



A MITEL  
PRODUCT  
GUIDE

# Unify OpenScape Desk Phone CP400

OpenScape 4000

User Guide HFA

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](mailto: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 Notes

	For safety reasons, the phone should only be supplied with power as follows: <ul style="list-style-type: none"> <li>• using the appropriate original power supply unit,</li> <li>• over a LAN with PoE (Power over Ethernet), which complies with the IEEE 802.3af standard.</li> </ul>
	Never open the telephone! Should you encounter any problems, consult system support.
	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.

## Symbol



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/> under the "Declarations of Conformity" section.



The adjacent symbol indicates that any electrical and electronic products installed and sold in countries of the European Union to which the WEEE2 Directive 2012/19/EU applies should be disposed of separately from the municipal waste stream in appropriate collection systems.

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

## Software update

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

## Care and cleaning instructions

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

## Online resources

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/>.

## License information

More information about the EULA and Open Source licenses you can find on the Web interface, section "Licenses" → page 155.

## Installation location information

- 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 sheltered environment within a temperature range of 5 °C to 40 °C.
- Putting the telephone in a room with higher levels of dust can result in a reduced service life of the device.
- Do not place the device in direct sunlight or other sources of direct heat. This is liable to damage the electronic components and the casing.
- Do not install the phone in bath or shower rooms.

## Important Notes . . . . . 3

Symbol . . . . .	3
Software update . . . . .	3
Care and cleaning instructions . . . . .	3
Online resources . . . . .	3
License information . . . . .	4
Installation location information . . . . .	4

## General information . . . . . 10

About this manual . . . . .	10
Icons used in the manual . . . . .	11
Displays for describing operation . . . . .	11
Selected action . . . . .	11
Action not selected . . . . .	12
Conversation display . . . . .	12
Service . . . . .	14
Intended use . . . . .	14
Telephone type information . . . . .	14
Speakerphone quality and display legibility . . . . .	14
Multi-line phone . . . . .	14

## Getting to know the OpenScape Desk Phone CP400 . . . . . 15

The User Interface of Your Telephone . . . . .	15
Ports on the underside of the phone . . . . .	16
Using network ports more efficiently . . . . .	17
OpenScape Key Module 400 . . . . .	17
Keys and controls . . . . .	18
softkeys . . . . .	18
Audio controls . . . . .	18
Mode keys . . . . .	18
Navigator . . . . .	19
Dial pad . . . . .	20
Graphic display . . . . .	22
Conversations . . . . .	22
Main menu . . . . .	22
Präsenz . . . . .	24
Context-dependent displays . . . . .	26
Action with softkey . . . . .	26
Action via dialpad . . . . .	27
Action with navigation key . . . . .	28
Viewing system notifications . . . . .	28

## Operating your OpenScape Desk Phone CP400 . . . . . 29

Navigating in menus . . . . .	29
Conversations . . . . .	30
Opening details of a conversation or conducting a call . . . . .	31
Editing conversations . . . . .	32
Create a new contact/conversation from scratch . . . . .	35
Searching for conversations or contacts . . . . .	37
Display the history of a conversation . . . . .	40
Deleting conversations . . . . .	42
Telephony interface . . . . .	45
Telephony view . . . . .	45
Programmable keys . . . . .	48

User settings . . . . .	49
Telephony settings . . . . .	50
User settings . . . . .	51
Administration . . . . .	55

## Setting up the phone . . . . . 56

Display . . . . .	56
Display adjustment . . . . .	56
Display brightness . . . . .	56
Energy saving mode . . . . .	58
Idle screen . . . . .	59
Activating the Idle screen . . . . .	59
Screen type set-up for Idle screen . . . . .	59
Automatic start of the Idle screen . . . . .	61
Audio . . . . .	62
Change connection volumes . . . . .	62
Adjust ringer volume while idle or when ringing . . . . .	62
Deactivate the ringer . . . . .	63
Activate alert tone . . . . .	63
Room acoustic . . . . .	64
Ringer . . . . .	65
Setting headset port use . . . . .	66
Call settings . . . . .	67
Activating/deactivating a second call . . . . .	67
Central speed dial numbers . . . . .	67
Speed dial with extension . . . . .	68
Individual speed dial numbers . . . . .	68
OpenScape UC . . . . .	69

## Programming function keys . . . . . 70

Set up function keys . . . . .	70
How to program a local feature . . . . .	71
How to delete a local feature . . . . .	71
How to program a function key with Send URL functionality . . . . .	72
Setting up selected dialing keys . . . . .	73
Setting up dialing keys with contact data from an existing local conversation . . . . .	73

## Making calls . . . . . 76

Receiving a call . . . . .	76
Answering a call via the handset . . . . .	76
Answering a call via the loudspeaker (speakerphone mode) . . . . .	76
Answering a call via the headset . . . . .	76
Answering a call with the DSS key . . . . .	77
Accepting calls for a colleague in the team . . . . .	77
Selectively picking up a call . . . . .	78
Addressed via speakerphone (direct speaking) . . . . .	78
Switch microphone on/off . . . . .	79
Ending a call . . . . .	79
Dialing/Calling . . . . .	80
Dialing with handset off . . . . .	80
Dial with the handset on-hook . . . . .	80
Dialing with connected headset . . . . .	80
Choose from conversations . . . . .	81

Calling with a direct station select (DSS) key . . . . .	81
Redial . . . . .	81
Returning a missed call . . . . .	81
Using speed dial . . . . .	82
Forwarding calls . . . . .	83
Use call forwarding . . . . .	83
Using callback . . . . .	85
Saving a callback . . . . .	85
Accepting a callback . . . . .	85
Checking/deleting a saved callback . . . . .	86
During the call . . . . .	87
Switch to speakerphone . . . . .	87
Switching to the handset . . . . .	87
Open listening in the room during a call . . . . .	87
Parking a call . . . . .	88
Call second individual (consultation) . . . . .	90
Transferring a call . . . . .	90
Accepting a second call (call waiting) . . . . .	91
Carry out DMTF-suffix/dial tone . . . . .	92
<b>Phoning on several lines (multi-line) . . . . .</b>	<b>93</b>
Line keys . . . . .	93
Line usage . . . . .	94
Preview . . . . .	95
Accepting calls on the line keys . . . . .	96
Accepting calls in the order provided . . . . .	96
Answering a prioritized call . . . . .	96
Activating/deactivating ringing mode (call) . . . . .	97
Forwarding calls for lines . . . . .	97
Call transfer . . . . .	98
Dialing with line keys . . . . .	99
Call waiting with a direct station select (DSS) key . . . . .	100
During the call . . . . .	101
Holding calls on line keys . . . . .	101
Holding and then reaccepting a call on a line key . . . . .	101
Exclusively holding and reaccepting a call on a line key . . . . .	101
Directed line pickup . . . . .	102
Saved number redial for a particular line (stored phone number) . . . . .	102
Most recent extension number dialed for a particular line . . . . .	103
Saving an extension number for "saved number redial to line" . . . . .	103
Rollover . . . . .	103
Line mailbox . . . . .	104
Retrieving messages . . . . .	104
Identifying the line used . . . . .	105
Alternately phoning on several lines . . . . .	105
Ending connection on a line key . . . . .	105
Entering a call on a line (three-way) . . . . .	106
Allowing or preventing entry . . . . .	106
Preventing entry . . . . .	107
Witness or tape connection . . . . .	108
Accepting calls for the manager in the secretarial office . . . . .	109
Accepting calls for the manager during a call . . . . .	109
Switching calls directly to the manager . . . . .	110
Accepting calls on the manager's phone . . . . .	110
Accepting a call for another "Management/Secretarial" team . . . . .	110
Using the second phone for the manager . . . . .	111

Activating/deactivating second call for the manager . . . . .	111
Using buzz function . . . . .	112
Messenger calls . . . . .	112
Setting a representative for the secretarial office . . . . .	112

## Other settings and functions . . . . . 113

Save appointments . . . . .	113
Appointment function . . . . .	113
Save appointments . . . . .	113
Using timed reminders . . . . .	114
Using a different phone for a call in the same way as your own . . . . .	114
Identify yourself on another phone . . . . .	114
Switch off identification on another device . . . . .	115
Set your own connection to another phone (Mobility) . . . . .	116
Mobility variants . . . . .	116
Connect to "guest telephone" . . . . .	117
Connect to "home phone" again . . . . .	118
Transfer connection to next phone . . . . .	119
OpenScope 4000ashouse call system (intercom system) . . . . .	120
System-wide voice calling . . . . .	121
Speaker call in a group . . . . .	122
Announcement (Broadcast) to all members of a management group . . . . .	124
Forward calls for another connection . . . . .	125
Save destination for other phone - Activate call forwarding . . . . .	125
Save destination for fax /PC/busy stations- call forwarding activated . . . . .	126
Check/turn off call forwarding for other phone . . . . .	127
Check/deactivate call forwarding for fax/PC/busy stations . . . . .	128
Change call forwarding for other connection . . . . .	128
Control OpenScope UC preferred device settings from home . . . . .	129
Door opener . . . . .	130
Receiving a call from the door phone . . . . .	131
Importing contacts via WBM . . . . .	133

## Special functions for parallel call (ONS) . . . . . 135

Switch off / switch back on again . . . . .	136
---	-----

## Private / Security . . . . . 137

Activating/deactivating do not disturb . . . . .	137
Speaker call protect on/off . . . . .	138
Caller ID suppression . . . . .	138
User password . . . . .	138
Locking the phone to prevent misuse . . . . .	141
Lock phone in system . . . . .	141
Lock local phone . . . . .	141
Secure calls . . . . .	144
Query status in idle mode . . . . .	144
Querying the status when connected . . . . .	144
Information about secure calls . . . . .	144
Identify Anonymous Caller ("tracing") . . . . .	145

## Local phone settings . . . . . 146

Audio settings . . . . .	146
Volumes . . . . .	146



Set local ringtones . . . . .	147
Select and configure call type . . . . .	147
Ringer mode . . . . .	148
Insecure call alert . . . . .	149
Block dialing for outgoing calls . . . . .	150
Setting up Exchange access . . . . .	151
Displaying network information . . . . .	152
Resetting user data . . . . .	154
Initiating the reset . . . . .	154
Resetting selected user data . . . . .	154
Resetting all user data . . . . .	154

## Web interface . . . . . 155

General . . . . .	155
Launching the web interface . . . . .	155
Licenses . . . . .	155
Administrator pages . . . . .	155
User pages . . . . .	156
User menu . . . . .	156

## Fixing problems . . . . . 159

Responding to error messages on the display . . . . .	159
Contact partner in case of problems . . . . .	160

## Index . . . . . 161

# General information

## About this manual

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

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

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

This User Guide is intended to help you familiarize yourself with the OpenScape Desk Phone CP400 and all of its functions. It contains important information on the safe and proper operation of the OpenScape Desk Phone CP400. 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 CP400.



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.

These operating instructions are designed to be simple and easy to understand. Providing clear step-by-step instructions for operating the OpenScape Desk Phone CP400.

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

## Icons used in the manual

### Tips



Refers to a setting established via the web-interface.



Indicates additional important information in relation to handling.



Indicates required intervention by the administrator.

## Displays for describing operation

### Selected action

#### Original illustration on display



#### Step-by-step illustration in the User Guide

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

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

Andre-Marie Ampere  
3336

Consult

OK

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

The selected function can alternatively be confirmed using the **OK** key on the navigator (→ page 19).

## Action not selected

### Illustration on display



### Step-by-step illustration in the User Guide

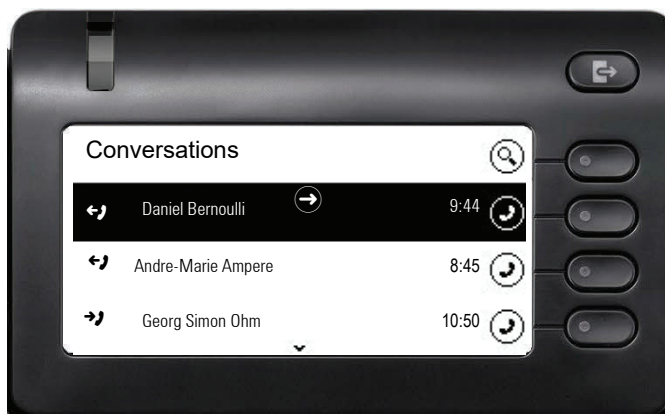
Start transfer



If an action is not selected, it is shown right-aligned in a light color. The associated softkey is also shown. The action can be executed by pressing the softkey without the action being selected.

## Conversation display

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




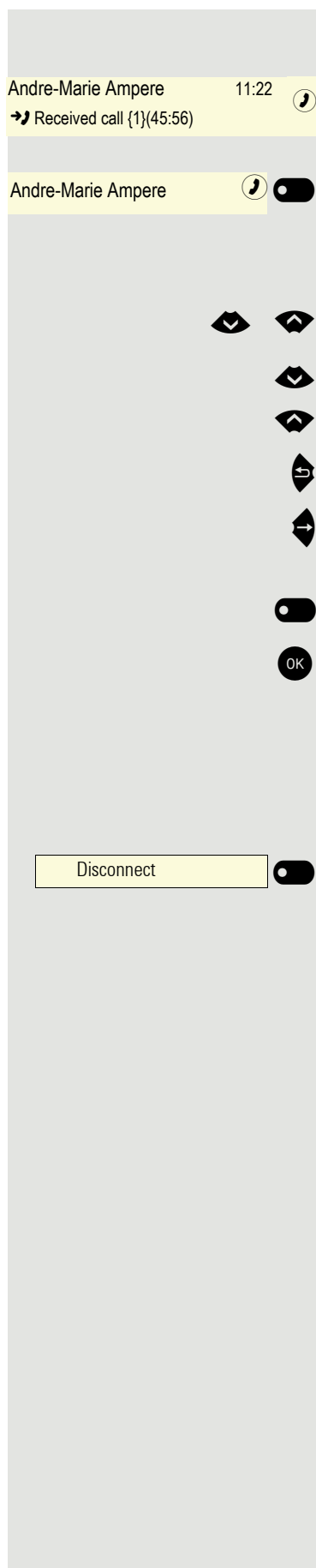
### Information displayed for a selected conversation

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

Daniel Bernoulli 11:22  
Received call {1} (1:35:50)

Daniel Bernoulli

Confirm the selected conversation with the softkey to establish the connection or with the  key to open the context menu.



Information displayed for a non-selected conversation

Conversations are displayed in a light color if they are not selected. This description is only used if it aids understanding. This is the usually what is displayed:

Call directly with the softkey to establish the connection.

## Navigation and action in lists

Make selection from the list and move entries in the list using the navigator keys.

Press and hold to skip to the end of the list.

Press and hold to skip to the start of the list.

Go back.

Open contacts and details. Switch to next lower level.

Execute the softkey action in the list element. Hold down to program the key.

Has the same function as the softkey but works only on a selected element.

## OpenScape Desk Phone CP400 and OpenScape Key Module 400

Functions and phone numbers can be programmed on the keys for the phone and key module.

The OpenScape Desk Phone CP400 or OpenScape Key Module 400 key shown here is referred to as a function key in the User Guide.

## Service



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

Should you have any questions regarding operation, your specialist retailer or network administrator will be glad to assist you. For queries regarding connection of the telephone, please contact your network provider.

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

## Intended use

The OpenScape Desk Phone has been developed as a device for voice transmission and connection via a LAN, and should be placed on a desk or mounted on a wall. Any other use is regarded as unintended.

## Telephone type information

The identification details (exact product designation and serial number) of your telephone can be found on the underside of the base unit. Specific details concerning your communication platform can be obtained from your administrator. Please have this information ready when you contact the service department regarding faults or problems with the product.

## Speakerphone quality and display legibility

- To ensure good speakerphone quality, the area in front of the telephone (front right) should be kept clear.  
The optimum handsfree distance is approx. 50 cm.
- Proceed as follows to optimize display legibility:
  - Turn the phone and tilt the display so that you can view the display head-on and thus eliminate reflections.

## Multi-line phone

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

# Getting to know the OpenScape Desk Phone CP400

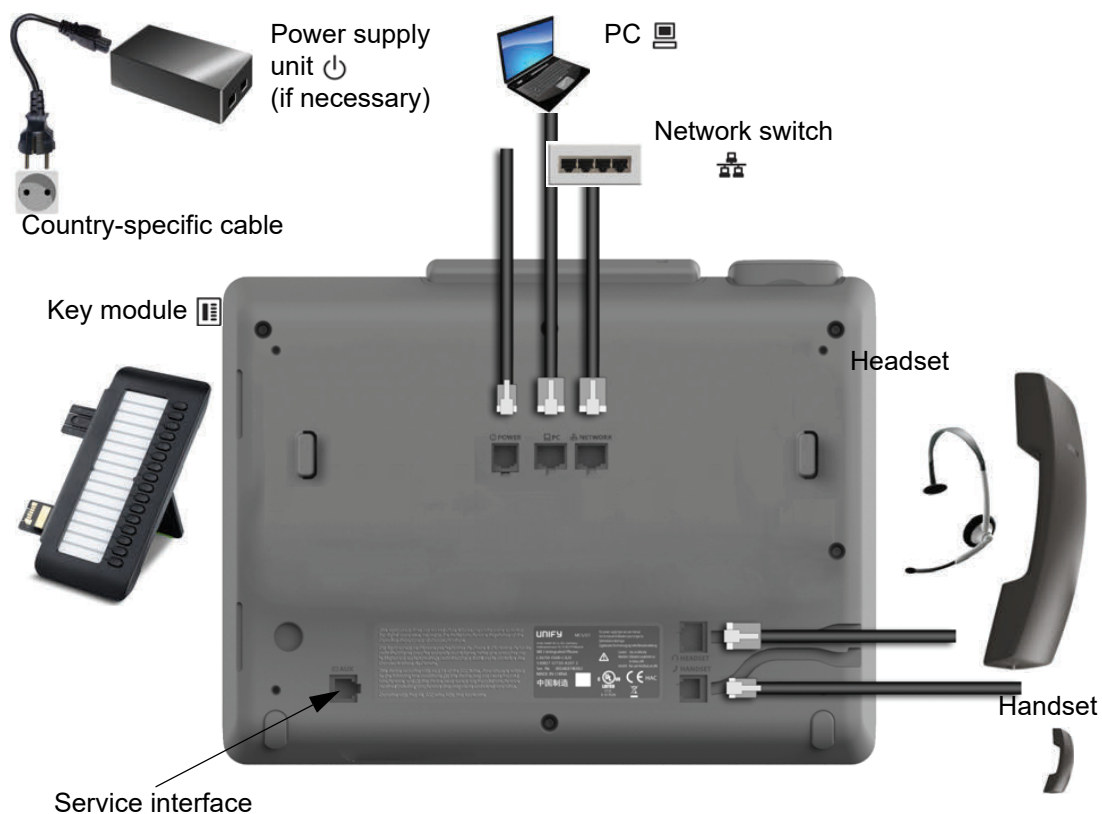
The following sections describe the most frequently used controls and displays.

## The User Interface of Your Telephone



1	You can make and receive calls as normal using the <b>handset</b> .
2	The <b>graphic display</b> permits intuitive operation of the phone → page 22.
3	Use the <b>Menu</b> key to open the main menu.
4	Use the <b>navigator</b> to navigate conveniently through the applications on your telephone → page 19.
5	You can use the softkeys to activate a function or open a menu → page 18.
6	The <b>audio keys</b> are provided to allow you to optimally configure the audio features on your telephone → page 18.
7	Incoming calls, new voice messages or missed calls are visually signaled via the <b>notification LED</b> .
8	The <b>dialpad</b> can be used to enter phone numbers and write text → page 20.
9	Use the <b>call forwarding</b> key to open a menu where you can set up variable call forwarding, for example → page 24.
10	Programmable function keys for functions and selected dialing

## Ports on the underside of the phone



## Properties of your OpenScape Desk Phone CP400

Display type	Grayscales Display 240*120 Pixel
Illuminated display	✓
Full-duplex speakerphone function	✓
Headset	✓
10/100/1000 Mbps Switch → page 17	✓
Web-Based Management (WBM)	✓
Signalisierungs LED (red/green/orange)	✓
OpenScape Key Module 400 Optional	✓



## Using network ports more efficiently

The OpenScape Desk Phone CP400 has a Gigabit Ethernet switch. This means that you can also connect a PC with a Gigabit LAN port to the LAN directly via the phone. The option for connecting the telephone and PC must first be activated on the telephone by your administrator.



Using this connection option saves one network port for each switch used and requires shorter network cables.

## OpenScape Key Module 400

The OpenScape Key Module 400 is a key module attached to the side of the phone that provides an additional 16 function keys that are programmable at two levels. These keys can be populated and used according to your needs → page 48.



The diagram shows the OpenScape Key Module 400. You can attach up to 2 additional OpenScape Key Module 400s.

## Keys and controls

### softkeys



Key	Function when key is pressed
	Activates the function of the left display option or opens another menu. Used in the Team menu as a line key.

## Audio controls

### Audio keys



Key	Function when key is pressed
	Activate/deactivate the loudspeaker → page 76.
	Use headset → page 76.
	Activate/deactivate microphone (also for speakerphone mode) → page 79.

### Volume

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



### Mode keys











You can switch to the relevant application using these keys.



Key	Function when key is pressed
	Switch to the main menu → page 22.
	Configure call forwarding → page 24.

## Navigator

This control allows you to navigate in lists and perform actions in the selected area.

Operation	Functions when key is pressed
 Press the  key.	In conversation mode: <ul style="list-style-type: none"> <li>• Open the subscriber information</li> </ul> In settings: <ul style="list-style-type: none"> <li>• Go down one level</li> </ul>
 Press the  key.	In lists and menus: <ul style="list-style-type: none"> <li>• One level back</li> </ul> In input fields: <ul style="list-style-type: none"> <li>• Delete character to the left of the cursor</li> </ul>
 Press the  key.	In lists and menus: <ul style="list-style-type: none"> <li>• Scroll down</li> <li>• Press and hold: Skip to the end of the list/menu</li> </ul>
 Press the  key.	In lists and menus: <ul style="list-style-type: none"> <li>• Scroll up</li> <li>• Press and hold: Skip to the start of the list/menu</li> </ul>
 Press the  key.	Execute an action for the selected entry.

## Dial pad

### Numeric input

If you enter a number when the telephone is in idle mode, for example, an input field opens automatically for numeric input. Only the digits 0 to 9 as well as the \* and # characters can be entered via the keypad in "123 mode" (indicated at the left margin of the input field).

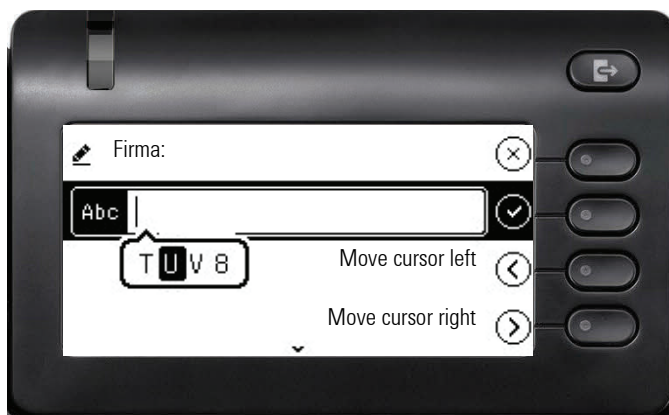


➡ Alphabetic labeling of the dial keys is also useful when entering vanity numbers (letters associated with the phone number's digits as indicated on the telephone spell a name, e.g. 0700 - SAMPLE = 0700 - 726753).

### Text input

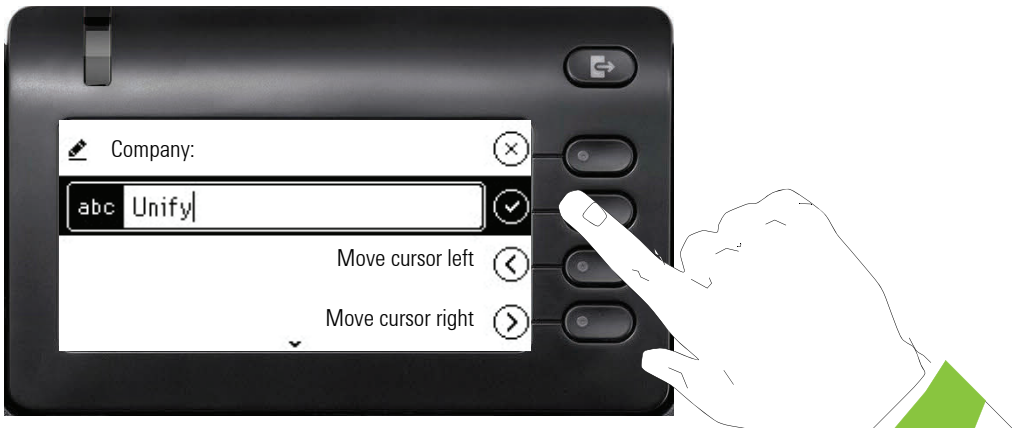
In cases where text input is possible, you can use the dial keys to input text, punctuation, and special characters in addition to the digits 0 to 9 and the hash and asterisk symbols. To do this, press the numerical keys repeatedly.

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



➡ If you want to enter a number in an alphanumeric input field, hold down the corresponding key to bypass the character selection.

