



A MITEL
PRODUCT
GUIDE

Unify OpenScape Desk Phone CP100

OpenScape Voice
OpenScape 4000

User Guide SIP
10/2025

Notices

The information contained in this document is believed to be accurate in all respects but is not warranted by Mitel Europe Limited. The information is subject to change without notice and should not be construed in any way as a commitment by Mitel or any of its affiliates or subsidiaries. Mitel and its affiliates and subsidiaries assume no responsibility for any errors or omissions in this document. Revisions of this document or new editions of it may be issued to incorporate such changes. No part of this document can be reproduced or transmitted in any form or by any means - electronic or mechanical - for any purpose without written permission from Mitel Networks Corporation.

Trademarks

The trademarks, service marks, logos, and graphics (collectively "Trademarks" appearing on Mitel's Internet sites or in its publications are registered and unregistered trademarks of Mitel Networks Corporation (MNC or its subsidiaries (collectively "Mitel, Unify Software and Solutions GmbH & Co. KG or its affiliates (collectively "Unify" or others. Use of the Trademarks is prohibited without the express consent from Mitel and/or Unify. Please contact our legal department at iplegal@mitel.com for additional information. For a list of the worldwide Mitel and Unify registered trademarks, please refer to the website: <http://www.mitel.com/trademarks>.

© Copyright 2025, Mitel Networks Corporation

All rights reserved

Important information

	For safety reasons, the telephone should only be supplied with power: <ul style="list-style-type: none">• using the original power supply unit.• over a LAN with PoE (Power over Ethernet), which complies with the IEEE 802.3af standard.
	Never open the telephone. Should you encounter any problems, consult your administrator.
	Use only original accessories. The use of other accessories is hazardous and will render the warranty, extended manufacturer's liability and the CE and other markings invalid.

Trademarks



The device conforms to the EU Directive as attested by the CE marking. The CE Declaration of Conformity and, where applicable, other existing declarations of conformity as well as further information on regulations that restrict the usage of substances in products or affect the declaration of substances used in products can be found in the Unify Expert WIKI at <http://wiki.unify.com/>
<http://wiki.unify.com> in the section "Declarations of Conformity".



The adjacent symbol indicates that any electrical and electronic products installed and sold in countries of the European Union to which the WEEE Directive 2012/19/EU applies should be disposed of separately from the municipal waste stream in appropriate collection systems.

Information concerning the proper disposal of your Unify product in the business-to-business market segment is available from your local sales representative in Unify or partner sales.

Care and cleaning instructions

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

Online documentation

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

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

Software update

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

Location of the telephone

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

Product-oriented environmental protection

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



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

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

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

The Unify product OpenScape DeskPhone CP100 has earned the ENERGY STAR.

Learn more at energystar.gov.

Special setting instructions for energy-efficient use of telephones can be found on → page 141.

License information

- More information about the EULA and Open Source licenses you can find on the Web interface, section Licenses → page 146.

Contents

Important information	3
Trademarks	3
Care and cleaning instructions	3
Online documentation	3
Software update	3
Location of the telephone	4
Product-oriented environmental protection	4
License information	5
General information	11
About this manual	11
Icons used in the manual	11
Service	12
Intended use	12
Telephone type	12
Speakerphone quality and display legibility	12
Remote configuration for cloud service providers	13
From factory defaults to operational telephone	13
Starting up the telephone	13
Canceling the Remote configuration	14
Getting to know the OpenScape Desk Phone CP100	15
The user interface of your telephone	15
Navigation keys	17
Programmable function keys	18
Dialpad	19
Display	21
Idle mode	21
Displays on the status line for adjusting the volume	22
Context-dependent displays	23
Voicemail	24
Call logging	25
Synchronizing call log data with RingCentral API	25
Additional notes on Call logging	25
Settings	26
Directory	26
User settings	27
Control and monitoring function	28
Ports on the underside of the phone	29
Using network ports more efficiently	29
Viewing system notifications	30
Telephone settings	31
Display contrast	31
Volumes	31

Key click	32
Settings that impact energy efficiency	33

Making calls

34

Incoming calls	34
Answering a call via the handset	34
Answering a call via the loudspeaker (speakerphone mode)	34
Rejecting a call	35
Deflecting a call	35
Responding to a callback	35
Making calls	36
Off-hook dialing	36
On-hook dialing	36
Dialing with the selected dialing key	37
Redialing via the function key	37
Calling back a missed call	37
Requesting callback	39
Using autodial delay	39
During a call	40
Activating/deactivating the microphone	40
Changing the volume	40
Switching from handset to speakerphone mode	40
Switching from speakerphone mode to the handset	41
Open listening	41
RingCentral pre-configured DTMF codes	41
Consulting a second party	42
Switching to the held party (alternating)	43
Conference	43
Putting on hold and retrieving alternately or simultaneously	44
Connecting parties	45
Placing a call on hold	45
Call waiting (second call)	46
Transferring a call	48
Ending a call	49
Configuring call forwarding	50
Setting alerts	50
Phonebooks and Conversations	52
Personal directory	52
Deleting all contacts	53
Corporate directory	54
Listening to voicemail	58

Programmable keys

59

List of available functions	59
Programming a key	60
Programming enhanced functions	61
Repertory dialing	61
Call log	62
Configuring a built-in forwarding key	63
Configuring a variable call forwarding key	64
Using programmed keys	65
Example 1: Calling saved number	65
Example 2: Activating/deactivating Call waiting	65
Example 3: Immediate ring	65

Using a key programmed as a Busy Lamp Field (BLF)	65
Resetting programmed keys	67
Accessing the second-level of programmed keys	67
Using the U key	67
Key function display	68
Making calls in the team	69
Group call	69
Picking up a group call with the call pickup key	70
Picking up a group call immediately via the pop-up menu	70
Picking up a group call	70
Ignoring a group call	70
Direct station selection keys	71
Calling a subscriber directly	71
Call pickup	71
Deflecting a call to a DSS subscriber	72
Display notification	72
MultiLine	73
Line/trunk keys	73
Incoming calls	74
Call barging	75
Making calls	76
During calls	77
Settings for MultiLine (keyset)	80
Rollover for a line	82
Making calls in an executive/secretary team	83
Mobility function	84
Logging on to another telephone	84
Ending the mobility function on a telephone (log off)	84
Privacy/security	85
Do not disturb	85
Enabling do not disturb via the idle menu	85
Allowing "Do not disturb" (DND)	86
Allowing DND from RingCentral API	86
Security	87
User password	87
Locking the phone	90
Other settings and functions	92
Audio settings	92
Room character	92
Ringer	92
Pattern melody	93
Pattern sequence	93
Opening listening mode	94
Special ringers	95
Activating/deactivating the ringer	96
Tone and indication with an unsecured voice connection	96
Display language	97

Time display format	98
Date display format	99
Country-specific settings	100
Setting daylight saving time	100
Setting the difference between daylight saving and standard time	101
Automatic daylight saving time	102
Setting the date and time	103
Setting the time	103
Setting the date	103
Network information	104
Resetting user data	105
Initiating the reset	105
Programming call forwarding	106
Standard call forwarding	106
Using call forwarding	106
Activating or deactivating immediate call forwarding	107
Saving destination phone numbers for call forwarding	108
Copying and pasting destination phone numbers	109
Assigning a destination phone number for call forwarding	110
Activating/deactivating call forwarding	111
Defining the ring duration before call forwarding on no reply	112
Call forwarding chain	112
Call forwarding by call type	113
CTI calls	114
Beep on auto-answer	114
Beep on auto-reconnect	115
Activating and deactivating the hold reminder tone	116
Setting the hold reminder time	116
Activating/deactivating Hold and hang-up	117
Music on hold	118
Allowing call joining	118
Permitting call deflection	119
Allowing call waiting	120
Connecting subscribers by hanging up	121
Allowing call transfer	121
Settings for autodial delay	122
Allowing Busy when dialling	123
Allowing Transfer on ring	123
Activating/deactivating immediate dialing	124
Permitting a callback	125
Allowing a conference	125
Allowing joining in a conference	126
Call logging	127
Dialing an entry	127
Deleting all entries	127
Call logging – activating/deactivating	128
Displaying call log data from RingCentral API	130
Call recording	130
Recording modes	130
Explanations of recording	132
Recording calls	133
Diagnostic data	138
Individual settings that impact energy efficiency	141
Importing contacts via WBM	142

Exporting contacts via WBM	144
Web interface (WBM)	145
General	145
Launching the web interface	145
Administrator Settings	145
User Pages	146
Licenses	146
User menu	147
Fixing problems	150
Caring for your telephone	150
Troubleshooting	150
Contact partner in case of problems	150
Repair and recycling concept, extending performance capability	151
Recycling and disposal of equipment in the OpenScape Desk Phone family	151
Repair reliability and spare part supply	152
Extending performance capability	152
Local user menu	153
Opening the user menu on the phone	153
User menu display	153
Key functions	162
Special features for operation on an OpenScape 4000	164
Passively supported functions	164
Unsupported functions	164
Index	165

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.



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

Other special features in relation to operation on an OpenScape 4000 can be found on → page 164.

This User Guide is intended to help you familiarize yourself with the OpenScape Desk Phone CP100 and all of its functions. It contains important information on the safe and proper operation of the OpenScape Desk Phone CP100. These instructions should be strictly complied with to avoid operating errors and ensure optimum use of your multifunctional telephone in the network.

This User Guide should be read and followed by every person installing, operating or programming the OpenScape Desk Phone CP100.



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

This User Guide is designed to be simple and easy to understand, providing clear step-by-step instructions for operating the OpenScape Desk Phone CP100.

Icons used in the manual

Settings

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



refers to an operation or setting performed directly on the phone



refers to an operation or setting performed via the web interface

Service

The service department of Unify Software and Solutions GmbH & Co. KG 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 gladly help you.

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

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

Intended use

The OpenScape Desk Phone CP100 phone is a desktop unit designed for voice transmission and for connection to the LAN. It can also be used as a workstation device. Any other use is regarded as unintended.

Telephone type

The identification details (exact product designation and serial number) of your telephone can be found on the nameplate on the underside of the base unit.

Specific details concerning your communication platform can be obtained from your administrator.

Please have this information ready when you contact 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 telephone (front right) 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.
 - Adjust the contrast as required → page 31.

Remote configuration for cloud service providers

From factory defaults to operational telephone

This section describes the remote configuration process, from the initial factory defaults to the operational telephone. If your telephone is already operational, please continue reading from Section "Getting to know the OpenScape Desk Phone CP100 (→ page 15)".

You can start up your new OpenScape Desk Phone CP100 yourself using a remote maintenance function. The prerequisites for this are:

- The administrator has provided you with a PIN for the initial start-up
- You have a LAN connection with access to the Internet
- You have a new OpenScape Desk Phone CP100 that you want to start up using the remote maintenance function

Starting up the telephone

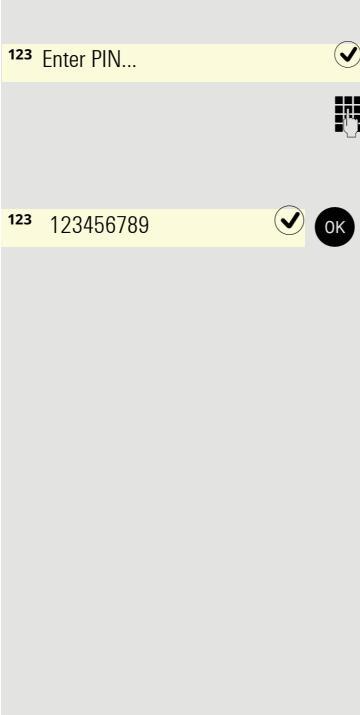
Connect the telephone to the LAN. If the power is not supplied by the LAN cable, connect a power supply if appropriate (the power supply is not needed with PoE). The telephone should now boot.

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

Entering the Deployment PIN

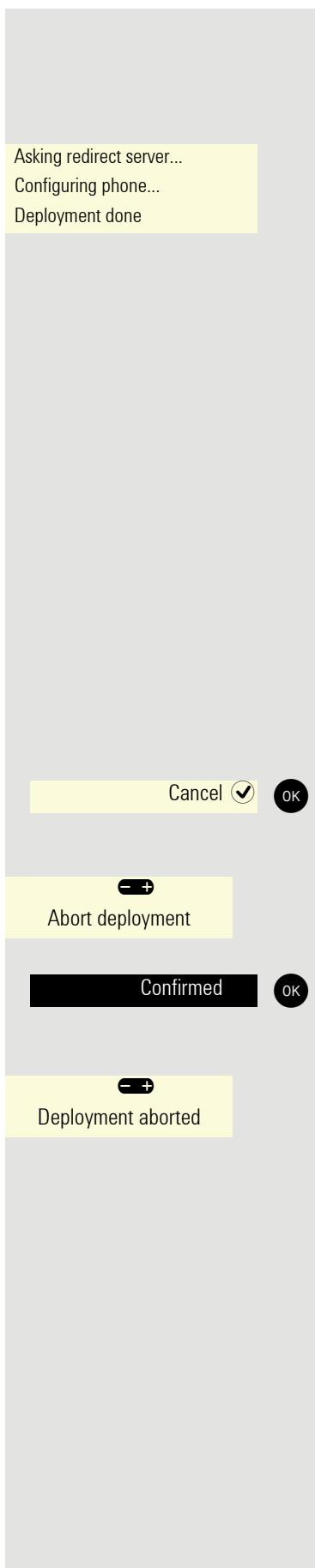
The first time you start up the telephone, it will automatically check the remote configuration requirements. If the requirements are fulfilled,

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



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

Confirm with the key shown.



Starting the remote configuration

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

Asking redirect server...

Configuring phone...

Deployment done

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

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

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.

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

Press the key shown.

The following message is displayed:

Abort deployment

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

The following message is displayed:

Deployment aborted

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

Getting to know the OpenScape Desk Phone CP100

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

The user interface of your telephone



1	You can make and receive calls as normal using the handset .
2	The display permits intuitive operation of the phone, it is realized as a three line display.
3	Incoming calls, voice mails and others are visually signaled via the Signalisierungs LED.
4	You can customize your telephone by assigning phone numbers and functions to the programmable keys . Preset default values: <ul style="list-style-type: none">• Directory• Built-in forwarding• Repeat dialing
5	The dialpad can be used to enter phone numbers and write text.
6	You can use the navigation keys to navigate conveniently through the various phone functions, applications and configuration menus.
7	The function keys (cannot be reprogrammed) allow you to call up the following frequently used functions during a call:  : Allows voicemails to be managed.  : Provides access to the user menu for locally controlling the phone settings.  : Activates/deactivates the speakerphone function.  : Increases/decreases the speaker volume → page 22.  : Activates/deactivates the microphone. This function is useful to prevent the other party from listening in under certain circumstances, for example when consulting with someone else in the room or in case of annoying background noise.

Navigation keys

This control allows you to move between input fields and navigate in lists and menus. You use the  button to confirm options and launch functions:



Key	Functions when key is pressed
	In lists and menus: <ul style="list-style-type: none">• One level back Entry selected: <ul style="list-style-type: none">• Cancel action In input fields: <ul style="list-style-type: none">• Delete character to the left of the cursor
	In lists and menus: <ul style="list-style-type: none">• Scroll up Press and hold down to skip to the end of the list/menu. When the phone is idle: <ul style="list-style-type: none">• Switch between the normal and shifted programmed key functions.
	In lists and menus: <ul style="list-style-type: none">• Scroll down Press and hold down to skip to the end of the list/menu.
	Entry selected: <ul style="list-style-type: none">• Perform action• Confirm your selection

Programmable function keys

Your OpenScape Desk Phone CP100 has three fixed function keys (with LED), which you can re-program with different functions or phone numbers at any time.



The icons represent the following functions:

- Directory
- Built-in forwarding
- Repeat dialing

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

- Function keys → page 60
- Selected dialing keys → page 61

A function can be programmed for each key as well as a phone number at the second level. For more information, see Section , “Programmable keys”, on page -59 and Section , “Accessing the second-level of programmed keys”, on page -67.

The status of a function is shown by the display notification for the corresponding function key.

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

 You will find information on the labeling of the function keys on → page 151

Meaning of LED notifications

LED	Meaning
Off	– The line is in idle mode.
Red quick pulsing ¹	– Incoming call on the line. – The line is on "Hold".
Red solid	– The line is busy.

¹ In this manual, flashing keys are identified by this icon, regardless of the flashing interval. The flashing interval represents different statuses, which are described in detail in the corresponding sections of the manual.

 Some of the programmable keys on multi-line phones can be set up as trunk or line keys → page 73.

Dialpad



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

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. To do this, press the numerical keys repeatedly.

Example: To enter the letter "h", press the number  key on the keypad twice. When entering text, all characters available for the key pressed and the character selected are briefly displayed.

Character overview (depends on the current language setting)

Key	1x	2x	3x	4x	5x	6x	7x	8x	9x	10x	11x	12x	13x	14x	15x	16x	17x
 1	1	2	;	=	\$	\	&	[]	{	}	%					
 2	a	b	c	2	ä												
 3	d	e	f	3													
 4	g	h	i	4													
 5	j	k	l	5													
 6	m	n	o	6	ö												
 7	p	q	r	s	7	ß											
 8	t	u	v	8	ü												
 9	w	x	y	z	9												
 0	0	+															
 *	.	*	1	#	,	?	!	,	“	+	-	()	@	/	:	
 #	4																

1 Special characters (not in 123 mode)

2 Space

3 Extended character

4 Toggle between uppercase and lowercase and number entry

Multi-function keys

Key	Function during text input	Function when held down
	Type special characters	<ul style="list-style-type: none"> • 2 seconds: Ringer off • 3 seconds: Beep rather than ringtone
	Switch between uppercase and lowercase text and number entry	Activate the telephone lock → page 90
	Type special characters (not in 123 mode).	Call answering machine

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

Text 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.

You can select further editor functions via the Navigationstasten and confirm each one using :

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

Display

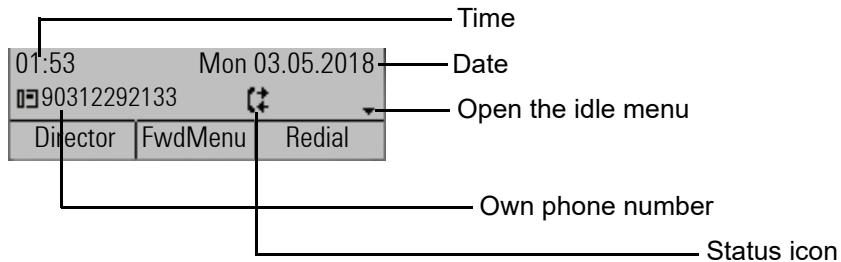
Your OpenScape Desk Phone CP100 comes with a black-and-white display. Adjust the contrast to suit your needs (→ page 31).

Idle mode

If there are no calls taking place or settings being made, your OpenScape Desk Phone CP100 is in idle mode.

Press the  button to go back, for example, to the idle display from a call list (→ page 24). The idle display can be accessed again from the Program/Service menu (→ page 26) with the  key. You can also configure a "Show phone display" key for both of these instances (see → page 60) in order to access the idle mode screen again.

Example:



Idle menu

The idle menu opens when you press  or  Navigationstasten → page 17 in idle mode. You can call up various functions here. Entries may vary.

The idle menu may contain the following entries:

- Redial x?
- Ringer off?
- Do not disturb on?
- Cancel callbacks?
- Pickup?

Icons in the idle display

In the first line, the time, weekday and date are displayed in addition to icons for different situations and options:

Icon	Meaning
	The ringer is deactivated.
	The ringer is set to a beep.
	The phone lock is activated.
	The "Do not disturb" function is activated.
	A mobile user is logged on to the telephone.

Your attention will be drawn to events in the second line:

Icon	Meaning
	You received new voice messages.
	New entries have been added to the call lists.
	Local call forwarding is active.
	An advisory icon in front of own phone number (replaced, for example, by call forwarding or Mobility icon).

Displays on the status line for adjusting the volume

When you adjust the ringer, handset and speaker volume using the  key, you will see the following displays in the status line:

Display	Meaning
 	Ringer volume in 10 levels
 	Ringer volume in 10 levels when the ringer is switched off
 	Handset or speaker volume in 10 levels

Context-dependent displays

Depending on the situation at hand, the display on your OpenScape Desk Phone CP100 displays different content, to which you can respond intuitively.

Information on current events

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

Example: You missed two calls in your absence.

 02

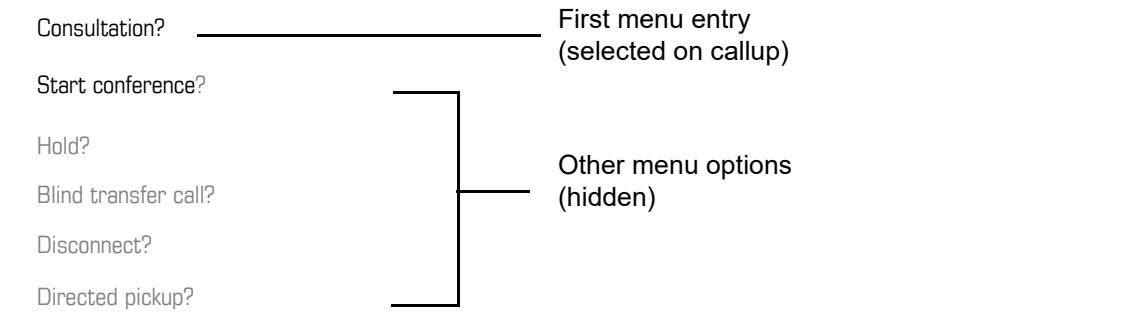
You have two new voice messages that you can open by pressing the  key → page 25.

Icons for events

Icon	Meaning
	You received new voice messages.
	New entries have been added to the call lists.
	Local call forwarding is active.
	A status icon in front of your own phone number (replaced, for example, by call forwarding or Mobility icon).

Context menus

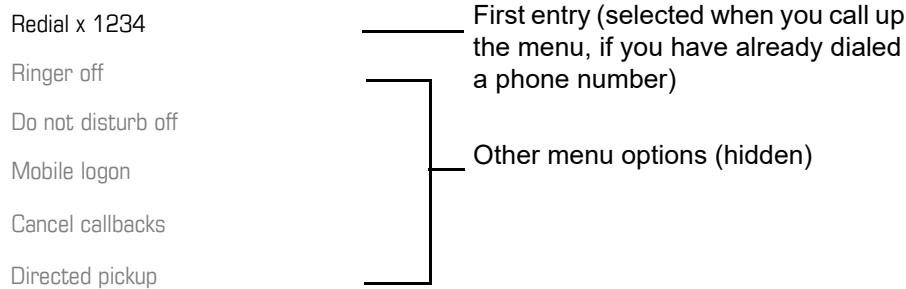
If an arrow appears beside an entry in the second line, a context menu is available whose options you can select using the Navigationstasten  or  (→ page 17). The range of functions available is situation-specific.



 Press the  button to go back, for example, to the telephony interface from a call list (→ page 24). The telephony interface can be accessed again from the Program/Service menu (→ page 26) with the  key. However, you can set up a "Show phone display" key for both of these instances (see → page 60) in order to access the telephony interface screen again.

Idle display context menu

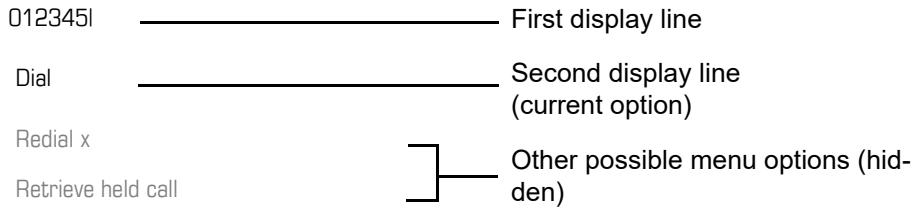
You receive the following functions (if activated) by pressing the  or  keys. The current function is displayed in the second display line. The other functions are hidden and can be selected using the Navigationstasten  or .



Functions during a call

In many operating situations you are offered appropriate functions or advisories in the second line of the display. Other available functions remain hidden and can be selected using the Navigationstasten or .

Example: You set up a consultation call. The second line displays the first of three dependent functions. Search for the appropriate function and confirm this with .



The menu with the functions closes automatically after you have executed an action. To delete info-only messages, press the key.

Icons during a call

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

Voicemail

If configured (contact the relevant administrator), this provides you with access to your mailbox system e.g. OpenScape Xpressions.

If your system is appropriately configured, activating this function opens the menu for voicemail → page 58.

Call logging

The following call lists are stored under Call logging and can be accessed via the preset "Conversations" function key (→ page 18):

- Missed (x): Missed calls
- Dialled (x): Dialed calls (with or without connection)
- Received (x): Answered calls
- Forwarded (x): Forwarded calls

The number of missed calls and unchecked calls is shown on the idle display. Missed calls are not saved and displayed if Call logging is disabled → page 128.

 Call logging function must be activated in order to display call lists → page 128. Call logging must also be activated for the customary last number redial function. If Call logging is not activated, the message "Key function unavailable" is shown when you press the function key.

Each call list may contain up to 30 entries. Once this limit is reached, the oldest entry in the list is overwritten. Multiple calls from the same number are only listed once.

The following data is saved, for example, for missed calls:

- Phone number/name depending on available data.
- Number of call attempts.
- The time of the last call attempt for each listed caller, in relation to the current day, otherwise the date of the last call attempt.

The administrator may have made special settings for missed calls. To indicate new missed calls,

- the LED flashes
- you also receive a message on the display

Entries can only be saved if the caller ID is displayed as a name, number or both. If the caller ID is not transferred, the call is saved as "Unknown".

You can delete all the entries in the respective call list → page 127. After selecting an entry, you can dial it immediately by confirming → page 127.

Synchronizing call log data with RingCentral API

To sync call log data from the RingCentral backend to your device, you need to establish a connection to the RingCentral API. This can be configured by your administrator via the WBM Interface under **Local functions > RingCentral API**. Once this option is enabled, your device will stop logging calls locally and will start displaying the Call log which is synchronized with your RingCentral user's call log stored at RingCentral API server.

