone 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.

Messages during remote configuration

If an error occurs during web deployment, it will be reported on the display. The following error codes are possible:

Code	Priority	Description
AU	1	Cancelled by user Appears if the PIN entry was rejected
RS	1	The IP address of the **Mitel** redirect server cannot be retrieved. DNS query failed.

Code	Priority	Description
RN	3	A connection cannot be established to the **Mitel** redirect server – No response
RR	2	A connection cannot be established to the **Mitel** 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**Mitel** redirect server – Certificate invalid
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, contact the administrator and specify the error code.

Special features for operation on an OpenScape 4000

Not all functions are supported fully when operating an OpenScape Desk Phone on OpenScape 4000 as is the case for 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 on an OpenScape 4000 cannot actively park a user in the system. The OpenScape Desk Phone can be parked by a different user however.
- If an OpenScape Desk Phone 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.
- 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.

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