Complete your input:



Press the softkey for ✓ to complete your input.

Character overview (depends on the current language setting)

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

Multi-function keys

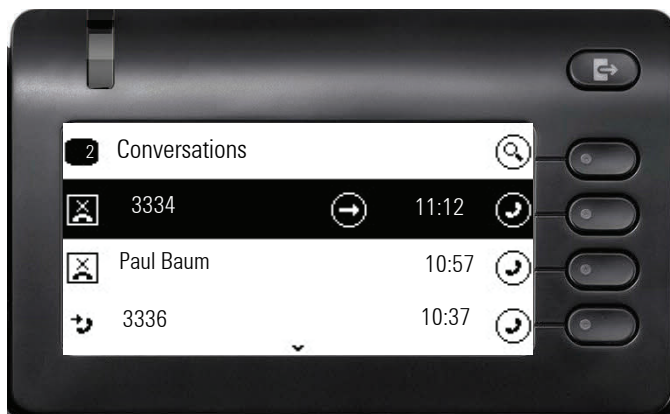
Key	Function during text input	Function when held down
* 📞	Type special characters.	<ul style="list-style-type: none"><li>• 2 seconds: Ringer off</li><li>• 3 seconds: Beep sound instead of ringer</li></ul>
# 📞	Switch between uppercase and lowercase text and number entry. <ul style="list-style-type: none"><li>• Abc mode</li><li>• ABC mode</li><li>• 123 mode</li></ul>	Activate the phone lock → page 141.
1 ☎	Type special characters (not in 123 mode)	

## Graphic display


Your OpenScape Desk Phone CP400 is equipped with a grey scale display → page 16.

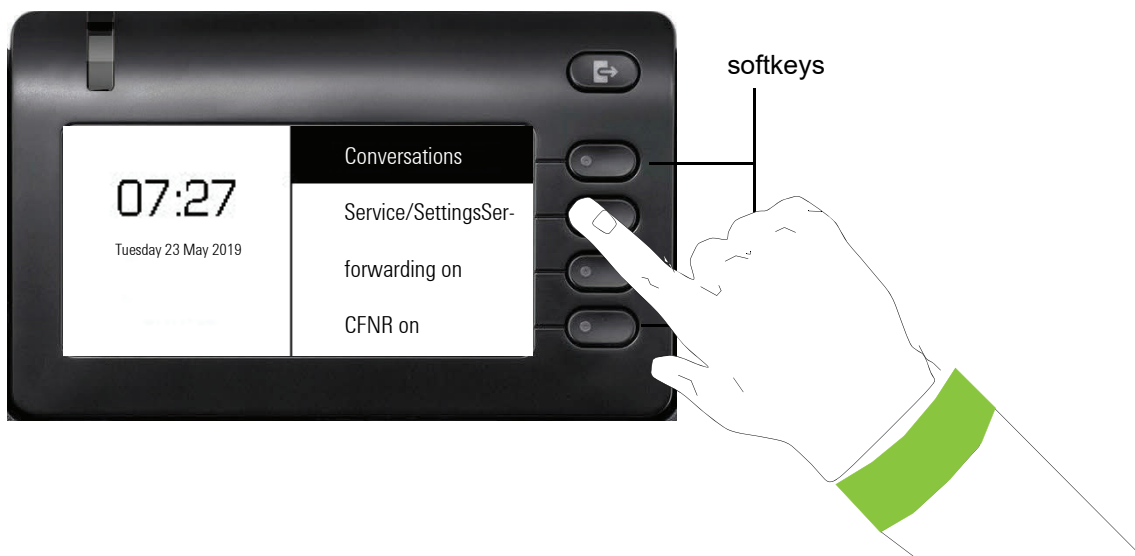
## Conversations

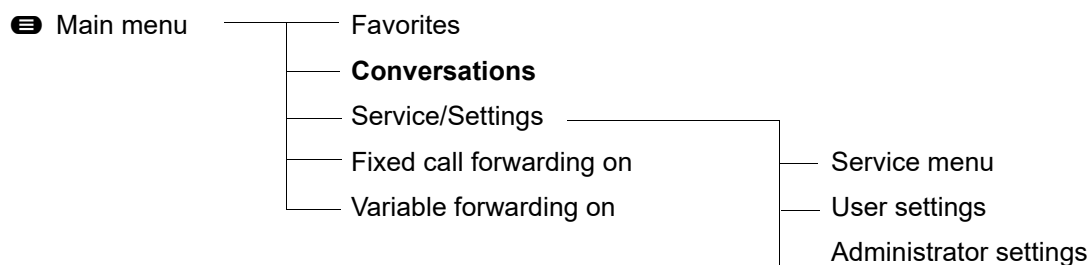
The conversations list appears in the main menu with the Conversations option and is a collection of contact data and data from the call log. See from → page 30 for detailed information.



## Main menu

Use the  key to access the main menu at any time. The time, day of the week, and date as well as the subscriber's own phone number are displayed. The main menu can do much more, as can be seen from the screenshot. As the name suggests, it is the starting point for the entire menu tree. However, as telephony features take priority on a telephone, it is the conversation list that is used as the start display.



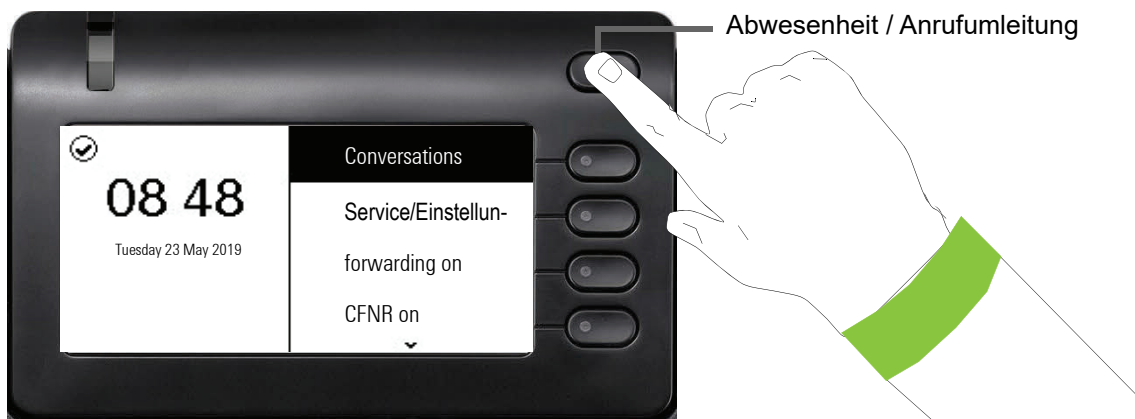



Moreover, different icons represent different situations and options:

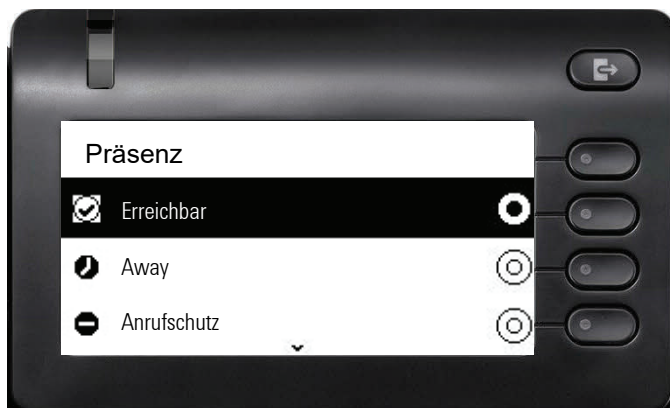
Icon	Meaning
	The ringer is deactivated → page 63
	The ringer is set to a beep → page 63
	The "Do not disturb" function is activated → page 137
	The phone lock is activated → page 141

## Präsenz

If the access is configured as UC user on your phone (ask administrator) and you are logged on to this server. The current OpenScape UC Presence state is indicated on the main menu screen by an icon on the left side of the screen.



To access the "Präsenz" menu, press the Abwesenheit / Anrufumleitung  key via the softkeys. then you will see the following menu:



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

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

-  Available
-  Unavailable
-  Busy
-  Anrufschutz
-  Be Right Back
-  In Meeting
-  Offline
-  Away

If UC is not set up, you get a menu for variable call forwarding with the options: Variabel: Alle Anrufe Variabel: Externe Anrufe Variabel: Interne Anrufe.





## Context-dependent displays

Depending on the situation, the graphic display on your OpenScape Desk Phone CP400 shows different content, to which you can respond intuitively.

### Action with softkey



Press the top softkey to start an alphanumeric search → page 37.



Use the softkey to dial the respective subscriber. You can choose a conversation beforehand using the navigator keys and and open the details of the conversation with the key → page 31



## Action via dialpad

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



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

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

From existing conversations, any matching substring or entered numbers is shown. Also all possible string combination from available letters are filtered out from conversation names (only names which begins with any possible combination. If the conversation is already shown in the list before your input is complete, you can dial the number immediately using the associated softkeys → page 31 or start a call with a new number.

### Example:

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

**A**rthur Rimbaud

Peter **C**ruise

Mary **A**pttle

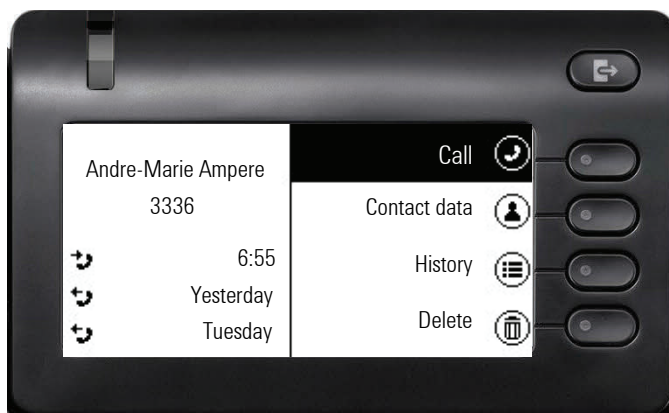
but not: **M**artin Luther


### Sorting

Matching results are sorted and shown in following order:

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

## Action with navigation key



You can open a selected conversation using the navigator's  key in order to see the associated details → page 26.

## 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**<sup>1</sup> have been installed, your phone displays the following notification message: "802.1X certificates have been installed".

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

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

# Operating your OpenScape Desk Phone CP400

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




Before looking at the functions and settings, you should set up the User password to protect your phone against unauthorized use → page 138.

## Navigating in menus

### Browsing lists

You can use the navigator keys to scroll through entries and confirm the functions you want → page 19.

### Opening context menus

If the arrow  appears beside a selected entry, a context menu → page 26 is available for this entry.

## Conversations

A conversation is a contact with a call history. New conversations are created or updated for

- a previously answered call
- a outgoing call
- a missed call
- an Exchange entry following automatic synchronization

A telephone number is automatically supplemented with a name if this information is available from the communication system or the telephone number is found in a company directory (LDAP).





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

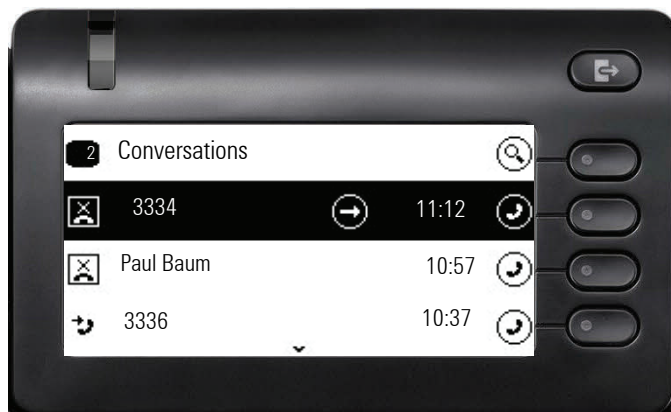


The status of a conversation is displayed with an icon.

Icon	Text
	Active call
	Missed call (current)
	Missed call (old)
	Dialed call
	Answered call
	Voicemail
	Incoming call forwarded towards you by a third party
	You forwarded the call
	Your call was forwarded

## Opening details of a conversation or conducting a call

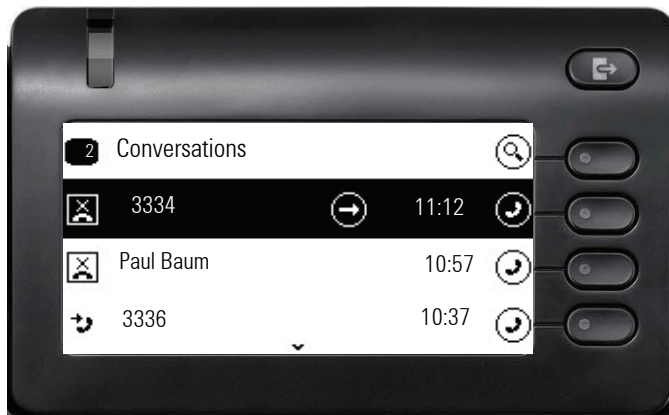
You can open a selected conversation using the navigation key  or start a call using the softkey  or the navigation key . If a conversation is not selected, you can start a call using the softkey .



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



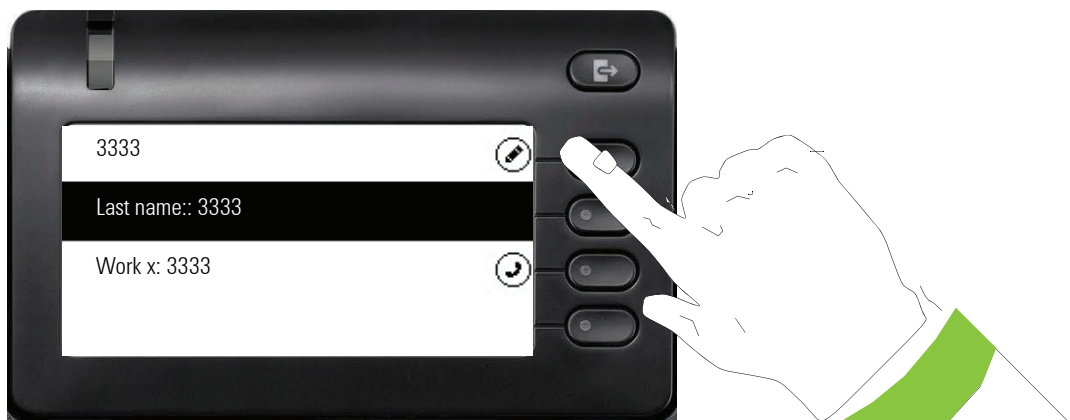
## Editing conversations



Open the details of the conversation using the  key.



Use the softkey to open the "Contact data" menu.

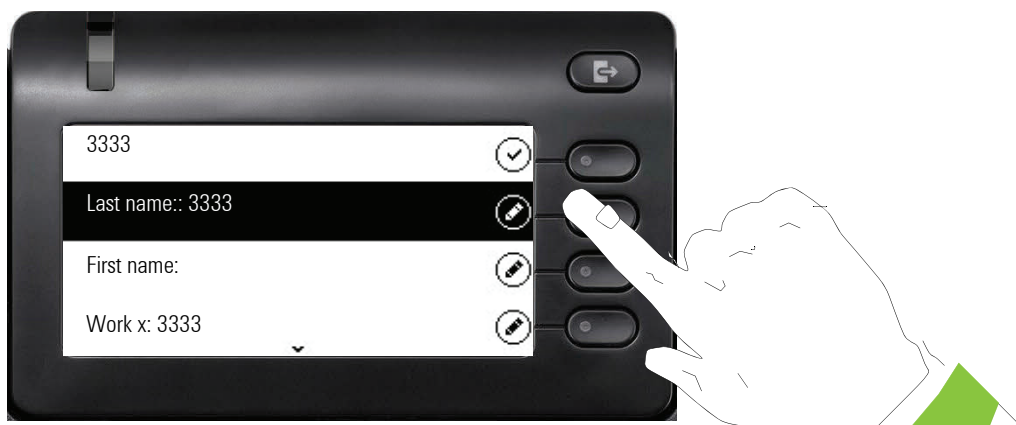


Press the softkey for  to access edit mode.

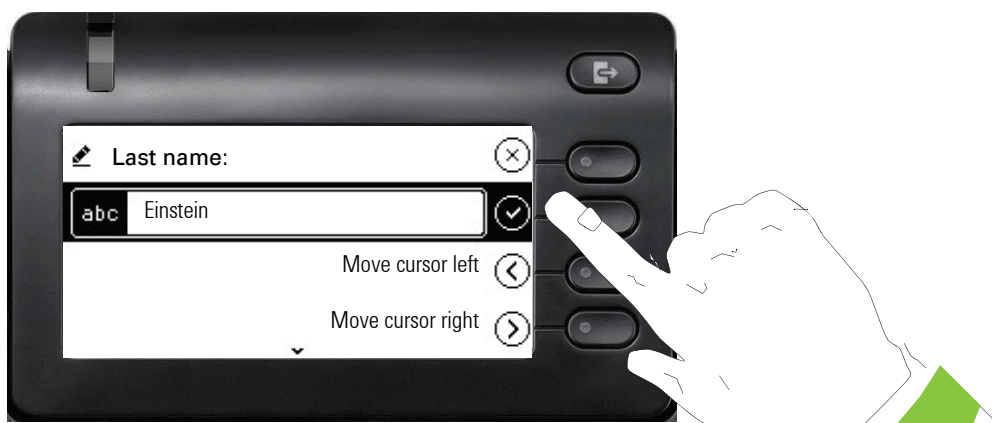



You can complete the following fields for a contact:

- Last name:
- First name:
- Work x:
- Work x:
- Mobile:
- Home:
- Company:
- Address x:
- Address x:
- Role:
- E-mail:
- Avatar:





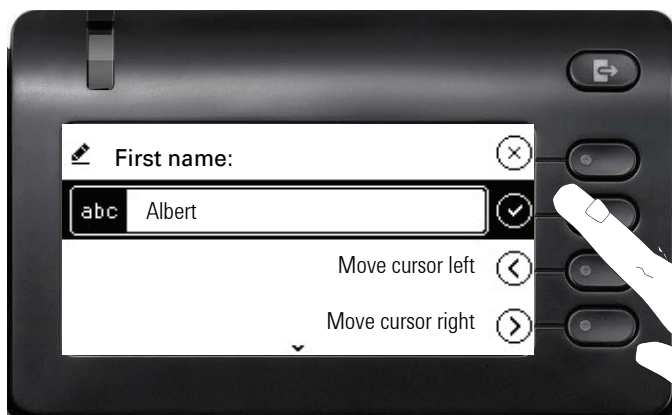
Press the softkey for  to enter the last name.



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



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



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

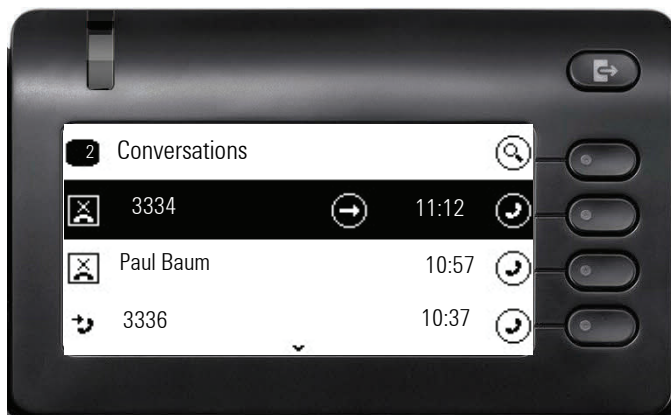




Save the contact data. You can add missing entries subsequently.

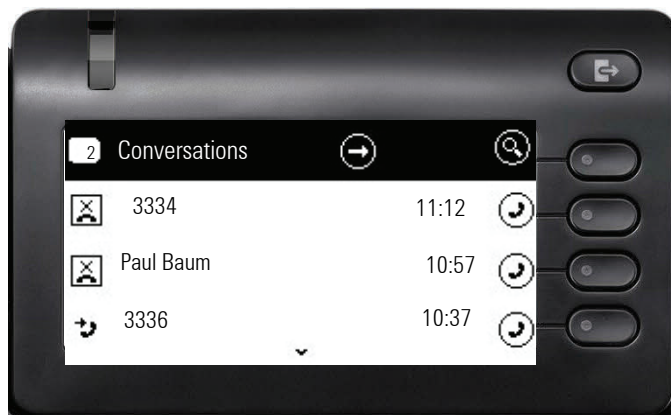
These inputs or changes to existing information are stored locally in the phone.

## Create a new contact/conversation from scratch

You can create a new contact from the conversation list with no previous history. Navigate to the Conversations screen which can be found at the idle screen.





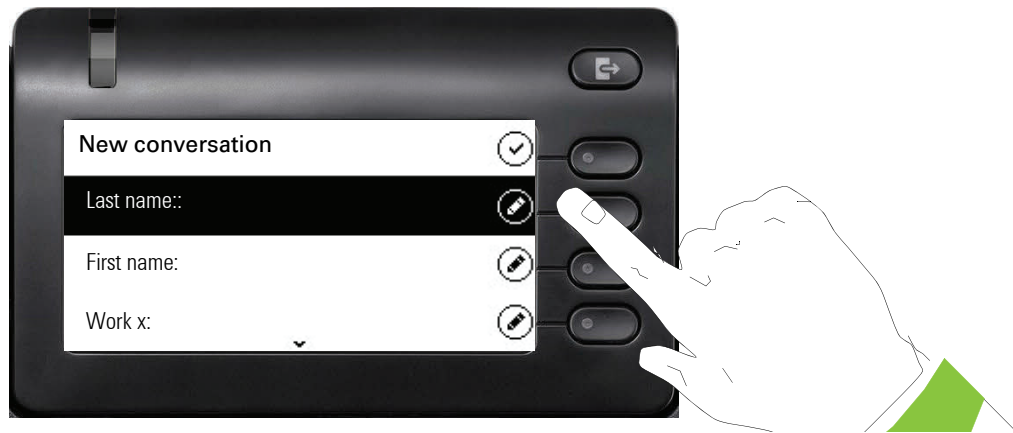
Select the header row of the Conversation List by using the  key and then the Navigator key  can be used to access the Conversation List options.



In the List options menu choose the option New conversation.



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




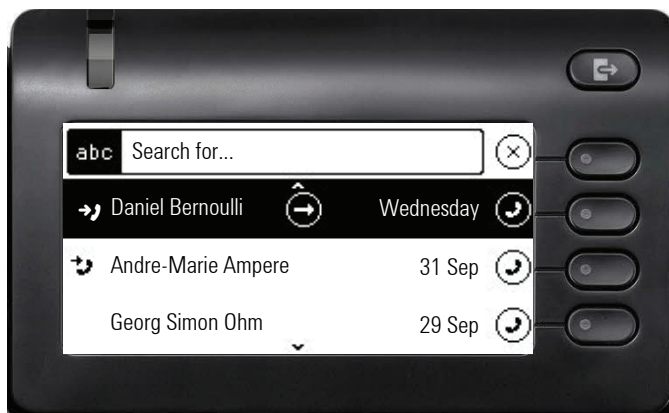
## Searching for conversations or contacts

There are several ways to search for conversations. If you want to call the located contact for the conversation immediately and you know the phone number roughly then you can

- lift the handset or
- press the speaker key or
- press the headset key



and begin entering the digits.

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



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



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

### Search for names (alphanumeric string)

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



- LDAP is configured by your administrator:

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

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



## Using special characters to control the search

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

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

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

### Examples:

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

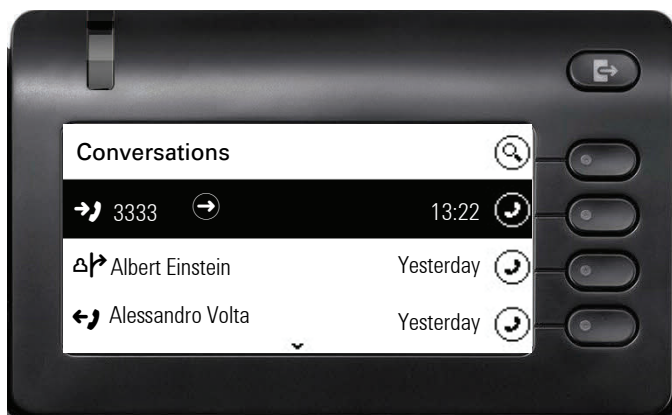
## Order of conversations

On entry into search mode, the local conversations are ordered by their time stamp, i.e. most recent ones are displayed first. Upon entering a search criteria, the local conversations are listed first and ordered by their time stamp, the most recent ones are displayed first.

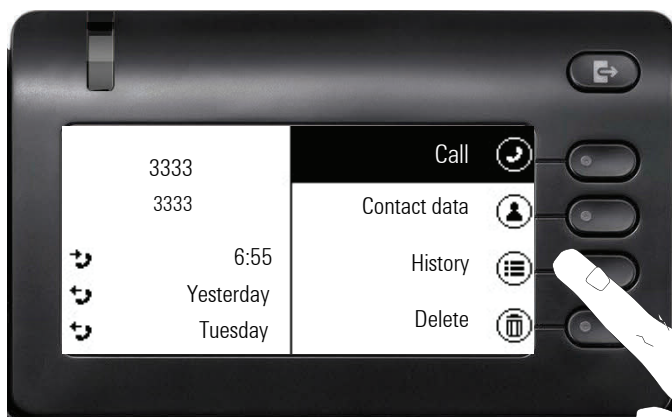
The LDAP results are listed after local conversations and are ordered alphabetically A to Z according to their Conversation name. "Alphabetical order" means A-Z order based on the first character in the name/names/topic of the conversation/contact. In the case of people's names, the order is based on the first character of the first name and/or surname as displayed in the conversation list.