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

Additional notes on Call logging

- Missed calls are not signaled if Call logging is disabled → page 128.
- If missed calls for this connection were answered by other subscribers, these calls are not listed in the Missed (x) list or are marked with a checkmark in accordance with the Call logging setting → page 129.
- Forwarded calls of all types are logged under "Forwarded (x)" and not as "Missed (x)". This is regardless of how the parameter for missed calls is defined.

Settings

Press the  key to open the Settings menu.

- User
- Admin

User

Setting options are provided here that allow you to adapt the telephone to your individual requirements.

Admin

Once the admin password has been entered, this menu is available to the relevant administrator.

You can use the Navigationstasten to navigate through the menus as described on → page 17.

Directory

Press the function key  under Directory to open the phonebooks. This menu contains the following entries:

Personal

You can create your own local phonebook under Personal containing up to 100 entries → page 52. The data for a subscriber includes the last name, first name and phone number.

Corporate phonebook

If you have the option of using a corporate directory, you can use the phonebook function key and the  key to find subscribers → page 54. As a prerequisite for this, your administrator must have set up the appropriate access. You can configure a separate function key for opening the corporate directory.

User settings

In the **User** menu (see → page 153), settings options are provided that allow you to adapt the telephone to your individual requirements.

Select a menu using the Navigationstasten:

- "Date and time" → page 103
- "Audio" → page 92
- "Configuration" e.g. → page 86 or → page 119
- "Phone" → page 31
- "Locality" → page 97
- "Security" → page 87 or → page 90
- "Network information" → page 104
- "Diagnostic information" → page 138
- "Reset" → page 105

If you are in one of these menus or submenus, depending on the situation, you have the following options to leave the menus:

- **Save & exit** (If you have made a setting and want to keep it)
- **Exit (discard changes)** (If you have made a setting that you do not want to use after all or if you do not want to set any of the options)
- **Back** (If you want to leave the main menu or submenu)
- Press and hold the  key to access the option to leave the current menu level.
- You exit the menu by pressing the  key and return to idle mode → page 21.

Interrupting editing in the menu

You can interrupt editing in the menu, for example to call someone or to answer a call. Pressing the  key takes you back to the point in the menu from which you exited.

This is only possible for a limited period, however, which is defined by the administrator using the inactivity timeout setting. If the configured time expires, you need to re-enter your password when opening the menu and manually go to the required point in the menu.

Interrupting editing:

- By pressing the  key, you interrupt editing, leave the menu and return to idle mode → page 21.
- If you receive a call during editing and answer it, you automatically change to the call view (see also → page 24).

To go back to editing mode in the menu, press the  key again.

Network information

Information about the IP address or name that was assigned to the phone in the network and therefore the HTML address of the web interface.

View information on the phone → page 104.

 Contact your administrator for further information on the network information values listed here.

Diagnostic information

Provides information on all of the important settings of the telephone. Can provide valuable help in support situations → page 138.

Reset phone

Personal settings made via the telephone menu or the web interface can be reset to factory settings → page 105.

Control and monitoring function

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

Control function

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

Monitoring function

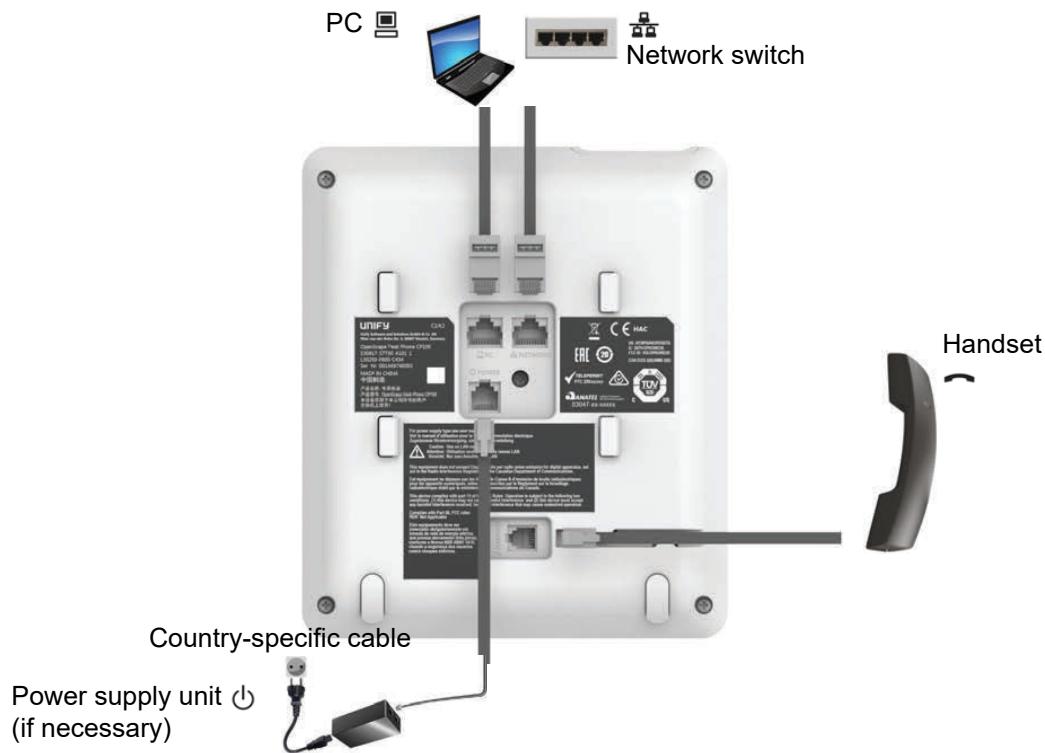
In order to detect malfunctioning of a phone, for example, your administrator can install a monitoring function. You can use your phone as normal during monitoring. However you will first be informed about the operation with a message on the display and prompted to allow monitoring.

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

Activating a diagnostic call

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

Ports on the underside of the phone



Using network ports more efficiently

The OpenScape Desk Phone CP100 has a built-in Ethernet switch. This means that you can also connect a PC with a LAN port to the LAN directly via the phone. The option for connecting the telephone and PC must first be activated on the telephone by your administrator.



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

Viewing system notifications

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

For example, when all **802.1X certificates**¹ have been installed, your phone displays the following notification message: "802.1X certificates have been installed".

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

1. 802.1X certificates are digital documents used in the 802.1X network authentication protocol that only gives devices access to the protected side of a network after authenticating them.



Telephone settings

Display contrast

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



You can also configure this setting via the (Signalisierungs LED) WEB interface
→ page 145.



Press the key shown.

User

Select and confirm the option shown.



Enter and confirm the user password.

Phone?

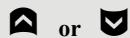
Select and confirm the option shown.

Display ?

Select and confirm the option shown.

Contrast: =

Select and confirm the option shown.



Set and confirm the contrast.

Save & exit

Select and confirm the option shown.

Volumes

Use this selection to set the following volumes in 10 levels:

- Loudspeaker
- Ringer
- Handset
- Handsfree
- Rollover
- Group pickup beep

Example: **Handset**



Press the key shown.

User

Select and confirm the option shown.



Enter and confirm the user password.

Audio

Select and confirm the option shown.

Volumes?

Select and confirm the option shown.

Handset 

 or 

Save & exit 

User 

if nec. 

Phone 

Key click 

Volume 

Medium 

Keys 

Keypad only 

All keys 

Save & exit 

Select and confirm the option shown.

Set and confirm the volume.

Select and confirm the option shown.

Key click

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

You can also configure this setting via the WEB interface → page 145.

Press the key shown.

Select and confirm the option shown.

Enter and confirm the User password.

Select and confirm the option shown.

Select and confirm the option shown.

Setting the volume for Key click

Select and confirm the option shown.

For instance, select and confirm a medium volume setting. You can choose between the following three options:

- Low
 - High
 - Off (no click)

Key selection

Select and confirm the option shown.

Select and confirm if only the keys for entering characters are to be affected.

Q

Select and confirm the option shown.

Confirm the option shown.

Settings that impact energy efficiency

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

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

Making calls

Incoming calls

The telephone rings if the ringtone is active. The Signalisierungs LED also flashes. If transmitted, calling party information (name, phone number) appears on the display.

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

 If you have set a pattern melody → page 93 or a ringer → page 81 on your phone, it is possible that your administrator may have preset a different ringer depending on the call type (e.g. an external or internal call).

Answering a call via the handset

The phone rings. The caller is displayed.

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

Lift the handset.

Adjust the call volume.

Answering a call via the loudspeaker (speakerphone mode)

The phone rings. The caller is displayed.

Confirm the option shown.

or



if nec. 

Press the key shown. The speakerphone function is activated.

Adjust the call volume.

Suggestions for using speakerphone mode:

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

Rejecting a call

You can reject an incoming call.



"Reject" must be authorized by the administrator.

An incoming call is displayed or signaled.

Release?	▼
----------	---

Select and confirm the option shown.
The caller hears a busy signal.

→ If the rejected caller's phone number is transmitted, it is saved in the call list. You can then call this party back at a later time.

Deflecting a call

Prerequisite: An incoming call is displayed or signaled. "Deflect" must be allowed.

Deflect	▲
---------	---

Select and confirm the option shown.

089008844	▼
-----------	---

If a destination phone number is stored (→ page 119), you can select and confirm it. The call is deflected.

or



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

Enter and confirm the destination phone number. The call is deflected.

Responding to a callback



The Reject and Deflect functions are authorized by the administrator.

Prerequisite: A callback was requested. Your phone rings and the subscriber information appears on the screen.

Accepting a callback

Select and confirm the option shown.

Accept	▼
--------	---

Rejecting a callback

Select and confirm the option shown.

Reject?	▼
---------	---

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

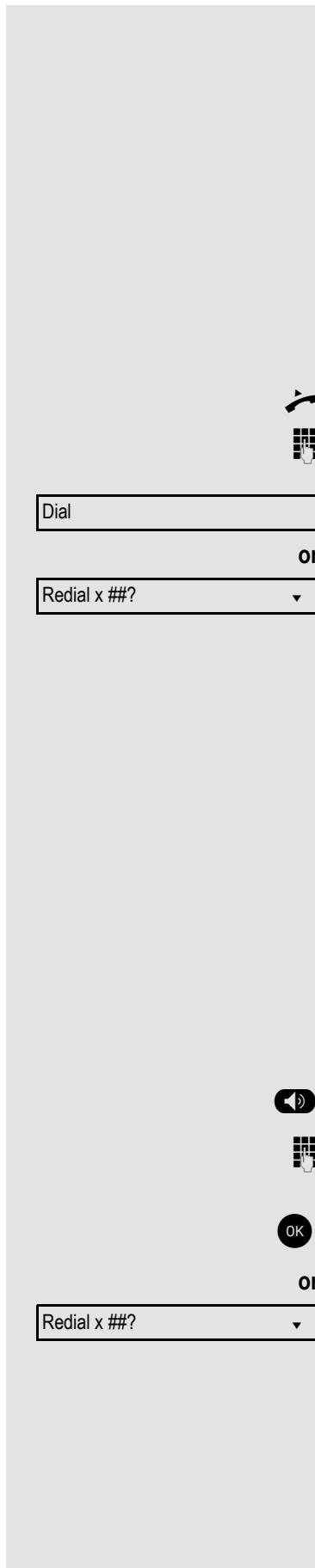
Forwarding a callback (not OpenScape Voice)

Select and confirm the option shown.

Deflect?	▲
----------	---



Enter the phone number and confirm.



→ If you allowed the option "Busy When Dialing" → page 123, you will not be interrupted by an incoming call. In this case, the caller hears the busy signal.

You can also use enhanced functions, such as call lists or the personal or corporate directory, in order to call a subscriber → page 52.

Making calls

Off-hook dialing

Lift the handset.

Enter the phone number. If necessary, correct input using the navigation keys → page 17.

Confirm or wait until the dial delay expires (see → page 39).

Confirm the option shown¹. ## represents the last number dialed.

The connection is set up.

→ If you are using a dial plan and **Immediate dialling** is set up (see → page 124), dialing is automatically performed as soon as the character string entered matches an entry in the dial plan.

→ If a connection is temporarily unreachable, you will hear a special information tone (short tone sequence). The fault can be rectified quickly, so try again to dial this phone number after an appropriate time.

On-hook dialing

The connection is set up with on-hook dialing or via the loudspeaker (speakerphone mode).

Press the key shown.

Enter the phone number. If necessary, correct input using the navigation keys → page 17.

Press or wait until the dial delay expires (see → page 39).

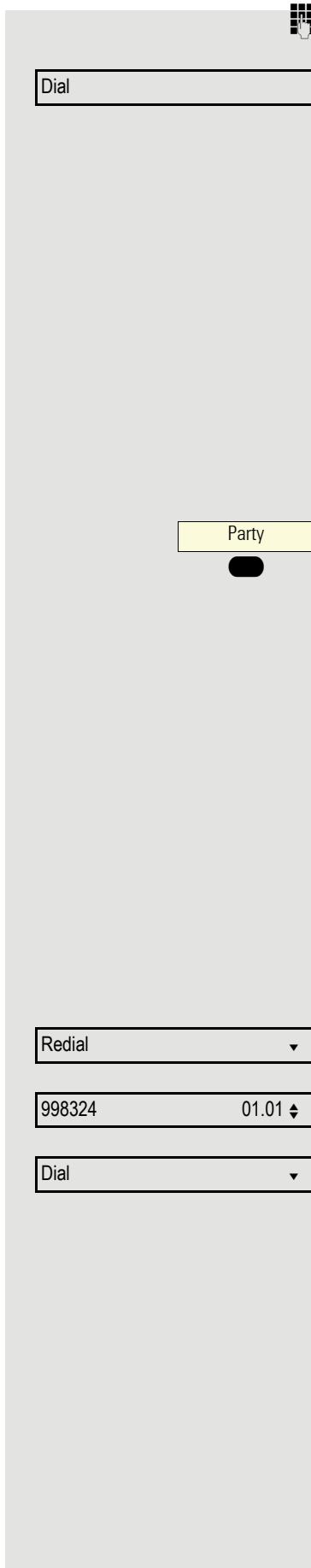
Confirm the option shown². ## represents the last number dialed.

Entering the phone number first

First enter the phone number. The LED notification illuminates when you enter the first digit.

1. Please note the information in relation to the call log → page 37.

2. Please note the information in relation to the call log → page 37.



Enter the phone number. If necessary, correct input using the navigation keys → page 17.

Confirm or wait until the dial delay expires (see → page 39).

The connection is set up.

→ If you are using a dial plan and Immediate dialling is set up (see → page 124), dialing is automatically performed as soon as the character string entered matches an entry in the dial plan.

Dialing with the selected dialing key

You can program frequently used phone numbers on programmable keys (→ page 60). If you press a selected dialing key briefly, the associated contact or phone number appears and dialing is initiated.

Prerequisite: A selected dialing key is programmed → page 60.

Press the programmed selected dialing key. Dialing is initiated.

Redialing via the function key

→ You must have activated Call logging in order to use the "Dialed" call list. This also applies for redialing the last number dialed → page 128. If Call logging is disabled, you will be shown the message "Key function unavailable" on the display when you try to execute the last number redial function using a correspondingly programmed function key.



"Redial" function key must be set up by the administrator.



Press the Redial key. The Dialed (x) call list opens.

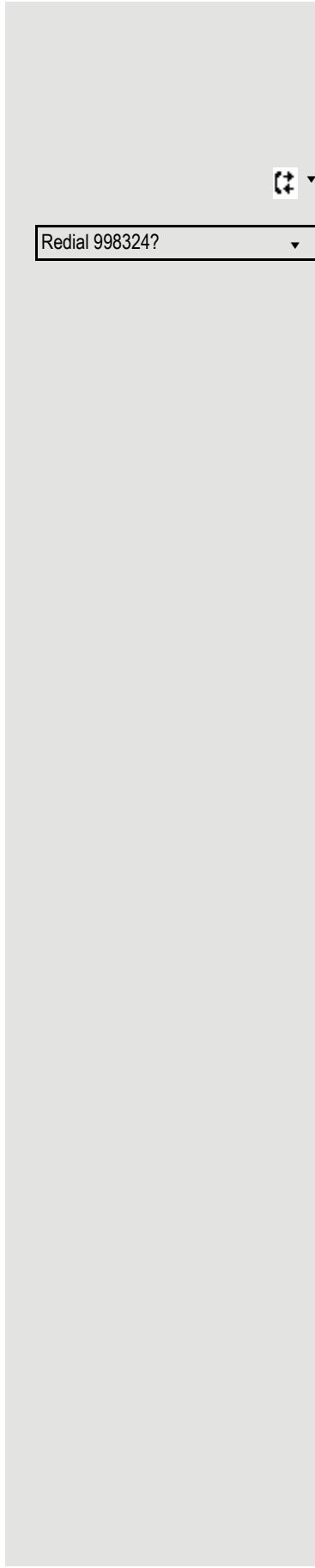
If entries are saved, select and confirm the required entry.

Confirm the option shown. The phone number associated with the list entry is dialed.

Calling back a missed call

Calls received while you are absent are indicated by a message on the idle display (→ page 22).

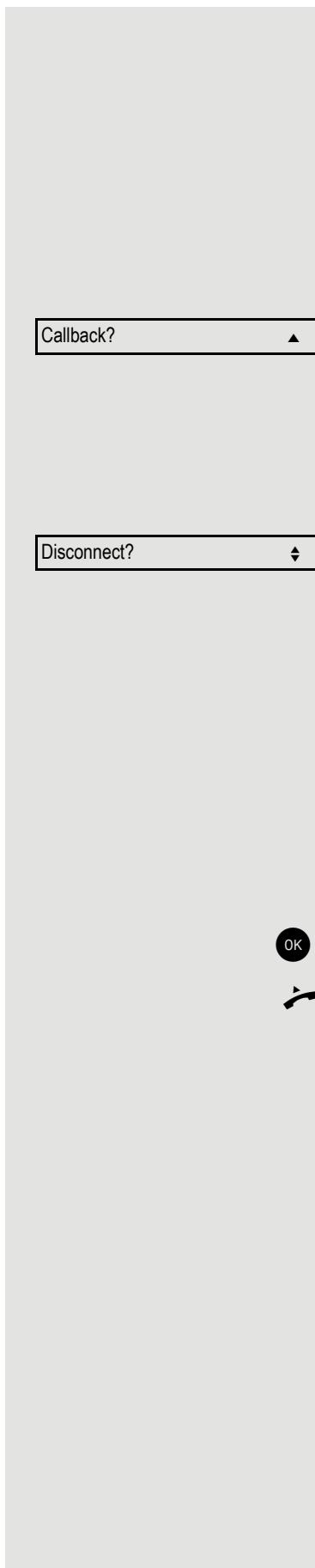
Missed calls are logged in the missed calls list. This list provides information on the missed call and lets you call back the number directly (Call logging → page 25). Missed calls are not saved and displayed if Call logging is disabled → page 128.



On multi-line telephones → page 73, only the calls missed on your primary line are logged.

Select and confirm the required call list.

Select and confirm the entry you want.



Requesting callback

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

→ This option is only available if both you and your administrator have activated the function (→ page 125).

This function is available with restrictions on an OpenScape 4000, see → page 164.

Prerequisite: The subscriber is busy or nobody answers.

Select and confirm the option shown.

Deleting callback requests

You can delete scheduled callback requests if you no longer need to return a call, for example, at the end of the working day.

Prerequisite: At least one callback was requested. The phone is idle.

Select and confirm the option shown.

All callback requests are deleted.

Using autodial delay

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

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

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

- Press the key shown. This works at any situation.

- Lifting the handset. This only works if the phone number was entered when the phone was idle or if it was entered for a consultation call when the handset was off hook.

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

During a call

Activating/deactivating the microphone

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

Prerequisite: You are conducting a call.

Deactivating the microphone



Press the key shown.

Activating the microphone



Press the key shown.

Changing the volume

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



You are conducting a call.



Adjust the volume using the toggle key → page 26.

Switching from handset to speakerphone mode

Take note of the two different processes and activate your preferred setting as appropriate → page 94.

Prerequisite: You are conducting a call via the handset.



The microphone and loudspeaker functions are activated by your administrator.

Open listening in standard mode



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

Open listening in US mode



Press the key shown.



Replace 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.

Open listening

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



Press the key shown.

Deactivating



Press the key shown.

Switching to speakerphone mode



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

RingCentral pre-configured DTMF codes

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

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

Prerequisite: You are conducting a call.



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

e.g.

#7275

or

*9

Park call

Record call

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

Consulting a second party

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

Prerequisite: You are conducting a call.

Confirm the option shown.



or

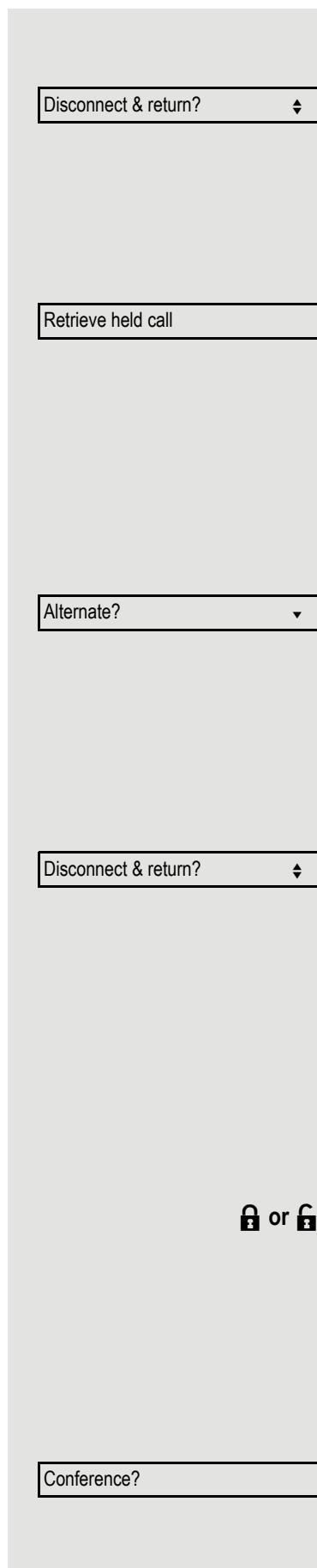
Start conference?

Enter and confirm the second party's phone number.

→ If you want to use a **call list** or one of the directories for the consultation call, select **Hold** instead of **Consult** in the context menu or press the  key and then open a required entry in a list → page 52.

Start a conference

Select and confirm the connection in the context menu if you intend to set up a conference with the new user.



Ending a consultation call

You end the consultation

Select and confirm the option shown.

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

The second party hangs up

If the second party hangs up, you will be prompted to retrieve the first call again if "Hold and hang-up" is disabled (→ page 117). Otherwise, the first call will remain on hold until you receive this prompt after a defined time interval.

Confirm the option shown. You are reconnected with the first party.

 If the call is kept on hold, you can retrieve the call via the context menu before the set time expires.

Switching to the held party (alternating)

Prerequisite: You are conducting a consultation call → page 42 or have accepted a second call → page 46.

Select and confirm the option shown.

In the first display line, the phone number or name and the duration of the active connection are displayed.

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

Ending an alternate operation

Select and confirm the option shown.

The active call is disconnected and the held call is restored.

Conference

Prerequisite: You are conducting a consultation call → page 42 or have accepted a second call → page 46 and the conference function is active → page 125.

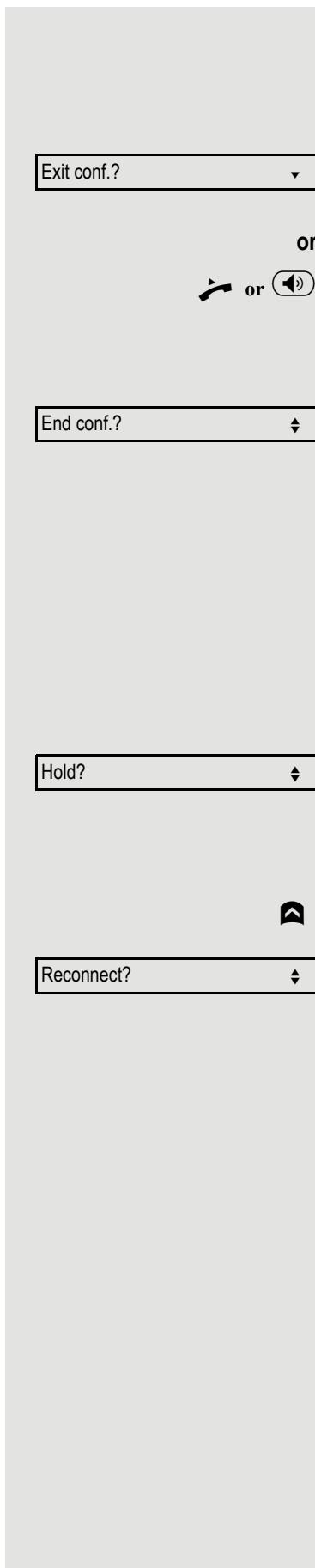
Establishing a conference

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

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

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

Select and confirm the option shown in the context menu. You are connected to both parties at once.



Leaving a conference

Allowing call partners to continue a conference after you exit

Prerequisite: The "Allowing joining in a conference" → page 126 function is activated.

Select and confirm the option shown in the context menu. Both call partners remain connected. You are disconnected from the conference call.

or

or

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

Disconnecting a party

Select and confirm the option shown in the context menu. Both connections are cleared down – the conference is cleared down.