## Display the history of a conversation


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

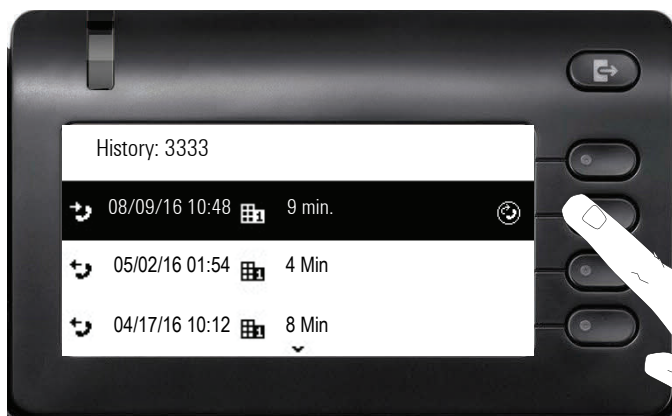



Select a conversation and open the details of this conversation using the  key.



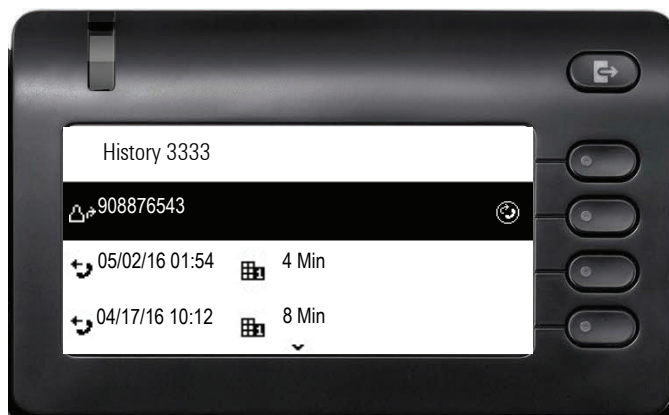
The latest three histories are shown in the field on the left below the name/number of the subscriber. Press the softkey for  to view a list of the last 10 possible histories. Then scroll if appropriate using the  or  key.

The toggle icon  at the end of the main line indicates that there is an extra line to display. To access the extra line, highlight the main line and press the Softkey next to it.



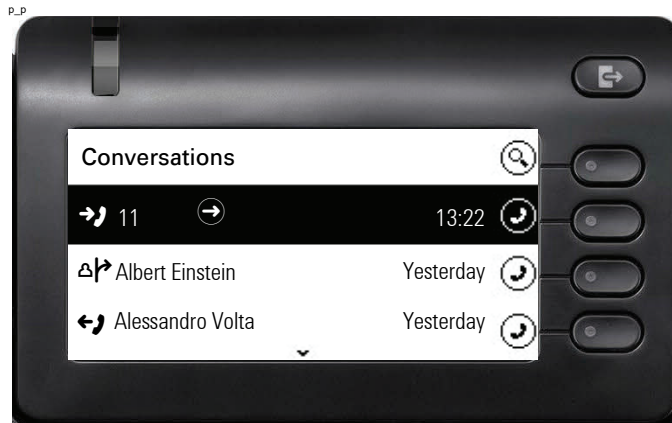
The extra line is highlighted and shows the Forwarding party number in the configured format next to the  icon.






## Deleting conversations

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



Open the relevant entry using the navigator key .



Press the softkey for  to delete the entry.

## Deleting all conversations

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



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

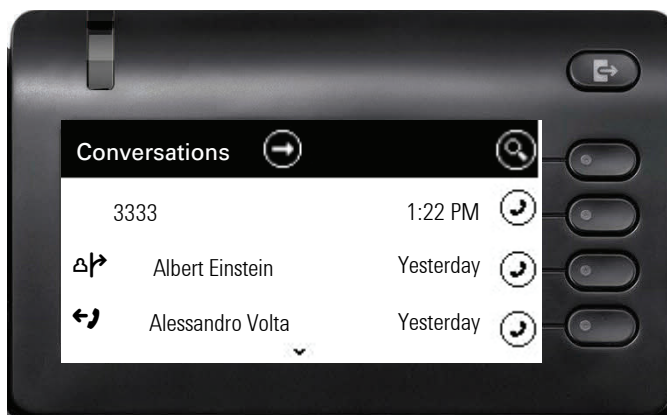
The deletion process may take some time based on the number of conversations.


Avatars associated with contacts remain intact.

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

### With user password

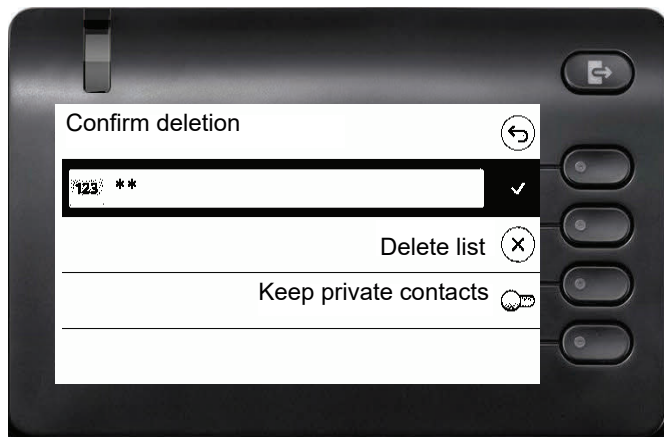
Select the header row of the Conversation list by using the  key, and then the Navigator key  to access the Conversation **List options**.



In the **List options** menu choose the option **Delete all conversations** .



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

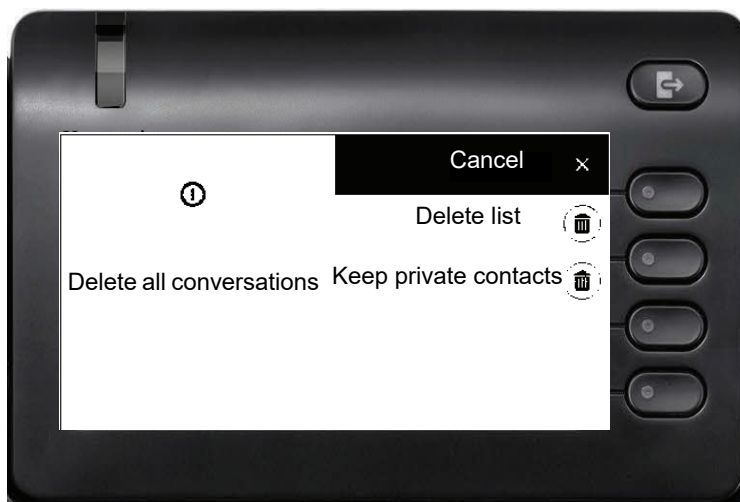



To delete all conversations, enter and submit your password. The screen will then switch to display the **Conversation List** screen, which will be empty.


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

#### Without user password

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



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

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

## Telephony interface

### Telephony view

#### Incoming call

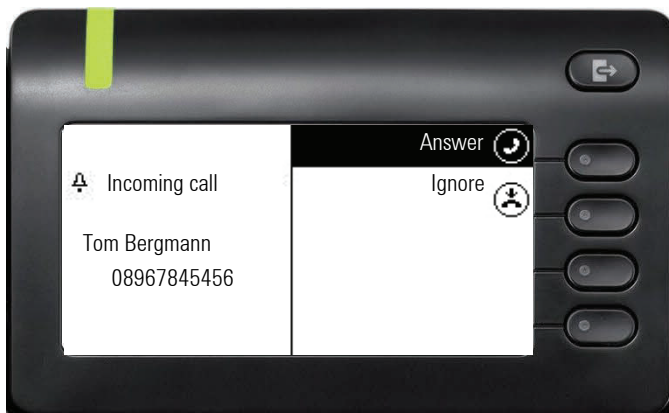
Your phone rings and the call display flashes. In addition to the "classic" telephone functions, additional information and functions are offered on the display:



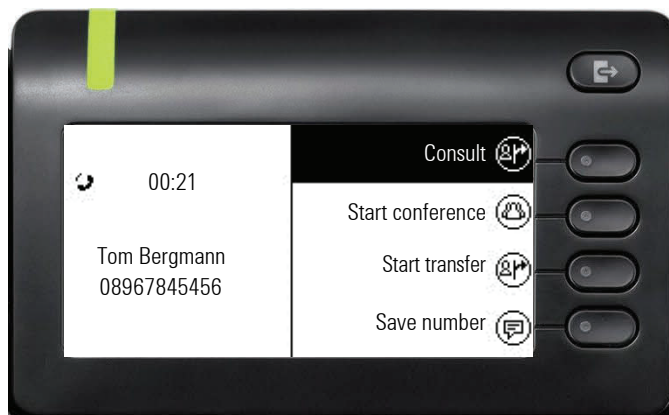
#### Incoming call in multicall scenarios

It is possible to have many incoming calls at the same time. The notification LED flashes and an Alerting screen will be shown for each call, based on their signalled priority. The Alerting screen is self-dismissed within 15 seconds unless another call appears; in this case the current Alerting screen is dismissed and replaced by the Alerting screen of the new call.


➡ The Alerting screen is never shown twice for the same call or while you are in the Conversations screen.

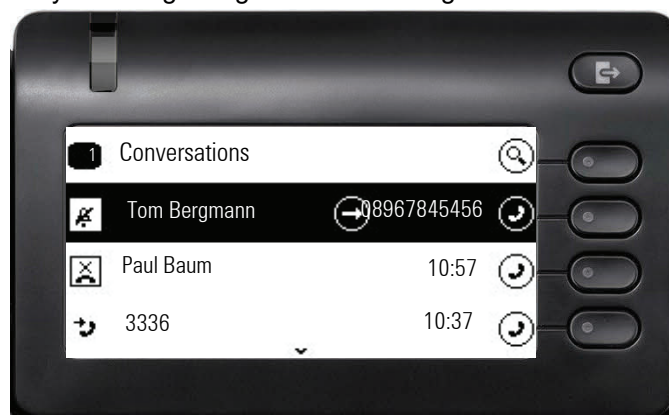


If accepted, the call is shown on Connected call screen.



All other incoming calls including the one presented on Incoming call screen are available only in Conversations.

If the Alerting screen is ignored, phone returns to the currently active call or shows another incoming call screen. You can still answer an ignored call waiting call either when the ongoing call ends or by selecting the ignored call waiting from the list next to the icon .





Call handling is very limited in case phone is locked. The Conversation screen is not accessible and there is no Alerting screen. Only incoming call with high priority is shown on Incoming call screen. When another call is signalled, and priority indicator changes, incoming call screen switches to the actual high priority call.

### When conducting a call:



Switching to a different menu during a call








Use the  or  keys to open the main menu and from there, for example, change the Brightness of the display in the Settings.



Selecting the first softkey will take you back to the previous display.


Icons in call states



Icon	Meaning
	The phone rings
	After dialing, the other subscriber's phone rings
	The call is active.
	The call has been disconnected.
	Your call partner has placed the call on hold.
	The voice connection is secure.
	The voice connection is not secure.


## Programmable keys

The OpenScape Desk Phone CP400 and OpenScape Key Module 400 each have 16 keys to which you can assign functions or numbers on two levels.




 Increase the number of programmable function or selected dialing keys by connecting an additional OpenScape Key Module 400 → page 17.

Label strips are included with your OpenScape Desk Phone CP400 and OpenScape Key Module 400. You can get additional label strips using the Key Labelling Tool available on the Internet ([http://wiki.unify.com/klt/en\\_V8.0/device1.htm](http://wiki.unify.com/klt/en_V8.0/device1.htm)), or you can print out labeled strips via the web interface → page 156.

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

 Line and direct station selection (DSS) keys can only be programmed by the administrator via the Service menu → page 55.


## Meaning of LED displays on function keys

LED		Meaning of function key
	Off	The function is deactivated.
	LED is flashing <sup>1</sup>	Indicates the status of the function (e.g. green or red).
	On	The function is activated (e.g. green or red).

<sup>1</sup> In this manual, flashing key LEDs 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.



## User settings

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



The menu consists of a configuration area both for users and for administrators.



If you have already assigned a user password, you must enter it here. You can find out how to set up the password at → page 138.

## Telephony settings

If the administrator has configured this, you can access and adjust basic telephone settings without being asked to use the password.

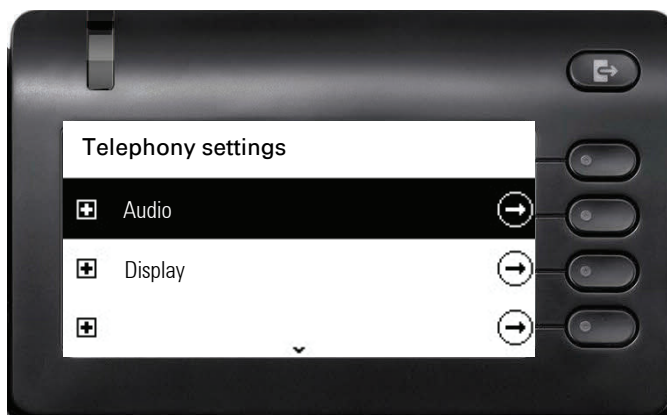
Use the  key to open the main menu and then switch to the settings.



Navigate to “Telephony settings”



The menu consists of the following items:



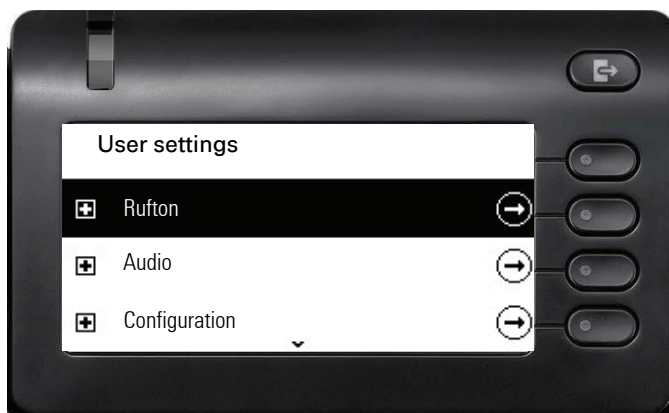
You can edit basic audio and display settings.


## User settings

### Menu

You can adjust local settings for your OpenScape Desk Phone CP400 using the "User settings" menu.

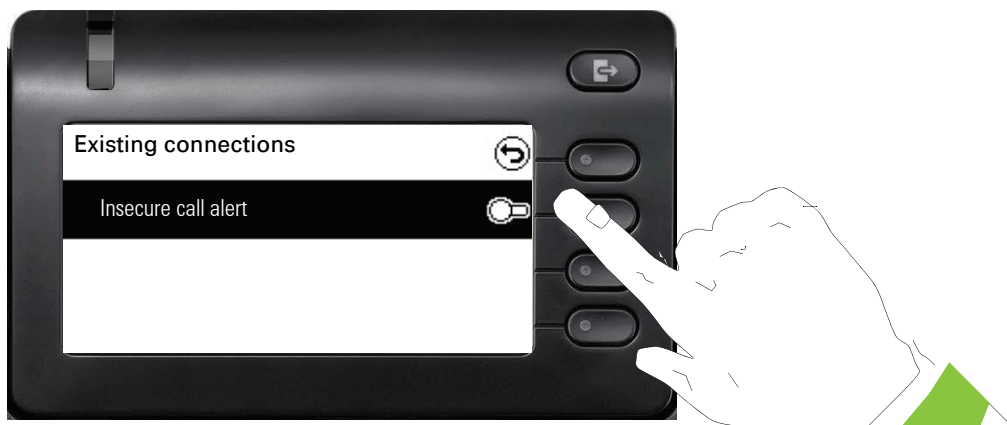
The menu structure consists of several levels.






 You can also configure all settings via the **web interface** of your OpenScape Desk Phone CP400 → page 155.

### Switches

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



Press the softkey on "Insecure call alert" to enable the function. The switch is moved to the right. Alternatively you can use the  and  keys to select the option and confirm with  to actuate the switch.



Press the softkey for  to save your new setting.

### Parameters

You can set values in some submenus.



Press the softkey for  to open the setting.



Press the softkey for example on Echoing. The setting is changed and you return to the previous menu.



Press the softkey for ✓ to save your new setting.

### Levels

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



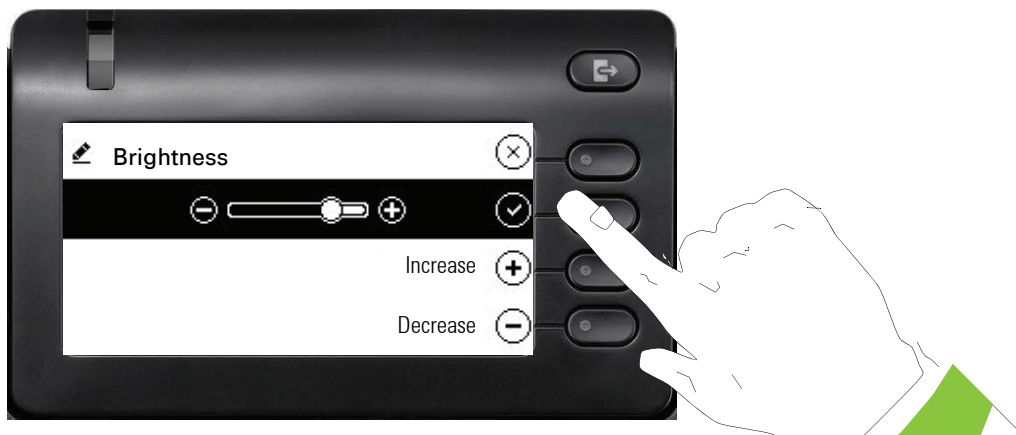
and open the display menu with the softkey.



Open the menu for the brightness setting



Adjust the brightness to the desired level. Use the **− +** key to do this. The display is adjusted immediately.



Complete the setting by pressing the softkey for **✓**.



Save your new settings.

## Administration

You can access the administration area via the "Admin" function and by entering the administration password.

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



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

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

## DLS Security Pin

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



# Setting up the phone

## Display

### Display adjustment

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

### Display brightness

You can customize the display brightness according to your current lighting conditions.

You can also configure this setting via the Web interface → page 155

If nec. Press the Main Menu key.

Open using the softkey

Select "Benutzer".

Open using the softkey

Enter and confirm the User password.

Select "phone".

Open using the softkey.

If the administrator has configured it, you can access the "Telephony settings" option without being asked to enter a User password.

Open using the softkey.

Open using the softkey <sup>1</sup>.

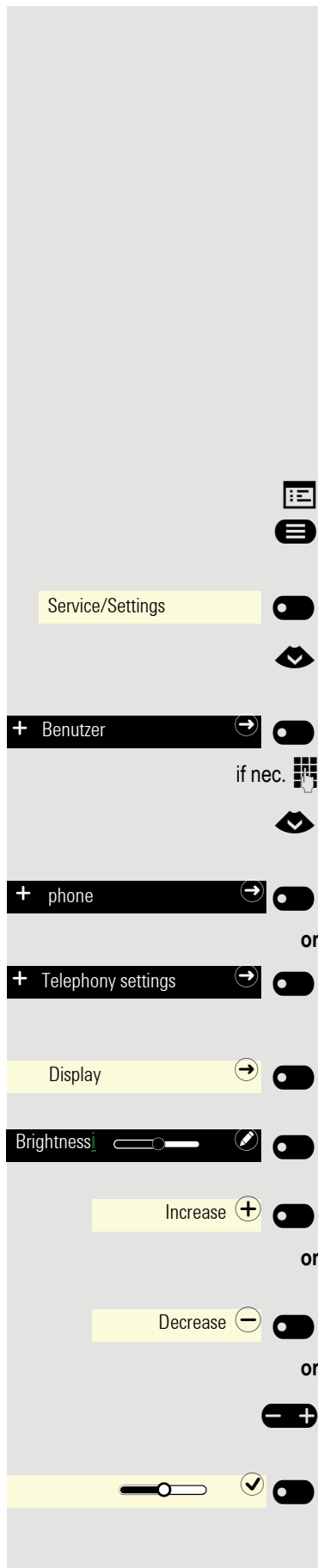
Use the softkey increase the brightness

Use the softkey to dim the display.

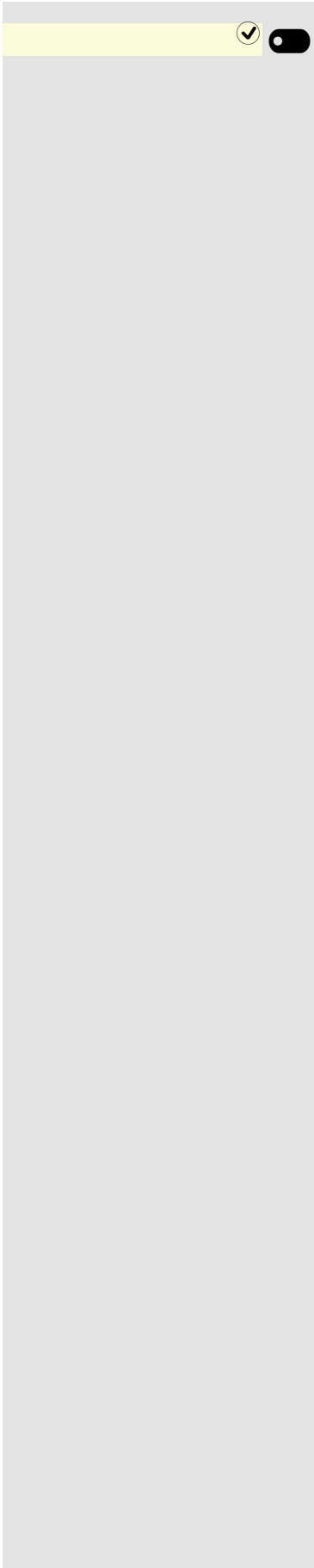
Adjust using the toggle key

Confirm the setting with the softkey.

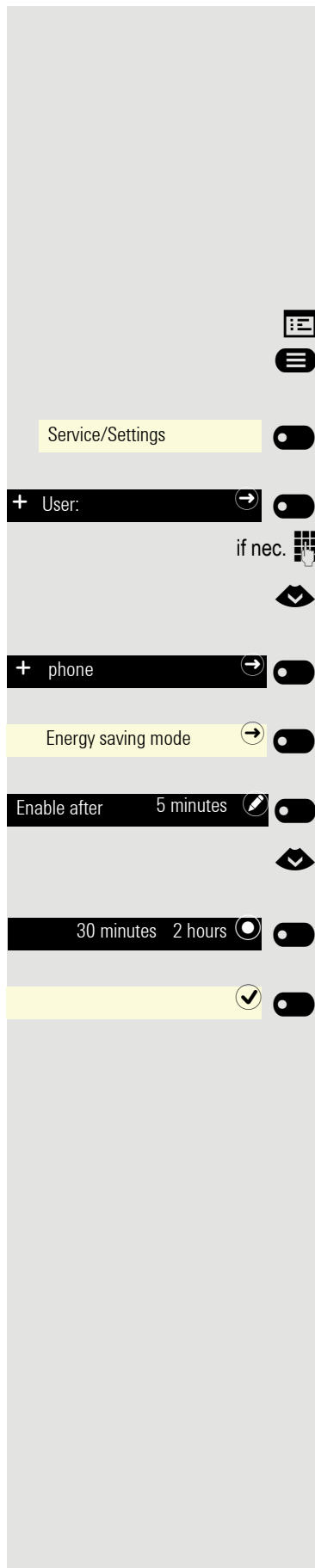
1. The display shows the current setting







Save the settings.



## Energy saving mode

Select the inactivity time after which the OpenScape CP 400 should automatically dim or turn off the backlight.

You can select the following time combinations for backlight dim / switch off:

- 1 minute/5 minutes
- 5 minutes/20 minutes
- 30 minutes/2 hours
- 45 minutes/4 hours
- 60 minutes/8 hours

You can also configure this setting via the Web interface → page 155.

If nec. Press the Main Menu key.

Open using the softkey.

Open using the softkey.

Enter and confirm the User password.

Select "phone."

Open using the softkey.

Open using the softkey.

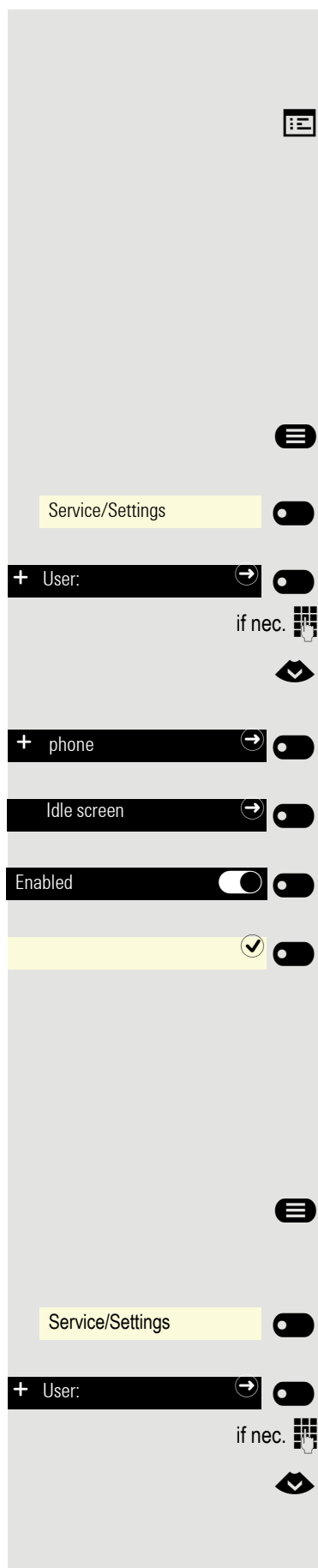
Open using the softkey <sup>1</sup>.

Select the new time in the list

Using the softkey, confirm the new background lighting settings.

Save the setting with the softkey.

1. The display shows the current setting



## Idle screen

Activate a screensaver for the telephone idle state.

You can configure the screensaver settings via the Web interface → page 155.

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

## Activating the Idle screen

Activate a Idle screen for idle mode.

If nec. Press the Main Menu key.

Open using the softkey

Open using the softkey.

Enter and confirm the User password.

Select "phone."

Open using the softkey.

Open using the softkey.

Activate with the softkey.

Save the setting by selecting the softkey.

## Screen type set-up for Idle screen

The idle screen will display either the Main Menu or a time and date display moving across that screen. The background is grayed out behind the time and date display. The default is the Main Menu.









If nec. Press the Main Menu key.

Open using the softkey

Open using the softkey.

Enter and confirm the User password.

Select "phone."

 phone 		Open using the softkey.
Idle screen 		Open using the softkey.
Screen type    Main Menu 		Open using the softkey <sup>1</sup> .
		Select other option
Slideshow 		Confirm with softkey to e.g. set the time and date display moving across the screen.
	 	Save the setting by selecting the softkey.

1. The display shows the current setting

## Automatic start of the Idle screen

Select how long OpenScape CP 400 should be idle before the Idle screen screensaver automatically activates.

You can set the following times:

- 0 minutes (deactivated)
- 5 minutes
- 10 minutes
- 20 minutes
- 30 minutes
- 60 minutes
- 120 minutes

If nec. Press the Main Menu key.

Open using the softkey

Open using the softkey.

Enter and confirm the User password.

Select "phone."

Open using the softkey.

Open using the softkey.

Open using the softkey <sup>1</sup>.

Select the new time in the list

Confirm with the softkey to set the new time.

Save the setting with the softkey.

1. The display shows the current setting

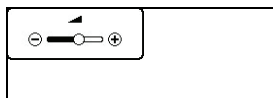
## Audio

### Change connection volumes

Change the following settings:

- Handset volume
- Speaker volume
- Headset volume
- Call loudspeaker volume

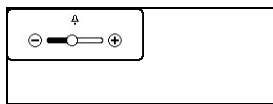
You can also adjust volume settings from the user menu → page 56.



Set volume louder or quieter. Press the key repeatedly until you reach the desired volume.

### Adjust ringer volume while idle or when ringing

You can also adjust volume settings from the user menu → page 56.



Press the key until you reach the desired volume.

## Deactivate the ringer

If you do not want to be disturbed by the phone ringing for an incoming call, you can switch the ringer off.

### Deactivating



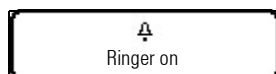
Press and hold the key until the "ringer off" icon appears.



### Activating



Hold down the key until the "ringer off" icon goes out.



### Mute active ringer



You can mute the active ringer for an incoming call and only for that call. Long press the key while the phone is ringing and only the active ringer is muted. Ringer mode is not changed.

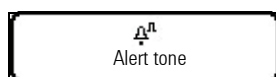
If you want to change the ringer mode, see the section "Deactivating" → page 63 and "Activating" → page 63.

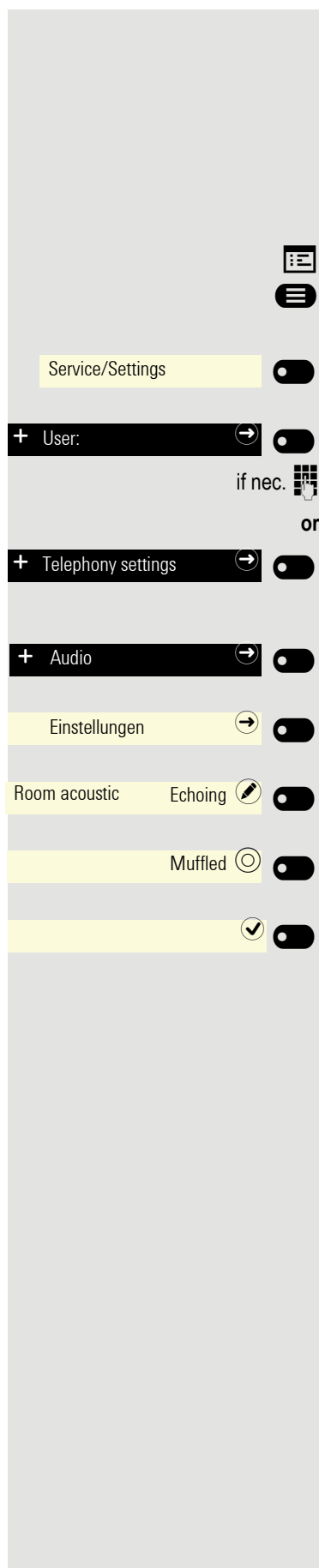
## Activate alert tone

You can turn the ringer off and select a short alert tone instead.



Hold down the key until the notification and icon for "Activate alert tone" appears on the display.





## Room acoustic

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 155.

If nec. Press the Main Menu key.

Open using the softkey.

Open using the softkey.

Enter and confirm the User password.

If the administrator has configured it, you can access the “Telephony settings” option without being requested to enter a User password.

Open using the softkey.

Open using the softkey.

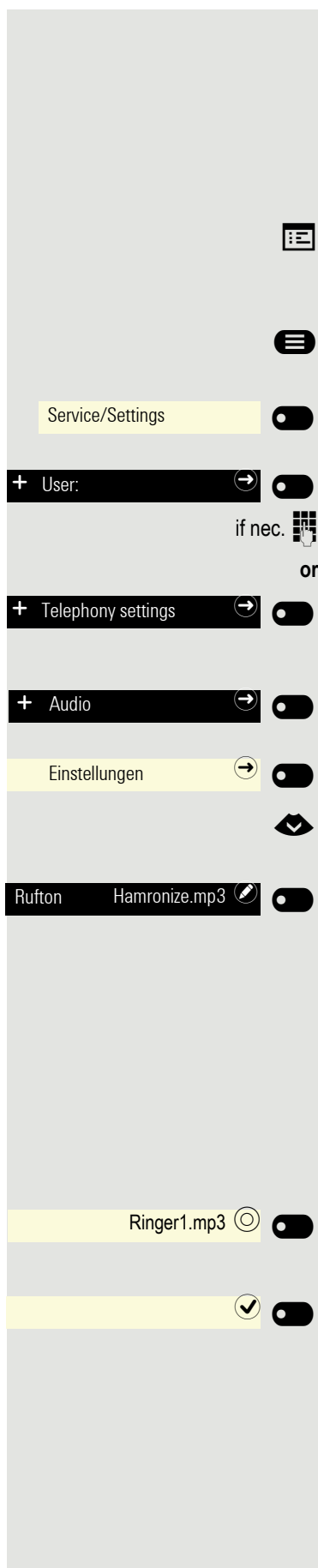
Open using the softkey <sup>1</sup>.

Use the softkey to set to Muffled, for example.

Save the setting by selecting the softkey.

1. The display shows the current setting





## Ringer

Select your preferred ringer from the available audio files. If no individual audio files are available, the "Pattern" ringer is preset. To upload your own files in ".mp3" or ".wav" format, you can use WBM.

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

For more information on configuring settings via the Web interface, see → page 155.

If nec. Press the Main Menu key.

Open using the softkey.

Open using the softkey.

Enter and confirm the User password.

If the administrator has configured it, you can access the "Telephony settings" option without being requested to enter a User password.

Open using the softkey.

Open using the softkey.

Switch to Ringer.

Open using the softkey <sup>1</sup>.

You will be offered the following default options:

- Pattern
- Harmonize.mp3
- Ringer1.mp3
- Ringer2.mp3
- Ringer3.mp3
- Ringer4.mp3
- Ringer5.mp3
- Ringer6.mp3

Confirm with the softkey to switch. You will immediately hear the associated ringer melody.

Save the setting with the softkey.

1. The display shows the current setting

## Setting headset port use

You can also configure this setting via the Web interface → page 155 .

If nec. Press the Main Menu key.

Open using the softkey.

Open using the softkey.

Enter and confirm the User password.

If the administrator has configured it, you can access the “Telephony settings” option without being requested to enter a User password.

Open using the softkey.

Open using the softkey.

Select the headset port.

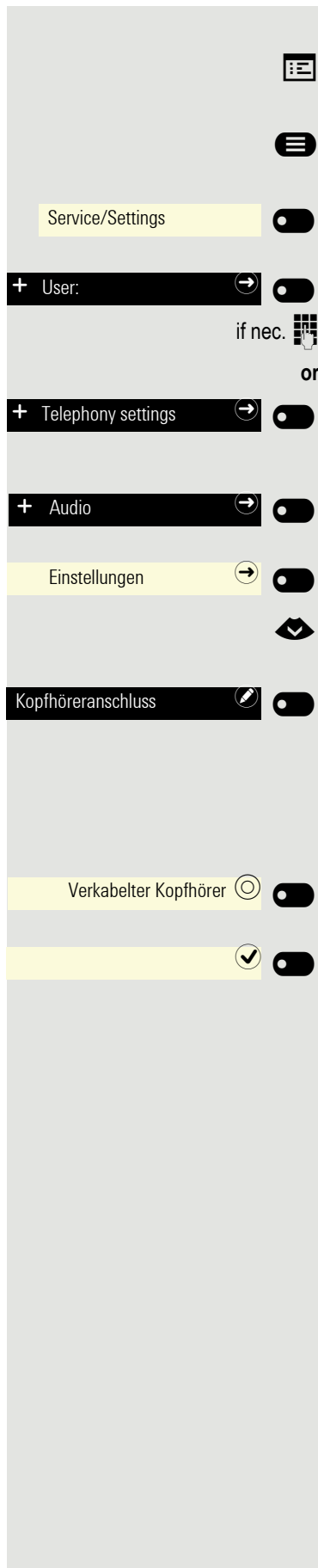
Open using the softkey <sup>1</sup>.

You are offered the following options:

- Verkabelter Kopfhörer
- Schnurloser Kopfhörer
- Konferenzgerät

Confirm with the softkey to switch.

Save the setting with the softkey.



1. The display shows the current setting

## Call settings

### Activating/deactivating a second call

You can determine whether or not you would like to accept second calls (call waiting) during a conversation.

➡ If your telephone belongs to an ONS group (parallel calls → page 135), please note the following special features:

In addition to triggering an alert tone on the engaged telephone, the second call will also be signaled with a ring tone on the other telephones in the ONS group.



Switch?



Zweitanruf?



Turn on?



or

Turn off?



Open menu → page 22.

Select and confirm.

Select and confirm.

Select and confirm.

Select and confirm.

### Central speed dial numbers

➡ Speed dial numbers are set up by your responsible administrator.

Speed dial numbers are stored in the system.

The central speed dial directory can be obtained from your responsible administrator, e.g. in printed format.

## Speed dial with extension



Speed dial numbers with sequences are set up by your responsible administrator.

Functions including the dialing number and further access codes can be saved to a speed dial number.

Since the number of characters for a speed dial entry is limited, speed dial numbers (up to 10) can also be linked together in order to handle longer sequences.

Example:

When you leave the office, you want to block your telephone and simultaneously activate call forwarding. Both of these actions can be stored as a sequence using a speed dial number.

Likewise, in order to unlock the phone and cancel the call forwarding, a speed dial number can be stored.

## Individual speed dial numbers



This function must be set up by your responsible administrator.

The keys **0 +** to **9 wxyz** can be assigned to 10 frequently used phone numbers.

Open menu → page 22.

Confirm.

Select and confirm.

Press the required line key. When the relevant key is selected, the call number is displayed.

Confirm.

Enter the phone number.

Confirm.

Your entry is saved.

Use speed dial → page 82.



Destinations? ▼

Kurzwahl? ▲▼



Neuer Eintrag? ▼



Save? ▼

## OpenScape UC

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

➡ The OpenScape UC can be also configured in WBM → page 155.



The OpenScape Desk Phone CP400 will login using the given user credentials. If the data is incomplete (missing server address, username or password) the phone will not try to login at all.




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

## Programming function keys

You can assign frequently used functions or phone numbers to the function keys of your OpenScape Desk Phone CP400 or to the Key Module KM400.

### Set up function keys.

 The selection of available functions depends on the configuration. Please ask your administrator if you are missing a function.

#### Example: Configure a second call

Hold down the Function keys of the phone or of the OpenScape Key Module 400, which is to have a function assigned to it, until the Key Programming Menu is displayed.

Select "Assign telephone function"

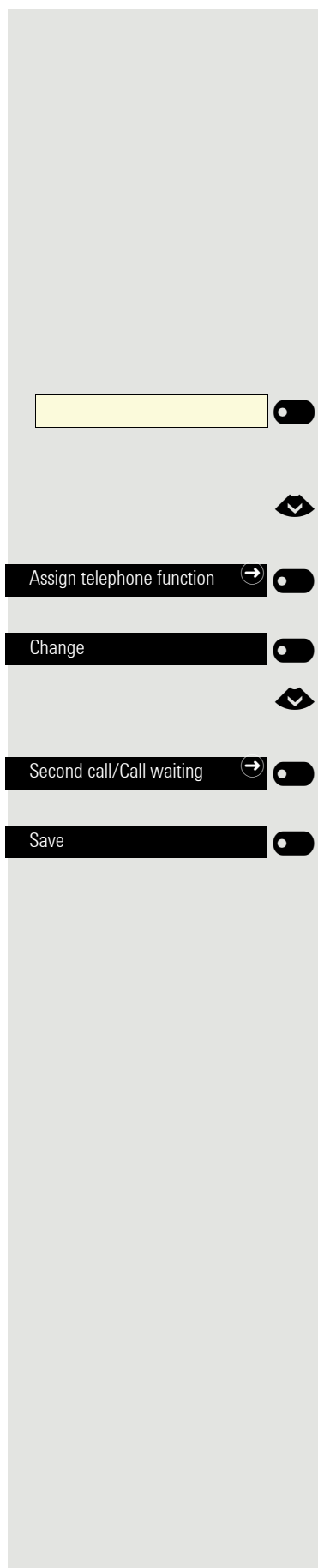
Confirm.

Confirm.

Select "Second call/Call waiting"

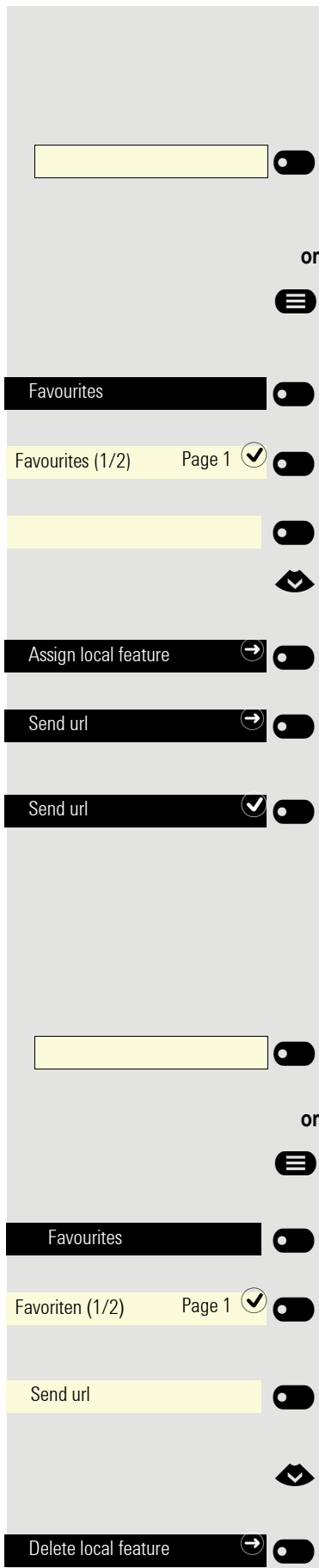
Confirm.

Confirm. The key is programmed.



## How to program a local feature

### Example: "Send url" set up



Hold down the Function keys of the phone or of the OpenScape Key Module 400, which is to have a function assigned to it, until the Key Programming Menu is displayed.

or



If nec. Press Main Menu key.

Open using the softkey.

Select desired page (1 to 4).

Press and hold the Function keys to be programmed.



Select "Assign local feature"

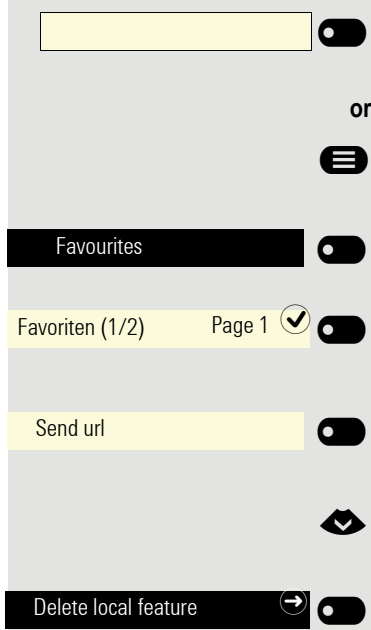
Confirm.

Confirm.

Confirm. The key is programmed.

## How to delete a local feature

### Example: "Send url" delete



Hold down the Function keys on the OpenScape Key Module 400 to be deleted until the key programming menu is displayed.

or



If nec. Press Main Menu key.

Open using the softkey.

Select desired page (1 to 4).

Hold down the Function keys that has been programmed for the Send url in order to delete it.



Select "Delete local feature"

Confirm. The key indicating the local feature is deleted.

## How to program a function key with Send URL functionality

### Configuration

Hold down the Function keys of the phone or of the OpenScape Key Module 400, which is to have a function assigned to it, until the Key Programming Menu is displayed.

If nec. Press Main Menu key.

Open using the softkey.

Select desired page (1 to 4).

Press and hold the Function keys to be programmed.

Select "Assign local feature"

Confirm.

Confirm.

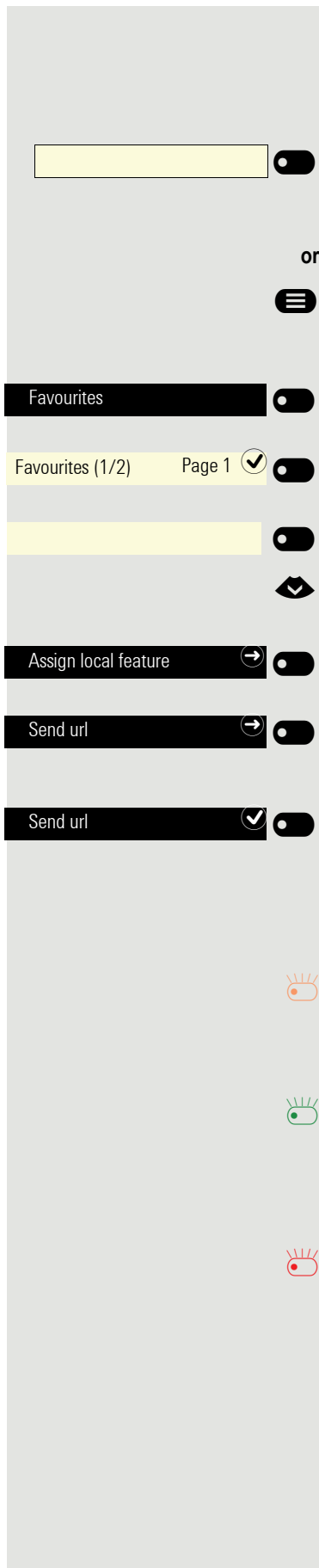
Confirm. The key is programmed.

### Activation

After the key is programmed, the LED lights amber to indicate that the key is busy, so another key press in that state will have no action.

After successful HTTP response from the web server, the LED lights green for 3 seconds and a success notification appears. You can now control remote server actions from your CP phone.

After unsuccessful HTTP response from the web server, the LED lights red for 3 seconds and a failure notification appears.





## Setting up selected dialing keys

You can assign phone numbers to selected dialing keys on 2 levels. To assign the 2nd level a "shift key" must be selected.

You first assign a function key with the "selected dialing" function. In an additional step you determine the phone number.

If necessary, switch to the second level

Hold down the Function keys of the phone or of the OpenScape Key Module 400 that is to have a function assigned to it, until the Key Programming Menu is displayed.

Confirm.

Confirm

Enter the phone number and confirm.

Save the setting with the softkey. The key is programmed.

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

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

In the Favorites menu, hold down the Function key to which a function is to be assigned until the programming menu is displayed. Then select **Edit selected dialing**.




From the Edit selected dialing screen highlight the **Select conversation** option and press the Softkey next to it.

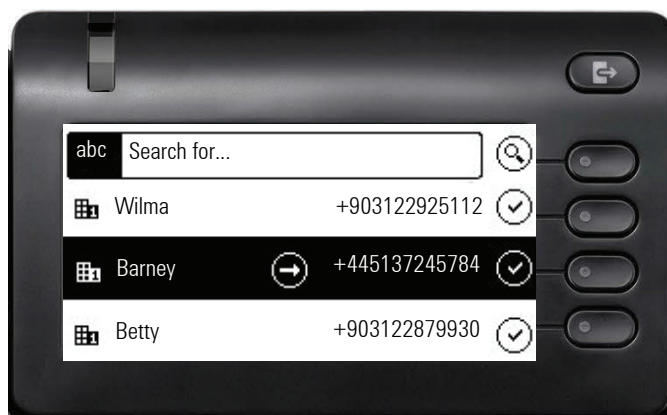


The Conversation selector screen will be shown. You can either select a conversation from the list, or use the “Search for..” box to search for a particular conversation.

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



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



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



You will be redirected back to the Edit selected dialing screen where the Number now shows the default phone number or the chosen phone number of the contact and the Label shows the contact's name.

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



## Making calls



To better understand the steps described here, it is recommended that you read the introductory chapter "Getting to know the OpenScape Desk Phone CP200" → page 15 .

## Receiving a call



Any settings you are currently making on the phone will be interrupted by an incoming call.

### Answering a call via the handset

The phone rings.



Lift the handset<sup>1</sup>

### Answering a call via the loudspeaker (speakerphone mode)


The phone rings.



Press key. LED is lit<sup>1</sup>.

### Answering a call via the headset

**Requirement:** A headset is connected.

The phone rings. The key  flashes.



Press the key<sup>1</sup>.

1. Set the volume → page 62.

## Answering a call with the DSS key

**Requirement:** You have configured DSS keys on your phone → page 15.

The phone rings.

Press the DSS key.

The LED is lit. You can speak handsfree.

Lift the handset<sup>1</sup>.

 Note the meaning of the LED displays on the direct call keys → page 15

## Accepting calls for a colleague in the team

If a team member does not take a call within 15 seconds (depending on the setup), the other team members will hear an alert tone.

### In idle mode

The phone rings. "Anruf für" is shown in the display.

Lift the handset

Press the flashing "Übernahme" key (→ page 48). You have picked up the call.

The LED is lit. You can speak handsfree.

Lift the handset<sup>1</sup>.

### During the call

press the flashing „Übernahme“ key.

The first individual is on hold while you are connected to the second.

### To end the second conversation and return to the first

Confirm in order to disconnect

1. Set the volume → page 62.

## Selectively picking up a call

You hear another phone ringing, whose number you know, or a colleague invites you to take over a call on a particular phone.

Lift the handset.

Select and confirm.

Enter the telephone number on which you wish to take over the call. You can then accept the call<sup>1</sup>.

## Display called extension

When the call number is not shown in a call pickup group in which you want to take over a call (display is deactivated by default for pickup group), you can enter the code for “display on request” after picking up the phone. Ask your administrator about this code.

Lift the handset.

Enter the system code for “display on request” (if nec. ask the administrator).

Once you have entered the code, the phone number will be shown.


## Addressed via speakerphone (direct speaking)

You are being spoken to directly by a colleague over speakerphone. Handsfree und Open listening are automatically activated.

The speaker key is lit.

Answering in hands-free mode is immediately possible.

Lift handset and answer.

 Speak directly to your colleague → page 81.



Gezielte Übernahme?



or



## Switch microphone on/off

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

## Ending a call

Press the illuminated key. The key is no longer lit.

Press the illuminated key. The key is no longer lit.

Replace the handset.

Press the key if it is set up.

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:



## Dialing/Calling

### Dialing with handset off



Lift the handset.

Internal: Enter the phone number.

External: Enter external code and phone number.

### Dial with the handset on-hook



Internal: Enter the phone number.

External: Enter external code and phone number.

Participant answers over loudspeaker. The speaker key is lit.