Putting on hold and retrieving alternately or simultaneously

Putting an active call on hold

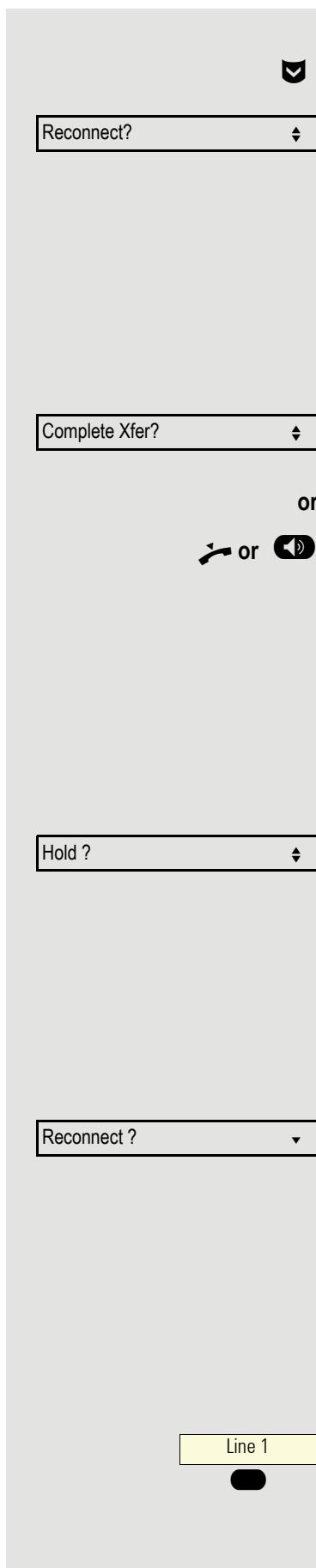
Prerequisite: You have a single-line phone and are conducting a consultation call → page 42 or have answered a second call → page 46.

Choose the option shown. The consultation or second call **and** the first call are put on hold.

Retrieving the first call

Switch to the first call.

Choose the option shown. You are connected with the other party. The consultation or second call continues on hold.



Retrieving the second call

Switch to the held consultation or second call.

Choose the option shown.. You are connected with the other party. The first called was put on "Hold" again.

Connecting parties

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

Prerequisite: You are conducting a consultation call → page 42 and call joining is allowed → page 118.

Select and confirm the option shown.

The active and held calls are joined. You are disconnected from the call.

Connecting by hanging up

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

Placing a call on hold

You can use this function to place an ongoing call on Hold, for instance to prevent the other party overhearing a conversation with a colleague in the same room.

Prerequisite: You are conducting a call.

Select and confirm the option shown in the connection's context menu.

→ 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. The settings for this can be found on → page 116 and → page 116.

Retrieving a held call

Select and confirm the option shown in the connection's context menu.

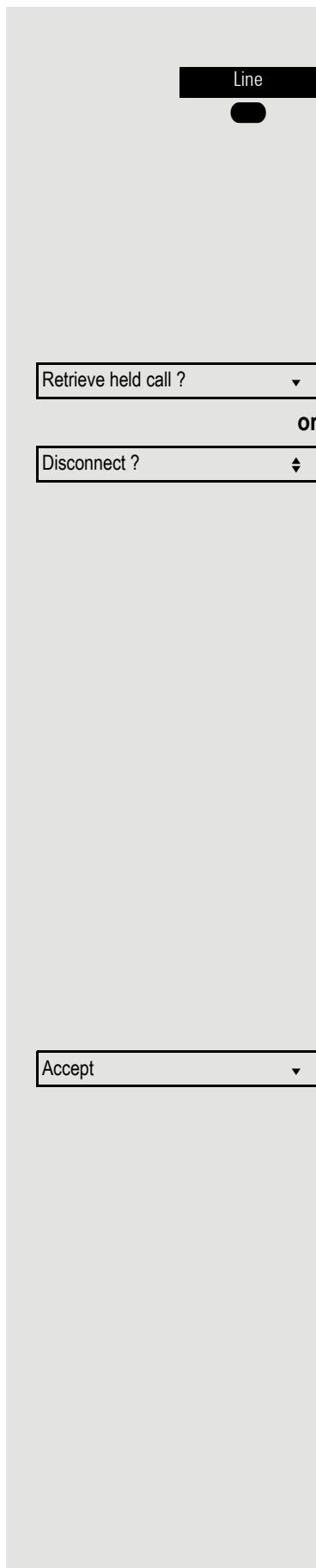
Using line keys

On a multi-line telephone, you can also use the line keys to place ongoing calls on Hold.



The line key function has to be configured by your administrator.

Press the corresponding line key. The line notification starts flickering. The call is now on hold.



Retrieving a held call:

Press the corresponding line key. The call is retrieved.

Held call wait status

After placing a call on hold, you can replace the handset and then decide whether to retrieve the call or disconnect.

Prerequisite: You placed a call on hold and **replaced the handset** or pressed the loudspeaker key in speakerphone mode.

A recall follows immediately and a pop-up menu appears on the display:

Select and confirm the option shown to retrieve the call in speakerphone mode.

Select and confirm the option shown to disconnect the held call.

→ If you enabled "Hold and hang-up" (→ page 117), the call is placed on hold for a defined time interval (→ page 116) before the prompt is displayed with a recall to retrieve the call or disconnect. You can however retrieve the call or disconnect via the context menu before the defined time expires.

This function **cannot** be used on multi-line phones.

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 or the signal tone (→ page 120).

Answering a second call

Prerequisite: You are conducting a call and call waiting is allowed (→ page 120).

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 → page 43),
- Complete transfer (see → page 45),
- Conference (see → page 43),
- Blind transfer (see → page 48),
- Hold (see → page 45).
- Put on hold and retrieve second and first call successively → page 44

Consultation call from second call

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



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

From a consultation call in the second call you can

- initiate a conference
- toggle between the second call and a consultation call
- put on hold and retrieve second and first call successively → page 44
- 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

Disconnect & return?

Select and confirm the option shown in the second call's context menu. The call to this subscriber is disconnected and the call to the first subscriber 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 (→ page 117). Otherwise, the first call will remain on hold until you receive this prompt after a defined time interval.

Ignoring the second call

Prerequisite: You are conducting a call and call waiting is allowed (→ page 120).

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 you can:

- 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 (→ page 120).

Select and confirm the option shown, if configured.

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

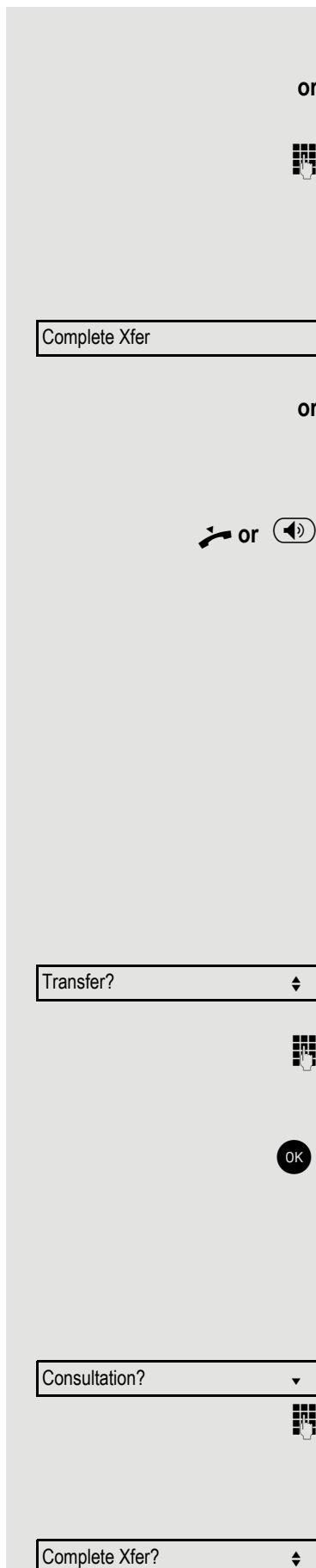
Deflecting a second call

Prerequisite: You are conducting a call and call waiting is allowed (→ page 120).

Select and confirm the option shown.

Reject

Deflect?



If a destination phone number is stored (→ page 119), you can select and confirm it. The call is deflected.

If you did not set a phone number when programming call deflection, you are now 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

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 for instance.

Connecting by hanging up

 Connecting by hanging up is activated (consult your administrator) and "Switch assignment" must be set to "Yes" (→ page 121).

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

Transferring a call

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

Prerequisite: You are conducting a call. The options "Allow call transfer" and "Transfer on ring" are allowed (→ page 121).

Blind transfer

You can transfer via the menu.

Select and confirm the option shown.

Enter the phone number of the second party to whom you want to transfer the call. You can also select and call a subscriber here from a call list or from one of the two directories → page 52.

Confirm or wait until the autodial delay expires.

The display returns to idle following successful transfer.

Transferring with consultation

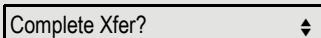
You can announce a call to a recipient before transferring it.
You can transfer via the menu.

Select and confirm the option shown. The call is placed on hold.

Enter the phone number of the party to whom you want to transfer the call. You can also select and call a subscriber here from a call list or from one of the two directories → page 52.

Announce the call you want to transfer.

Select and confirm the option shown.



If the party does not answer:

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

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

If the party does not answer, you will be called back by the first party.

Ending a call

Disconnect 

or



or



Select and confirm the option shown.

If you are conducting a call via the handset:

Replace the handset.

In speakerphone mode:

Press the key shown.

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



Configuring call forwarding

[]	User
[]	if nec. 
[]	Configuration
[]	Incoming calls
[]	Forwarding?
[]	Settings?

→ You can also enter the call forwarding settings via the Forwarding key (→ page 107).

This is how you set local call forwarding on an OpenScape 4000.

You can also configure this setting via the WEB interface → page 145.

Press the key shown.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Configuring call forwarding

Select and confirm the option shown.

For a description of the settings, see section "**Standard call forwarding**" → page 106.

Setting alerts

Use the Call forward alerts menu to enable and disable visual and audible alerts for call forwarding.

[]
[]

You can also configure this setting via the WEB interface → page 145.

Press the key shown.

Select and confirm the option shown.

if nec. 

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm Yes/No in the context menu.

or

Audible alerts= No ▾

Select and confirm the option shown.

Yes ▾

Select and confirm the option shown.

or

Forwarding party ▲

Select the option shown.

Display last ▾

Select and confirm **Display last/Display first**.

Save & exit ▾

Select and confirm the option shown.

Phonebooks and Conversations

Personal directory

The personal directory is restricted to 100 entries.

Creating a new contact



Directory

Select and confirm the option shown, if the programmable key is configured.

Personal?

Select and confirm the option shown.

New contact?



Select and confirm the option shown.

Fill in the three fields

- Last name
- First name
- Number

accordingly.

Save & exit

Select and confirm to save the directory entry.

Editing a contact



Directory

You can edit contacts more conveniently via the WEB interface → page 145.

Personal?

Select and confirm the option shown, if the programmable key is configured.

Niels, Bohr

Select and confirm the option shown.

Details

Select and confirm the relevant entry.

Last name



Select and confirm the option shown.

Select and confirm, for example the "Last name" field.

Change and confirm.

Save & exit

Select and confirm the option shown.

Deleting a contact



Directory

You can delete contacts more conveniently via the WEB interface → page 145.

Select and confirm the option shown, if the programmable key is configured.

- Personal? Select and confirm the option shown.
- Niels, Bohr Select and confirm the relevant entry.
- Delete Select and confirm the option shown.
- Delete? Confirm the option shown.
- or
- Cancel? Select and confirm to cancel the process.

Deleting all contacts

-  You can delete contacts more conveniently via the WEB interface → page 145.
- Directory Select and confirm the option shown, if the programmable key is configured.
- Personal? Select and confirm the option shown.
- Delete all? Select and confirm the option shown.
- Delete all entries? Confirm the option shown.
- or
- Cancel? Select and confirm to cancel the process.

Searching for a contact

Directory

Select and confirm the option shown, if the programmable key is configured.

Personal?

Select and confirm the option shown.

Angela, Merkel

The last entry used is displayed.



Enter the first letter of the name you are searching for, e.g. K.



JKL5 (Abc)

Kirsch, Erika

The first name found with the initial letter 'K' is displayed after a short time. If you are looking for a name that begins with Kr, also enter the second letter in the search field:



QK (5)

pqr s7ß(abc)

Kramer, Elisabeth

The first name with the initial letters Kr is displayed.

Enter more letters to refine the search. The search finds names that contain the entered string anywhere in the name or surname (e.g. If you enter 'Ba', it finds both "Bart" and "Barbara").

If LDAP is configured by your administrator, an additional search is performed in the LDAP directory. In the standard case, LDAP search looks for matches where the entered text appears at the beginning of the last name only (e.g. "Ampere", "Ambos" for input "Am", not "Samara").

LDAP results are shown after the local matches and are sorted by first name.

You can also browse the directory with the navigation keys until you reach the required party → page 17.

Corporate directory



The corporate directory is an LDAP database. You can search the database for contact entries if you can access this database over your network and your access was correctly configured by your administrator.

You can search for contacts using the name (simple search) or different criteria for an entry (advanced search), for example job title or address.

Searching for a contact

Corporate directory

Select and confirm the option shown, if the programmable key is configured.



Press the Delete key to return to the main menu.

Select and confirm the option shown.

The following 11 search fields can be used:

- Last name
- First name
- Office 1
- Office 2
- Mobile
- Home
- Company
- Address 1
- Address 2
- Professional role
- E-mail

Select and confirm the required search field (e.g. "Last name").

Enter a search text. If you only enter the first letter of the last name, for example, all entries with this initial letter are displayed.

Select and confirm when you have completed one or more search fields. The search begins. If the entry you searched for is found, you can dial or view the entry details.

Advanced directory editing

Viewing entries

Prerequisite: You found and selected an entry (see above).

Select and confirm the option shown. All fields of the entry are displayed.

Resetting the search fields

Prerequisite: The search fields are listed.

Select and confirm the option shown. You can now enter new search criteria for a search.

Defining a qualifier before a search

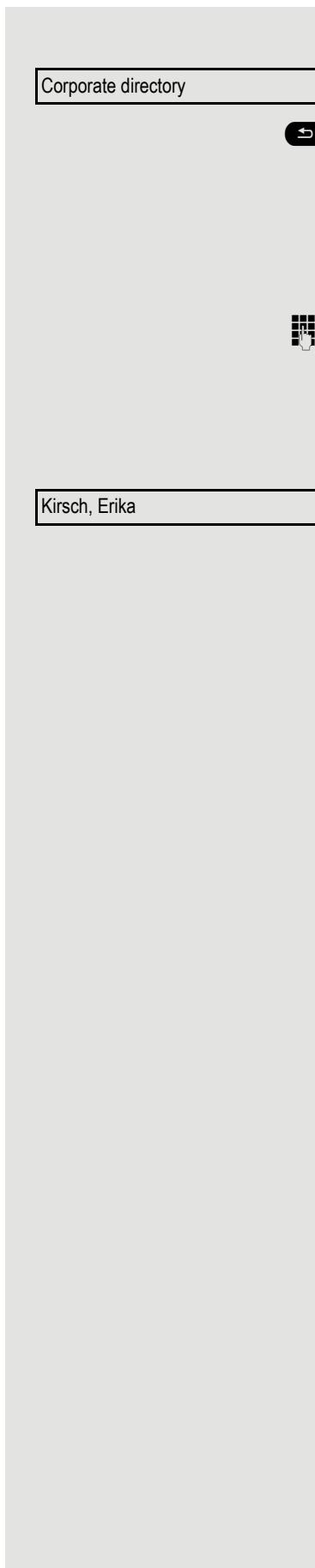
Prior to a search, you can select which qualifiers should also appear in the output list.

Select and confirm the option shown. You may choose between the following criteria:

- No qualifier
- Job function
- Address 1
- Email
- Business 1
- Mobile
- Business 2
- Private
- Company
- Address 2

Select and confirm the desired qualifier.

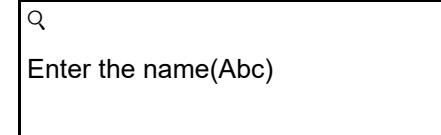
Select and confirm to close the list.



Quick search

Select and confirm the option shown, if the programmable key is configured.

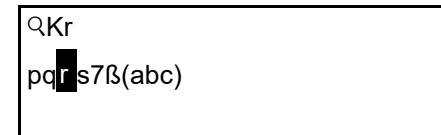
Press the Delete key to return to the main menu.



Enter the first letter of the name you are looking for, e.g. "K".



If you do not enter any further characters, all available names with the corresponding initial letter are displayed after a predefined period of time or after pressing **OK** to confirm.



You can restrict the output by entering the second and other letters. The **#** key is used to switch between letters and numbers. The **▲** **▼** keys are used to delete individual characters.

You can control the search individually by entering extended characters. To select extended characters, first press the ***** key.

Rule list:

Character	Description
#	Searches for the exact string before the extended character.
,	You can enter first and last name separately using a comma. A search is carried out for the last name (possibly using a wildcard) and the first name with the first character after the comma.
*	Wildcard. This searches for the character entered and all possible subsequent characters.

You enter this character by selecting it in the extended characters.

Quick search using parts of a search string

If the administrator adds a field to the template for the corporate directory and assigns this field to an existing search field, you can use any strings in a last name, for example, for the search.

To list all entries, for example, in which the string "er" appears in the **Last name** field, enter this character combination when prompted to enter the name.

Once the output list is available with entries that match this condition, you can now skip to the first corresponding entry by entering the initial letter of the last name.

 Please consult your administrator to establish whether an additional field has been added to the template for the corporate directory and which search field it has been assigned to. Note that a traditional quick search will return unintended results in this case.

Listening to voicemail

To use this function, you need to have a voice mailbox set up on your communication platform for voicemails (see → page 24).

✉ icon appears on the display with the appropriate number of new voicemails. The notification only extinguishes when all messages have been picked up.

Listening to voicemail



Call Mailbox

Press this key when the phone is in idle mode. The **Messages** menu opens.

Choose to call the mailbox if appropriate.

Confirm the option shown to call the mailbox. Follow the voice instructions. You may need to enter a password.

Querying voicemail



You can use the Navigator keys to query information as to which and how many voicemails are stored.

- Newx (1)
- Urgent-Newx (1)
- Oldx (1)
- Urgent-Oldx (1)

Listening directly to voicemails

You can also call the mailbox directly without using the menu. The mailbox answers even if there are no messages waiting.



Lift the handset.

Press the key shown. The mailbox answers. Follow the voice instructions. You may need to enter a password.

→ You can call the mailbox any time you see the "Please dial" prompt on the display.

Programmable keys

The phone features a range of functions that can, if required, be stored on programmable keys.

The phone comes with three programmable keys, all of which can be programmed on two separate levels. To access the second -level function, you need to long-press the key you want to switch to the second level. For more information, see Section , “Accessing the second-level of programmed keys”, on page -67.



This function must be activated by the administrator.

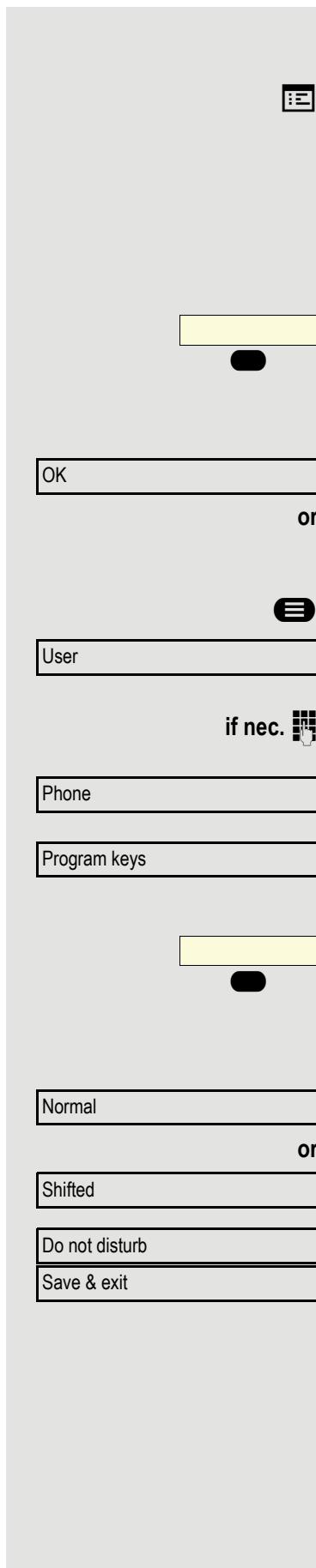
The keys are preassigned in the as-delivered state (see → page 18).

You can program the keys via the phone (see → page 59) or via the WBM (see → page 145).

List of available functions

- | | |
|----------------------------|----------------------------------|
| 1. Unallocated | 27.Redial |
| 2. Selected dialling | 28.Personal directory |
| 3. Repeat dialling | 29.Group pickup |
| 4. CF unconditional | 30.Repertory dial |
| 5. CF no reply | 31.Line |
| 6. CF busy | 32.Feature toggle ¹ |
| 7. CF unconditional - any | 33.Mobility |
| 8. CF no reply - any | 34.Directed pickup |
| 9. CF busy - any | 35.Release |
| 10.CF unconditional - ext. | 36.Callback ¹ |
| 11.CF unconditional - int. | 37.Cancel callbacks ¹ |
| 12.CF no reply - ext. | 38.Consultation |
| 13.CF no reply - int. | 39.DSS |
| 14.CF busy - ext. | 40.Call waiting |
| 15.CF busy - int. | 41.Immediate ring ¹ |
| 16.Ringer off | 42.Call recording ¹ |
| 17.Build in fwd | 43.Shift |
| 18.Alternate | 44.Server feature |
| 19.Blind transfer call | 45.BLF |
| 20.Transfer call | 46.Send URL |
| 21.Deflect | 47.2nd alert |
| 22.Do not disturb | 48.Corporate directory |
| 23.Show phone screen | 49.Call log |
| 24.Broadsoft call center | 50.Directory |
| 25.Preview | 51.Unlocated |
| 26.Recording on/off | |

¹ The feature is not available on an OpenScape 4000 telephone system. See also → page 164.



Programming a key

You can program a function key by long pressing it or via the user menu.

Directly via the function key

 Must be activated by the administrator.

Hold down one of the three keys to which a function is to be assigned until the programming prompt is displayed.

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

Confirm to begin programming.

Via the user menu

You can also program keys via the user menu.

Press the key shown.

Confirm the option shown.

Enter and confirm the User password.

Select and confirm the option shown.

Select and confirm the option shown. You are prompted to press the key you wish to program.

Press one of the three keys you want to program with a function.

To program the key, follow the steps below:

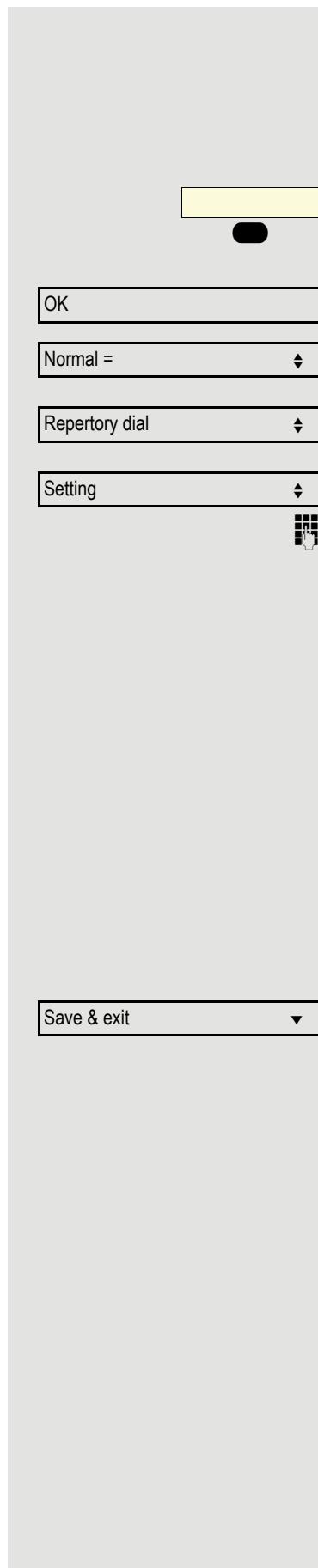
Select and confirm the option shown to program or change the first level.

or

Select and confirm the option shown to program the second level.

Select and confirm the required function in the list (e. g. Do not disturb).

Select and confirm the option shown. Relabel the key field if appropriate (→ page 151)



Programming enhanced functions

Repertory dialing

Hold down one of the three keys to which the function is to be assigned until the programming prompt is displayed.

OK
Confirm to begin programming.

Normal =
Select and confirm the option shown to program the first level for instance.

Repertory dial
Select and confirm the required function.

Setting
Select and confirm this option to enter a destination phone number.

Enter and confirm a subscriber's destination phone number.

You can select and insert special characters in the dialing sequence:

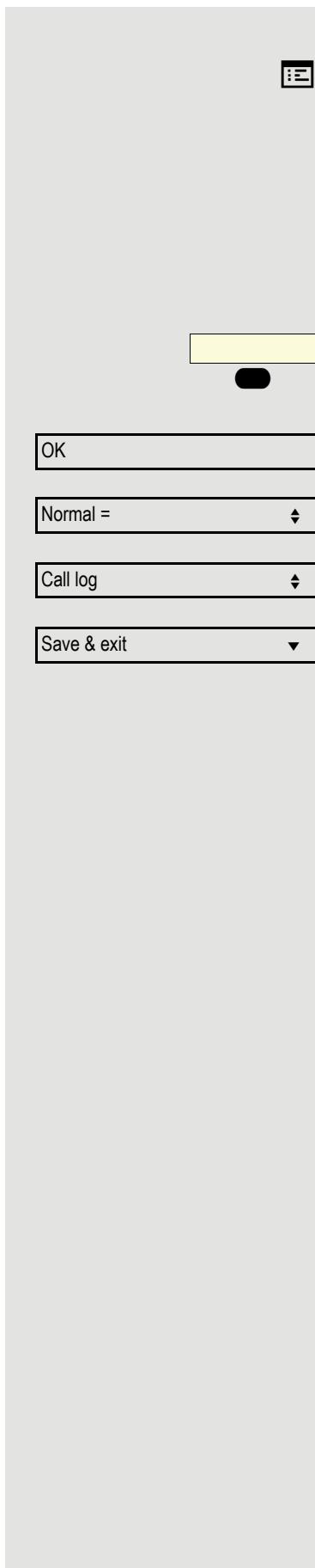
- « Clear call
- ¬ Pause
- ~ Make consultation
- » Make normal call

The menu also offers the following functions:

- OK
- Cancel
- Mode: ABC, Abc, abc, 123 or HEX
- Move cursor left
- Move cursor right
- Copy
- Paste

Select and confirm the option shown. Relabel the key field if appropriate
(→ page 151)

 The repertory dial can be up to 40 characters long.



Call log

You can also program the keys via the WEB interface → page 145.