### Participant answers over loudspeaker:

With handset on hook: Speakerphone mode.

or



Lift the handset.

### Participant does not answer or is busy:



Press key. LED goes out.

### Dialing with connected headset



**Requirement:** The headset is connected.

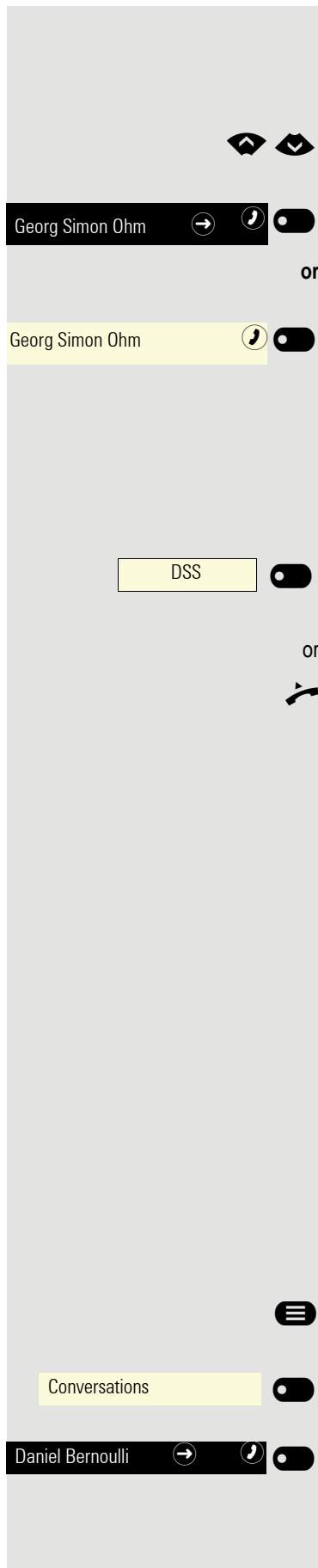
Internal: Enter the phone number.

External: Enter external code and phone number.



The key illuminates.





## Choose from conversations

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

or search by entering the phone number or name.

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

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

## Calling with a direct station select (DSS) key

**Requirement:** You have configured DSS keys on your phone → page 15.

Press the DSS key.

When the participants answer, enter speakerphone mode.

Lift the handset.

---

 Note the meaning of the LED displays on the direct call keys → page 15

---

## Redial

You can use conversation list to call your last connected party. You can do this via the history of a conversation (for more information, see "Display the history of a conversation" → Page 40) or via contact details (for more information, see "Opening details of a conversation or conducting a call" → Page 31).


## Returning a missed call

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


The notification LED is red. In addition to the menu name, i.e. "Conversations", the number of missed calls is shown.

If nec. Press the Main Menu key.

Open using the softkey.

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

## Using speed dial

 This function must be set up by your responsible administrator.

Speed dial numbers can also contain command or access code sequences and may be linked with other speed dial numbers → page 67.

### Dialing with central speed dial numbers

**Requirement:** You know the speed dial number → page 67.

Open menu → page 22.

Select and confirm.

Enter speed dial number.

The connection is immediately established.

### Dialing with individual speed dial numbers

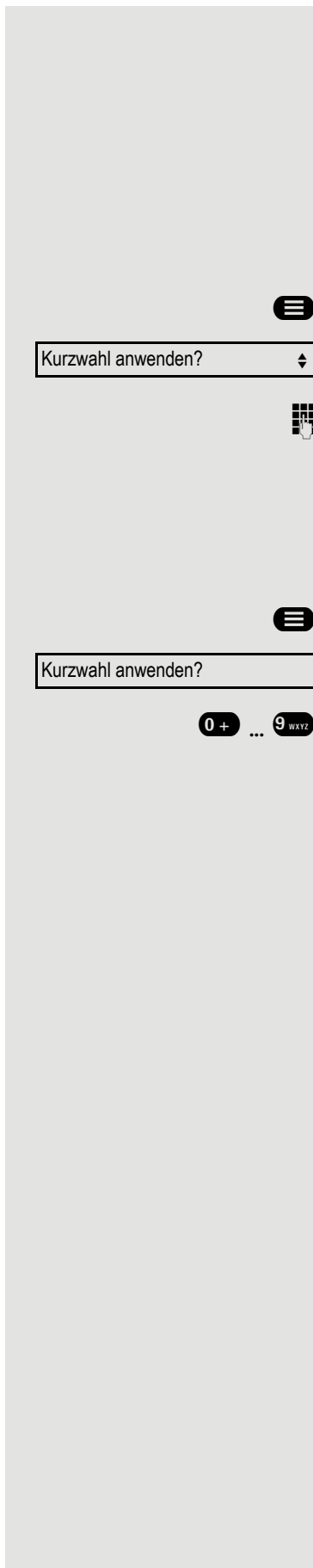
**Requirement:** You have set up individual speed dial numbers → page 68.

Open menu → page 22.

Select and confirm.

Press the required speed dial key.

The connection is immediately established.



## Forwarding calls

You can program several types of call forwarding on your line.

Variable Umleitung	EIN	All calls are forwarded to the stored phone number, and the call number is deleted when the call is disconnected.
Feste Umleitung	EIN	All calls are forwarded, the stored phone number is not deleted when the call is disconnected.
Uml. für intern	EIN	Only internal calls are forwarded.
Uml. für extern	EIN	Only external calls are forwarded.
Umleitung besetzt	EIN	If your connection is busy, all calls are forwarded.
Umleitung nach Zeit	EIN	If you do not pick up a call, all calls will be forwarded after a certain amount of time.
Uml. besetzt/n. Zeit	EIN	If your connection is busy, or you do not pick up a call, all calls will be forwarded following a certain period.

## Use call forwarding

You can immediately forward internal and/or external calls to your lines to different internal or external telephones (destinations) (external destinations are also possible if the system is configured accordingly).

➡ If call forwarding is activated, a special dial tone sounds when the handset is lifted.

If DTMF dial-in (ask relevant Administrator) is active, you can also divert calls there. Destinations: Fax = 870, Direct inward dialing = 871, Fax-Direct inward dialing = 872.

If you are the end caller of a forwarded call, you can see the call number or the name of the forwarding party in the Notification area of the display (1st. line) and the those of the caller below it.

## Setting up call forwarding via the call forwarding menu

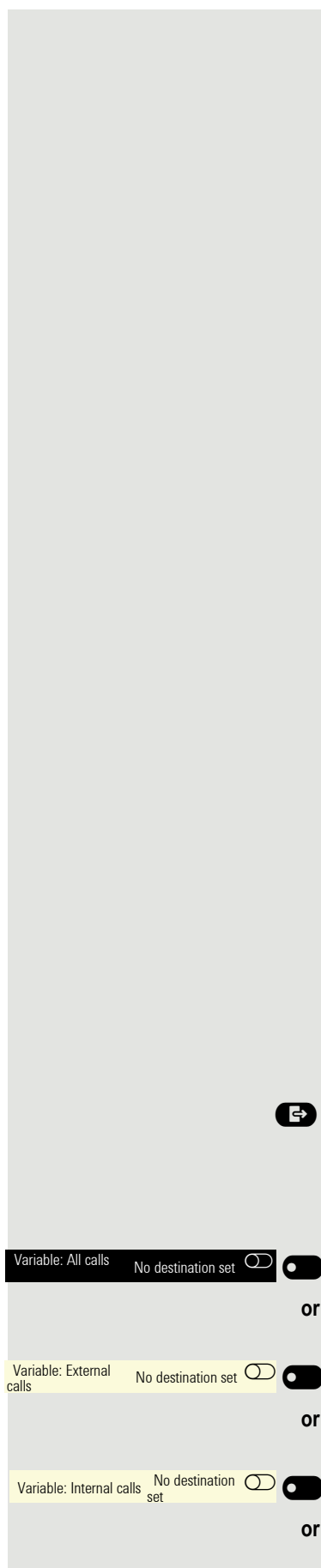
Open the Forwarding menu.

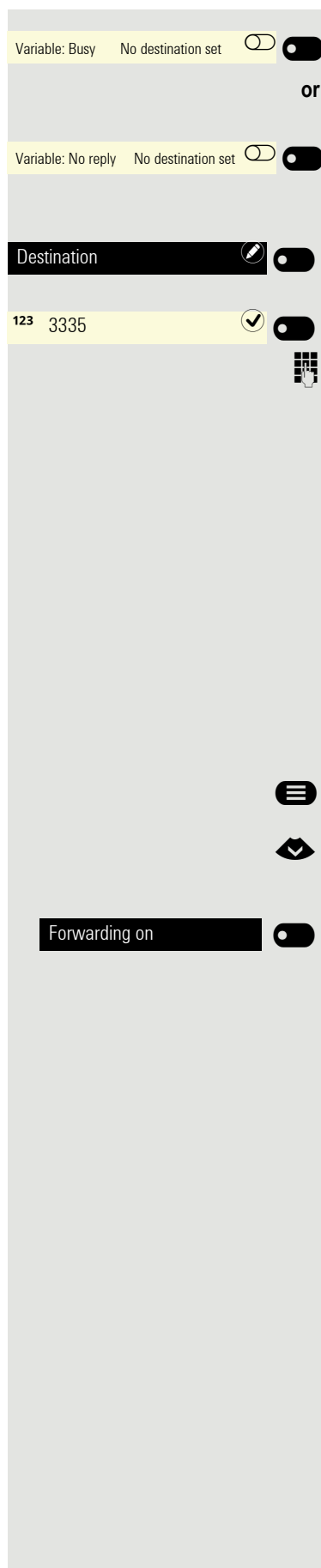
➡ In the menu, you immediately have an overview of call forwarding currently set-up. This menu is also available via the user settings.

Confirm.

Confirm.

Confirm.





Confirm.

or

Confirm.

Use the softkey to open the editor for the destination phone number

Enter the destination phone number on the dial pad.

Enter destination phone number. Confirm your input with the softkey.

### Activating call forwarding with key

The advantage of a specific key for call forwarding is that you do not have to re-enter a phone number every time. The programmed key already contains a destination. You can therefore set up several keys with different forwarding destinations.

Press the key if it is set up. The LED is illuminated.

### Set up call forwarding via the idle menu

If nec. Press the Main Menu key.

Select "Forwarding on."

Confirm.



## Using callback

You can request a callback if the individual called is busy or if nobody answers. This also applies to external calls via switching centers. This will save you from repeatedly attempting to call someone.

You receive a callback

- you receive a callback when the other party's line becomes free,
- as soon as the party who did not reply has held another conversation.



If configured (ask relevant Administrator), all callback requests are automatically deleted overnight.

## Saving a callback

**Requirement:** The line is currently busy or nobody answers.

Confirm.

## Accepting a callback

A participant for whom a callback was saved is now no longer busy or has phoned in the meantime. Your phone now rings.

Lift the handset.



or



Press key. LED lights up.

or disconnect call via the softkey.

Callback



## Checking/deleting a saved callback



If nec. Press the Main Menu key.



Select "Callback requests"

Callback requests



Confirm.

Show next entry



Confirm to display additional entries if applicable.

## Deleting an entry that is displayed

deleting



Confirm.

## Ending a query

finishing



Confirm,

or



Press key.

or



Press key.

## During the call

### Switch to speakerphone

**Requirement:** You are conducting a call via the handset.

Press and hold the key, hang up the handset, and then release the key and continue the call.

#### US mode

If the country setting is set to US (ask relevant Administrator), you do not need to press the loudspeaker key when you hang up the phone.

Press key.

Replace the handset. Proceed with your call.

### Switching to the handset

**Requirement:** You are conducting a call in speakerphone mode.

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

### Open listening in the room during a call

You can allow other people in the room to listen in on the call. Let the other party know that you have turned on the loudspeaker.

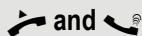
**Requirement:** You are conducting a call via the handset.

#### Activating

Press key. LED lights up. The hands-free microphone remains off.

#### Deactivating

Press key. LED goes out.



## Parking a call

You can park up to 10 internal and/or external calls. You can resume the parked calls on another telephone. This allows you to continue a call on another phone, for example.

**Requirement:** You are conducting a call.

Press the Function keys , if configured.

If nec. Press the Main Menu key.

Open using softkey.

Select the required page with the softkey.

If visible, press the softkey of the Function keys .

If nec. Press the Main Menu key.

Open using the softkey.

Open with the softkey.

Confirm.

Select "Parking a call."

Confirm.

Enter and note a parking position number between 0 and 9. If the entered parking position number is not accepted, it is already busy; please enter a different number.

## Retrieving a parked call

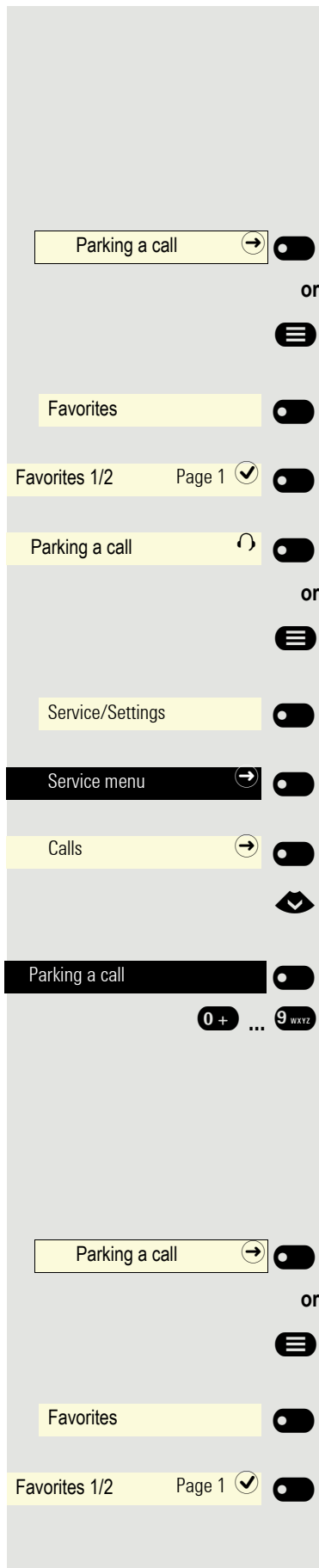
**Requirement:** One or more calls have been parked. The phone is idle.

Press the Function keys , if configured.

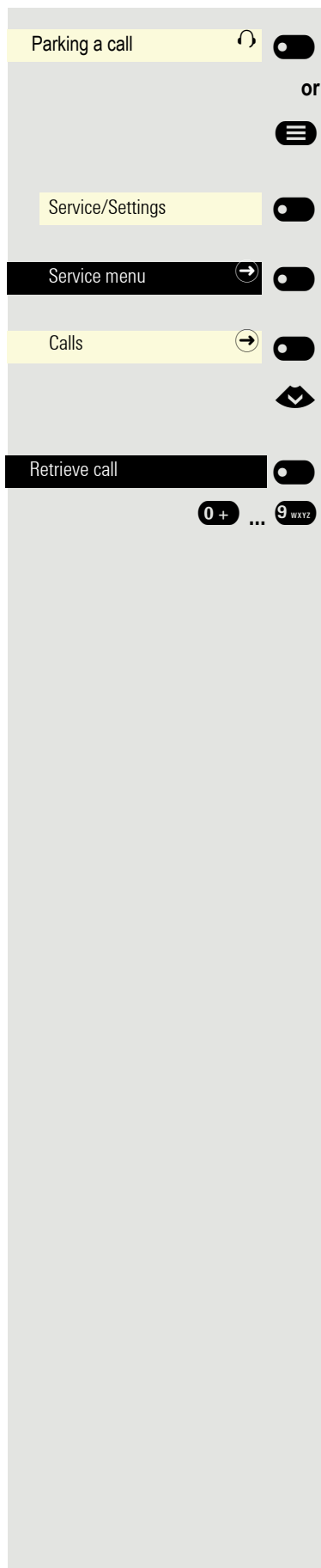
If nec. Press the Main Menu key.

Open using softkey.

Select the required page with the softkey.







If visible, press the softkey of the Function keys .

or

If nec. Press the Main Menu key.

Open using the softkey.

Open with the softkey.

Confirm.

Select "Retrieve call."

Confirm.

Enter the parking position number you have noted.

If the entered park position number is not assigned, you cannot answer the call.



If a parked conversation is not taken on, the call goes through there again after a certain time, where it is parked (= callback).

## Call second individual (consultation)

You can call a second party while a call is in progress. The first individual is on hold.

Confirm.

Calling a second participant:

Enter the phone number of the desired participants.

Select one from the conversations list.

**Back to the first participant, second participant does not answer:**

Confirm.

**Ending a consultation call:**

Confirm

**Switching to the held party (toggling)**

Confirm

## Transferring a call

If the person you are speaking to wishes to be forwarded to one of your colleagues, you can transfer the call.

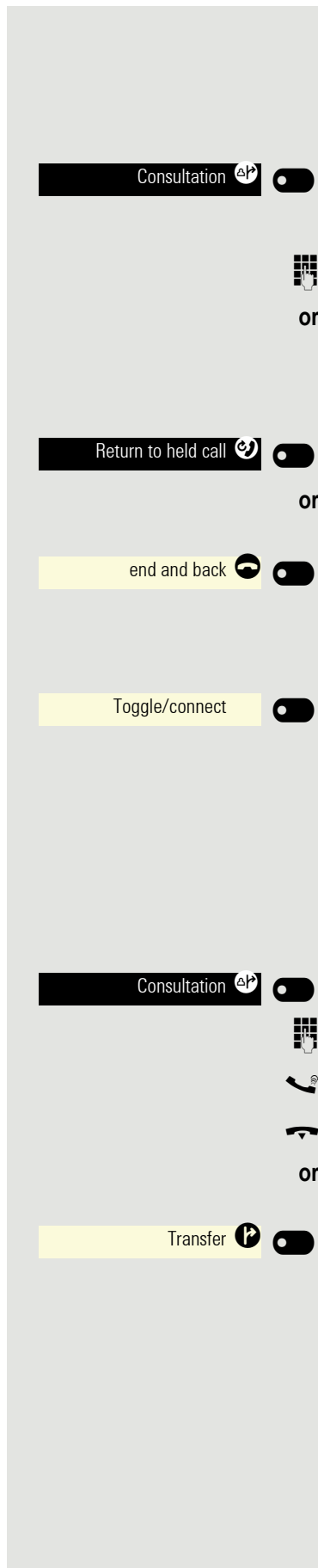
Confirm.

Enter the phone number of the desired participants.

Signal potential call.

Replace the handset.

Confirm



## Accepting a second call (call waiting)

You are still available to other callers, even though you are on the telephone. A warning tone and the notification "Call: <x>" in the display indicate the waiting call.

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 also block the second call or the signal tone → page 67.

**Requirement:** You are on the phone and hear a warning tone (approx. every six seconds).

## Ending the first call and answering the second call

Replace the handset. Your phone rings.

Accept second call. Lift the handset.

## Place first call on hold and answer second call

Confirm. You are connected to the second caller. The first party is placed on hold.

## Ending the second call, resuming the first call

Confirm

Replace the handset.

Confirm the callback of the first individual.

**Lift the handset.**

Accept call waiting

end and back

accept

## Carry out DMTF-suffix/dial tone

In order to control devices, such as answering machines or automatic information systems, you can send out DTMF signals (**D**ual **T**one **M**ulti-**F**requency).

Please ask your administrator to send the codes for the DTMF tones.



---

Ending the call also deactivates DTMF suffix dialing.

Your system can also be configured in such a way that you can start the DTMF dial-up immediately after establishing the connection. You can also set-up a key for DTMF dialing.

---

## Phoning on several lines (multi-line)

### Line keys

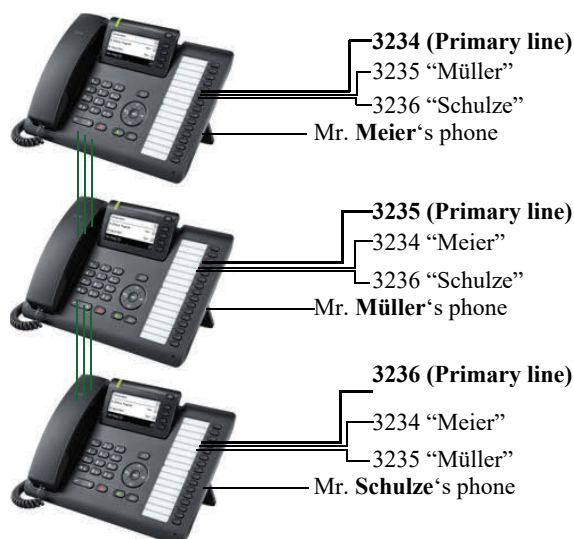
Line keys can be set up on the freely programmable feature keys on a OpenScape Desk Phone CP200. Any key assigned the "Line" function corresponds to a line, and so up to 4 lines can be set up.

A distinction is made here between primary and secondary lines. Each of these line types can be used on a private or shared basis → page 94.

Line keys are set up by the administrator responsible.

The following graphical example displays how phones are connected within a team with several line keys.

3234 is the extension number of Mr. Meier, 3235 that of Mr. Müller, and 3236 that of Mr. Schulze. All three lines can be used to phone from all three phones. The line of the phone's own secondary extension number if, however, always the primary line.



### 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, "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 participant. At the same time, your primary line can be set up as a secondary line for another phone in the system.

## Line usage

### 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 phones. The line status is displayed by a LED for all phones that share this line (if configured). If, for example, a shared line is being used by a phone, a status message indicating that this line is busy is displayed on all other telephones sharing the line.

### Direct call line

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

### LED displays for line keys

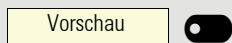
LED	Meaning
	<b>LED off:</b> the phone is in idle mode.
	<b>Flashes:</b> Incoming call and line on hold.
	<b>LED lights green:</b> the line is busy.

## Preview

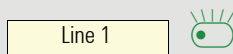
You are speaking on a line. The LED of another line key flashes. You can determine via the "Leitungsvorschau" function who is calling on this line. The information is shown to you on the display. You can also determine which caller that you have previously put on "hold" or "exclusive hold" is waiting on a line key. You can also display information about the caller on the active line.

**Requirement:** You have accepted a call on a line key. The LED of another line key flashes quickly, the "Vorschau" is set up.

## Activating preview



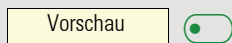
Press the programmed "Vorschau" function key. LED lights up.



Press the required line key.

The information about the caller and/or waiting or parked participants is displayed.

## Deactivating preview



Press the programmed "Vorschau" function key. LED goes out.

The menu rows and the call-length display are displayed again.

## Accepting calls on the line keys

If several calls are made at the same time, as usual, you can accept calls in the order provided. You can also, however, prioritize the acceptance of other calls.

**Requirement:** The administrator responsible has determined the order in which incoming calls are directed to line keys.

## Accepting calls in the order provided

Your phone rings (call). The caller ID is displayed. The LED of the suggested line key flashes quickly.



or



Lift the handset.

Press the key and use speakerphone mode.

## Answering a prioritized call

Your phone rings (call). The caller ID is displayed. The LED of the suggested line key flashes quickly. The LEDs of other line keys are also flashing quickly.

Line 1



or



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

Lift the handset.

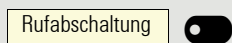
Press the key and use speakerphone mode.



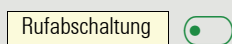
## Activating/deactivating ringing mode (call)

If you are making a phone call on one line, ringing for other incoming calls may disrupt your conversation. If the “Rufabschaltung” function is enabled, your phone will no longer ring. Incoming calls are then only displayed via the flashing of the relevant line keys.

### With the programmed “Rufabschaltung” function key

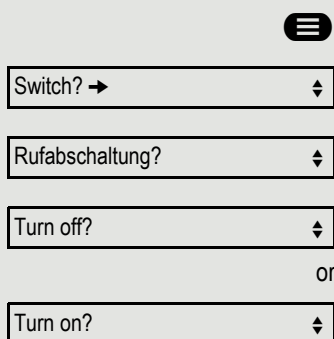


Switch off ringing:  
press the “Rufabschaltung” function key. The LED is illuminated.  
The phone does not ring upon incoming calls.



Switch on ringing:  
press the “Rufabschaltung” function key. The LED goes out.  
The phone rings upon incoming calls.

### Via service menu



Open the menu → page 22.

Select and confirm.

Select and confirm.

Confirm,

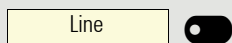
or

confirm.

## Forwarding calls for lines

If you activate call forwarding for an entire line in use → page 94, the line will be forwarded in general, on other phones as well.

The configuration of call forwarding for a particular line is identical to the call-forwarding already described. Just make sure that the desired line was previously busy.