The following call lists can be found under Call log:

- Missed (x)
- Dialled (x)
- Received (x)
- Forwarded (x)

The key can only be used if Call log is activated.

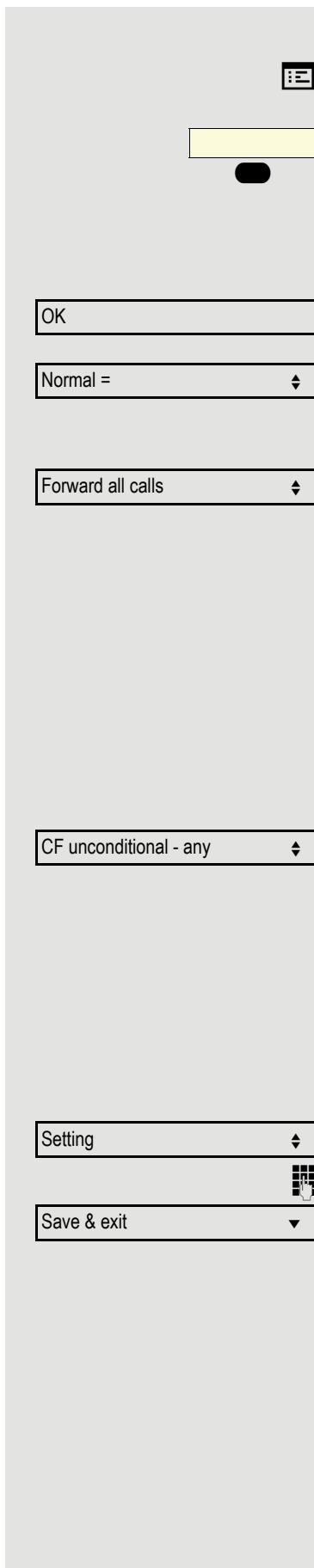
Hold down one of the three keys to which the function is to be assigned until the programming prompt is displayed.

Confirm to begin programming. The key illuminates continuously.

Select and confirm the option shown to program the first level for instance.

Select and confirm the required function.

Select and confirm the option shown. Relabel the key field if appropriate
(→ page 151)



Configuring a built-in forwarding key

You can also program the keys via the WEB interface → page 145.

Hold down one of the three keys to which a function is to be assigned until the programming prompt is displayed.

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

Confirm to begin programming. The key illuminates continuously.

Select and confirm the option shown to program the first level for instance.

Call forwarding depending on the forwarding type

Select a forwarding type:

- Forward all calls
- Forward no reply
- Forward busy

Select and confirm the required function.

Call forwarding depending on the call type

If use of system-assisted functions has been enabled by the administrator and the **Forwarding Int/Ext** function activated, call forwarding by call type functionality will be available to you. Forwarding in this case is dependent on the forwarding type and additionally on the call type.

Select a forwarding type:

- CF unconditional - any
- CF unconditional - int.
- CF unconditional - ext.
- CF busy - any
- CF busy - int.
- CF busy - ext.
- CF no reply - any
- CF no reply - int.
- CF no reply - ext.

Select and confirm this option to enter the forwarding destination.

Enter and confirm the phone number of the forwarding destination.

Select and confirm the option shown. Relabel the key field if appropriate (→ page 151)



Configuring a variable call forwarding key

With "Variable call forwarding" key you can

- Immediately activate or deactivate the call forwarding for "All calls" → page 107
- Edit the call forwarding → page 108

Ideally you should use the previously configured forwarding key for forwarding.

You can also program the keys via the WEB interface → page 145.

Hold down one of the three keys to which a function is to be assigned until the programming prompt is displayed.

Confirm to begin programming. The key illuminates continuously.

Select and confirm the option shown to program the first level for instance.

Select and confirm the option shown.

Select and confirm the option shown. Relabel the key field if appropriate
(→ page 151)

Using programmed keys

The use of programmed functions depends on the phone's status. The relevant display appears once you have pressed a key.

Example 1: Calling saved number

Prerequisite: The idle menu is displayed on the graphic display.

Press one of the three keys with the saved contact. The connection setup is shown on the display.

Example 2: Activating/deactivating Call waiting

You can press a key to activate or deactivate call waiting functionality, even during a call. The prerequisite for this is that a second call is permitted (→ page 120). A second call is allowed by default.

Press one of the three keys with the "Call waiting" function. The second call function is deactivated. The call is rejected or forwarded.

Example 3: Immediate ring

This function allows you to switch the preset delay (→ page 80) on and off for all line keys. By default the delay is set.

Press one of the three keys with the "Immediate ring" function. The delay ringer is disabled. An incoming call rings immediately regardless of what delay time is configured.

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

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

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

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

You cannot change or delete a BLF function key.

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

- Consult
- Transfer
- Group Pickup



Consult

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

Press the BLF Key.

BLF phone number is consulted.

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

For more information, see [Transferring with Consultation](#)→ page 48.

Transfer

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

Press the BLF Key.

BLF phone number is consulted.

Press the BLF Key again.

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

For more information, see [Blind Transfer](#)→ page 48.

Group pickup

When you are on a call and a group call is alerting, you can press the BLF key to pick up the group call:

Press the BLF Key.

The group call is now shown on the display with

Pickup: Caller

for: Party

For more information, see [Group call](#)→ page 69.

RingCentral Group pickup

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

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

Press the BLF Key.

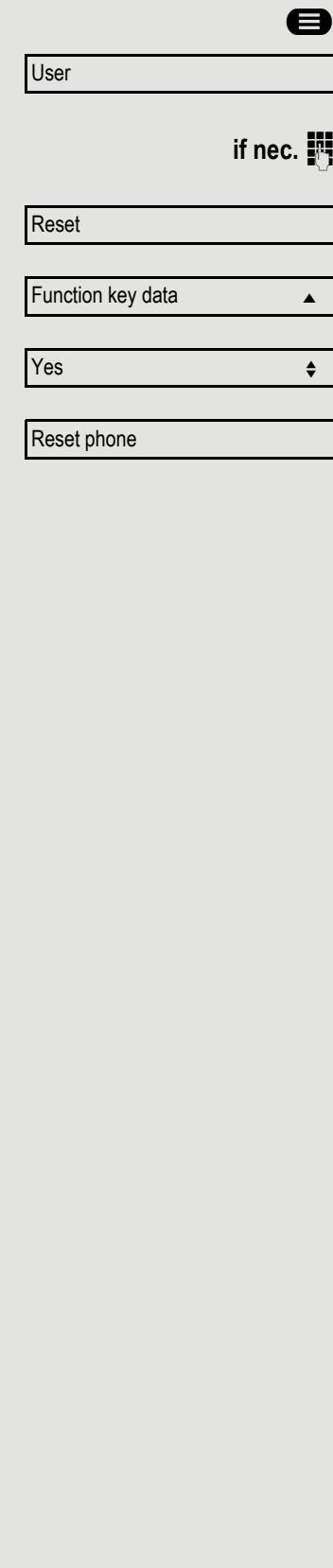
The group call is now shown on the display with

Pickup: Caller

for: Party

Resetting programmed keys

Here you can reset keys you configured back to factory settings (see also → page 105).



Press the key shown.

Confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown to switch to the **Reset user data** menu.

Select the option shown.

Select and confirm the option shown to delete the content of all keys.

Select and confirm "Reset selected user data". The contents of the keys you configured are deleted.

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

Accessing the second-level of programmed keys

To switch between the first level (or "normal") and second level (or "shifted") of a programmed key, use the **▲** key or long-press the key you want to switch to the second level.

Using the **▲** key

→ Phone must be in idle state and not displaying the scrollable options (the **▲** key is not displayed).

When you press the **▲** key, you can see the shifted functions programmed on the keys. Pressing **▲** again, you return you to the display of the normal functions programmed on the keys.

If there is an incoming call, the FPK labels will automatically return to normal. When the phone is in active call, the switching function of the **▲** key will be disabled.

To activate the shifted feature, press the programmed key.

Long-pressing a programmed key

Prerequisite: “FPK program timer” is set to OFF. If set to ON, long-pressing an FPK initiates the FPK programming of that key instead of shifting to the second level.

Long-press the key you want to switch to the second level. The shifted level is displayed for 5 seconds before returning to normal level.

To activate or toggle the shifted feature, press the programmed key a second time.

Key function display

Normal key functions are displayed in solid frame lines:

17:52	4n	Wed 17.08.22
903122921262		▼
Alyssa 1	Call log	D-Pickup

Shifted key functions are displayed in dashed frame lines:

17:52	4n	Wed 17.08.22
903122921262		▼
Hold	Allow CW	Directory

The status of a programmed key, is indicated by the cell’s background color. When activated, the cell background color is black and the letters appear in white:

Example for normal (left) and shifted (right) level:

17:52	4n	Wed 17.08.22
903122921262		▼
Alyssa 1	Call log	D-Pickup

17:52	4n	Wed 17.08.22
903122921262		▼
Hold	Allow CW	Directory

Making calls in the team

Group call



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

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

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

The volume settings can be found from → page 31.

Further administrator settings for group calls:

- The group call can be picked up both by lifting the handset and via the "Pickup call" menu option.
- The group call can be picked up via the "Pickup call" menu option but **not** by just lifting the handset.
- A key is programmed for call pickup.
- A pop-up menu is opened with the Call pickup key when a group call is waiting.

Picking up a group call with the call pickup key

 The "Call pickup" key is configured (→ page 59). Your administrator has set up the group call such that it is only displayed by the Group pickup key flashing. The phone can also ring when idle.

A group call is waiting. The Group pickup notification flashes. The group call is not shown on the display.

Group pickup



Press the Softkey shown.

The group call is now shown on the display with

Pickup: Caller
for: Party

The pop-up menu opens:

Picking up a group call immediately via the pop-up menu

 Your administrator has set up the group call such that it will be shown immediately on the display and the pop-up menu will open.

• A group call is waiting and is shown on the display with

Pickup: Caller
for: Party

Picking up a group call

The pop-up menu opens:

Confirm the option shown.

or

or

Group pickup



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

Press the key or press it again if call answering was initiated via the key. The speakerphone function is activated.

Ignoring a group call

Select and confirm the option shown. The phone stops signaling the group call.

Ignore?

▼

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.

 This function is not available to you on an OpenScape 4000, see → page 164.

Calling a subscriber directly

You cannot use DSS if the user is on another call.

Calling from the idle menu



Press the relevant DSS key. The notification lights up and a connection is established.

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

Consultation with the DSS subscriber

Prerequisite: You are conducting a call.

 The DSS key is configured by the administrator for consultations.



Press the relevant DSS key for the consultation. The notification above the key lights up and a connection is established. If the subscriber answers, you can toggle, transfer the first call or initiate a conference.

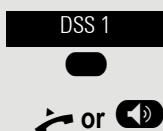
 If the administrator has configured transfer instead of consultation, you can only transfer the current call to the DSS subscriber.

Call pickup

You can pick up calls for the DSS subscriber. If a call is waiting on their line, the notification flashes.

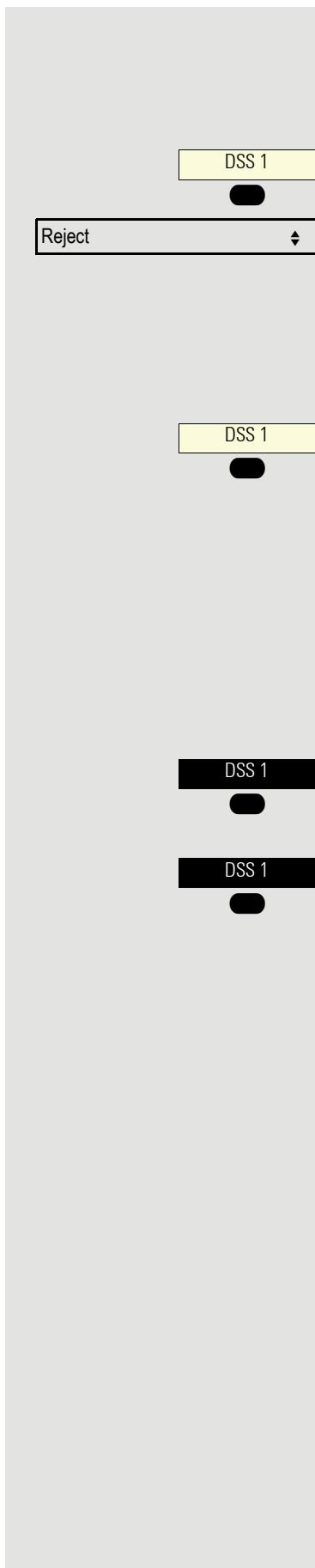
Indirect pickup

Prerequisite: The auto-answer function is deactivated → page 114.



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

Lift the handset or press the  key. You are connected with the other party.



Rejecting a call

 The administrator must activate the reject option for DSS keys and auto-answer must be deactivated → page 114.

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

Select and confirm the option shown in the pop-up menu. The caller hears a busy signal.

Direct pickup

Prerequisite: The auto-answer function is activated → page 114.

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

Deflecting a call to a DSS subscriber

Prerequisite: The deflect function must be approved for DSS keys. For information on the current setting, see → page 119.

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

Your phone rings and a line key flashes.

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

Display notification

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



DSS key meaning

Off: The phone is in idle mode.

Blinking: You can accept a call for the DSS subscriber via the key. The call is routed to your primary line when the call is accepted.

MultiLine

The following is a description of the telephony scenarios for multi-line phones. Refer to → page 80 for a detailed description of the settings.

Line/trunk keys

 This function is not available to you on an OpenScape 4000, see → page 164.

Line or DSS keys can be configured by your administrator on programmable keys on the OpenScape Desk Phone CP100. These line keys cannot be changed or deleted by the user.

Each key programmed with the "Line" function corresponds to a line. This means up to 3 lines can be configured on the function keys. A distinction is made here between primary, secondary and phantom lines. Each of these line types can be used on a private or shared basis → page 73.

Primary line

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

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

Secondary line

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

Phantom line

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

Line utilization

- **Private line:** A line that is used by a single telephone. This line cannot be used as a secondary line by another telephone.
- **Shared line:** A line that is configured on multiple telephones. The line status is displayed for all telephones that share this line. If, for example, a shared line is being used by a telephone, a status message indicating that this line is busy is displayed on all other telephones.
- **Direct call line:** A line with a direct connection to another telephone.

The status of a line can be established in the team menu from the icons.

Notification on display

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

My line Line 2 Line 3

LED	Meaning
Off	– The line is in idle mode.
Red quick pulsing ¹	– Incoming call on the line. – The line is on "Hold".
Red solid	– The line is busy.

¹ In this manual, flashing keys are identified by this icon, regardless of the flashing interval. The flashing interval represents different statuses, which are described in detail in the corresponding sections of the manual.

Incoming calls

Depending on your individual settings, you will be notified of incoming calls
→ page 92.

Answering calls for the primary line

In this case, the telephone behaves in the same way as a single-line telephone
→ page 34.

Answering calls for secondary lines

Prerequisite: The secondary line is configured on your multi-line telephone.

Using the handset

Lift the handset.

Conduct call.

 The line that rings is automatically selected. If calls are ringing on more than one line, you will be connected to the line that has been ringing the longest.

Using the line keys

Press the line key above which the text label flashes or is shown inverse. Speakerphone mode.



or

Accept? ▾

Confirm the option shown. Speakerphone mode.

Call barging

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

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

Bridged-Call Appearance (BCA)

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

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

Active call with Assist Key

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

Active call without Assist Key

The line is busy.

Active conference call without Assist Key

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

The line is busy.

Active conference call with Assist Key

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

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

NOTE: Transfer and Consult on BCA line will consumpt the next free appearance.

Making calls

You must seize a line before you can make calls on a multi-line telephone.

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

- If you have seized a secondary line, this line is reserved for you for making calls for a specific period as defined by the administrator. No other user can seize this line during this period, even if the line is also assigned to this user's telephone.

Manual line seizure

Lift the handset or  Press the key shown.

Press the required line key.

Enter the phone number or use redial, for example. The connection is set up.

Automatic line seizure

-  Your administrator has configured automatic line seizure.

Lift the handset or  Press the key shown.

The line defined during configuration is seized.

Enter the phone number. The connection is set up.

Dialing the last dialed number

Regardless of the line used, the last number dialed on your telephone is displayed for redialing in the selected number's context menu.

Lift the handset or  Press the key shown.

Press the required line key. (→ page 76).

Redial is offered on the display as long as a number has been dialed previously:

Confirm the option shown. The connection is set up.

Forwarding calls for the primary line

Call forwarding can only be activated for the primary line. Which call forwards are possible, how they are configured and activated can be found from → page 106.

Call forwarding information



Your administrator has activated "Forwarding shown".

If you have activated one of the forwarding types on your phone for the primary line and a subscriber calls, a popup window with the following information opens:

- Who is calling.
- The forwarding destination.

Dialing using the hot or warm line function



Your administrator can configure a hot line or warm line for your phone.

If you lift the phone's handset or press the loudspeaker key, a number is dialed

- immediately in the case of a hot line or
- after a defined period of time in the case of a warm line,
- for the line specified by the administrator.

Examples:

- The phone in the elevator immediately dials the reception number.
- The phone at a patient's bed dials the ward number after one minute, for example, if no other number is dialed.

During calls

Making and receiving calls on a single line

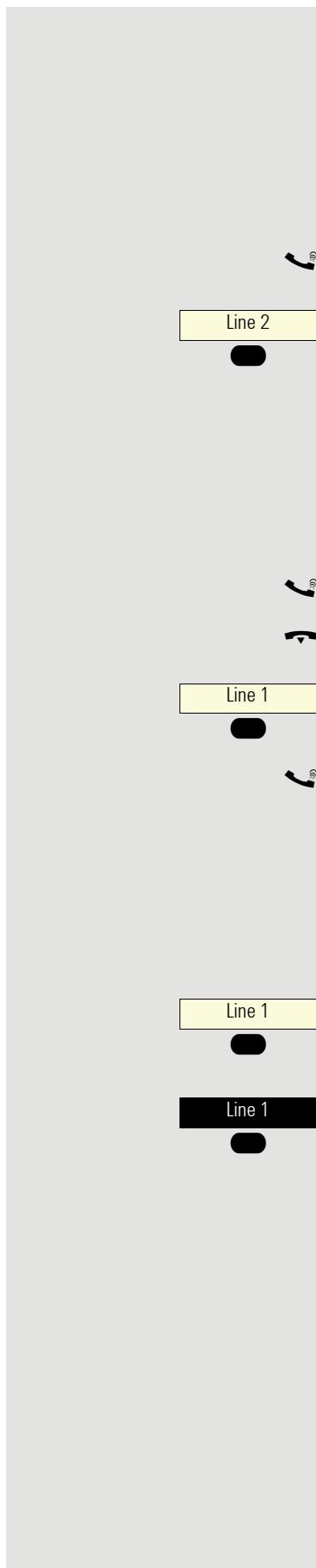
If you only use one line on your multi-line telephone to make calls, and you receive calls on the same line, the phone operates in the same way as a single-line telephone:

- Number redial → page 37
- Consultation → page 42
- Toggle/Connect → page 43
- Callback → page 39
- Hold → page 45
- Call waiting (second call) → page 46
- Transfer call → page 48
- Conference → page 43

Functions available exclusively for the primary line:

- Call lists → page 25
- Voicemail → page 24
- Forward calls → page 106
- Do not disturb → page 85

 Depending on your individual settings, you will be notified of incoming calls → page 92.



Making and receiving calls with multiple lines

Accepting a waiting call

Depending on the settings for "Rollover", you will be notified of incoming calls → page 82.

Prerequisite: You are conducting a call. At the same time, a call is incoming on another line.

Call on line 1.

Press line key for line 2. The call on line 1 is placed on hold.

All multi-line users that share the line on which the call is being held (→ page 73) can now pick up the held call. To prevent other users from answering the held call, you must place the call on "Consultation" hold → page 42.

Depending on the setting made by your administrator, you may have to press the line key twice to accept the call on the other line. The first call is either placed on hold or released depending on the setting.

Conduct call on line 2.

End call on line 2.

Press line key for line 1.

Retrieve call on line 1.

Putting a line on hold

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

Prerequisite: You are conducting a call.

Press the call-line key.

- The line key above which the text label flashes or is shown inverse.
- The line notification 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.

Lines with hot or warm line function

 Your administrator can configure a hot or warm line for the primary and secondary line.

The function is activated when on

- the primary line
 - you lift the phone's handset or press the line or loudspeaker key

- the secondary line
you press the line key.

A number specified by you is dialed immediately with a hot line and after a specific time with a warm line.

Examples:

- The phone in the elevator immediately dials the reception number.
- The phone at a patient's bed dials the ward number after one minute, for example, if no other number is dialed.

Entering a number for the hot and warm line function

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



You can also configure this setting via the WEB interface → page 145.



Press the key shown.

User

Select and confirm the option shown.



Enter and confirm the User password.

Configuration

Select and confirm the option shown.

Keyset

Select and confirm the option shown.

Lines?

Select and confirm the option shown.

Line



Select and confirm the line you want.

Hot/warm dest.? = nnnn



Select and confirm the option shown.



Enter and confirm the destination.

Save & exit



Select and confirm the option shown.

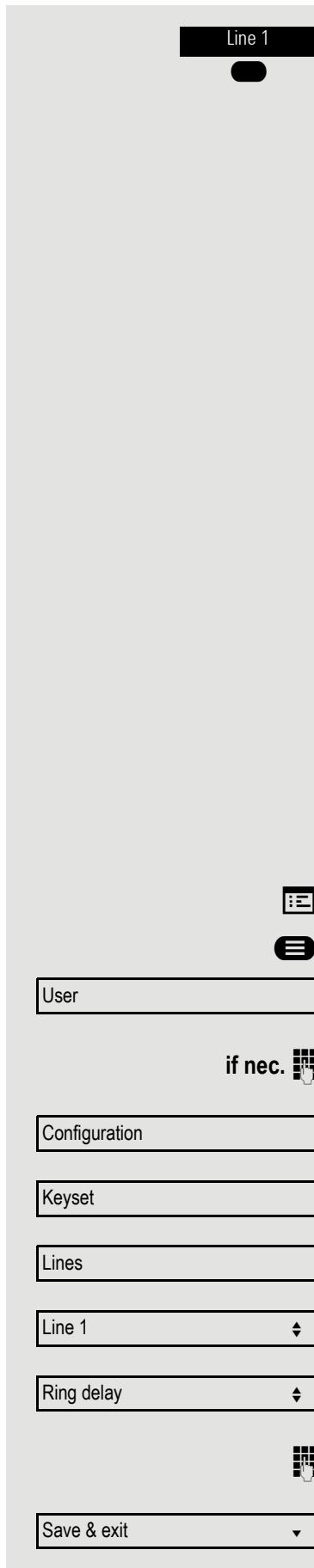
Connecting

A subscriber from a line trunk group is on a call. The subscriber's primary line is configured as a secondary line on your phone. This line now has the status "busy". You can connect to the call by pressing the illuminated key for this line (see also → page 73).

Prerequisite: A secondary line is set up on your multi-line phone, the option to connect to the call is activated for your phone and "system conference" is set up for your system.

If a preview is set up and activated for the relevant line (→ page 81), you have to press the line key a second time following the preview in order to connect.

The key of a secondary line illuminates – it is busy. You want to connect to the call.



Press the line key with notification. A conference is established. You are connected to the parties on the secondary line. The key continues to illuminate and the conference is shown on the display.

 If there is already a conference on the secondary line you are connected to this conference. The conference is shown on the display.

You can now:

- Put the secondary line on hold
- Leave the conference on the secondary line
- Make a consultation call
- Accept a second call
- Alternate between a new call party and a conference on the secondary line.
- Include a call party from a consultation or a second call in the conference.

Settings for MultiLine (keyset)

The details for each keyset line contain supplementary information for the user. The following uneditable fields are displayed:

- Address
 - Displays the phone number for the line
- Ringer on/off
 - Displays whether this line's ringer is active
- Selection sequence
 - Displays the priority of each line seizure when the handset is lifted or the loudspeaker key for this line is pressed

Setting the time for a delayed ringer

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

You can also configure this setting via the WEB interface → page 145.

Press the key shown.

Select and confirm the option shown.

Enter and confirm the User password.

Select and confirm the option shown.

Select and confirm the option shown.

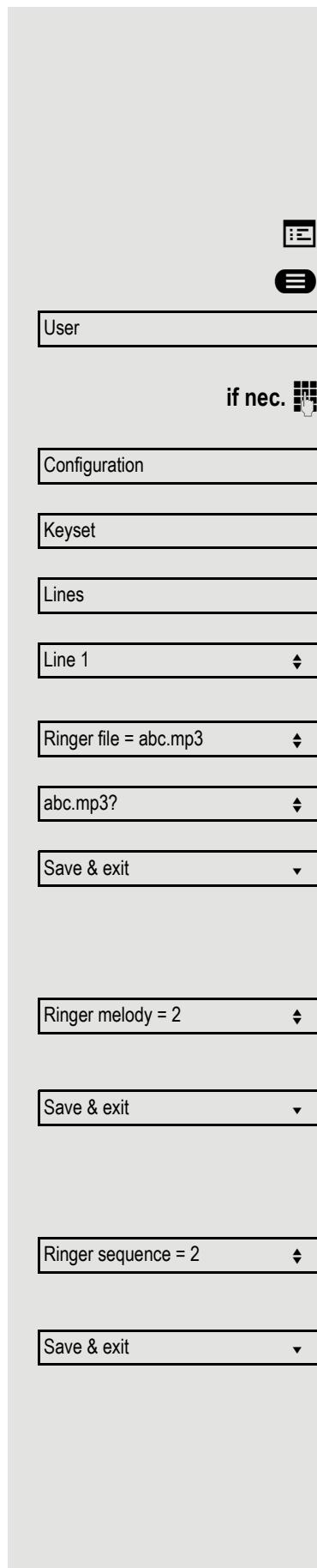
Select and confirm the option shown.

Select and confirm the required line (for example line 1).

Select and confirm the option shown.

Enter and confirm a delay value.

Select and confirm the option shown.



You can activate and deactivate the set delay time for all line keys using a function key → page 65.