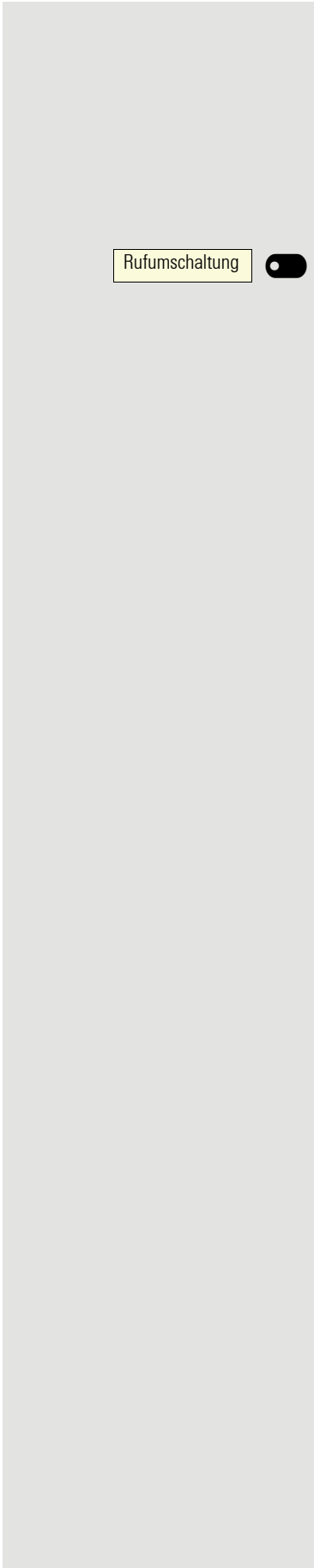
Press the line key of the desired line. LED lights up.

For more information, please see → page 83.

## Call transfer

If you are temporarily leaving your desk or do not wish to be disturbed, you can activate call transfer for the line to a target phone for incoming calls. A “Rufumschaltung” function key (call transfer/line) can be programmed for every line.

### Activating




Rufumschaltung



Press the programmed “Rufumschaltung” function key. The LEDs on your phone and on the target phone light up. The line key only flashes if there is a call; it does not ring. The call is signaled on all the other team phones.

## Dialing with line keys

The phone can be set up with automatic or selectable line seizure. The administrator responsible determines if a line, and which line, is to be automatically seized if the handset is lifted or speakerphone mode enabled.

 The display screen “Bitte Leitung wählen” prompts the seizure of a line following lifting of the handset or pressing of the loudspeaker key.

### Dialing with automatic line seizure

Lift the handset.

Press key.

The display briefly shows the line number and line status and prompts dialing.

Example:

The line 220870 has been automatically selected.

The LED of line 220870 lights up.

Enter the phone number.

### Dialing with selectable line seizure

Lift the handset.

Press key.

You are prompted to press a free line key.

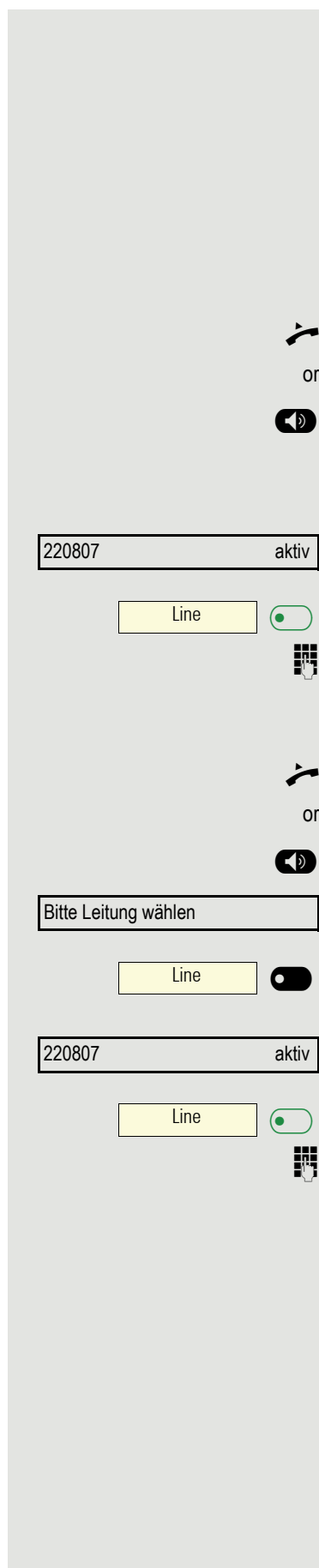
Press a free line key. LED lights up.

Example:

The line 220870 has been automatically selected.

The LED of line 220870 lights up.

Enter the phone number.



## Call waiting with a direct station select (DSS) key

**Requirement:** You have set up DSS keys on your phone → page 15. The desired participant's line is busy.

Press the DSS key.

The participant called accepts your call waiting.

Lift the handset.

or

Press the key and use speakerphone mode.




Take note of the meaning of the LED displays on the DSS keys  
→ page 15.

## During the call

### Holding calls on line keys

Press the "hold" key. The LED of the line key flashes slowly.

 Your OpenScape 4000 system can also be configured so that the call is held by pressing the line key. Try it out or ask your relevant administrator.

### Holding and then reaccepting a call on a line key

**Requirement:** You have accepted a call on a line key → page 96 or you are making a consultation call.

Briefly press the current line key,

or



Press key.

The line key on which the call is on hold flashes slowly. The call can be continued on any phone in the team on which the LED of this line key is slowly flashing.

#### Reaccepting

Press the flashing line key. Proceed with your call.

### Exclusively holding and reaccepting a call on a line key

**Requirement:** You have accepted a call on a line key or you are making a consultation call that only you are able to, intend to, or are permitted to continue.

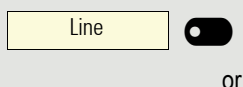
Press the programmed "Exklusiv Halten" function key.

Select and confirm.

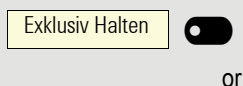
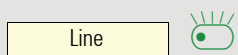
The line key on which the call is on hold flashes slowly. The call can only be continued on your phone and is no longer signaled on any other phones.

#### Reaccepting

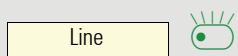
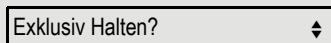
Press the flashing line key. Proceed with your call.

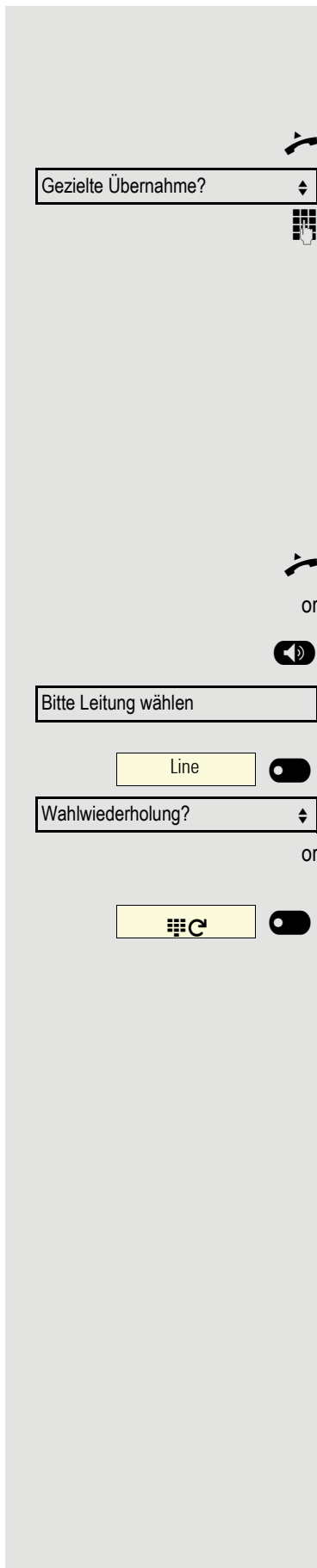


or



or





## Directed line pickup

A colleague in an open-plan office has parked a call on a line key and calls across the room to ask you to accept the call. You have no access to this line.

Lift the handset.

Select and confirm.

Enter the extension number of the phone on which the call was parked. You can then accept the call.

## Saved number redial for a particular line (stored phone number)

If this type of saved number redial is set up on your phone, you can save a phone number for subsequent saved number redialing to a particular line → page 103. You dial the saved extension number with the line and the saved number redial keys.

Lift the handset.

Press key.

Display screen.

Press the relevant line key. LED lights up.

Select and confirm.

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



You stored saved number redial on the relevant line can, if necessary, be overwritten by another team colleague.

## Most recent extension number dialed for a particular line

The most recent extension number dialed via your main line is saved.

If this type of saved number redial is installed on your phone, each most recently dialed extension number is automatically stored for the current line's saved number redial.



or



Lift the handset.

Press the key and use speakerphone mode.

Line



Press the required line key. LED lights up.

Letzte Nummer wählen?

Confirm.



Lift the handset.

or



Press the key and use speakerphone mode.

## Saving an extension number for “saved number redial to line”

**Requirement:** “Saved number redial with stored phone number” has been configured, and not “saved number redial with most recently dialed phone number”.

## Saving the dialed extension number or extension number of a caller

You have called a participant on a particular line and are still on the phone with him. Or you have been called by another participant, whose phone number was transmitted, and you are still on the phone with him.



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



Press key. LED goes out.

or



Replace the handset.

## Rollover

You can set up the volume for all notification, which occurs during your call. For more information, see “Volumes” → Page 146

## Line mailbox

Callers who wish to reach you while you are away can leave a callback request in the mailbox of the relevant line.

In the mailbox you will also find voice or fax messages from the mail server (if configured).

**Requirement:** A mailbox has been configured for one or more lines.

Please take note that only one user at any one time can work with the same mailbox.



If your phone belongs to an ONS group (parallel calls → page 135), please note the following special features: signaling in the mailbox (MWI) is available to all phones of an ONS group.

## Retrieving messages

If there are new, as yet unqueried entries in the mailbox and a programmable function key has been equipped with the “Briefkasten” function, the LED lights up this key.

Also take note of the information on → page 17.

Press the “Briefkasten” function key.

Information on the caller is displayed → page 17.

## Carrying out a callback request

A callback request is displayed.

Select and confirm. The participant is called on the relevant line.

## Next entry

There is more than one entry.

Select and confirm. The following entry is displayed.

## Deleting mailbox entries

The relevant entry is displayed.

Select and confirm.

## Ending mailbox query

Press key.

Select and confirm.

Entries in the mailbox which are not deleted remain saved. If there are as yet unqueried callback requests, the programmed “Briefkasten” function key continues to light up.

Briefkasten



Ausgeben?



Nächster Eintrag?



Delete?



or

Abbrechen?





## Identifying the line used

If several lines are busy at the same time, you can find out which line you are currently speaking on.

### With the programmed function key

Press the programmed “Aktuelle Leitung” function key.

### Via the menu

Open menu → page 22.

Select and confirm.

Select and confirm.

The line number and line status of the line currently in use are displayed.

## Alternately phoning on several lines

**Requirement 1:** The relevant administrator has determined that the lines are to be held during line transfer and may only be ended by hanging up the handset or with the disconnect key.

**Requirement 2:** You are connected to different call partners on two or more lines. These could be callers → page 96 or call recipients → page 76.

For example, you are conducting a call on line 1. The line key of the participant on hold flashes slowly.

Press the slowly flashing line key 2. The first call partner is waiting on line 1.


Press the slowly flashing line key 1. The second call partner is waiting on line 2. You can change as often as you like.

## Ending connection on a line key

Press key. LED goes out.


or


Replace the handset.


Aktuelle Leitung 



More features? → 

Akt. Leitung anzeigen? 

Line 2 

Line 1 



## Entering a call on a line (three-way)

**Requirement:** You are speaking on a line. The LED of the line key lights up.

Press the line key. A conference tone is audible to you and the participants already connected. All three participants can now speak with one another. LED continues to light up.



Entry is not possible if the “Privatgespräch” function is activated for the line. If one of the three participants hangs up, the other two remain connected.

If you as the entering party, and the participant who previously occupied the line, remain on it, no further callback is possible.

## Allowing or preventing entry

### Allowing entry

It can be preset for your primary line that nobody can enter the line if it is busy. In this case you may allow entry. The authorization applies to the current or following call.

You are already conducting a call on a line.

Lift the handset.

### With the programmed function key

Press the programmed “Privatgespräch” function key.

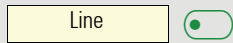
### Via the menu

Open menu → page 22.

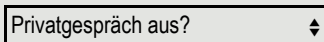
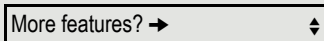
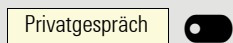
Select and confirm.

Select and confirm.

Entry is now allowed.



or



## Preventing entry

If no entry protection has been preset, you can prevent the entry. The entry protection applies to the current or following call.

You are already conducting a call on a line.

Lift the handset.

### With the programmed function key

Press the programmed “Privatgespräch” function key.

### Via the menu

Open menu → page 22.

Select and confirm.

Select and confirm. Entry is now prevented.



or



Privatgespräch



More features? →




Privatgespräch ein?



## Witness or tape connection

During a call a previously determined participant can be prompted to enter the call as a “witness” via a programmed “Mithören Aufford” function key. The third participant in the call is not informed of the connection of the “witness”. The witness can not participate in the call, only listen in.

 Please take note of the applicable data protection regulations for the configuration and use of witness or tape connection.


**Requirement:** The witness or tape connection is set up on your system and the programmed “Mithören Aufford” function key is set up on your phone. You are conducting a call. “Privatgespräch” must be deactivated.

Press the programmed “Mithören Aufford” function key briefly twice. A special ringtone sounds on the phone of the “witness” and the message “Zeugenzuschaltung” is shown on your display and that of the “witness”.

The “witness” lifts the handset,

presses the line/function key on which the call is being carried out.

The “witness” can now listen in to the call unnoticed.

 Only the “witness” can end the silent monitoring by hanging up or pressing the line key.

## Deactivating

Press the programmed “Rufumschaltung” function key. The LED goes out. A call is again signaled on the phone.

Mithören Aufford



or

Line 1



Rufumschaltung



## Accepting calls for the manager in the secretarial office

For calls for the manager, the phone rings in the secretarial office.

Lift the handset.

Press the key and use speakerphone mode.

## Accepting calls for the manager during a call

You are conducting a call.

A call is coming in for the manager.

Ask your call partner to wait.

Press the programmed “Übernahme” function key.

## Ending a call - back to the first call:

Confirm.

Continue the call with the first call partner.

## Transferring a call to the manager

**Requirement:** You have accepted a call for the manager in the secretarial office.

Press the “Manager” DDS key. You are connected with the manager.

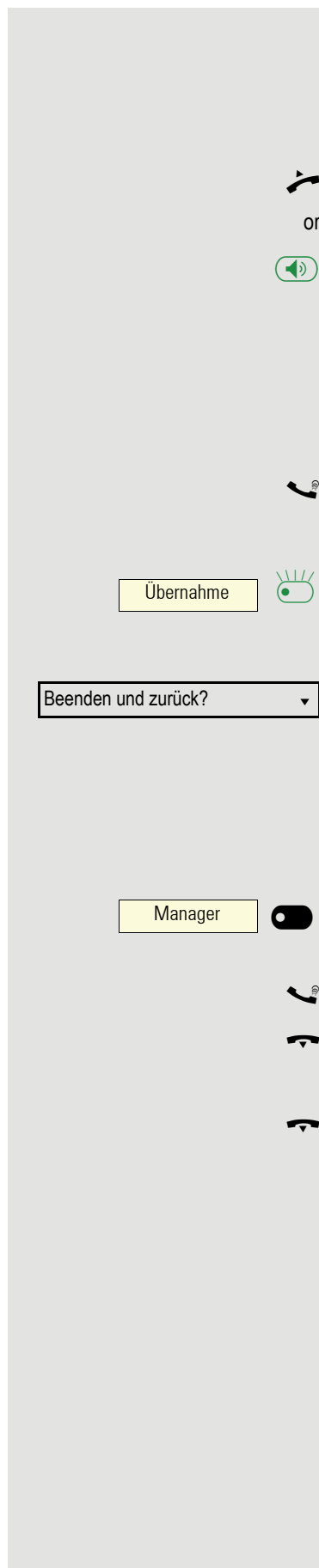
### With announcement

Announce call partner.

Replace the handset.

### Without announcement

Immediately replace the handset.



## Switching calls directly to the manager


If the secretarial office is not occupied, calls for the manager can be immediately switched to the manager. The switch is possible on both the phone in the secretarial office and on the manager's phone.

### Activating

Press the programmed function key "Rufumschaltung Manager". LED lights up.


### Deactivating

Press the programmed function key "Rufumschaltung Manager". LED goes out.

 Calls for the secretarial office's phone are not switched, only calls for the manager's phone.

## Accepting calls on the manager's phone


In the secretarial office a signaled call is not accepted for the manager. After 15 seconds (depending on the system), you will hear an alert tone signal on the manager's phone. The display shows who is calling.

 Lift the handset.


Press the programmed function key "Übernahme" (→ page 48).

## Accepting a call for another "Management/Secretarial" team

If several "Management/Secretarial" teams are set up, they can also accept calls for other teams.

 Lift the handset.

Press programmed function key, for example, "Manager 3".

 Pickup is also possible during a call. Ask your call partner to briefly wait, before pressing the flashing programmed function key.

Rufumschaltung Mana



Rufumschaltung Mana



Übernahme



Manager 3



## Using the second phone for the manager

**Requirement:** a second phone has been set up for the manager. A programmed “Parken” function key is set up on the manager’s first and second phone.

### Parking a call on the first phone

Press the programmed “Parken” function key. LED lights up.

### Continuing a call on the second phone

Lift the handset.

Press the programmed “Parken” function key.

## Activating/deactivating second call for the manager

As the manager you can determine if calls for you should arrive in the secretarial office while you are on the phone. If you are on the phone and expecting another important call at the same time, it perhaps makes sense to switch on second call.

Open menu → page 22.

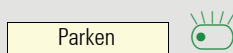
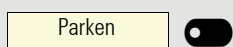
Select and confirm.

Confirm.

Confirm

or

confirm.



Switch? →

Zweitanruf?

Turn on?

Turn off?

## Using buzz function

If, on your manager's phone, a programmed "Signalruf" has been set up, you can trigger a buzzing on a particular target phone (e.g. in the secretarial office) via a key press. The extension number of the calling phone is also briefly displayed on the target phone when it buzzes.

The programmed function key can be activated when in idle mode and during the phone call (once or several times).

If no programmed "Signalruf" has been set up, you can pick up the handset and enter the "buzz" code to create a buzzing on a target phone.

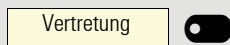
## Messenger calls

You can call up messages with a key press if you configure a relevant key on the manager's phone. Assign function key with function.

## Setting a representative for the secretarial office

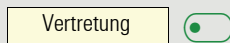
You can forward calls for the manager that come into the secretarial office to another phone. For this you must set up a programmed "Vertretung" function key.

### Activating representative:



Press the programmed "Vertretung" function key. LED lights up.

### Deactivating representative:



Press the programmed "Vertretung" function key. LED goes out.



## Other settings and functions

### Save appointments

#### Appointment function

You can arrange for your phone to call you to remind you of an appointment. For this to happen, you need to save the desired times of the calls. This is possible for the next 24 hours.

#### Save appointments

Open menu → page 22.

Select and confirm.

It is shown, whether an appointment is saved or not.

First appointment: Confirm.

Other appointment: Select and confirm.

Enter a 3 or 4-figure time, e.g. 845 for 8:45AM or 1500 for 3:00PM.

Confirm.

#### Delete saved appointment

Open menu → page 22.

Select and confirm.

A saved appointment is displayed.

Confirm if you have saved several appointments.

Select and confirm.

Press key.



## Using timed reminders

**Requirement:** You have saved an appointment. The saved time arrives.

The phone rings.

Lift the handset. The appointment time is displayed.

Replace the handset.



Don't pick up the phone, the phone rings several times and "Appointment" is displayed before the appointment is deleted.

## Using a different phone for a call in the same way as your own

You can identify yourself with a personal identification number (PIN) on a different phone of the OpenScape 4000-system (also on telephones of interlinked OpenScape 4000-systems, e.g. at other company locations). Then you can use the other phone

- calling with cost allocation,
- dial with project assignment,
- Check your mailbox,
- Use a phone number stored on your phone for redial,
- Enter appointments.

With an internal PIN you can divert your calls to another telephone at your place of residence (call forwarding "redirect")

## Identify yourself on another phone

**Requirement:** You have received a PIN from your responsible administrator. An internal PIN is required for your own OpenScape 4000-system. For other OpenScape 4000-systems in the network, you need a network-wide PIN.

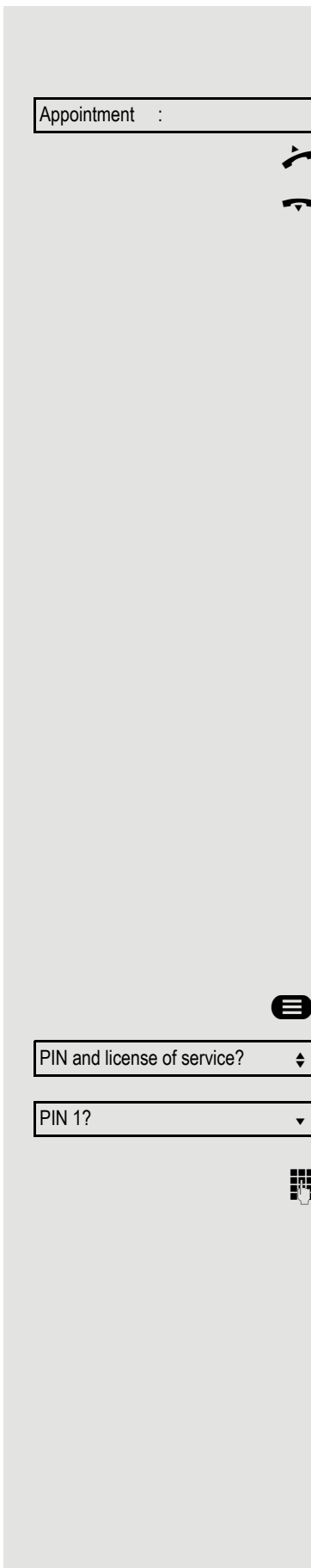
Open menu → page 22.

Select and confirm.

Select and confirm.

If you have several PINs and you want to use another, select another PIN.

Upon the display of "Enter the phone number:" or "Enter ID", you are prompted to enter the PIN.





Redirect call forwarding?

Save?



PIN and license of service?

Deactivate PIN?

Applies in own OpenScape 4000 area

Enter internal PIN.

The network applies in your own and other OpenScape 4000-systems

Enter the 2-digit node code for your own OpenScape 4000-system (ask responsible administrator).

Enter your own phone number and press the hash key.

Enter network-wide PIN and press hash key.

Dial after successful identification.

You hear the dial tone. "Please dial" Appears in the display.

Press key.

Enter a phone number immediately.

## Retry call forwarding after successful identification

Select and confirm.

Select and confirm. Call forwarding is active.


## Switch off identification on another device

Open menu → page 22.

Select and confirm.

Select and confirm.



 The identification is automatically switched off if the different device is not used for several minutes.

## Set your own connection to another phone (Mobility)

You can route the connection of your telephone to a different telephone with most of the functions and features (number, key assignment, authorizations). The "home phone" is disabled and the "guest phone" becomes "your" phone. The original connection of the "guest phone" is also deactivated, therefore a call forwarding key should be set up for its phone number beforehand → page 83. The re-route remains in place until you log out of the "guest telephone" again. The re-route can also be implemented for the entire network.

### Mobility variants

There are two variants available for mobility:

- Basic
- Data privacy

Configuration is carried out by the technician.

#### Basic

When "logging on" to the "guest telephone", the following settings are transmitted from the mobile connection:

- Key assignment
- Authorizations
- Call forwarding

In addition, outstanding messages or texts are signaled.

"Guest phone" conversations are visible and can be used.

The conversations you have had in the meantime are automatically deleted from the phone once you log off.

#### Data privacy

When "logging on" to the "guest telephone", the following settings are transmitted from the mobile connection:

- Key assignment
- Call forwarding
- Authorizations (apart from user password)

In addition, outstanding messages or texts are signaled. The user password is not transferred, so you have to create a new password on the phone.

An empty conversation list is available to you which will be automatically deleted again after logging off from this phone.

## Connect to “guest telephone”

Log on to own connection on the "guest phone".

Open menu → page 22.

Select and confirm.

in phone's idle mode.

Enter the system code for “mobile HFA Logon” (e.g. 125).

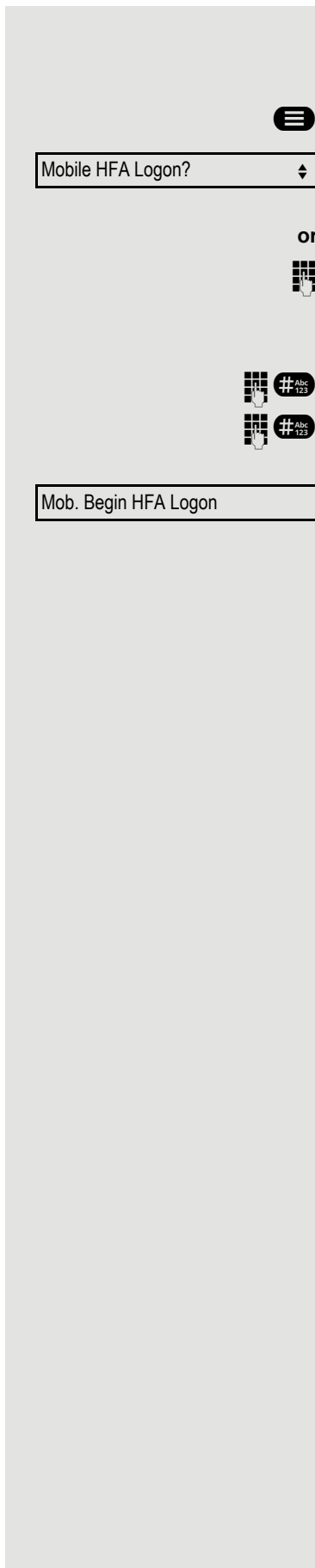
Enter “home” phone number and press hash key.