Setting the ringer for lines

If special ringers have been configured by the administrator for lines, you can adjust these here to suit your requirements.

You can also configure this setting via the WEB interface → page 145.

Press the key shown.

Select and confirm the option shown.

Enter and confirm the User password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the required line (for example, line 1).

Selecting the ringer

Select and confirm the option shown.

Confirm the option shown. Select the required ringer file^[1] or pattern. You will immediately hear the associated ringer melody. Confirm the current ringer file.

Select and confirm the option shown.

Selecting the pattern melody

The following setting is only effective if you selected "Pattern" under the ringer option.

Select and confirm the required pattern melody^[1] between 1 and 8 (e.g. 4). You will immediately hear the corresponding Ringer melody. Confirm the selected Ringer melody.

Select and confirm the option shown.

Selecting the pattern sequence

The following setting is only effective if you selected "Pattern" under the ringer option.

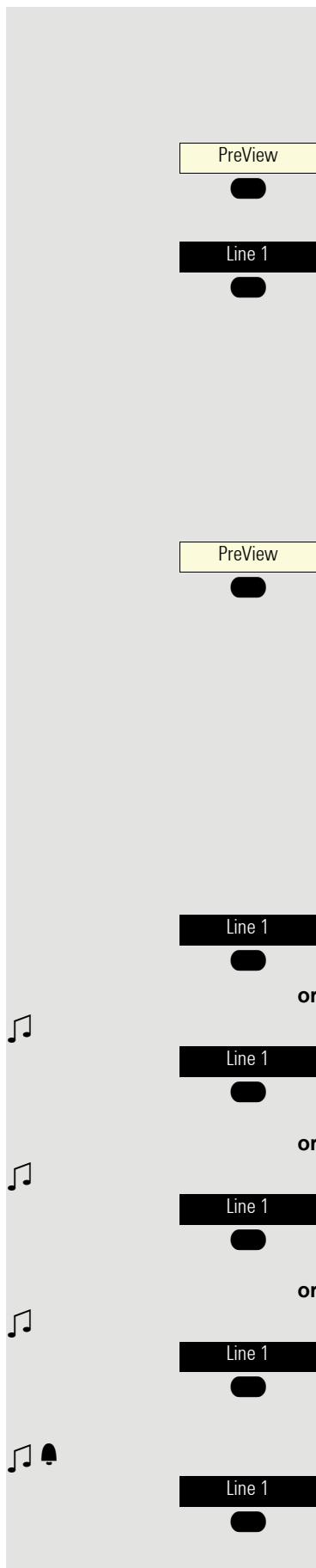
Select the required Ringer sequence in the context menu between 1 and 6 (e.g. 2). You will immediately hear the set Ringer melody with the selected Ringer sequence. Confirm the selected setting.

Select and confirm the option shown.

Line preview

Prerequisite: You are already on a call on one line and a further call rings on a secondary line. You have programmed a function key with the "PreView" function → page 60.

1. The phone displays the current setting



Preview for a call

Your administrator has deactivated the permanent PreView function.

Press the "PreView" key. The notification illuminates. The PreView function is temporarily activated.

Press the line key with notification. A popup window opens and you receive information about the caller. Press the line key again to accept the call or wait until the popup closes itself after a specified period of time.

The preview function is switched off and has to be switched on again for a further operation.

Permanent preview

Your administrator has deactivated the permanent PreView function.

Press the "PreView" key. The PreView for all lines with "Line preview" remains active until you press the "PreView" key again.

If the PreView has been deactivated, a call is answered immediately on a line when the line key is pressed, without first showing caller information.

Rollover for a line

Your administrator can determine how rollover calls are to be signaled.

Only the relevant line key with the text label flashes or is shown inverse.

You hear a **special advisory tone** via the currently active microphone and the corresponding line notification above which the text label flashes or is shown inverse.

The **ringer melody set sounds briefly** (approx. 3 seconds) via the loudspeaker and the corresponding line notification above which the text label flashes or is shown inverse.

You hear a short notification tone.

The ringer melody is not played in speakerphone mode.

The phone rings. The corresponding line notification above which the text label flashes or is shown inverse, and a pop-up menu with the available information is shown.

Making calls in an executive/secretary team

 An executive-secretary team is configured by your administrator and may include up to four executive and up to two secretary telephones. You will find additional information on this function in the executive/secretary documentation.

 This function is not available to you on an OpenScape 4000, see → page 164.

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 telephone

Mobile logon?	
Please enter mobility ID	
	
Enter password	

Prerequisite: The mobility function is available on this telephone.

Select and confirm the option shown in the idle display context menu. The **Mobility logon** dialog appears.

You are prompted to enter your Mobility ID.

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

You are prompted to enter your mobility password.

Enter and confirm the mobility password.

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

Ending the mobility function on a telephone (log off)

Mobile logoff?	
Mobile logoff	

Prerequisite: You are logged on to a telephone with the mobility function.

Select and confirm the option shown in the idle display context menu.

You briefly have the option to cancel the logoff, otherwise the logoff process is launched.

Wait until all contacts and telephone settings have been saved.

Privacy/security

Do not disturb

If "Do not disturb" is activated, your telephone will not ring. The caller hears the busy signal or an appropriate announcement.

 On multi-line telephones (→ page 73) you can only activate the "Do not disturb" function for your primary line.

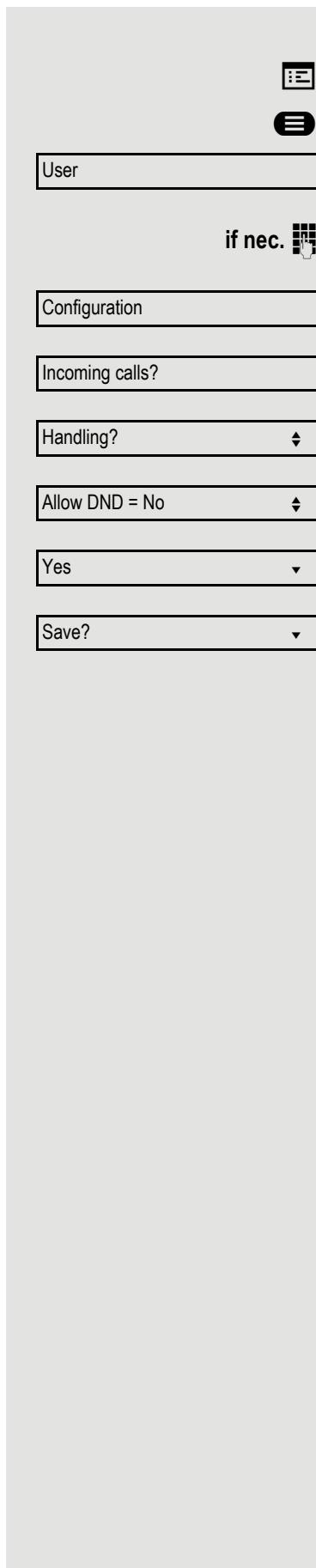
Enabling do not disturb via the idle menu

Do not disturb on? 

Select and confirm the option shown in the idle display context menu. The  icon appears on the display.

Do not disturb off? 

Select and confirm the option shown in the idle display context menu. The  icon disappears from the display.



Allowing "Do not disturb" (DND)

You can also configure this setting via the WEB interface → page 145.

Press the key shown.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Click OK to change the DND status.

Click OK to select the option.

Click OK to save the changes.

Allowing DND from RingCentral API

 This feature has been configured by your administrator and your CP phone has been resynchronized.

When DND is enabled locally, the incoming calls are rejected, but your presence/availability is not indicated to the other users.

When server DND is allowed by your administrator from RingCentral API and DND is enabled on your phone, your DND state is shown on your CP Phone and all other user's phones:

- DND enabled: **Do not accept any calls** 

If server DND is disabled by your administrator, your presence state is reverted back to local-DND behavior:

DND disabled: **Take all calls**

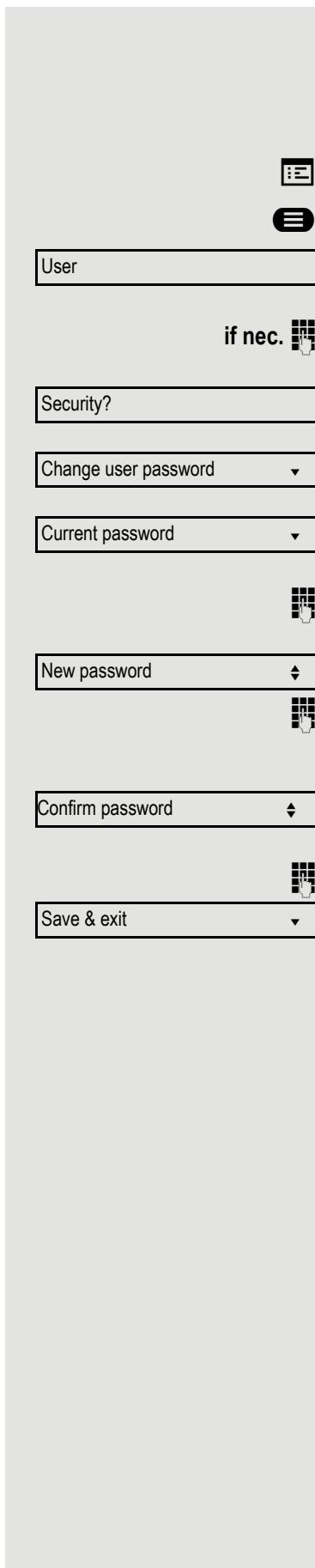
Security

User password

Your User password protects your individual configurations, including your language settings. You can also use the User password to lock your telephone → page 90.

The administrator may have configured the following settings:

- The password is deactivated: You do not have the option of configuring user settings. The message "Password is disabled" is displayed.
- The password is temporarily locked: You do not have the option of configuring user settings at this time. The message "Password is suspended" is displayed.
- After initially logging on to a user area, you may have to replace the default password with a new password.
- A password can have a predefined period of validity: You will have to create a new password when the period ends. The message "Change (x days left)" will alert you to this at the appropriate time. The message "Password has expired" appears when the validity period is over. Confirm "Passwort ändern" and change the password as described in this section.
- If you repeatedly enter the wrong password (2 to 5 times), additional attempts are blocked. You can make another attempt after a predefined time.
- It is possible that you will not be able to re-use a previously used password for a period of time, which means you have to create another "new password".
- Your administrator can tell you about the rules for what and how many characters can or must be used in the password.



Changing the password

 The preset password "000000" corresponds to a blank password. In other words, the phone cannot be locked and the user menu is **not** password protected. (see also → page 89)

The User password can also be modified via the WEB interface → page 145.

Press the key shown.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter the current password (at least six characters) and confirm (text entry, see → page 19).

Select and confirm the option shown.

Enter a new password (at least six characters) and confirm (text entry, see → page 19).

Select and confirm the option shown.

Enter and confirm the new password once more.

Select and confirm the option shown.

Deactivating the password prompt

You can deactivate the phone's password prompt if a password has already been configured.

 The deactivation of the password prompt does not affect the WEB interface → page 145 or CTI applications that use a password prompt. As long as the password prompt is deactivated, you do not have access to user settings via the WEB interface.

If you deactivate the password prompt, you can **no longer** lock the phone → page 90 and the user menu is **not** password protected.



Press the key shown.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter the current password (at least six characters) and confirm (text entry, see → page 19).

Select and confirm the option shown.

Enter six zeros ("000000") to deactivate the password prompt. Confirm your input (at least six characters (text input, see → page 19)).

Select and confirm the option shown.

Enter six zeros ("000000") once again and confirm.

Select and confirm the option shown.

Locking the phone

You can lock your phone to protect it against unauthorized access. In this way, no one can make calls or change your user settings unless they know your user password.

Predefined numbers from the dial plan can still be dialed when the phone is locked - for more information consult your administrator.

→ You can only lock the phone if you set a user password (→ page 87). The password for this must not be the default setting "000000".

Check if necessary whether the telephone lock function has been activated for you by the administrator.

Activating the phone lock

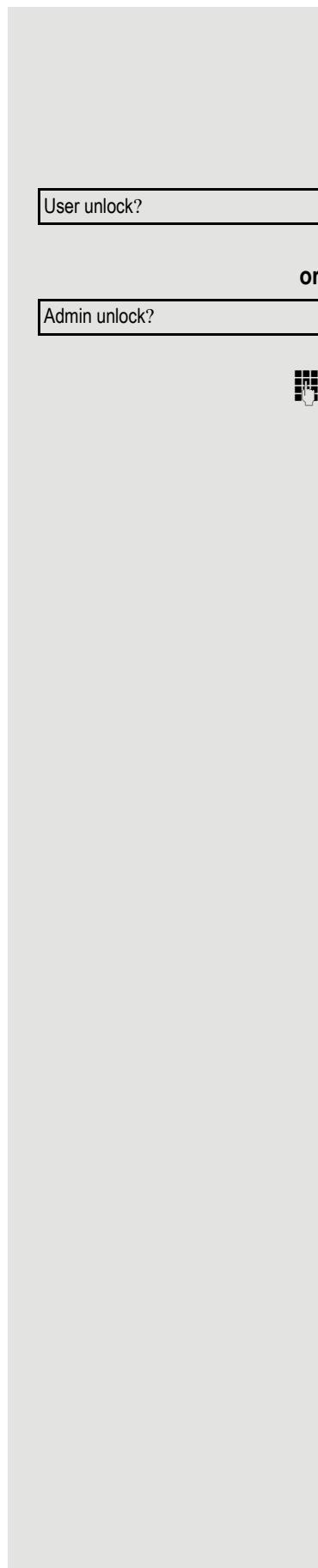


Confirm lock?

Hold down the key shown.

Confirm the option shown. The "Locked phone" icon appears on the display → page 22.

→ If an emergency number is entered on the phone by the administrator, **Emergency call** appears on the display for selection when you have activated the lock. You can also enter the emergency number via the dialpad.



Unlocking the phone

The display shows: Phone locked.

There are two options available for unlocking the phone:

- Unlock user
- Unlock admin

Select and confirm if you know the user password. You are prompted to enter the user password.

or

Select and confirm if you only know the administrator password. You are prompted to enter the administrator password.



Enter and confirm the User password or administrator password. The phone is unlocked if the password was correct.

→ If the telephone is locked, an emergency number entered by the administrator can be dialed using the dialpad or the **Emergency call** option.

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

Other settings and functions

Audio settings

Optimize the audio settings of your OpenStage for your work environment and according to your personal requirements.

Room character

To ensure that the other party can hear you properly in speakerphone mode, you can adjust the phone to the room acoustics by choosing one of the following room character conditions: "Normal", "Echoing", "Muffled".



You can also configure this setting via the WEB interface → page 145.



Press the key shown.

User

Select and confirm the option shown.



Enter and confirm the user password.

Audio

Select and confirm the option shown.

Settings?

Select and confirm the option shown.

Room character = Normal



Select and confirm the room character (for example, "Normal").

Save & exit



Select and confirm the option shown.

Ringer

If your administrator has loaded suitable files to the phone, you can select a real-tone file in "*.mid" and "*.wav" format for the ringer. If no individual audio files are available, the "pattern" ringer is preset.



You can also configure this setting via the WEB interface → page 145.



Press the key shown.

User

Select and confirm the option shown.



Enter and confirm the user password.

Audio

Select and confirm the option shown.

Settings?

Select and confirm the option shown.

Ringer file = abc.mid



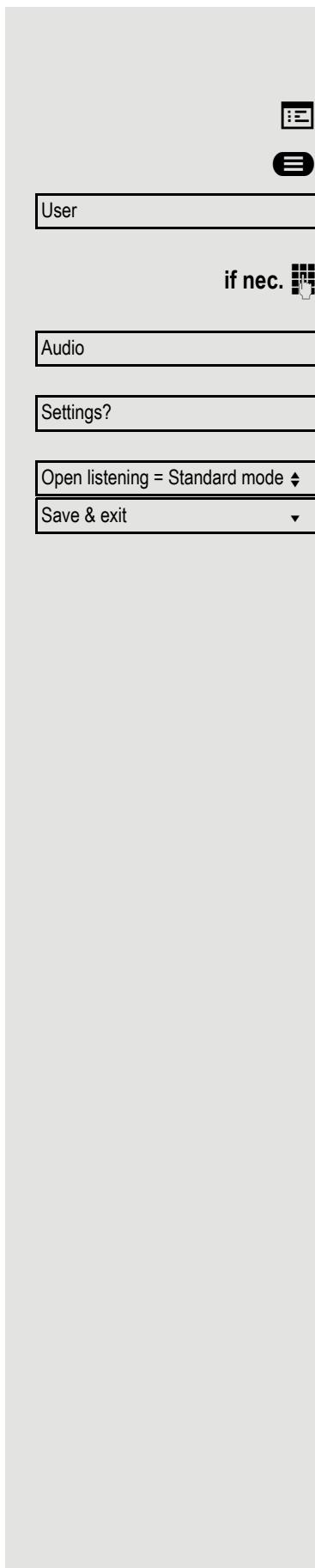
Select and confirm the option shown.

abc.mid?



Confirm the option shown. Select the required ringer file^[1] or pattern. You will immediately hear the associated ringer melody. Confirm the current ringer file.

  <input type="text" value="User"/>  <input type="text" value="if nec."/>  <input type="text" value="Audio"/>  <input type="text" value="Settings?"/>  <input type="text" value="Ringer melody = 2"/>  <input type="text" value="Save & exit"/>	<p>Select and confirm the option shown.</p> <h2>Pattern melody</h2> <p>You can also configure this setting via the WEB interface → page 145.</p> <p>Prerequisite: You have chosen the "pattern" ringer, see → page 92.</p> <p>Press the key shown.</p> <p>Select and confirm the option shown.</p> <p>Enter and confirm the user password.</p> <p>Select and confirm the option shown.</p> <p>Select and confirm the option shown.</p> <p>Select and confirm the required pattern melody^[1] between 1 and 8 (e.g. 4). You will immediately hear the corresponding Ringer melody. Confirm the selected Ringer melody.</p> <p>Select and confirm the option shown.</p> <h2>Pattern sequence</h2> <p>You can also configure this setting via the WEB interface → page 145.</p> <p>Prerequisite: You have chosen the "pattern" ringer, see → page 92.</p> <p>Press the key shown.</p> <p>Select and confirm the option shown.</p> <p>Enter and confirm the user password.</p> <p>Select and confirm the option shown.</p> <p>Select and confirm the option shown.</p> <p>Select the required Ringer sequence in the context menu between 1 and 6 (e.g. 2). You will immediately hear the set Ringer melody with the selected Ringer sequence. Confirm the selected setting.</p> <p>Select and confirm the option shown.</p>
--	--



Opening listening mode

Select the mode here that you prefer for open listening (see → page 40).

You can also configure this setting via the WEB interface → page 145.

Press the key shown.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the setting you want ("standard mode" or "US mode").

Select and confirm the option shown.

Special ringers

You can set special ringers for four different call types. The call type is signaled by the telephone system, recognized by the phone and prioritized accordingly.

You can configure the following call types:

- Internal
- External
- Recall (e.g. callback)
- Special 1
- Special 2
- Special 3



The special ringers are configured by the administrator.



Please note, that you, as User, cannot change the Ringer sound, Pattern melody and/or Pattern sequence of Emergency call type. This can be set only by an Administrator. Emergency ringer is always played (regardless of ringer settings) at maximum volume.



You can also configure this setting via the WEB interface → page 145.



Press the key shown.

User

Select and confirm the option shown.



Enter and confirm the user password.

Audio

Select and confirm the option shown.

Special ringers

Select and confirm the option shown.

The setting sequence is the same for all 4 types.
The settings for "Internal" are described below:

Internal

Select and confirm the option shown.

Available Yes

"Yes" shows that the administrator has enabled the special ringers.

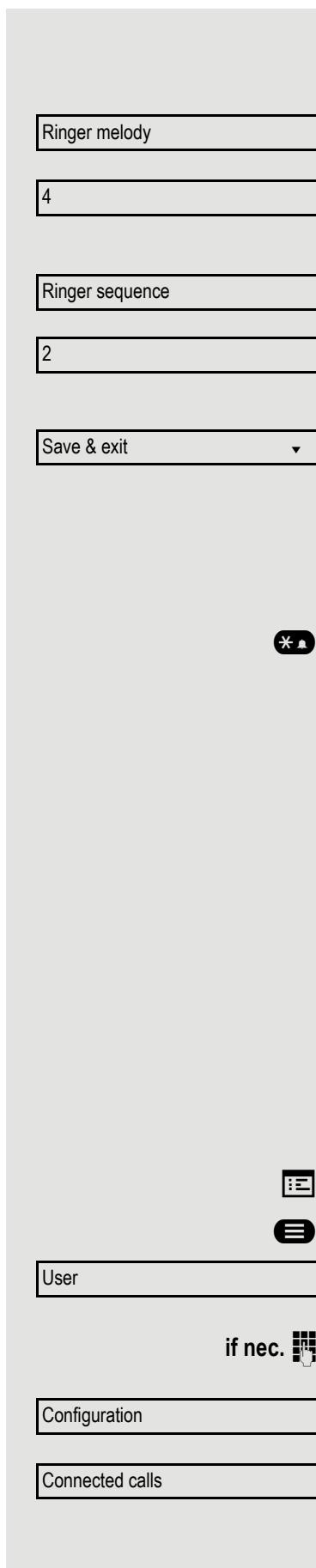
Ringer file

Select and confirm the option shown.

ABC.wav

Confirm the option shown. Select the required ringer file^[1] or pattern. You will immediately hear the associated ringer melody. Confirm the current ringer file.

1. The phone displays the current setting



Settings for "pattern"

If you selected "Pattern" as the ringer, you can make further settings for the pattern melody and pattern sequence:

Select and confirm the option shown.

Select **ukraiñs'ka** uired pattern melody^[1] between 1 and 8 (e. g. **4**). You will immediately hear the corresponding Ringer melody. Confirm the selected Ringer melody.

Select and confirm the option shown.

Select the required Ringer sequence between 1 and 6 (e.g. **2**). You immediately hear the set Ringer melody with the selected Ringer sequence. Confirm the selected setting.

Select and confirm the option shown.

Activating/deactivating the ringer

You can see whether the function is activated or deactivated from the corresponding icon in the status bar on the display → page 21.

Hold down the key shown.

Tone and indication with an unsecured voice connection

Use this option to activate an alert tone that plays at the start of the call if a secure voice connection with the current party ceases to be secure. The message "Non secure connection" is displayed.

If the administrator has configured a periodic alert, you will also hear the tone at regular intervals (every 15 seconds).

The sound of the periodic tone (if configured) is the same as the initial tone. Periodic alert tones play at half the configured alert-tone volume, at a lower frequency.



The secure connection is the preferred setup configured by your administrator.

You can also configure this setting via the WEB interface → page 145.

Press the key shown.

Select and confirm the option shown.

Enter and confirm the User password.

Select and confirm the option shown.

Select and confirm the option shown.

Secure call alert = No

Select and confirm the option shown.

Yes

Select and confirm the option shown in the context menu.

Save & exit

Select and confirm the option shown.

Display language

Use this menu option to select the language for operator prompting.



You can also configure this setting via the WEB interface → page 145.



Press the key shown.

User

Select and confirm the option shown.

if nec. 

Enter and confirm the user password.

Locality?

Select and confirm the option shown.

Language = Deutsch 

Select and confirm the option shown. The language set is displayed.

English (GB) 

Select and confirm to set the required language, in our example English (GB).

Save & exit? 

Select and confirm the option shown.

You may choose from the following languages:

1. Bahasa Indonesia
2. Bahasa Malaysia
3. Brasileiro
4. Català
5. Ceština
6. Cymraeg
7. Dansk
8. Deutsch
9. English (GB)
10. English(US)
11. Español
12. Français
13. Hrvatski
14. Italiano
15. Latviešu Valoda
16. Lietuvių Kalba
17. Magyar
18. Nederlands
19. Norsk
20. Polski
21. Português
22. Română
23. Slovenčina

- 24. Slovenski Jezik
- 25. Srpski Jezik
- 26. Suomi
- 27. Svenska
- 28. Tiếng Việt
- 29. Türkçe
- 30. Ελληνικά
- 31. Български
- 32. Македонски Јазик
- 33. Русски
- 34. Српски Језик
- 35. 中文
- 36. 日本語
- 37.

Time display format



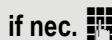
You can also configure this setting via the WEB interface → page 145.



Press the key shown.

User

Select and confirm the option shown.



Enter and confirm the user password.

Locality?

Select and confirm the option shown.

Time format = 24 hour



Select and confirm the option shown. The format set is displayed.

12 Hour (AM/PM)



Select and confirm the time format (12- or 24-hour display).

Save & exit



Select and confirm the option shown.

Date display format

You can also configure this setting via the WEB interface → page 145.

Press the key shown.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown. The format set is displayed.

Select and confirm the format you want.

Select and confirm the option shown.

The available date formats are:

- dd.mm.yy
- mm/dd/yy
- dd/mm/yy

Country-specific settings

Adapt your phone settings to suit the relevant country-specific conditions (for example transmission parameters).




User

if nec. 

Locality?

Country = DE 

US? 

Save & exit? 

You can also configure this setting via the WEB interface → page 145.

Press the key shown.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown. The country set is displayed.

Select and confirm to set the required country^[1]. Example: US.

Select and confirm the option shown.

You may choose from the following countries:

1. Argentina	AR	21. Luxembourg	LU
2. Australia	AT	22. Mexico	MX
3. Austria	AU	23. Netherlands	NL
4. Belgium	BE	24. New Zealand	NZ
5. Brazil	BR	25. Norway	NO
6. Canada	CA	26. Poland	PL
7. China	CN	27. Portugal	PT
8. Chile	CL	28. Russian Federation	RU
9. Croatia	HR	29. Singapore	SG
10. Czech Republic	CZ	30. Slovakia	SK
11. Denmark	DK	31. South Africa	ZA
12. Finland	FI	32. Spain	ES
13. France	FR	33. Sweden	SE
14. Germany	DE	34. Switzerland	CH
15. Hungary	HU	35. Thailand	TH
16. India	IN	36. Turkey	TR
17. Ireland	IE	37. United Kingdom	GB
18. Italy	IT	38. United States	US
19. Japan	JP	39. Vietnam	VN
20. Ukraine	UA		

Setting daylight saving time

Prerequisite: Auto DST is deactivated → page 102.

You can also configure this setting via the WEB interface → page 145.

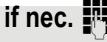
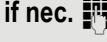
Press the key shown.

Select and confirm the option shown.




User

1. The phone displays the current setting

	Enter and confirm the user password.
Date and time?	Select and confirm the option shown.
Daylight saving = No 	Select and confirm the option shown. The time set is displayed.
Yes 	Confirm the option shown.
Save & exit 	Select and confirm the option shown.
Setting the difference between daylight saving and standard time	
	Prerequisite: Auto DST is deactivated → page 102.
	Enter the difference to be used for daylight saving time.
User 	You can also configure this setting via the WEB interface → page 145.
	Press the key shown.
Date and time?	Select and confirm the option shown.
Difference (mins) = 60 	Select and confirm the option shown. The difference set is displayed.
	Enter and confirm the difference between daylight and standard time in minutes.
Save & exit 	Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown. The time set is displayed.

Confirm the option shown.

Select and confirm the option shown.

Setting the difference between daylight saving and standard time

Prerequisite: Auto DST is deactivated → page 102.

Enter the difference to be used for daylight saving time.

You can also configure this setting via the WEB interface → page 145.

Press the key shown.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown. The difference set is displayed.

Enter and confirm the difference between daylight and standard time in minutes.

Select and confirm the option shown.

Automatic daylight saving time

The **Auto DST** setting is provided for information purposes and can only be changed by your administrator.



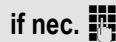
You can also access this information via the WEB interface → page 145.



Press the key shown.

User

Select and confirm the option shown.



Enter and confirm the user password.

Date and time?

Select and confirm the option shown.

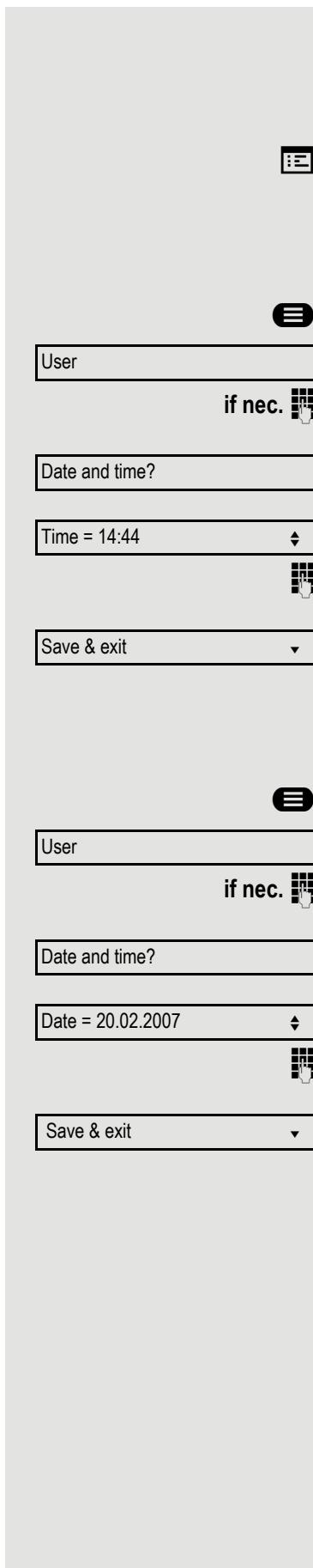
Auto DST=No?

Select and confirm the option shown.

Yes?

Select and confirm the option shown in the context menu.

Daylight saving time must be manually set if a **No** is entered for **Auto DST** → page 100.



Setting the date and time

This function allows you to select one of three different display modes for the date and manually set the time if necessary.

You can also configure these settings via the WEB interface → page 145.

Setting the time

Press the key shown.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown. The time set is displayed.

Enter and confirm the time.

Select and confirm the option shown.

Setting the date

Press the key shown.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown. The date set is displayed.

Enter and confirm the date.

Select and confirm the option shown.

Network information

This overview in the user area of the Program/Service menu provides you with information about the IP address 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 shown.

User

Select and confirm the option shown.



Enter and confirm the user password.

Network information

Select and confirm the option shown. You can browse the following overview:

Phone address: Name or number of telephone.

Web address: HTTP address of WEB interface. This address is specified in the address line of the Internet browser and is used to call 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 Address: Displays the global IPv6 address

LAN/PC-RX: The network or PC interface data packets received are illustrated dynamically as columns.

LAN/PC-TX: The network or PC interface data packets sent are illustrated dynamically as columns.

LAN/PC autonegotiated: [Yes|No]: Displays whether the network or PC interface data transfer rate is set to automatic (**Yes**) or manual (**No**).

LAN/PC information: [10|100|1000] Mbit/s: Data transfer rate of the network or PC interface. If an interface is not in use, **Link down** is displayed.

Resetting user data

The following user-specific settings, which you changed via the phone menu or the WEB interface, can be reset to factory settings.

- Display contrast
- Language setting
- Audio settings
 - Volumes
 - Settings
- Call lists
 - All entries are deleted.
- Programmable keys
 - All personalized programming is deleted (see also → page 67).

Important: All listed data is reset **without** a warning tone.

Initiating the reset



Press the key shown.

User

Confirm the option shown.



Enter and confirm the user password.

Reset

Select and confirm the option shown.

Reset all user data?

Select and confirm the option shown. The user data is reset to factory settings.

or

Cancel?

To cancel the process.

Programming call forwarding



Depending on the settings made by the administrator, standard call forwarding may be configured for the phone or alternatively a forwarding call by type option that is supported by OpenScape Voice .

The **Forwarding** function must be approved by the administrator.

Standard call forwarding

You can forward calls for your phone to another phone. You can also change, activate and deactivate call forwarding during a call.

On multi-line telephones (→ page 73), you can only configure call forwarding for the primary line.

Three forwarding conditions can be programmed in the forwarding menu:

- Uncond'l
- Busy
- On No reply (xs)

Because of its direct impact, "Uncond'l" call forwarding has the highest priority followed by "No reply" and then "Busy".

If active, "Uncond'l" call forwarding is indicated on the display when the phone is idle.

Forwarded calls can be logged in a call list (see → page 25).

The **Forwarding** menu offers you three types of call forwarding.

<input type="checkbox"/> Uncond'l	Destination phone number
<input type="checkbox"/> Busy	Destination phone number
<input type="checkbox"/> No reply (xs)	Destination phone number

A phone number may already be assigned to each call forwarding type. For example, a Destination could then be Destination 12345.

Alternatively, call forwarding can be programmed on one or more keys with a fixed destination and a predefined forwarding or call type → page 63.

Using call forwarding

The following functions are available for activating and deactivating call forwarding and configuring it in accordance with your requirements:

- "Activating or deactivating immediate call forwarding" → page 107
- "Saving destination phone numbers for call forwarding" → page 108
- "Editing favorites" → page 109
- "Copying and pasting destination phone numbers" → page 109
- "Assigning a destination phone number for call forwarding" → page 110
- "Activating/deactivating call forwarding" → page 111
- "Defining the ring duration before call forwarding on no reply" → page 112

Activating or deactivating immediate call forwarding

Prerequisite: Ideally you have configured the original forwarding key for "Variable call forwarding" (see → page 64). Otherwise you can configure the settings for call forwarding via the user menu (→ page 50). It is recommended to configure the key so that you can use the following enhanced functions.

Call forward

Select the Programmable key shown, if configured.

or

Deactivating call forwarding

If call forwarding was activated for example for **Uncond'I**, it will now be automatically deactivated.

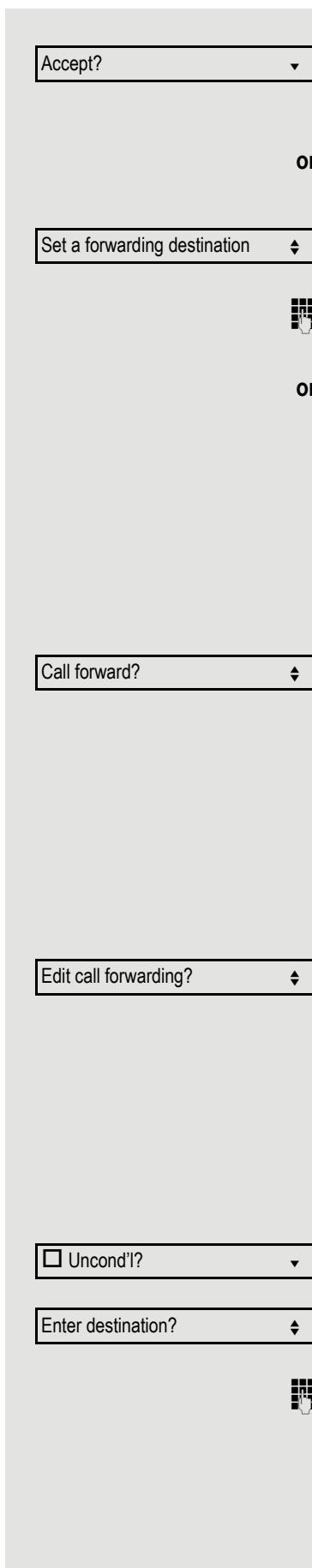
Activating forwarding to last destination

The pop-up menu opens:

The message:

"Set forward on to" is displayed with the number of the last forwarding destination and you have the following options:

- Accept
- Set a forwarding destination
- Edit call forwarding
- Cancel



Using last forwarding destination

Select and confirm the option to use the last saved destination for example for **All calls** again. Call forwarding to this destination is immediately activated for All calls and the key illuminates.

Activating with variable destination phone numbers

If you want to use a new forwarding destination:

Select and confirm the option shown.

Enter and confirm the new destination phone number.

Confirm the last destination phone number saved (it will be displayed).

Call forwarding to this destination is immediately activated for example for **Uncond'l** and the notification lights up.

Saving destination phone numbers for call forwarding

You can alternatively enter the call forwarding settings via the user menu (→ page 50) or also using the WEB interface→ page 145.

Select and confirm the option shown within 3 seconds.

The pop-up menu opens:

The message:

"Set forward on to" is displayed with the number of the last forwarding destination and you have the following options:

- Accept
- Set a forwarding destination
- Edit call forwarding
- Cancel

Select and confirm the option shown within 3 seconds.

Three types of call forwarding are offered in the settings menu:

- Uncond'l
- Busy
- No reply (xs)

You can check at this point whether **Busy** or **No reply (xs)** call forwarding is already activated.

Saving a destination phone number

Select and confirm the forwarding type (here for instance Uncond'l).

Select and confirm the option shown.

Enter/edit and confirm the destination phone number.

or

Uncond'l

Edit favourites?

Destination 1



Save & exit

Call forward?

Edit call forwarding?

Uncond'l: 3339

Copy?

No reply (xs)

Paste?

No reply (xs): 3339

Editing favorites

You can preconfigure up to five destination phone numbers for call forwarding. These destination phone numbers can then be assigned different forwarding conditions.

Select and confirm the forwarding type (here for instance Uncond'l).

Select and confirm the option shown.

For instance, select and confirm the first destination.

Enter/edit and confirm the destination phone number.
If necessary, define additional destination phone numbers.

Select and confirm the option shown.

Copying and pasting destination phone numbers

The current destination phone number for a call forwarding type is copied. For example, the current destination phone number for All calls should also become the current destination phone number for No reply (xs).

Select and confirm the option shown within 3 seconds.

The pop-up menu opens:

Select and confirm the option shown within 3 seconds.

Three types of call forwarding are offered in the settings menu:

- Uncond'l
- Busy
- No reply (xs)

1. Copy

Select and confirm the forwarding type (here for instance Uncond'l).

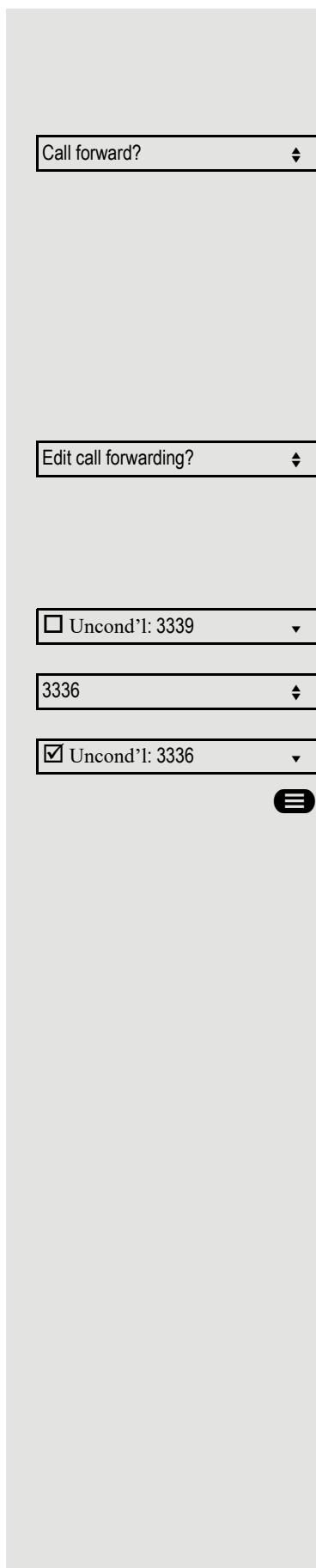
Select and confirm the option shown.

2. Paste

Select and confirm the type of destination forwarding (here for instance No reply (xs)).

Select and confirm the option shown.

Both types of call forwarding now have the same destination phone number. The call forwarding type No reply (xs) is automatically activated.



Assigning a destination phone number for call forwarding

Prerequisite: At least one destination phone number has already been saved.

Select and confirm the option shown

The pop-up menu opens:

The message:

"**Set forward on to**" is displayed with the number of the last forwarding destination and you have the following options:

- Accept
- Set a forwarding destination
- Edit call forwarding
- Cancel

Select and confirm the option shown within 3 seconds.

Three types of call forwarding are offered in the settings menu:

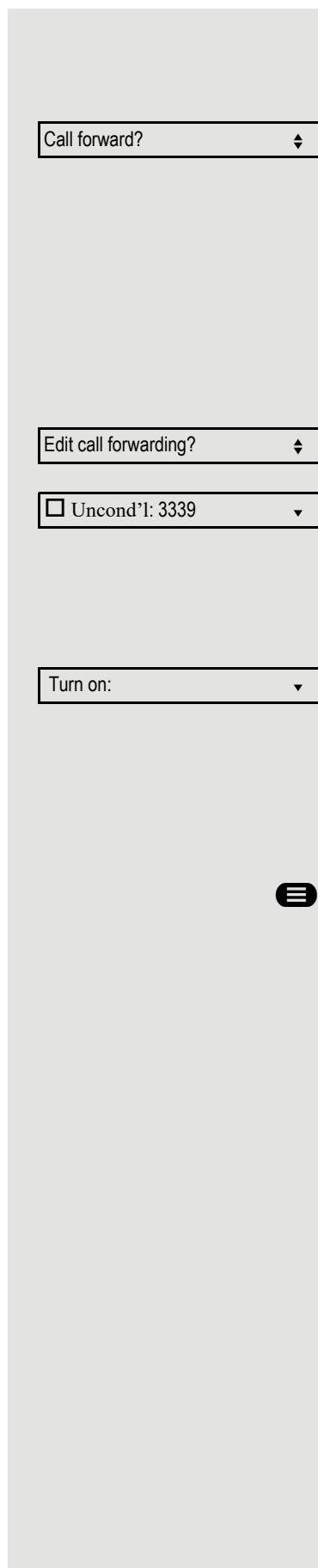
- Uncond'l
- Busy
- No reply (xs)

Select and confirm the forwarding type (here for instance Uncond'l).

Select and confirm a saved destination.

The forwarding type is activated and the new destination is displayed.

Press the key to open the call display. If All calls was activated, the forwarding destination is displayed with the forwarding icon and the **Forwarding** notification illuminates. The Busy and No reply (xs) types of call forwarding are not displayed.



Activating/deactivating call forwarding

Prerequisite: A forwarding destination is already configured for the relevant forwarding type.

Select and confirm the option shown

The pop-up menu opens:

The message:

"Set forward on to" is displayed with the number of the last forwarding destination and you have the following options:

- Accept
- Set a forwarding destination
- Edit call forwarding
- Cancel

Select and confirm the option shown within 3 seconds.

Choose one of the forwarding types offered:

- Uncond'l: 3339 (deactivated is the default setting)
- Busy: 3335
- No reply (xs): 3336

and confirm your selection. Here for example Uncond'l.

Select and confirm the option shown. Call forwarding is activated. This type of call forwarding is deactivated with **Turn off**.

The call forwarding settings can appear as follows:

- Uncond'l: 3339 (deactivated is the default setting)
- Busy: 3335
- No reply (xs): 3336

Press the key to open the call display. If Uncond'l was activated, the forwarding destination is displayed with the forwarding icon and the **Forwarding** notification illuminates. The Busy and No reply (xs) types of call forwarding are not displayed.

Defining the ring duration before call forwarding on no reply

You can define how often the phone should ring before "No reply" call forwarding is activated.

 This setting is only available if the "Server features" function was deactivated by the administrator.

You can also configure this setting via the WEB interface → page 145.

Press the function key to open forwarding, if configured.

Within three seconds:

Select and confirm the option shown within 3 seconds.

Select and confirm the type of call forwarding.

Select and confirm the option shown.

Enter the required time in seconds and confirm your entry. The set time is displayed with the option. Call forwarding is activated.

Press the key to open the call display.

Call forwarding chain

Sometimes calls to a subscriber are forwarded to another subscriber who also has call forwarding or DND activated. This can create a call forwarding chain consisting of several telephones where the last member of the chain is your phone.

A popup window opens on your phone's display with the following information:

- Who is calling.
- Who forwarded first or last.
- The reason for the forwarding is displayed by an icon.

You can set whether the subscriber who forwarded first or last is displayed (see → page 50).

Call forwarding by call type

If use of system-assisted functions has been enabled by the administrator and the **Forwarding Int/Ext** function activated, call forwarding by call type functionality will be available to you. Forwarding in this case is dependent on the forwarding type and additionally on the call type. The menu layout therefore deviates from that for standard forwarding → page 106. You can also change, activate and deactivate call forwarding during a call.

Forwarding menu

The Forwarding menu is opened either using the configured "Variable call forwarding" key (see → page 64) or via the user menu (→ page 50) and contains the three forwarding types:

- Unconditional
- Busy
- No reply

Because of its direct impact, "**Uncond'l**" call forwarding has the highest priority followed by "**No reply**" and "**Busy**"

If active, "**Uncond'l**" call forwarding is indicated on the display when the phone is idle. Forwarded calls can be logged in a call list (see → page 24).

The three forwarding types are each assigned three call types in the **Forwarding** menu:

Uncond'l

- All calls
- External
- Internal

Busy

- All calls
- External
- Internal

No reply

- All calls
- External
- Internal

CTI calls

Beep on auto-answer

When you dial a number with a CTI application (e.g. Outlook) and auto-answer is activated, the phone switches automatically to speakerphone mode. If auto-answer is deactivated, the phone first rings and you have to press the loudspeaker key or lift the handset in order to set up the call. This setting also defines whether or not incoming calls are automatically accepted. If the function is active, an alert beep sounds when an incoming call is automatically accepted.

Information on the operation of the configured CTI application can be found in the corresponding operating instructions.

You can also configure this setting via the WEB interface → page 145.



The CTI option was programmed by your administrator.



Press the key shown.

User

Select and confirm the option shown.



Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Incoming calls?

Select and confirm the option shown.

CTI calls?

Select and confirm the option shown.

AutoAnswer = No

Select and confirm the option shown.

Yes

Select and confirm the option shown.

AutoAnswer beep = No

Select and confirm the option shown.

Yes

Select and confirm the option shown.

Save & exit

Select and confirm the option shown.

Beep on auto-reconnect

You can reconnect a held call both via the CTI application and via the phone. A beep sounds when you toggle between an active call and a held call when the function is active.



The CTI option was programmed by your administrator.



You can also configure this setting via the WEB interface → page 145.



Press the key shown.

User

Select and confirm the option shown.

if nec.

Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Incoming calls?

Select and confirm the option shown.

CTI calls?



Select and confirm the option shown.

AutoReconnect beep = No



Select and confirm the option shown.

Yes



Select and confirm the option shown.

Save & exit



Select and confirm the option shown.

Activating and deactivating the hold reminder tone

User

if nec.

Configuration

Connected calls?

Allow hold rem. = No

Yes

Save & exit

You can also configure this setting via the WEB interface → page 145.

Press the key shown.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

Setting the hold reminder time

Use the "Hold rem. delay" function to set the time after which you want to receive an automatic reminder about a held call.

The minimum value is 1, in other words the reminder is output after one minute. The maximum value is 15 minutes.

You can also configure this setting via the WEB interface → page 145.

Press the key shown.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select a value between 1 and 15 and confirm.

Select and confirm the option shown.

Save & exit

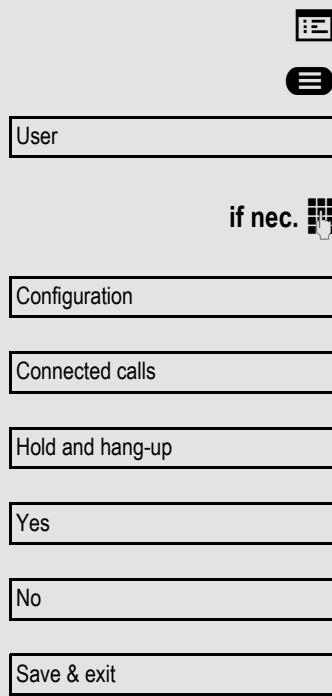
Activating/deactivating Hold and hang-up

This function works in the following call scenarios:

- You have placed a call on hold and hang up.
- You are conducting a consultation call and the second party hangs up.
- You have answered a second call and you or the second party hangs up.

You can use "hold and hang up" to determine whether you will be prompted immediately or after a defined time to retrieve the held call.

 This function **cannot** be used on multi-line phones.



You can also configure this setting via the WEB interface → page 145.

Press the key shown.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown in the context menu to activate the function
or

Select and confirm the option shown to deactivate the function again. The function
is always deactivated by default.

Select and confirm the option shown.

Music on hold

If the Music on hold option is active, music is played back when you are placed on hold by another party.

	You can also configure this setting via the WEB interface → page 145.
	Press the key shown.
User	Select and confirm the option shown.
if nec.	
Configuration	Select and confirm the option shown.
Connected calls?	Select and confirm the option shown.
Music on hold = No	Select and confirm the option shown.
Yes	Select and confirm the option shown.
Save & exit	Select and confirm the option shown.

Allowing call joining

You can also configure this setting via the WEB interface → page 145.

	You can also configure this setting via the WEB interface → page 145.
	Press the key shown.
User	Confirm the option shown.
if nec.	
Configuration	Select and confirm the option shown.
Connected calls?	Select and confirm the option shown.
Allow call joining = Yes	Select and confirm the option shown.
Yes	Select and confirm the option shown.
Save & exit	Select and confirm the option shown.

Permitting call deflection

You can also configure this setting via the WEB interface → page 145.

 "Deflect" must be authorized by the administrator.

Press the key shown.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

Confirm the option shown.

Select and confirm the option shown.

Enter the phone number to which the subscriber is to be deflected and confirm.

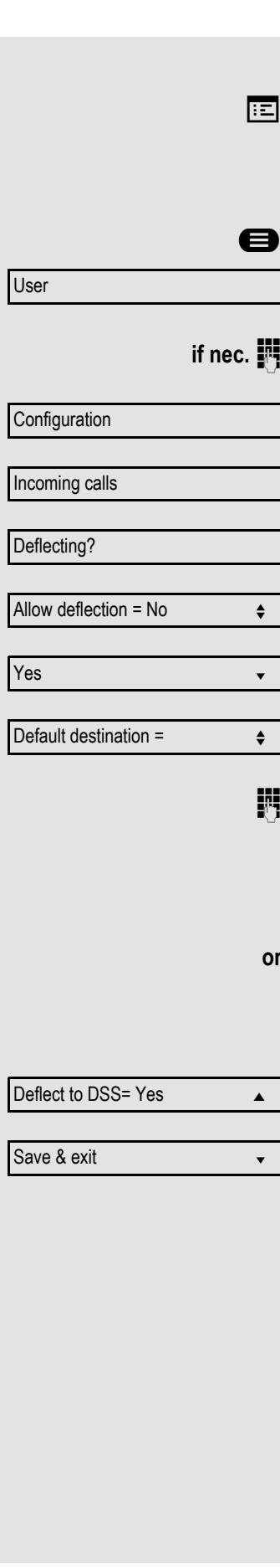
 Entering a destination phone number is not mandatory when call deflection is active. If you want to deflect an incoming call, you are prompted to enter a destination phone number if there is none stored.

Deflecting to a DSS number

A call can be deflected to a direct station selection (DSS) subscriber using the DSS key, if the key is configured and the deflect function is activated by your administrator → page 72.

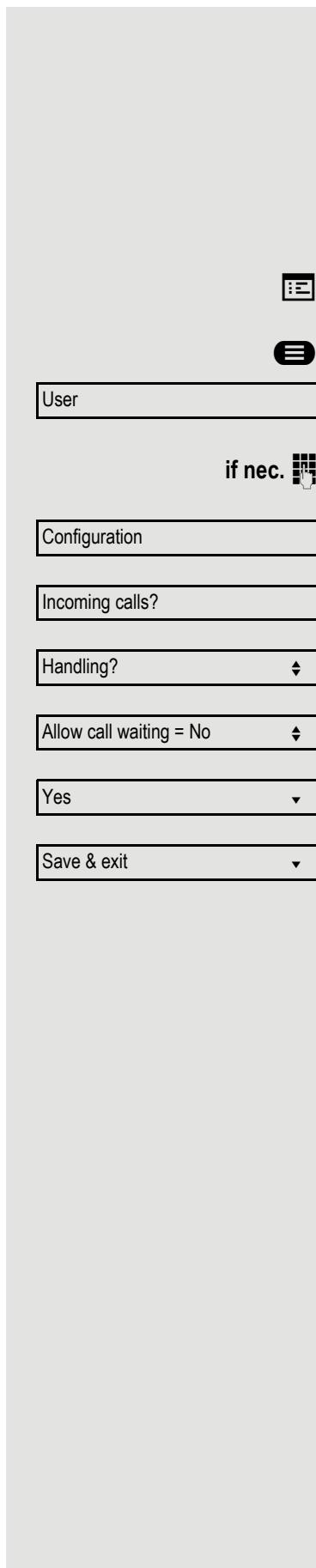
Information only, as set by the administrator: Yes or No.