Enter ID and press hash key.

The login procedure starts.

After logging in, you will see your own phone number in the last line.

The original user settings of the “guest phone” are no longer visible, but your connection is available. Your “home phone” can not be used during this time.



## Connect to “home phone” again

### Log off via the “guest phone”

If you no longer require a connection to the “guest phone”, and/or if you want to switch again to your “home phone”, log off from the “guest phone”.

Open menu → page 22.

Select and confirm.

in phone’s idle mode.

Enter system code for “mobile HFA logoff” (e.g. 126).

The logoff procedure starts.

### Log off via the “home phone”

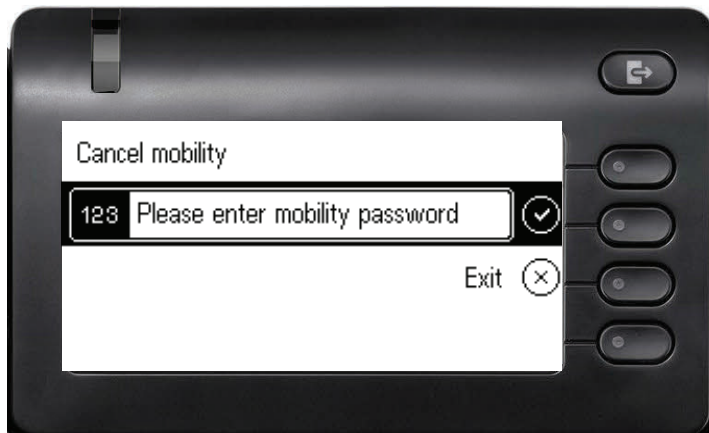
If you have forgotten to log off on the “guest phone”, you can pick up from the “home telephone”.

Display on the “Home phone”.



Confirm.

If your responsible administrator has activated the “Mobility password”, you are prompted to enter it now.



Mobile HFA Logoff?

or



Mob. Begin HFA Logoff

Cancel mobility



Please enter the “mobility password”.

The "guest phone" is now once more available with its original phone number, features, and functions. Any call forwarding that may have been set up can be cancelled.

The "home phone" is activated again and you can make calls as usual.

### Transfer connection to next phone

If you want to transfer your connection from the first "guest phone" to a second "guest phone", log in to the second "guest phone" (see → page 117).

The message "Logout successful" is displayed on the first "guest phone". The “home phone” remains locked. You can now use the second "guest phone" as the first.

## OpenScape 4000ashouse call system (intercom system)

You can speak to an internal subscriber on the OpenScape 4000 directly using the loudspeaker on their phone to set up a connection. You can also initiate a speaker call from a consultation call. The following functions are possible:

- System-wide voice calling
  - to a variable destination
  - to a target destination
- Speaker call in a group
  - to a variable destination
  - to a fixed destination
- Intercom within a group
  - to a variable destination
  - to a target destination
- Announcement to all members of a management group

You can cancel the voice calling or the announcement by placing the handset on hold, or resuming the call during a consultation.



For all functions, ensure that the Speaker call protect of the concerned phones is switched off → page 138.

If a subscriber is addressed directly whose speaker call protect is activated, the direct answer is ignored and a normal call is made.



## System-wide voice calling

You can initiate a speaker call with any internal participant whose phone has a hands-free function or a loudspeaker.

### Speaker call to a variable destination

A target subscriber is contacted via their internal phone number.

Lift the handset.



or



Press the key and use speakerphone mode.



System code for “Speaker call-one-way” (ask relevant administrator if necessary)

or

Speaker call



Press programmed “Speaker call” key.



Enter internal phone number of subscriber.

A connection to the target’s loudspeaker is established immediately, if

- not busy,
- the handset isn’t lifted,
- and the speaker call protect isn’t activated.



The caller receives a confirmation tone when the connection is established and they can talk.



The receiver can establish the connection by picking up the handset.



When the receiver the loudspeaker key

or

Line 1



presses the line key (if set-up), the connection is cancelled.



The amount of possible speaker calls corresponds to the number of possible normal connections.

### Speaker call to a target destination

The system code for “Speaker call-one-way” and the destination phone number are programmed on a destination dial key → page 83.

Press programmed dial key. It will immediately establish a connection with the destination's loudspeaker.

### Speaker call in a group

Establishing a normal connection within a group or team (with team call= speed dial number for team members 0-9 or 00-99) can also be done via speaker call. Speaker call is initiated by a group phone.



The “Voice call group participants” function is line-independent - anyone can voice call anyone else.

### Speaker call to a variable destination

Lift the handset.



or



Press the key and use speakerphone mode.



System code for “Voice call group participants” (ask relevant administrator if necessary).

or

Call group participants



Press programmed key for “Call group participants”.

Enter the speed dial code for the corresponding group member.

A connection to the target's loudspeaker is established immediately, if

- not busy,
- the handset isn't lifted,
- and do not disturb mode isn't activated.



The recipient answers the speaker call by picking up the handset.



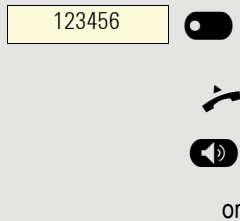
When the receiver the loudspeaker key

or

123456



presses the line key (if set-up), the connection is cancelled.



### Speaker call to a target destination

The system code for "Voice call group participants" and the speed dial number for the corresponding group member are programmed on a destination dial key → page 83.

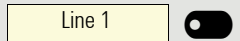
Press programmed dial key. It will immediately establish a connection with the destination's loudspeaker.

The receiver can establish the connection by picking up the handset.



When the receiver the loudspeaker key

or



presses the line key (if set-up), the connection is cancelled.

### Speaker call to a variable target

When talking in a group, the loudspeaker and microphone on the target phone are automatically turned on.



Lift the handset.

or

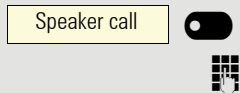


Press the key and use speakerphone mode.



System code for "Speaker call" (ask relevant administrator if necessary)

or

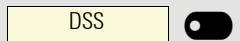


Press programmed key for "Speaker call".

Enter the speed dial code for the corresponding group member.  
Loudspeaker and microphone of the target phone are automatically turned on.

### Speaker call to a target destination

The system code for "Speaker call" and the speed dial number for the corresponding group member are programmed on a destination dial key → page 67.



Press programmed key.

Loudspeaker and microphone of the target phone are automatically turned on.

## Announcement (Broadcast) to all members of a management group

With this function, you can send an announcement to all members (10 to 40) of a management group at the same time.

After you have set the group call, you will receive a confirmation tone when you can start the announcement.

Lift the handset.

Press the key and use speakerphone mode.

System code for "Speaker call-1-way bcst" (ask relevant administrator if necessary)

Press programmed "Speaker call-1-way bcst" key.

Enter the internal phone number of a group member.

The loudspeakers of all group telephones are automatically switched on and you receive a confirmation tone. You can begin the announcement.

Hang up the handset to end the announcement.

Once a group member lifts the handset, they are then connected to you and the announcement is cancelled.

When a group member presses the loudspeaker key

the concerned line key of the announcement, he will then be separated from the announcement. If the last remaining member of the group presses the loudspeaker or line key, the announcement is ended.



or



or

Speaker call-1-way bcst



or

DSS



## Forward calls for another connection

You can save, turn on, query, and turn off call forwarding for another phone, fax, or PC connection from your own phone. To do so, you must know the PIN of the connection or the authorization "Call forwarding for external connection". In both cases, the responsible administrator of your system will help you.

### Save destination for other phone - Activate call forwarding



Destinations? ▼

Forward phone number.:? ▲▼

Variable Forwarding? ▼



Complete? ▼



Complete? ▼



Save? ▼

Open menu → page 22.

Confirm.

Select and confirm.

Confirm.

Enter phone number of other phone.

Confirm.

Enter PIN

Confirm.

Enter the destination phone number.

Select and confirm. Call forwarding is active.

## Save destination for fax /PC/busy stations- call forwarding activated

Open menu → page 22.

Confirm.

Select and confirm.

Enter the code for the desired call forwarding type. Codes are assigned by the responsible administrator. In the table, you can enter the key figures that are valid for you:

„Forwarding for Fax“:
„Forwarding for PC“:
„Forwarding for Busy“:

Enter phone number of other connection.

Confirm.

Enter PIN

Confirm.

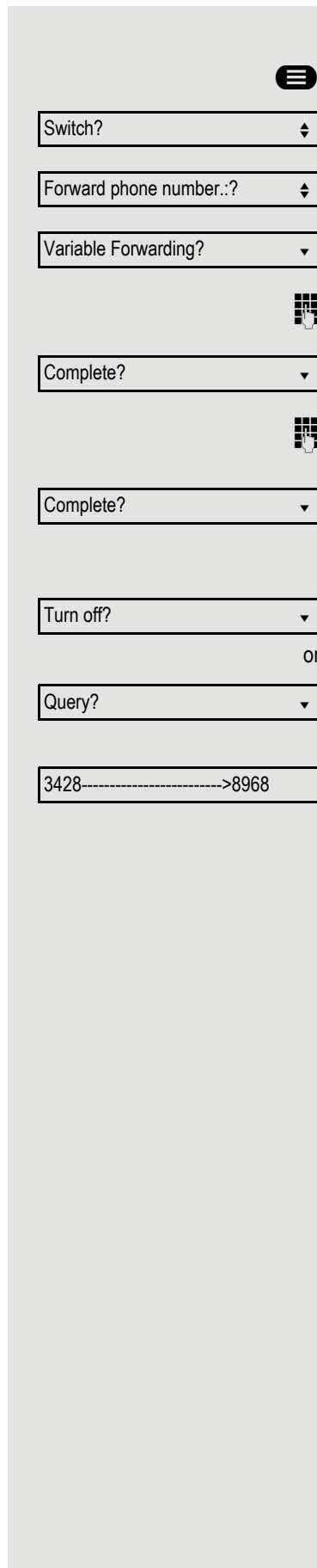
Enter the destination phone number.

Confirm.

Call forwarding is active.

The screenshot shows a vertical sequence of screens for setting up call forwarding. It starts with a 'Destinations?' dropdown, followed by a 'Forward phone number.:?' dropdown. Then, there's a screen with a numeric keypad for entering a code. This is followed by a 'Complete?' dropdown, another numeric keypad, another 'Complete?' dropdown, another numeric keypad, and finally a 'Save?' dropdown. Each of these steps is followed by a confirmation screen with a numeric keypad.

## Check/turn off call forwarding for other phone



The screenshot shows a vertical menu of settings for call forwarding. At the top is a hamburger menu icon. Below it are several options, each with a dropdown arrow: 'Switch?', 'Forward phone number.:?', 'Variable Forwarding?', 'Complete?', 'Complete?', 'Turn off?', and 'Query?'. Below the 'Turn off?' option is the word 'or'. Below that is another 'Query?' dropdown. At the bottom is a text field showing '3428----->8968'.

Open menu → page 22.

Select and confirm.

Select and confirm.

Confirm.

Enter phone number of other phone.

Confirm.

Enter PIN

Confirm.

### Deactivating

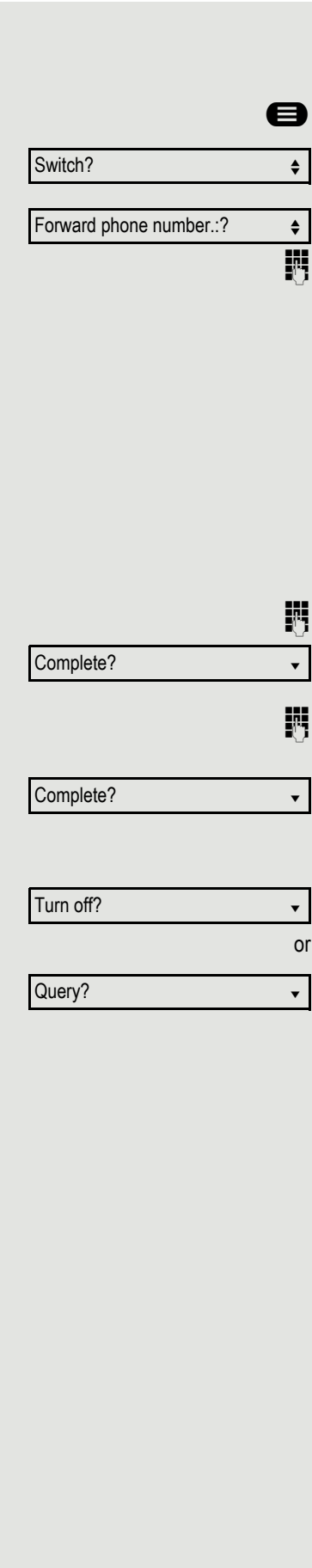
Confirm.

### Query

Select and confirm.

Example for the display:

Calls for connection 3428 are forwarded to connection 8968.



Check/deactivate call forwarding for fax/PC/busy stations

Open menu → page 22.

Select and confirm.

Select and confirm.

Enter the code for the desired call forwarding type. Codes are assigned by the responsible administrator. In the table, you can enter the key figures that are valid for you:

"Query call forwarding for fax":
"Query call forwarding for PC":
"Query call forwarding for busy":
"Deactivate call forwarding for fax":
"Deactivate call forwarding for PC":
"Deactivate call forwarding for busy":

Enter phone number of other connection.

Confirm.

Enter PIN

Confirm.

Deactivating

Confirm.

Check

Select and confirm.

Change call forwarding for other connection

To do this, follow the same procedure as for saving / switching on:  
for a different phone → page 125, for Fax, PC or Busy → page 126.



## Control OpenScape UC preferred device settings from home

You can easily control and modify your UC preferred device from your CP phone. Press the Presence Softkey to open the Presence menu. Your selected preferred device is shown next to the UC preferred device option.

To choose another device, highlight **UC preferred device** and press the Softkey next to it.



The UC preferred device screen shows a list with the names of all the devices you have configured through the UC web client.

To select a new device, highlight it and press the Softkey next to it.



➡ The UC preferred device for incoming and outgoing calls will always be the same when configured via the CP phone.

The LED state will change to amber color if the UC preferred device is not the ONS (One Number Service) device, otherwise it will stay off.

➡ If the UC server is unavailable or the user has not provided correct credentials, "no preferred device state" will be displayed in presence screen menu.

## Door opener

### Activating the Door opener

**Prerequisite:** Door opener has been enabled by your administrator.

At first you have to set up a programmable key to open a door.

See also at → page 71 that explains how to set up a local feature.

Hold down the Function key on the OpenScape Key Module 400 to which you want to assign the door until the programming prompt is displayed.

If nec. Press Main Menu key.

Open using the softkey.

Select desired page (1 to 4).

Press and hold the Function key to which you want to assign the door.

Select "Assign local feature"

Confirm.

Confirm.

Confirm. The key is programmed.

### Opening the door without receiving a call

**Prerequisite:** The functionality has to be enabled by your administrator.

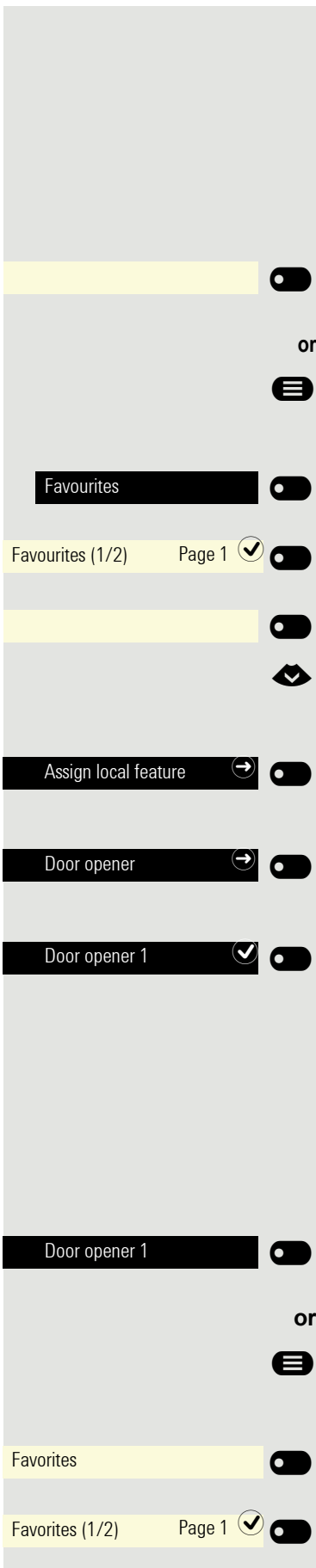
When you have configured a programmable key to open the door, you can press the relevant Softkey to open the door for your visitor without receiving a call from the door phone.

Press the Function key on the OpenScape Key Module 400 to which the door has been assigned.

If nec. press Main Menu key.

Open using the softkey.

Select desired page (1 to 4).



Door Opener 1



Press the Function key to which the door has been assigned. The door opens. In case there is a problem with the communication with the door, you will see a pop-up message on your device screen.

## Receiving a call from the door phone

**Prerequisite:** Door opener has been configured by your administrator.

If the service engineer has set up a door phone and your administrator has configured it, you can speak to the visitors and activate the door opener from your CP400 phone.

When someone rings the door bell, you will receive an incoming call from the door.



## Speak with a visitor over the door terminal

**Prerequisite:** Phone is called from the door phone.

Lift the handset. You are connected to the entrance telephone immediately



or



Press key

You can now talk with your visitors.

## Rejecting a call from the door phone

Confirm with the softkey. The call is rejected.



## Opening the door after answering a door phone call

**Prerequisite:** Door opener has been configured by your administrator. A call from the door phone has been answered.

When you answer the call from the door phone, you see the following screen on your CP400 screen. You can talk to your visitor.

Press with the softkey to open the door.



Alternatively press the Function key you have configured for the door.

### Ending a call from the door phone



or



Replace the handset.

Press the key

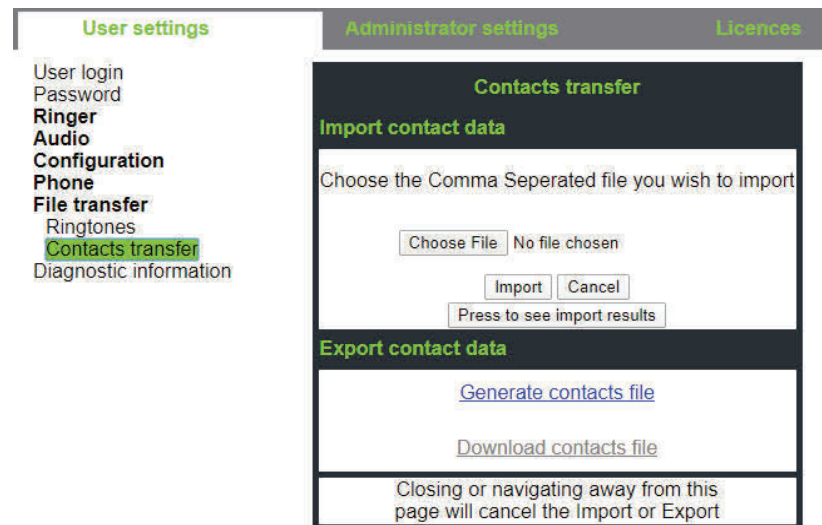
## Importing contacts via WBM

You can import your contacts into your phone through WBM interface (for more information, see → page 155. 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 155)



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

User settings	Administrator settings	Licences
User login Password <b>Ringer</b> <b>Audio</b> <b>Configuration</b> <b>Phone</b> <b>File transfer</b> Ringtones <b>Contacts transfer</b> Diagnostic information	<div><b>Contacts transfer</b></div> <div><b>Import contact data</b></div> <div>Choose the Comma Seperated file you wish to import</div> <div><input type="button" value="Choose File"/> No file chosen</div> <div><input type="button" value="Import"/> <input type="button" value="Cancel"/></div> <div><input type="button" value="Press to see import results"/></div> <div><b>Export contact data</b></div> <div><a href="#">Generate contacts file</a></div> <div><a href="#">Download contacts file</a></div> <div>Closing or navigating away from this page will cancel the Import or Export</div>	

## Special functions for parallel call (ONS)

If your telephone is integrated into an ONS group (ONS = "One Number Service"), you can be connected to all other telephones of this group in the same way as on your own telephone. To set up an ONS group, contact your responsible administrator.

One ONS group may consist of max. 3 phones (phone numbers).

ONS Group



A (Master)

B

C

Max. one group member may be an external telephone (e.g. a cell phone). A telephone in the group is the "master" (A), whose number also given to the other members (B, C).

If A, B or C are called then all the phones in the ONS group will ring. If A, B or C are busy then all phones in the ONS group are busy (busy status for a caller outside of the ONS group). Within the ONS group, the phones can be reached with their original call numbers.

Further effects on the phones of internal participants of an ONS group are also available with the following features:

- Call waiting → page 91
- Call forwarding → page 83
- Do not disturb → page 137
- Mailbox (MWI) → page 104
- Callback → page 85
- Conversations → page 30



If your ONS group contains a cell phone, make sure that it is always available (switched on). Otherwise it can lead to problems with the call signaling with other ONS group participants due to the premature call acceptance by the mobile mailbox.

## Switch off / switch back on again

**Requirement:** A hunt group is set up for the team.

You can take yourself out of the hunt group at any time, e.g. when you leave the workplace. When you are present, you enter the group again.



You also remain contactable when disconnected via your own phone number.



Switch?



Open menu → page 22.

Select and confirm.

Hunt group?



Select and confirm.

Turn off?



Confirm

or

Turn on?



confirm.



## Private / Security

### Activating/deactivating do not disturb

If you do not wish to take calls, you can activate do not disturb. Internal callers hear the ringing tone and the message "Do not disturb." External callers are forwarded to the operator. The responsible administrator can also set up call forwarding destinations to redirect internal and external calls.

➡ If your telephone belongs to an ONS group (parallel calls → page 135), please note the following special features:  
The call protection can be switched on/off on each telephone of the ONS group and then applies to all telephones in the ONS group.

**Requirement:** The responsible administrator has generally released the do not disturb for all OpenScape 4000 participants in your system.

Open the menu → page 22.

Select and confirm.

Select and confirm. The display shows whether do not disturb is switched on or off.

Confirm.

confirm.

➡ A sound reminds you that do not disturb is activated after you lift the handset.

The operator can bypass the call protection and reach you.

If the responsible administrator has generally blocked the do not disturb for the OpenScape 4000, the menu point "Do not disturb?" does not appear in the service menu.



Switch? ▾

Do not disturb? ▾

Turn on? ▾

or

Turn off? ▾

## Speaker call protect on/off

You can prevent yourself from being contacted directly. Any attempt to talk to you directly via the loudspeaker will then result in a normal call.

Open menu → page 22.

Select and confirm.

Select and confirm. The display shows whether the speaker call protect is switched on or off.

Confirm.

confirm.

## Caller ID suppression

The display suppression applies only to a subsequent call and is not stored during the redial → page 102 selection.

Open menu → page 22.

Select and confirm.

Confirm. The dial tone is audible.

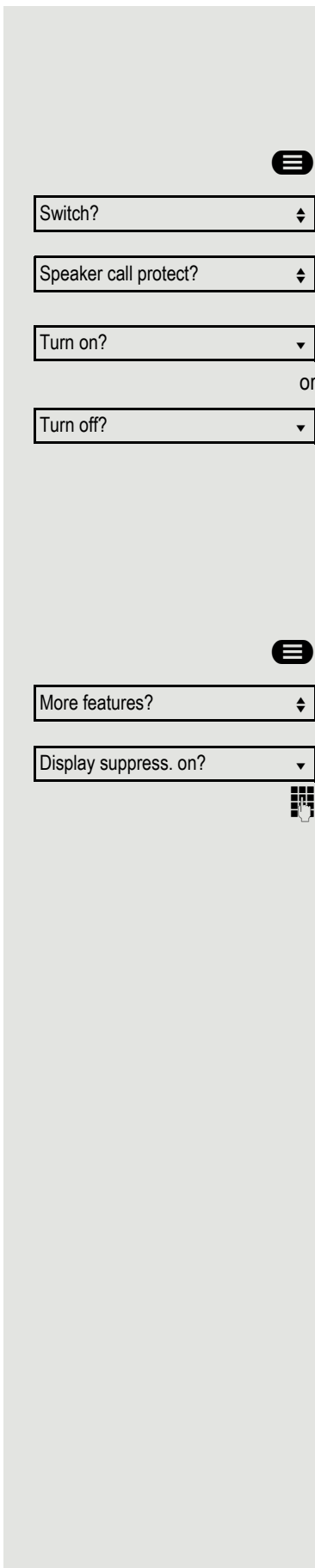
Enter phone number of subscriber. If the subscriber accepts the call, your number is not displayed.