Select and confirm the option shown.



The screenshot shows a series of menu steps on a NEC phone system. The path is as follows:

- User
- Configuration
- Incoming calls
- Deflecting?
- Allow deflection = No
- Yes
- Default destination = (with a dropdown arrow)
- Enter the phone number to which the subscriber is to be deflected and confirm.
- or
- Deflect to DSS= Yes
- Save & exit



Allowing call waiting

You can disable the tone which is played when you are on a call if you prefer to not be distracted by the tone during a current active call.

Prerequisite: The option was programmed by your administrator.

→ If the call waiting (second call) function is deactivated and you are already conducting a call, a caller hears the busy signal.

You can also configure this setting via the WEB interface → page 145.

Press the key shown.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

Assuming **Allow call waiting** is activated, you can toggle a configured key to switch the call waiting feature itself on/off (→ page 65).

Connecting subscribers by hanging up

Set the "Toggle associate" function to Yes if you want to connect to a second or pickup call by hanging up.



You can also configure this setting via the WEB interface → page 145.



Press the key shown.

User

Select and confirm the option shown.



Enter and confirm the User password.

Configuration

Select and confirm the option shown.

Connected calls

Select and confirm the option shown.

Toggle associate = No



Select and confirm the option shown.

Yes



Select and confirm the option shown.

Save & exit



Select and confirm the option shown.

Allowing call transfer

You can also configure this setting via the WEB interface → page 145.



Press the key shown.

User

Select and confirm the option shown.



Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Connected calls?

Select and confirm the option shown.

Allow call transfer = No



Select and confirm the option shown.

Yes



Select and confirm the option shown.

Save & exit



Select and confirm the option shown.

Settings for autodial delay

→ The setting does not affect automatic emergency number dialing.

If you select **Autodial delay**, you must either confirm the "Dial" option, press the loudspeaker key or wait until the autodial delay expires to set up a call when dialing with the handset on hook.



You can also configure this setting via the WEB interface → page 145.



Press the key shown.

User

Select and confirm the option shown.

if nec.

Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Outgoing calls

Select and confirm the option shown.

Autodial delay = 8



Select and confirm the option shown.



Select a value between 1 and 9 and confirm.

Save & exit



Select and confirm the option shown.

Allowing Busy when dialling

If you activate this function, an incoming call received while you are dialing is rejected. The caller then hears the busy signal.



You can also configure this setting via the WEB interface → page 145.



Press the key shown.

User

Select and confirm the option shown.



Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Outgoing calls

Select and confirm the option shown.

Busy when dialling = No

Select and confirm the option shown.

Yes

Select and confirm the option shown.

Save & exit

Select and confirm the option shown.

Allowing Transfer on ring

If this option is allowed, you can activate call transfer by replacing the handset even before the called party answers.



You can also configure this setting via the WEB interface → page 145.



Press the key shown.

User

Select and confirm the option shown.



Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Outgoing calls

Select and confirm the option shown.

Transfer on ring = No

Select and confirm the option shown.

Yes

Confirm the option shown to activate the callback function.

Save & exit

Select and confirm the option shown.

Activating/deactivating immediate dialing

 Immediate dialling should only be activated if your administrator has configured and approved a dial plan.

Immediate dialling is deactivated by default. For this reason after entering the number you must either confirm the "Dial" option or wait until the dial delay expires to set up the connection. If **Immediate dialling** is configured, your call is automatically dialed as soon as the string entered matches an entry in the dial plan.



You can also configure this setting via the WEB interface → page 145.



Press the key shown.

User

Select and confirm the option shown.

if nec. 

Enter and confirm the User password.

Configuration

Select and confirm the option shown.

Outgoing calls

Select and confirm the option shown.

Immediate dialling = No 

Select and confirm the option shown.

Yes 

Select and confirm the option shown.

Save & exit 

Confirm the option shown.

Permitting a callback

The Callback function is approved by the administrator.

You can also configure this setting via the WEB interface → page 145.

Press the key shown.

Confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

Confirm the option shown.

Select and confirm the option shown.

Select and confirm to activate the callback function.

Select and confirm the option shown.

Allowing a conference

This option allows or blocks the "Conference" function.

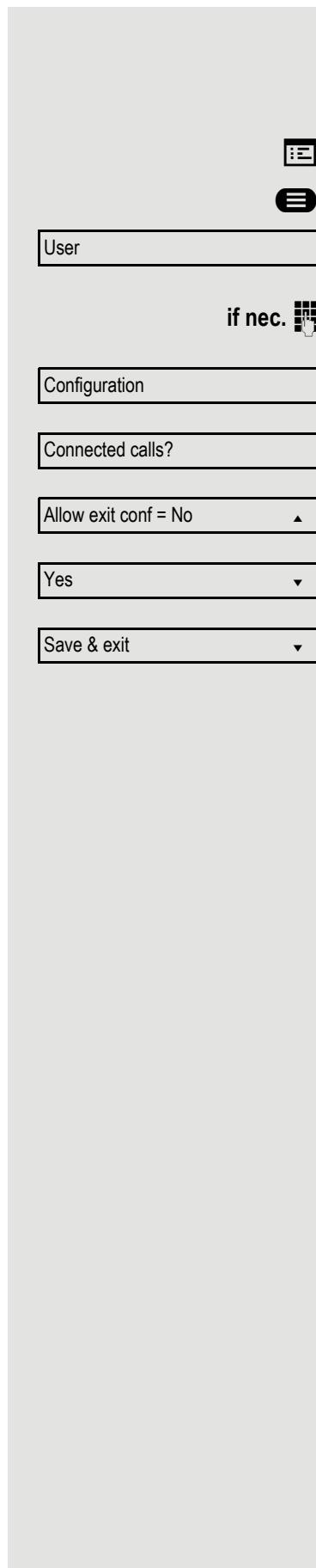
You can also configure this setting via the WEB interface → page 145.

Press the key shown.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.



Allowing joining in a conference

You can use this option to decide whether or not your call partners are allowed to join calls after you exit the conference call.

You can also configure this setting via the WEB interface → page 145.

Press the key shown.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

Call logging

For a detailed description of the different call lists, see Call logging on → page 25. The Call logging function must be activated in order to view and manage call lists → page 128, otherwise the message "Key function unavailable" is displayed.

Dialing an entry

Call log

Missed (x)

Niels, Bohr 13:22

Open the Call log via the Programmable key, if configured.

For instance, select and confirm the list of missed calls.

The list is sorted chronologically, with the most recent caller first.
You can use the Navigationstasten to browse through the list.

Select and confirm the appropriate list entry. The phone number is dialed.

Deleting all entries

Call log

Dialled (x)

Delete all

Open the Call log via the Programmable key, if configured.

For instance, select and confirm the list of dialed numbers.

Select and confirm the option shown. All entries in the list displayed are deleted.

Call logging – activating/deactivating

The function can be disabled in order to prevent unauthorized third parties gaining information on the other party involved in the call from the call lists. No further calls or conversations are then logged. The function is always activated by default.

When you deactivate Call logging, please note that the customary last number redial function will also be affected by this. You can then no longer redial the last number dialed → page 37.

You can also configure this setting via the WEB interface → page 145.

Press the key shown.

Select and confirm the option shown.

Enter and confirm the User password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select the option shown.

Confirm the option shown to disable the call log. The message "Call Log is disabled" is displayed.

or

Confirm the option shown to reactivate the call log.

Select and confirm the option shown.

If the function is deactivated, all existing entries in the log as well as messages for available missed calls on the display are deleted.

Logging missed calls

This function has two entries, each with two options for managing missed calls.

- Include calls answered elsewhere
- Delete entry

All missed called intended for this line are logged and new missed calls are displayed. If the "Exclude" option is selected for "Include calls answered elsewhere", missed calls for this line that were answered either by other subscribers in the group or with "Directed pickup" are neither displayed nor logged (see also → page 69). The "Exclude" setting is recommended if groups are set up.

With the default setting "Manually" for "Delete entry", you can delete specific missed calls you called back yourself. If you select the option "When called" instead, these calls will be deleted automatically.



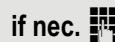
You can also configure this setting via the WEB interface → page 145.



Press the key shown.

User

Select and confirm the option shown.



Enter and confirm the User password.

Configuration

Select and confirm the option shown.

Call logging

Select and confirm the option shown.

Missed

Select and confirm the option shown.

Displaying missed calls that were answered elsewhere

Missed calls that have been answered by other subscribers are indicated with a checkmark.

Select and confirm the option shown.

Include calls answered elsewhere =

Confirm to prevent calls answered by other subscribers being displayed in the list.

Exclude?

Select and confirm the option shown.

Save & exit?

Select and confirm the option shown.

Deleting missed calls when called

Select and confirm the option shown.

Delete entry = When called

Confirm to delete entries manually when called.

Manually?

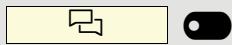
Select and confirm the option shown.

Save & exit?

Displaying call log data from RingCentral API

By enabling the RingCentral synchronization option as described on → page 25, you can display call log records derived from the RingCentral API.

Prerequisite: Your administrator has configured the option to synchronize call log data with RingCentral API.



Press the Conversations key

For instance, select and confirm the list of dialed numbers.

→ On entering the call log list, your device will refresh the data from the RingCentral API and perform synchronization. Your device will update the call log on each startup of your phone, when a call has finished or when your administrator enables the sync call log feature..

Call recording

A central voice recorder is installed in the network for recording calls to which your telephone connects in order to record the current voice traffic. The recorder records the entire voice flow of two or more participants.

You should configure a recording button in order to simplify handling of manual call recording → page 60. 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:

- Manual
- AutoStart
- All Calls
- Disabled

The following settings are possible to audibly signal the recording:

- Repeated
- Single Shot
- Off

Check with your administrator as to which settings were made for your phone.

Mode: ALL CALLS

The telephone starts and stops the recorder automatically in order to ensure that all calls are being recorded.

Mode: MANUAL

You decide when the recorder is started and stopped or paused. If the recorder is switched on, all further calls will be recorded. If you pause the recorder then nothing will be recorded. If there are no calls, then the recorder likewise pauses.

Mode: AUTOSTART

The telephone starts the recorder automatically. You can stop or pause the recorder yourself however and restart it. If a call has already been recorded, new incoming and outgoing calls will also be recorded. If you pause the recorder during a call, special calls such as consultation calls, call pickups and second calls will not be recorded as long as the recorder is paused. If the telephone reverts to idle status, the AutoStart process is set up again for the next call.

Explanations of recording

Recordable calls

A recordable call is any call that has a call connection status on the telephone. This can be any incoming or outgoing call. It is immaterial here whether a call is set up directly via the telephone or via an application.

- Outgoing
- Incoming
- Consultation
- Pickup
- Reconnect
- Second call
- Connected call
- Conference¹
- Automatic call acceptance
- Secured or unsecured line

Non-recordable calls

- Outgoing calls that have not yet reached full connection status, such as a ringing call.
- Calls on hold.

Enhanced functions

1. A conference² can be set up or cleared down during recording.
2. A consultation can be performed during recording.
3. Call transfer is also available during recording.
4. A second call can be accepted during recording.

The following features are not supported

1. Playing back recordings over the telephone.
2. Deleting recordings over the telephone.
3. Functions for editing recordings over the telephone.

Recording tips

You will receive the following advisories while a call is being recorded:

- The recording symbol  on the display (permanent)
- Beep (repeated at intervals for you and your call partner)
- Beep (single at the start of recording for you and your call partner)

The audible advisory can also be switched off. Please consult your administrator.

MultiLine

There is no difference between multi-line calls and single-line calls when it comes to recording calls. If recording has started, the call is recorded, otherwise not. The recording status of a line continues as long as calls are connected to this line.

1. Server-based conference only
2. Server-based conference only

For example, if line A is being recorded (initiated manually) and you switch to line B or line A is placed on manual hold and you switch to line B, the recording is ended and a partial recording saved.

If you disable recording for the call on line B (mode = manual or autostart) and switch back to line A, the recording for line A is not started again.

The operating modes mentioned (All Calls, AutoStart or Manual) refer to the telephone and are therefore the same for all lines.

Recording calls

Automatic call recording

This is the simplest mode. If you have accepted a call or called a subscriber and the subscriber answers, the call is recorded automatically. Refer to → page 132 to check which calls this can be.

As soon as the recording starts, you will see the recording symbol  and hear a beep (see also → page 132).

You cannot pause the recording manually in this mode.

Manual call recording

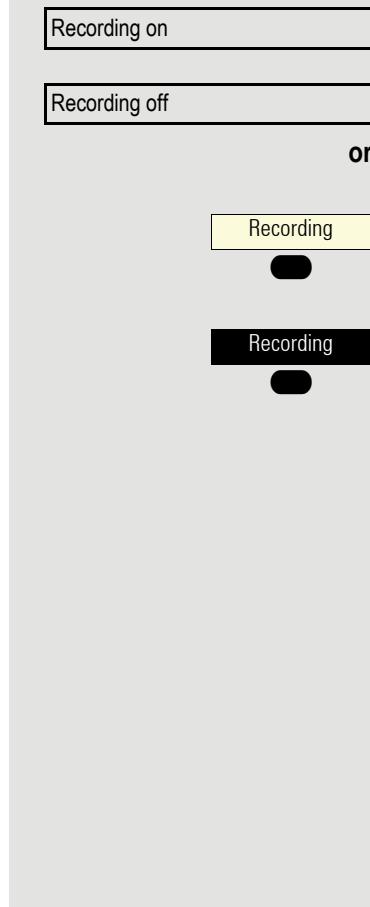
Activating or deactivating call recording when the telephone is in idle mode.

Prerequisite: Manual mode is selected. The recording button is configured and indicates the status.

Select the option shown in the telephone's context menu to enable the option or disable the option.

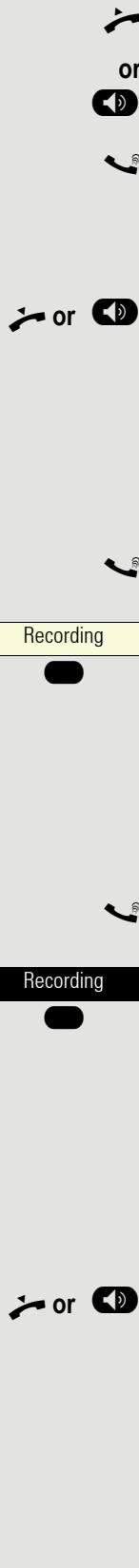
Press the recording button to enable the option - the function key above which the text label flashes or is shown inverse.

Or press the key shown to disable the option - the function key above which the text label stops flashing or is shown normally.



Call recording with AutoStart

Standby mode is activated in principle in idle mode. The recording button LED lights up. You cannot switch off the recorder. As soon as a call is set up, call recording starts automatically.



Lift the handset.

Press the key shown.

The subscriber answers. You hear a beep, the recording symbol  is shown on the display and the recording button LED remains lighting. The call is now being recorded. (see also → page 132)

You can pause the recording at any time and continue it again.

If you end the call, the AutoStart process is set up again for the next call.

Controlling call recording

Starting call recording manually during a call

Prerequisite: Manual mode or AutoStart is selected. You are conducting a call. Recording has not started. The recording button LED is not lighting.

You are conducting a call (see also → page 132).

Press the recording button to start the recording - the function key above which the text label flashes or is shown inverse.

You hear a beep and the recording symbol  is shown on the display. The call is now being recorded. (see also → page 132)

Pausing call recording manually during a call

Prerequisite: Manual mode or AutoStart is selected. You are conducting a call. Recording has started. The recording button LED lights up.

You are conducting a call (see also → page 132).

Press the recording button to pause the recording - the function key above which the text label stops flashing or is shown normally, and the recording symbol  on the display disappears.

You can start the recording again at any time, for example to continue recording the current call.

Ending call recording automatically

Prerequisite: You are conducting a call. Recording has started. The recording button LED lights up.

The recording is ended automatically as soon as the call is terminated or if the call status changes so that the call is no longer being recorded - for example if a line is placed on manual hold and another line is seized. (Multi-line).

The LED extinguishes and the recording symbol  on the display disappears.

Consultation during call recording

Prerequisite: You are conducting a call. Recording has started. The recording button LED is lighting.

You initiate a consultation – your main call is placed on hold as a result while the consultation is being performed.



The recording is paused while you initiate the consultation. The recording symbol  on the display disappears.



If the consultation partner answers, the consultation call is recorded. You hear a beep and the recording symbol  is shown on the display again.



You can now terminate the consultation call or for example switch back to the first call party (alternate) while the consultation call is placed on hold.

Second call during call recording

Prerequisite: You are conducting a call. Recording has started. The recording button LED is lighting.



You are conducting a call. You hear a beep and the recording symbol  is shown on the display. The call is now being recorded.



A second call party camps on → page 46.

In the pop-up menu:

Select and confirm the option shown.

You are connected with the second party. You hear a beep and the recording symbol  is shown in the line for the second call – this call is now being recorded. The first party is placed on hold.

Call recording while alternating

Prerequisite: You have an active or held consultation or second call. Recording has started. The recording button LED is lighting.



You are connected with the second party. You hear a beep and the recording symbol  is shown in the line for the second call.



Select and confirm the option shown in this connection's context menu.



You are switched to the main call. You hear a beep and the recording symbol  is shown in the line for the main call – this call is now being recorded.



You can pause and restart the recording at any time in manual and autostart modes.

Your call is paused and reconnected.

Prerequisite: You are conducting a call that is being recorded.

Your call partner has placed the call on hold. You hear the music on hold. The recording is paused and the recording symbol  has disappeared from the display.

Your call partner resumes the call. You hear a beep and the recording symbol  is shown on the display.

Setting up a conference during recording

Prerequisite: You are conducting a consultation call → page 42 or you have accepted a second call → page 46 and the "System conference" feature was configured by your administrator. Recording has started. The main call is placed on hold. The recording button LED is lighting.

Select and confirm the option shown in the connection's context menu. You are connected to both parties at once. The conference is displayed with the current participants.

You hear a beep and the recording symbol  is shown in the line for the conference call.

Adding conference participants during the recording

Prerequisite: You have set up a conference. The "system conference" feature was configured by the administrator. The conference call is now being recorded.

You have performed a consultation or accepted a second call (→ page 42 or → page 46). The conference call is placed on hold.

You hear a beep and the recording symbol  is shown in the line for the consultation or second call. The call is now being recorded.

Select the option shown in the context menu for the consultation or second call in order to include the new participant in the conference. The conference is displayed with all current participants.

You hear a beep and the recording symbol  is shown again in the line for the conference call.

Your call is included in a conference during the recording.

Prerequisite: You are conducting 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 is paused and the recording symbol  has disappeared from the display.

Your call partner answers again and you are connected to the conference. You hear a beep and the recording symbol  is shown in the "Conference" line. The conference call is now being recorded.

Putting a line on hold manually during the recording

There are two options for placing a line manually on hold:

- You place the active line on hold during the call recording and then resume the call on this line.
- You seize a different line during call recording. The first line is placed on manual hold.

Prerequisite: The telephone has more than one line configured. The active call is being recorded. The recording button LED is lighting.

Holding and retrieving the call on the line

You are conducting a call, for example on line A. You hear a beep and the recording symbol  is shown on the display. The call is now being recorded.

Press line key A. The line key above which the text label flashes or is shown in inverse. The call is now on hold. The recording is paused while the call is on hold. The recording symbol  on the display disappears.

Retrieving a held call:

Press line key A. The line key above which the text label flashes or is shown in inverse. The call is retrieved. You hear a beep and the recording symbol  is shown on the display again. Call recording is continued.

Holding a call on the line and conducting a call on a different line

Press line key B – the line key above which the text label flashes or is shown in inverse. You hear a beep and the recording symbol  is shown on the display for line B – this call on line B is being recorded. Line A is placed on hold, call recording of line A has been terminated.

Press line key A to resume the call. You hear a beep and the recording symbol  is shown on the display for line A – a new recording of line A commences.

Diagnostic data

This information overview in the user area of the service menu provides you with information on the current configuration of the telephone:



User



if nec.

Diagnostic information

Press the key shown.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

You see a numbered list of telephone parameters with the current settings.

You can see a more structured view of the list via the WEB interface
 → page 145:

Example:

Diagnostic.information		
2021-10-13 11:24:32		
01	SIP Server	10.12.70.16
02	SIP Port	5060
03	SIP Registrar	10.12.70.16
04	SIP Registrar Port	5060
05	SIP Gateway	0.0.0.0
06	SIP Gateway Port	5060
07	SIP Transport	TCP
08	TLS Renegotiation	Secure (RFC5746)
09	SIP local port	5060
10	Server features	No
11	DNS Results	None
12	MultiLine	No
13	Keyset Lines	None
14	Backup Active	Yes
15	Backup Proxy	0.0.0.0
16	Use secure calls	No
17	SRTP.Status	Disabled
18	SIP Server Cert. Check	No Certificate Check
19	Software Version	V1R8.7.214 SIP 210927
20	Display Message	None
21	Last Restart	1-10-2021 19:17:58
22	Memory free	55169K free
23	Protocol Mode	IPv4_IPv6
24	IPv4 IP Address	10.12.138.14
25	IPv4 subnet Mask	255.255.255.0
26	IPv4 default route	10.12.138.1

Diagnostic.information		
27	Primary DNS	10.12.0.2
28	Secondary DNS	172.25.4.22
29	IPv4 Route 1 - IP	None
30	IPv4 Route 1 - gateway	None
31	IPv4 Route 1 - mask	None
32	IPv4 Route 2 - IP	None
33	IPv4 Route 2 - gateway	None
34	IPv4 Route 2 - mask	None
35	IPv6 address	None
36	IPv6 prefix length	None
37	IPv6 global gateway	None
38	IPv6 link local address	None
39	IPv6 Route 1 - destination	None
40	IPv6 Route 1 - prefix length	None
41	IPv6 Route 1 - gateway	None
42	IPv6 Route 2 - destination	None
43	IPv6 Route 2 - prefix length	None
44	IPv6 Route 2 - gateway	None
45	MAC Address	001ae875e054
46	LLDP	Yes
47	VLAN Discovery	LLDP-MED
48	DHCPv4	Yes
49	DHCPv4 re-use	No
50	DHCPv6	Yes
51	lan.port.status	100 Mbps full duplex
52	lan.port.speed	0
53	pc.port.speed	0
54	pc.port.mode	0
55	PC port autoMDIX	No
56	VLAN-ID	None
57	QoS Layer 2	Yes
58	QoS Layer 2 Language	5
59	QoS Layer 2 Signaling	3
60	QoS Layer 2 Standard	0
61	QoS Layer 3	Yes
62	QoS Layer 3 voice	EF / 46
63	QoS Layer 3 Signaling	AF31 / 26

Diagnostic.information		
64	LLDP-MED Operation	<p>Sent: Wed Oct 13 11:24:31 2021</p> <p>Chassis ID TLV Data .Subtype = Network address .IANA_TYPE = IPv4 Address .ID = 10.12.138.14</p> <p>Port ID TLV Data .Subtype = MAC address .ID = 00:1A:E8:75:E0:54</p> <p>TTL TLV data .seconds = 120</p> <p>System Caps TLV Data .Supported = Bridge, Telephone, .Enabled = Telephone,</p> <p>MAC_Phys config TLV data .Auto-set supported = Yes .Auto-set enabled = Yes .PMD = 0x6c00 .PMD1 = 10BASE-T half duplex mode .PMD2 = 10BASE-T full duplex mode .PMD3 = 100BASE-TX half duplex mode .PMD4 = 100BASE-TX full duplex mode .MAU = 100BaseTxFD : 0x10</p> <p>LLDP-MED Caps TLV Data .Caps - LLDP-MED = Yes .Caps - Network Policy = Yes .Caps - Location ID = No .Caps - Extended Power Mdi PD = Yes .Caps - Extended Power Mdi Pse = No .Caps - Inventory = No .Type = Endpoint Class III</p> <p>Network policy (Voice) TLV data .Policy unknown = Yes .Tagged = No .VLAN ID = 0 .Layer 2 priority = 5 .DSCP = 46</p> <p>Network policy (Voice Signalling) TLV data</p>

Diagnostic.info		
65	NG911 Position	Disabled
66	FIPS enabled	No
67	Media.Negotiation	Single IP
68	ICE connectivity pairs max	10
69	ICE connectivity max timer	5000
70	ICE gathering timeout	5000
71	ICE gathering Ta timer	20
72	ICE connectivity Ta timer	20
73	ICE connectivity Tr timer	15000
74	ICE connectivity RTO timer	100
75	Device Certificate	Not installed
76	Installed Certificates	Secure file transfer Not installed Secure send URL Not installed Secure SIP server Not installed Secure 802.1x Not installed LDAP via TLS Not installed Secure DMS server Not installed Secure XSI server Not installed Secure auto configuration server Not installed
77	DMS Client Status	Configuration already in sync
78	Device Certificate	Installed

 Use the top and down arrows to scroll down and view all of the diagnostic information for entries that are displayed in two lines (i.e. DMS Client Status.)

Individual settings that impact energy efficiency

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

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

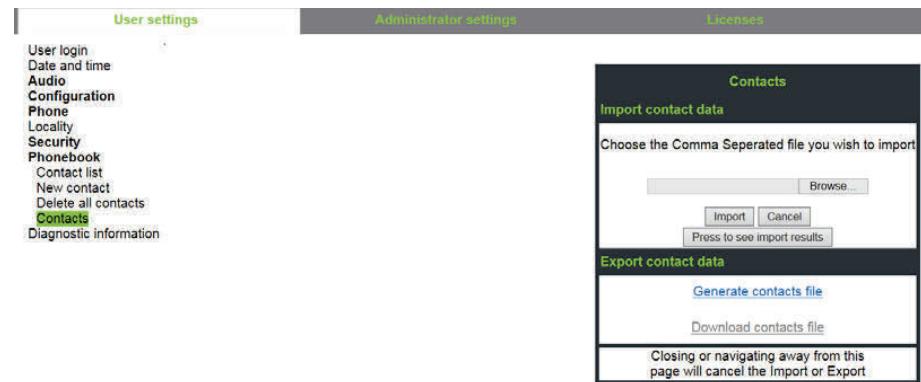
Importing contacts via WBM

You can import your contacts into your phone through WBM interface (for more information, see "Web interface (WBM)" → page 145). The contact file can be exported from Outlook or OSM.

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

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

→ Log on to the User Pages on WBM using your password (for more information, see User Pages → page 146)



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

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

→ Picture clips (avatars) are not included as part of the import.

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

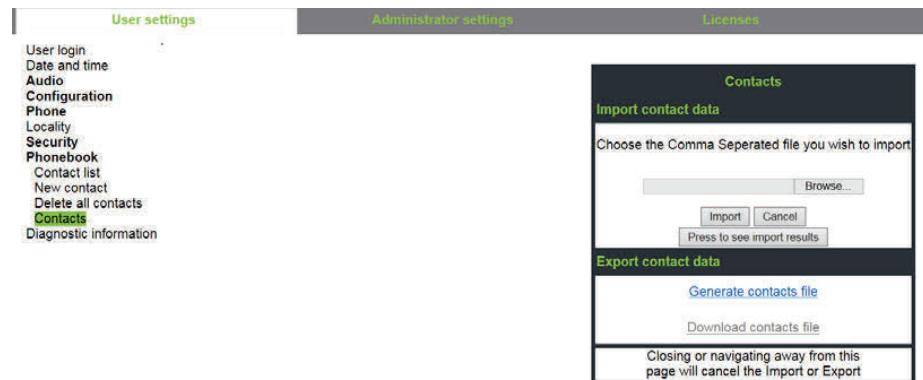
Exporting contacts via WBM

You can export your contacts from your phone through WBM interface → page 145, so you can use them elsewhere, store them, etc.

→ Log on to the User Pages on WBM using your password (for more information, see User Pages → page 146)

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

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



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

Web interface (WBM)

General

You can configure a number of settings for your phone via the web interface. Communication is via a secure HTTPS connection. Access to the web interface must be activated by your administrator.

Launching the web interface

 For more information about the IP address, the web interface address and how to connect the telephone to the network, refer to the section entitled "Network information" → page 104.

To launch the interface, open a web browser and enter the following:

https://[IP address of the phone]

[IP address of the phone] is the IP address of your phone.

or

https://[Name of the phone]

[Name of the phone] that was assigned by the administrator.

 You might receive a certificate notification from the browser. Follow the instructions to download the certificate.

You will be prompted to configure a user password → page 87 the first time you call up the web 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 admin password. For further information, consult your administrator or refer to the administration manual.

User Pages

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

1. Click a menu heading to display the individual menu entries. Click the menu heading again to close the menu.
2. Click a menu entry to open the corresponding form.
3. Make the desired changes.
4. Click the corresponding button to save or discard your changes.

Button functions

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

Licenses

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

User menu

All settings in the user menu of the web interface can also be made via the user menu on the telephone.

User settings

User login  → page 87

Date and time

- Local time  → page 103
- Local date (day, month, year)  → page 103
- Daylight saving  → page 100
- Difference (minutes)  → page 101
- Auto time change  → page 102

Audio

- Standard Ringer
- Ringer ( → page 92)
- Pattern sequence
- Pattern melody
- Room character ( → page 92)
- Open listening ( → page 94)
- Special ringers ( → page 95)
 - Internal
 - External
 - Recall (e.g. callback)
 - Emergency
 - Special 1
 - Special 2
 - Special 3

User Configuration

- Outgoing calls
 - Autodial delay (seconds)  → page 39
 - Callback  → page 125
 - Busy when dialling  → page 123
 - Transfer on ring  → page 123
 - Immediate dialling → page 124
- Incoming calls
 - Deflecting
 - Allow deflection ( → page 119)
 - Default destination  → page 119
 - Deflect to DSS  → page 119
 - Forwarding (call forwarding by call type, see → page 113)
 - Settings
 - Forwarding Favourites Destination 1 to Destination 5  → page 108
 - All calls  → page 111
 - Favourites / recently used  → page 110
 - Direct destination  → page 108
 - Busy  → page 111
 - Favourites / recently used  → page 110
 - Direct destination  → page 108
 - No reply  → page 111
 - Favourites / recently used  → page 110
 - Direct destination  → page 108
 - Set delay (seconds)^[1]  → page 112

- Alerts
 - Visual alerts  → page 50
 - Audible alerts  → page 50
 - Forwarding party → page 112
- Handling
 - Allow call waiting  → page 120
 - Allow DND  → page 86
 - Busy when dialling  → page 123
- CTI calls
 - Auto-answer  → page 114
 - Beep on auto-answer  → page 114
 - Beep on auto-reconnect  → page 115
- Connected calls
 - Allow call transfer  → page 121
 - Allow call joining  → page 118
 - Allow exit conference  → page 126
 - Allow hold reminder  → page 116
 - Hold reminder delay (minutes)  → page 116
 - Hold and hang-up  → page 117
 - Music on hold  → page 118
 - Allow conferences  → page 125
 - Insecure call alert  → page 96
 - Toggle associate → page 121
 - Lower IL alert
- Keyset
- Lines
 - Ring delay (seconds)  → page 80
 - Address^[1]
 - Primary line^[1]
 - Ring on/off^[1]
 - Ringer melody  → page 81
 - Ringer sequence  → page 81
 - Ringer  → page 81
 - Hot/warm line^[1]
 - Hot warm destination  → page 78
- Overview
- BLF
 - BLF: **not** for System
- Call logging
- General
 - Enable call log  → page 128
- Missed²  → page 129
 - Include calls answered elsewhere
 - Delete entry

1. Only if "Server features" was deactivated by your administrator
 2. Information - read only
 2. The functionality of the call log function "Missed calls" or the setting for "Answered elsewhere" depends on the support provided by the SIP server.

Phone

- Display settings
- Contrast  → page 31
- Program keys
- Normal
 - Edit  → page 60
 - Shifted
 - Edit  → page 60.
- Key click
- Volume
 - Off
 - Low
 - Medium
 - High
- Active for
 - Dialpad only
 - All keys

Locality

- Country  → page 100
- Language  → page 97
- Date format  → page 99
- Time format  → page 98

Security

- Password
- Old password
- User password  → page 87
- Confirm password

Phonebook

- Contact list  → page 52
- New contact  → page 52
 - Last name
 - First name
 - Number
- Delete all contacts  → page 53
 - Confirm delete
- Contacts  → page 142

Diagnostic information  → page 138

Fixing problems

Caring for your telephone

- Never allow the telephone to come into contact with coloring, oily or aggressive agents.
- Always use a damp or antistatic cloth to clean the telephone. Never use a dry cloth.
- If the telephone is very dirty, clean it with a diluted neutral cleaner containing surfactants, such as a dish detergent. Afterwards remove all traces of the cleaner with a damp cloth (using water only).
- Never use cleaners containing alcohol, cleaners that corrode plastic or abrasive powders!

Troubleshooting

Pressed key does not respond:

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

Check whether your telephone is locked (The following message appears on the screen: "Phone locked. To unlock enter the PIN."). If the phone is locked, enter your PIN to unlock it.

The phone does not ring on call:

Check whether the ringer is deactivated (see icon in the status bar on the display → page 85). If it is deactivated, activate the ringer.

You cannot dial a number:

Check whether your telephone is locked (The following message appears on the screen: "Phone locked. To unlock enter the PIN. "). If the phone is locked, enter your PIN to unlock it.

To correct any other problems:

First consult your administrator. Customer Service must clarify any problems that cannot be resolved.

Contact partner in case of problems

Contact your administrator if a fault persists for more than five minutes, for example.

Repair and recycling concept, extending performance capability

This section includes additional user instructions in accordance with the basic award criteria for the Blue Angel eco-label pursuant to RAL-UZ 150. Obligations for Unify arising from this section are only valid in Germany.

Recycling and disposal of equipment in the OpenScape Desk Phone family

Return of OpenScape Desk Phone waste equipment.

a) Legal and other foundations

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

- EU Directive 2002/96/EC (WEEE),
- the German "Act Governing the Sale, Return and Environmentally Sound Disposal of Electrical and Electronic Equipment" (ElektroG),
- the criteria of the Blue Angel RAL UZ 150 for "Corded Voice-Over IP Telephones".

b) Separate collection according to ElektroG

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

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

c) Take-back according to the criteria of the RAL UZ 150

In addition to the legal requirements governing take-back of electrical and electronic equipment, Unify Software and Solutions GmbH & Co. KG takes back the OpenScape Desk Phones telephones introduced on the market in Germany and manufactured after March 2014. Insofar as no direct collection of this waste equipment has been agreed, the OpenScape Desk Phone end-of-life telephones can be returned free of charge to the following address:

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

d) Reuse, recycling and recovery

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

Reuse:

The waste equipment is repaired and refurbished and introduced into the spare parts cycle where it is then reused.

Recycling and recovery of OpenStage equipment that is no longer usable:

the equipment is roughly disassembled and introduced into various recovery operations prior to further treatment. The various metals are separated using special shredder equipment for electronic scrap. Copper and precious metals are processed by refining. Aluminum and iron are separated and supplied for melting.

Repair reliability and spare part supply

Unify Software and Solutions GmbH & Co. KG guarantees repair support and spare part supply for up to 5 years following product discontinuation of the OpenScape Desk Phone telephones.

Extending performance capability

The functionality of all OpenScape Desk Phone telephones can be extended fundamentally by means of software updates.

Please contact your administrator/system support if necessary in this respect or your sales partner at Unify Software and Solutions GmbH & Co. KG.

Local user menu

Opening the user menu on the phone

To open the user menu, press the  key.

On the **Settings** tab, select the **User** menu option. You are prompted to enter the User password → page 87. Confirm your input with . The options of the user menu are available.

User menu display

The majority of settings that can be made via the user menu on the phone can also be made via the web interface → page 145.

Changes are usually confirmed using the **Save & exit** option or discarded using the **Exit (discard changes)** option.

The options grayed out are not available on the OpenScape Desk Phone CP100 or have no function.

User

Date and time?

- Time = hh:mm → page 103
- Date = DD.MM.YYYY → page 103
- Daylight saving = Yes → page 100
 - No?
 - Back?
- Difference (mins) = mm → page 101
- Auto DST = Yes/No → page 102
- Save & exit
- Exit (discard changes)

Audio?

- Volumes?
 - Loudspeaker =  → page 31
 - Ringer =  → page 31
 - Handset =  → page 31
 - Handsfree =  → page 31
 - Rollover =  → page 31
- Save & exit
- Exit (discard changes)
- Settings?
 - Ringer file = Ringer → page 92
 - Ringer melody?
 - Ringer1.wav?
 - Ringer2.wav?
 - Ringer3.wav?
 - Ringer4.wav?
 - Ringer5.wav?
 - Ringer6.wav?
 - Back?
 - Ringer melody = 2 → page 93
 - 1?
 - 2?

- 3?
- 4?
- 5?
- 6?
- 7?
- 8?
- Back?
- Ringer sequence= 1 → page 93
 - 1?
 - 2?
 - 3?
 - 4?
 - 5?
 - 6?
 - Back?
- Room character = Normal → page 92
 - Normal?
 - Echoing?
 - Muffled?
 - Back?
- Open listening = Standard mode → page 94
 - Standard mode?
 - US mode?
 - Back?
- Save & exit
- Exit (discard changes)
- Special ringers? → page 95
 - Internal
 - Available?
 - Ringer file?
 - Ringer melody?
 - Ringer sequence?
 - Save & exit
 - Exit (discard changes)
 - External? → page 95
 - Available?
 - Ringer file?
 - Ringer melody?
 - Ringer sequence?
 - Save & exit
 - Exit (discard changes)
 - Recall → page 95
 - Available?
 - Ringer file?
 - Ringer melody?
 - Ringer sequence?
 - Save & exit
 - Exit (discard changes)
 - Emergency → page 95
 - Available?
 - Ringer file?
 - Ringer melody?
 - Ringer sequence?
 - Save & exit
 - Exit (discard changes)
 - Special 1 → page 95
 - Available?

- Ringer file?
- Ringer melody?
- Ringer sequence?
- Save & exit
- Exit (discard changes)
- Special 2 → page 95
 - Available?
 - Ringer file?
 - Ringer melody?
 - Ringer sequence?
 - Save & exit
 - Exit (discard changes)
- Special 3 → page 95
 - Available?
 - Ringer file?
 - Ringer melody?
 - Ringer sequence?
 - Save & exit
 - Exit (discard changes)
- Back?

⊕ User Configuration?**– Outgoing calls?**

- Autodial delay = 6 → page 122
 - 1?
 - 2?
 - 3?
 - 4?
 - 5?
 - 6?
 - 7?
 - 8?
 - 9?
 - Back?
- Callback = No → page 125
 - Yes?
 - Back?
- Busy when dialling = Yes → page 123
 - No?
 - Back?
- Transfer on ring = Yes → page 123
 - No?
 - Back?
- Immediate dialling = Yes → page 124
 - No?
 - Back?
- Save & exit
- Exit (discard changes)

– Incoming calls?

- Deflecting?
 - Allow deflection = Yes → page 119
 - No?
 - Back?
 - Default destination = → page 119
 - Deflect to DSS = Yes/No^[1] → page 119
 - Save & exit
 - Exit (discard changes)
- Forwarding? (call forwarding by call type, see → page 113)
 - Settings?
 - All calls: 12345 → page 111
 - Turn on?
 - Enter destination → page 108
 - List of saved numbers, if applicable
 - Edit favourites? → page 109
 - Destination 1
 - Destination 2
 - Destination 3
 - Destination 4
 - Destination 5
 - Save & exit
 - Exit (discard changes)
 - Copy → page 109
 - Paste (if copying is active) → page 109
 - Back
 - Busy: 12345 → page 111
 - Turn on?
 - Enter destination → page 108

1. Information - read only

- List of saved numbers, if applicable
- Edit favourites?
 - Destination 1
 - Destination 2
 - Destination 3
 - Destination 4
 - Destination 5
 - Save & exit
 - Exit (discard changes)
 - Copy → page 109
 - Paste (if copying is active) → page 109
 - Back
 - No reply: 12345 → page 111
 - Turn on?
 - Enter destination → page 108
 - List of saved numbers, if applicable
 - Edit favourites?
 - Destination 1
 - Destination 2
 - Destination 3
 - Destination 4
 - Destination 5
 - Save & exit
 - Exit (discard changes)
 - Copy → page 109
 - Paste (if copying is active) → page 109
 - Set delay = 16^[1] → page 112
 - Alerts
 - Visual alerts = No → page 50
 - On?
 - Back?
 - Audible alerts = No → page 50
 - On?
 - Back?
 - Forwarding party = Display last → page 112
 - Display first?
 - Display last?
 - Back?
 - Save & exit
 - Exit (discard changes)
 - Handling?
 - Allow call waiting = Yes → page 120
 - No?
 - Back?
 - Allow DND = Yes → page 86
 - No?
 - Back?
 - Busy when dialling = Yes → page 123
 - No?
 - Back?
 - Save & exit
 - Exit (discard changes)
 - CTI-Anrufe?
 - AutoAnswer = Yes → page 114
 - No?
 - Back?

1. Only if "Server features" was deactivated by your administrator

- AutoAnswer beep = Yes → page 114
 - No?
 - Back?
- AutoReconnect beep = Yes → page 115
 - No?
 - Back?
- Save & exit
- Exit (discard changes)
- Back?
- **Connected calls?**
 - Allow call transfer = Yes → page 121
 - No?
 - Back?
 - Allow call joining = Yes → page 118
 - No?
 - Back?
 - Allow exit conf = Yes → page 126
 - No?
 - Back?
 - Allow hold rem. = Yes → page 116
 - No?
 - Back?
 - Hold rem. delay = 8 → page 116
 - 3?
 - 4?
 - 5?
 - 6?
 - 7?
 - 8?
 - 9?
 - 10?
 - 11?
 - 12?
 - 13?
 - 14?
 - 15?
 - Back?
 - Hold and hang-up = Yes → page 117
 - Yes
 - No
 - Back?
 - Music on hold = Yes → page 118
 - No?
 - Back?
 - Allow conferences = Yes → page 125
 - No?
 - Back?
 - Secure call alert = Yes → page 96
 - No?
 - Back?
 - Toggle associate = Yes → page 121
 - No?
 - Back?
 - Save & exit
 - Exit (discard changes)
- **⊕ Keyset?**
 - Lines?

- Line (one of **eight** possible)
 - Ring delay = 0 → page 80
 - Allow in overview = Yes
 - Hot/warm action^[1] = No action
 - Hot/warm dest. = nnnn → page 78
 - Address^[1] = nnnn
 - Ring on/off^[1] = On
 - Selection order^[1] = 1
 - Ringer file = Ringer → page 81
 - Ringer melody = 2 → page 81
 - Ringer sequence = 1 → page 81
 - Save & exit
 - Exit (discard changes)
 - Back?
 - Back?
- **BLF?**
 - BLF: **not** for System
 - Back?
 - **⊕ Call logging**
 - General → page 128
 - Enable call log = Yes
 - No
 - Back
 - Save & exit
 - Exit (discard changes)
 - Missed → page 129
 - Include calls answered elsewhere = Exclude
 - Include
 - Back?
 - Delete entry = When called
 - Manually
 - Back?
 - Save & exit
 - Exit (discard changes)
 - Back?
- **⊕ Phone?**
 - Display settings?
 - Contrast = 
 - Save & exit
 - Exit (discard changes)
 - Program keys

Press the key to be programmed

 - Normal = Unallocated → page 60
 - Unallocated?
 - *For further functions, see* → page 162
 - Label = *predefined or customized*
 - Settings = *function-dependent*
 - Shifted = Unallocated → page 60
 - Unallocated?
 - *For further functions, see* → page 163
 - Label = *predefined or customized*
 - Settings = *function-dependent*
 - Save & exit
 - Exit (discard changes)
 - Key module 1 (if available, such as Program keys)

- Key click
 - Option Save & exit
 - Exit (discard changes)
- Volume
 - Off
 - Low
 - Medium
 - High
- Keys
 - Keypad only
 - All keys
- Back?

→ page 32

→ page 32

Locality?

- Country = DE
 - DE?
 - *For further countries, see*
 - Back?
- Language = Deutsch
 - Deutsch?
 - *For further languages, see*
 - Back?
- Date format = dd.mm.yy
 - dd.mm.yy?
 - yy-mm-dd?
 - mm/dd/yy?
 - Back?
- Time format = 24 hour
 - 24 hour?
 - 12 Hour (AM/PM)?
 - Back?
- Save & exit
- Exit (discard changes)

→ page 100

→ page 100

→ page 97

→ page 97

→ page 99

→ page 98

Security?

- Change user password?
 - Current password =
 - New password =
 - Confirm password =
 - Save & exit
 - Exit (discard changes)
- Phone lock?
 - Save & exit
 - Exit (discard changes)
 - Phone lock = No
 - Yes

→ page 87

→ page 90

Network information?

- Phone address = → page 104
- Web address =
- IPv4 address =
- IPv6 Global Address
- IPv6 Linklocal Address
- LAN RX = 
- LAN TX = 
- PC RX = 
- PC TX = 
- LAN autonegotiated = Yes
- LAN information = 10 Mbps full duplex
- PC autonegotiated = Yes
- PC information = Link down
- Exit (discard changes)

Diagnostic information → page 138**Reset?**

- Reset all user data? → page 105
- Function key data = No?
 - Yes?
 - Back?
- Reset selected user data? → page 67
- Cancel?

Back?

Key functions

Normal

You can program the following functions at the Normal function key level:

- Selected dialling
- Repeat dialling
- Forward all calls
- Forward no reply
- Forward busy
- CF unconditional - any
- CF unconditional - int.
- CF unconditional - ext.
- CF busy - any
- CF busy - int.
- CF busy - ext.
- CF no reply - any
- CF no reply - int.
- CF no reply - ext.
- Ringer off
- Hold
- Alternate
- Blind transfer call
- Transfer call
- Deflecting
- Shift
- Conference
- Do not disturb
- Group pickup
- Repertory dial
- Feature toggle
- Show phone
- Directed pickup
- Release
- Callback
- Cancel callbacks
- Consultation
- Call waiting
- Immediate ring
- PreView
- Call recording
- Built in fwd
- Pause callbacks
- Resume callbacks
- AICS Zip tone

Shifted

You can program the following functions at the Shifted function key level:

- Selected dialling
- Repeat dialling
- Alternate
- Blind transfer call
- Transfer call
- Deflecting
- Conference
- Repertory dial
- Show phone
- Directed pickup
- Release
- Callback
- Cancel callbacks
- Consultation
- Pause callbacks
- Resume callbacks

Special features for operation on an OpenScape 4000

Not all functions are supported fully when operating an OpenScape Desk Phone CP100 on an OpenScape 4000, as is the case on an OpenScape Voice.

Passively supported functions

Some of the functions are only available to you as a passive user. The restrictions are listed below:

- An OpenScape Desk Phone CP100 on an OpenScape 4000 cannot actively park a user in the system. The OpenScape Desk Phone CP100 can be parked by a different user however.
- If an OpenScape Desk Phone CP100 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 CP100. To initiate a callback, see → page 39.
- The telephone can only be the passive user in the case of third-party monitoring.
- The telephone can be captured but cannot capture a connection itself.

Unsupported functions

The functions that are not available to you with your OpenScape Desk Phone CP100 on an OpenScape 4000 are listed below.

- Direct station selection keys cannot be configured → page 71.
- Line keys cannot be configured → page 73.
- The telephone cannot be configured as an executive/secretary team member → page 83.

Index

- A
 - Abort deployment 14
 - Allowing call joining 118
 - Answered elsewhere 129
 - Answering calls
 - MultiLine 74
 - Application 114
 - Audio
 - Room character 92
 - Autodial delay 39
 - AutoReconnect 115
- C
- Call
 - Answering 34
 - Deflecting 35
 - Ending 49
 - Forwarding 106
 - Holding 45
 - Incoming 34
 - Rejecting 35
 - Transferring 48
- Call forwarding
 - Activating/deactivating 111
 - Copying/pasting destination phone numbers
 - 109
 - Last destination 107
 - Call forwarding by call type 113
 - Call forwarding chain 112
 - Call forwarding information 77
 - Call list 37
 - Call lists 52, 127
 - Call log 37
- Call recording
 - Alternating 135
 - Automatic 133
 - AutoStart 134
 - Call types 132
 - Conference 136
 - Consultation 135
 - Controlling 134
 - Icons 132
 - Line key 136
 - Manual 133
 - Multi-line 132
- Operating modes 130
- Second call 135
- Tips 132
- Call settings
 - CTI calls 92
 - MultiLine 80
- Call signaling, different 34
- Call type 63
 - All calls 113
 - External 113
 - Internal 113
- Call types 113
- Call waiting 46
- Callback 39
- Calls 114
- CE marking 3
- Cloud PIN 13
- Conference
 - Starting a conference 42
- Connecting parties 45
- Connection options 29
- Consultation 42
- Consultation call from second call 46
- Context 124
- Context menus 23
- Contrast 31
- Copying/pasting destination phone numbers 109
- Corporate directory 54
- Country setting 100
- CTI 114
- D
- Date and time 103
- Date format 99
- Daylight saving 100
- Delete the entry 129
- Destination phone number 108
- Dial plan 90
- Dialpad 19
- Different call signaling 34
- Directory
 - LDAP 54
- Display contrast 31
- Do not disturb 85
- DSS call
 - Call deflection 72

- DSS key
 - Consultation 71
 - Indirect pickup 71
 - Rejecting a call 72
- During calls
 - MultiLine 77
- E
 - Emergency call 90
 - Emergency number 90, 91
 - Executive/secretary 83
- F
 - Favorites for call forwarding 109
 - Forwarding 106
 - Destination phone number 108
 - Favorites 109
 - Saving a destination phone number 108
 - Variable 108
 - Forwarding primary line 77
- Function key
 - Programmable 18
- G
 - General information 11
- Graphic display
 - Icons indicating call status 24
- Group calls 69
- H
 - Hold reminder tone 116
 - Holding 45
 - Hot line 77
 - For lines 78
- I
 - Idle mode 21
 - Immediate dialing 124
 - Important information 3
- Incoming calls
 - MultiLine 74
- K
 - Key
 - Immediate ring 65
- Key click 32
- L
 - LDAP 54
 - LED displays
- Direct station selection keys (DSS) 18
 - Function keys 18
- Line key 73
- Line preview 81
- Line utilization 73
- Lines
 - Hot and warm line 78
- Locking the phone 90
- M
 - Making calls
 - MultiLine 76
- Microphone 40
- Missed calls 37
- Mobility 84
- MultiLine
 - Answering calls 74
 - Overriding 79
- Music on hold 118
- N
 - Normal dialing 124
 - Number redial 37
- O
 - Open listening 41
 - Operating instructions 3
- Override 79
- P
 - Phantom line 73
 - Phone settings 92
- Phonebook
 - Local phonebook
 - New contact 52
- Primary line 73
- Privacy 85
- Private line 73
- Program/Service menu 26
- Programmable function key 18
- Programmable keys 59
- Q
 - Quick search 56
- R
 - Redial
 - MultiLine 76
- Remote configuration 13
- Ringer for lines 81
- Ringer melody 81, 93
- Ringer off 96

Ringer sequence 81, 93
S
Saving destination phone number 108
Searching for a contact 54
Second call 46
 Ignoring 47
Second call with consultation call 46
Secondary line 73
Security 85, 87
Selected dialing key 37
Setting the time 103
Settings 26, 92
Shared line 73
Speakerphone mode 34, 40
T
Telephone maintenance 150
Time display format 98
Toggle/connect 43
Troubleshooting 150
U
Unlocking the phone 91
User interface
 OpenScape Desk Phone IP 15
User password 87
Using Ethernet switches 29
Using network ports more efficiently 29

V

Variable call forwarding 108
W
Warm line 77
 For lines 78
Web interface 145, 153