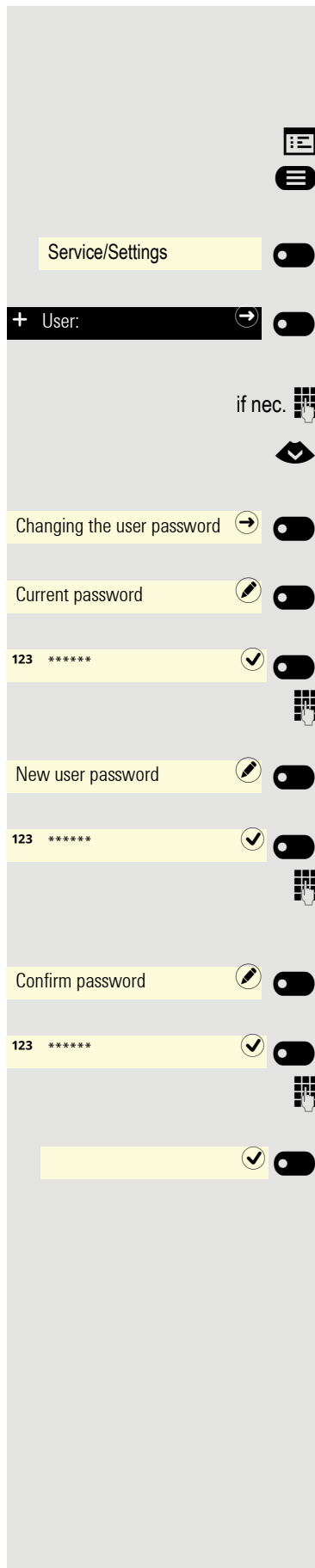
## User password

Your User password protects your user settings. You can also use the User password to fully lock your phone → page 141.

### The administrator may have configured the following settings:

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





➡ The preset password "000000" corresponds to a blank password. In other words, the phone cannot be locked and the user menu is **not** password protected (see also → page 139).

You can also configure this setting via the Web interface → page 155.

If nec. Press the Main Menu key.

Open using the softkey

Open using the softkey.

Enter and confirm the User password.

Select "Changing the user password."

Open using the softkey

Open using the softkey

The input field is displayed.

Enter the current password and conclude your input with the softkey.

Open using the softkey

The input field is displayed.

Enter the new password (at least 6 characters) and conclude your input with the softkey.

Open using the softkey

The input field is displayed.

Re-enter the new password and conclude your input with the softkey.

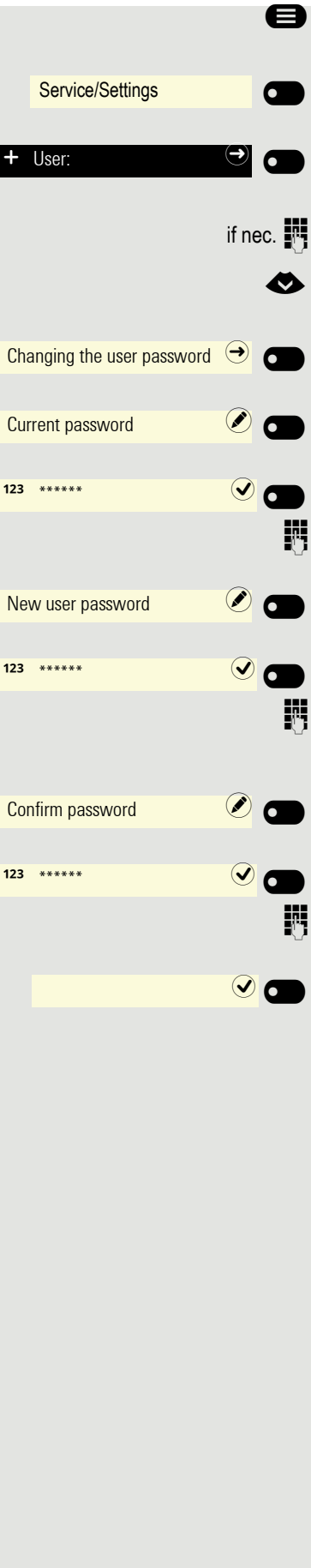
Save your input. The new password is now valid.

### Deactivating the password prompt

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

➡ Deactivating the password prompt does not apply to the Web interface → page 155. As long as the password prompt is deactivated, you will not have access to the web interface via the User settings.

If you deactivate the password prompt, you can **no longer** lock the phone → page 141 and the user menu is **not** password protected.



- If nec. Press the Main Menu key.
- Open using the softkey
- Open using the softkey.
- Enter and confirm the User password.
- Select "Changing the user password."
- Open using the softkey
- Open using the softkey
- The input field is displayed.
- Enter the current password and conclude your input with the softkey.
- Open using the softkey
- The input field is displayed.
- Enter 6 zeros ("000000") to deactivate the password request. Confirm your input with the softkey.
- Open using the softkey
- The input field is displayed.
- Enter 6 zeros ("000000") once again. Confirm your input with the softkey.
- Save your input. The password is now deactivated.

## Locking the phone to prevent misuse

You can stop unauthorized parties from using certain functions on your phone while you are away. E.g. the dialing of external phone numbers and access to your mailbox can be prevented. Ask your administrator which features are locked.

**Requirement:** You have received a corresponding code number from the responsible administrator.

### Lock phone in system

#### Locking the phone

Open menu → page 22.

Select and confirm.

Select and confirm.

Enter ID.

"Carried out" is displayed upon successful entry.



When the receiver is disconnected, a special dial tone is heard.  
OpenScape 4000-internal can be selected as usual.

#### Unlock the phone again

Open menu → page 22.

Select and confirm.

Select and confirm.

Enter ID.

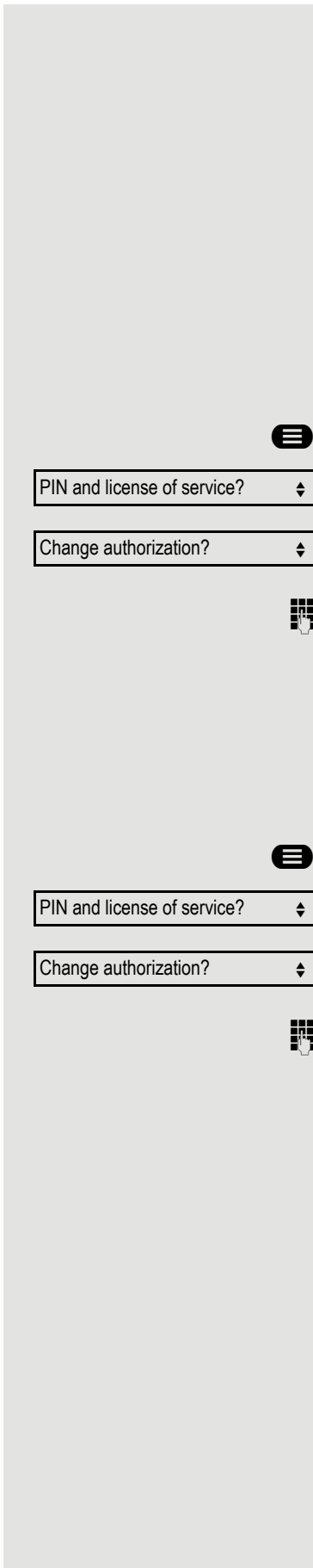
"Carried out" is displayed upon successful entry.

### Lock local phone

#### Locking the phone

To protect the phone against unauthorized access, you can lock the phone so that nobody can make calls or change settings without knowing the User password.

Predefined numbers from the dial plan can still be dialed when the phone is locked. For more information, contact your administrator.



➡ You can only lock the phone if you set a User password → page 138. The password for this must **not** be the default setting "000000." Check, if necessary, whether the phone lock function has been activated for you by the administrator.

### Activating the phone lock

Hold down the key until the "Lock phone" message appears.

Press the softkey to activate the lock.

### Dialing an emergency number

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.

Press the softkey . The saved emergency number is dialed.

➡ The number will be dialed automatically without pressing the **OK** button. An empty option on the screen will be shown, therefore if you accidentally press the **OK** button, the call will not be canceled.



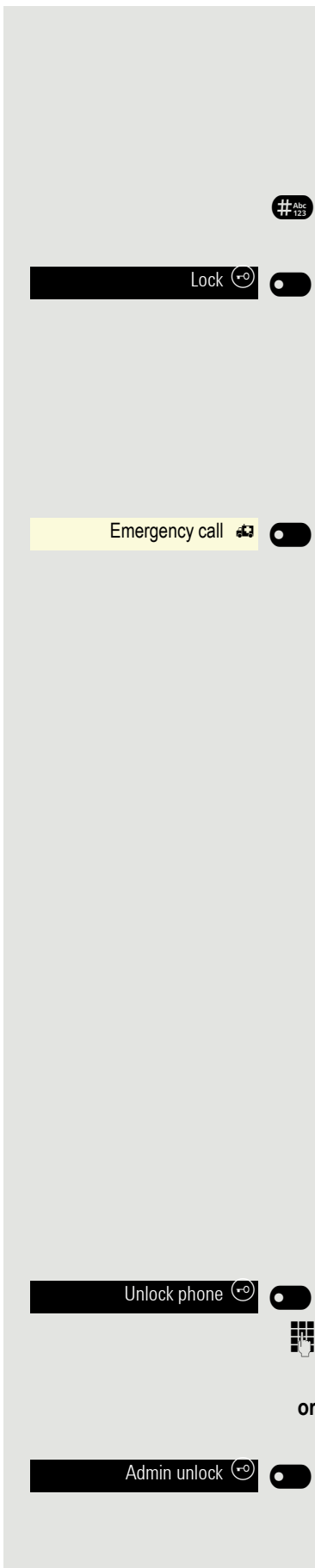
### Unlock phone

The display shows: Phone locked.

Press the softkey.

Enter and confirm the User password, the lock is released if the password was correct.

Press the softkey.





Enter the administrator password if you do not know the User password. Confirm with the softkey. The phone is unlocked if the password is correct.



If the phone is locked, an emergency number entered by the administrator can be input using the dialpad or dialed with the Emergency call option. If the phone is locked, selected dialing keys (see → page 48) cannot be used. This also applies if the emergency number is saved on this key.

# Secure calls

## Query status in idle mode

When the phone is idle, you can check whether the secure calling is active on your phone.

Open the idle menu → page 22.

Select and confirm.

The status display corresponding to the set security mode is displayed.  
A connection is only encrypted if the other side also supports the encryption.

Connections are always encrypted.

➡ If the entry "Use secure calls?" appears in the idle menu, the function is not activated.

## Querying the status when connected

During the call you can query whether your call is secure.

Select.

The call is secure.

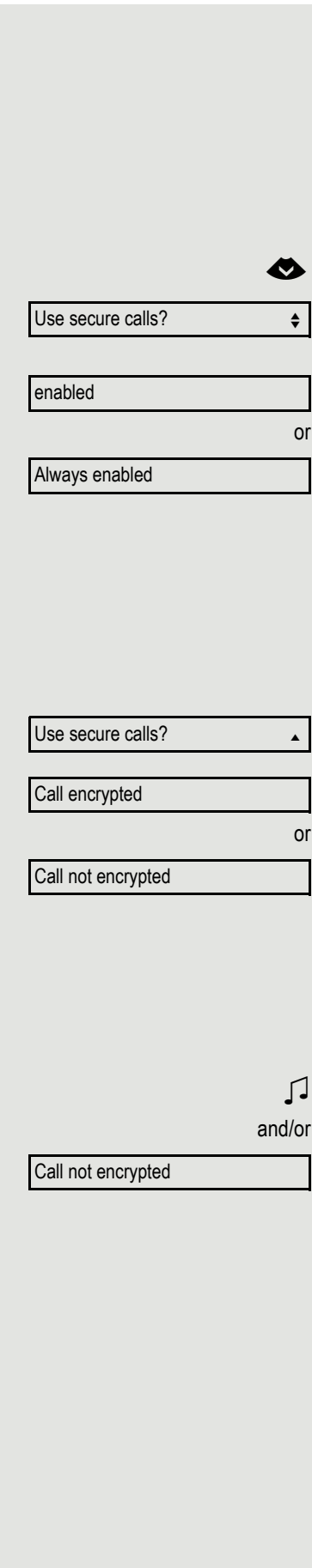
The call is not secure.

## Information about secure calls

The responsible administrator can determine in your communication system whether and how you are notified of unencrypted calls.


Warning tone.

Display screen.





## Identify Anonymous Caller ("tracing")


 This function must be set up by your responsible administrator.

You can have malicious external callers identified. The caller's phone number can be determined during the call or up to 30 seconds later. You are not allowed to hang up.

Open menu → page 22.

Select and confirm.

Select and confirm.

 If the capture circuit was successful, the data obtained is stored with the network operator. Please contact your responsible administrator.



More features?



Trace?



# Local phone settings

## Audio settings

### Volumes

Set the volume here, for instance, for the loudspeaker, handset, or headset. You can preset different volumes for the following microphones and signals in ten levels:

- Loudspeaker
- Rufton
- Handset
- Headset
- Handsfree
- Rollover
- Warning tone

You can also configure this setting via the Web interface → page 155. If nec. Press the Main Menu key.

Open using the softkey

Open using the softkey.

Enter and confirm the User password.

If the administrator has configured it, you can access the “Telephony settings” option without being requested to enter a User password.

Open using the softkey.

Open using the softkey.

E.g. open the Rufton with the softkey<sup>1</sup>.

Use the softkey to increase the volume.

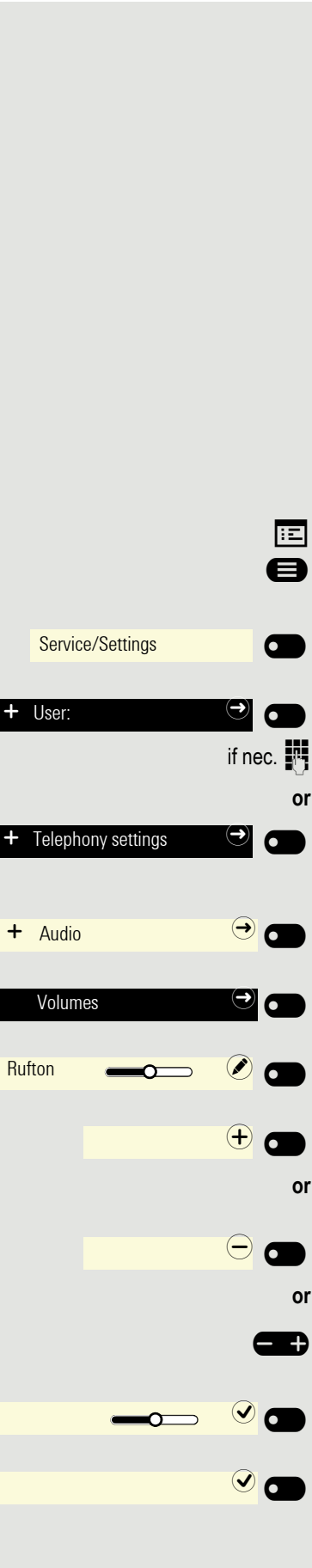
Use the softkey to decrease the volume

Adjust using the toggle key

Confirm the setting with the softkey.

Save setting.

1. The display shows the current setting



## Set local ringtones

### Select and configure call type

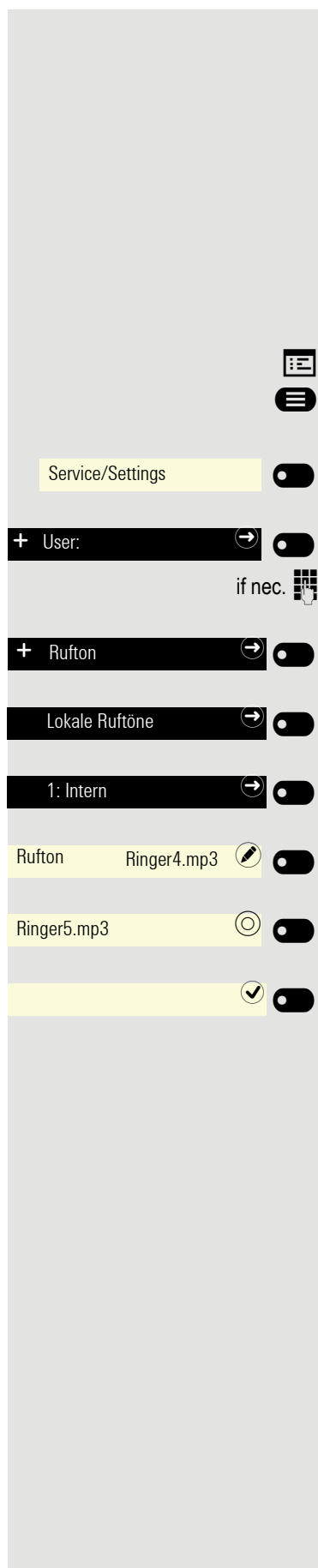
The ringer mode "local ringtone" is set. Not all of the following types have to be used:

- 1: Intern
- 2: Extern
- 3: Aufmerksamkeitsruf 2

Select the desired call type and configure it according to your requirements.

You can also configure this setting via the Web interface → page 155.

If nec. Press the Main Menu key.



Open using the softkey

Open using the softkey.

Enter and confirm the User password.

Open using the softkey.

Open using the softkey.

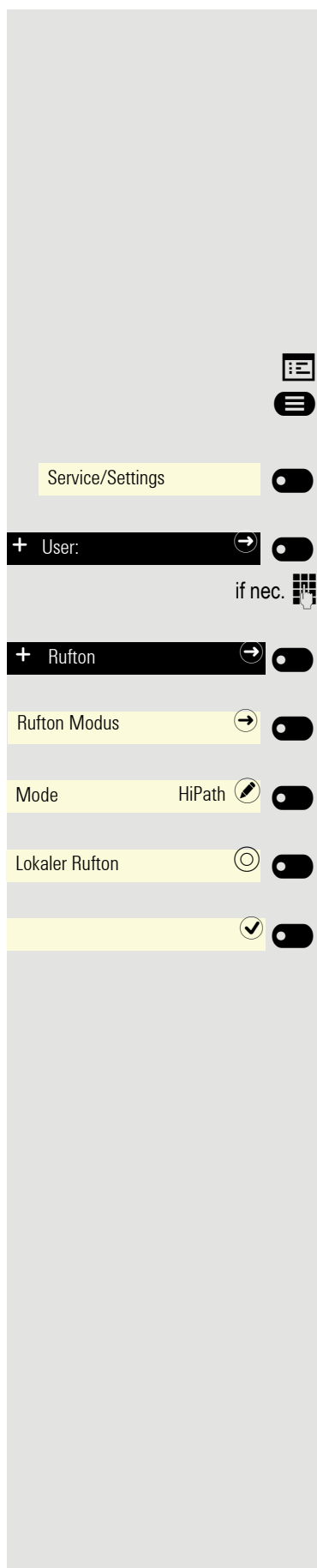
Open with the softkey, e.g. to make settings for the internal ringer.

Open using the softkey.

Confirm with the softkey to e.g. select this tone file.

Save setting.

If you have selected the "Pattern" instead of a ringer file, you can still set the values for "Mustermelodie" and "Sample sequence".



## Ringer mode

With both Rufton Modus options

- HiPath
- Lokaler Rufton

determine who generates the ringtone on the phone. With the "HiPath" setting the system emits the ringer type and the related ringer, which you can adjust later → page 146.

If "local ringer" is selected, the phone sends the ringtone type and then you determine which ringtone should ring for the respective ringtone type in the "local ringtone" menu yourself → page 147.

You can also configure this setting via the Web interface → page 155.

If nec. Press the Main Menu key.

Open using the softkey

Open using the softkey.

Enter and confirm the User password.

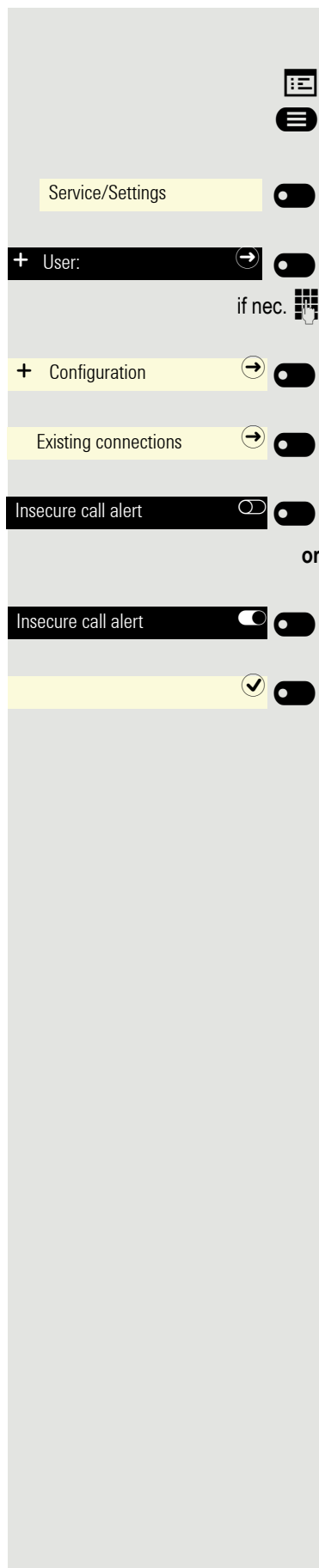
Open using the softkey.

Open using the softkey.

Open using the softkey.

Confirm with the softkey to set "Lokaler Rufton".

Save setting.



## Insecure call alert

You can also configure this setting via the Web interface → page 155.

If nec. Press the Main Menu key.

Open using the softkey

Open using the softkey.

Enter and confirm the User password.

Open using the softkey.

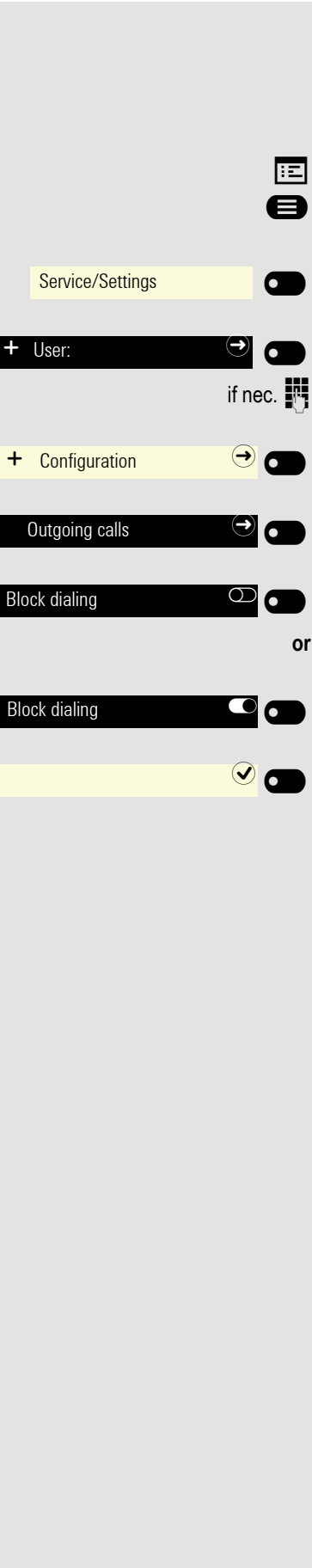
Open using the softkey.

Activate with the softkey Insecure call alert.

or

Deactivate with the softkey Insecure call alert.

Save setting.



## Block dialing for outgoing calls

If block dialing is displayed, when deleting a phone number, for example, all of the characters available in the field are deleted at once. If block dialing is switched on, you can delete individual characters.

You can also configure this setting via the Web interface → page 155.

If nec. Press the Main Menu key.

Open using the softkey

Open using the softkey.

Enter and confirm the User password.

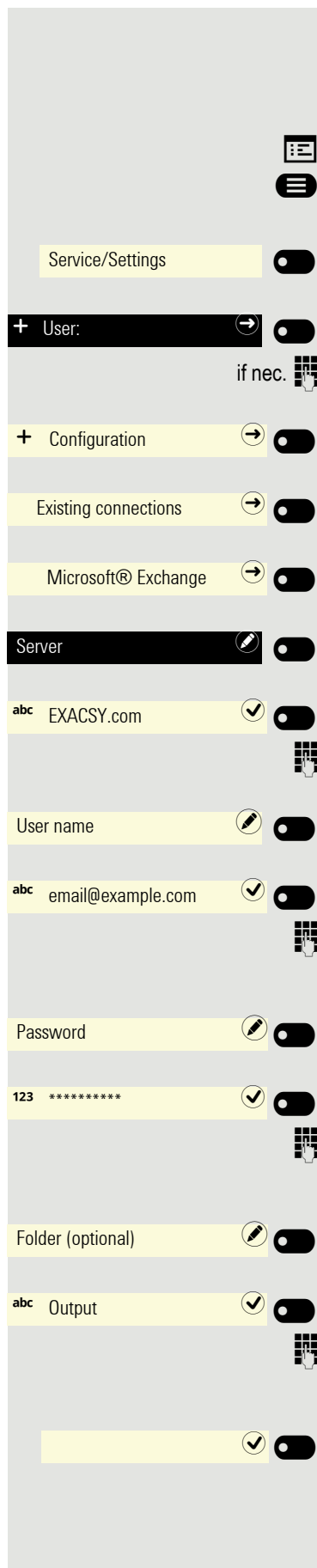
Open using the softkey.

Open using the softkey.

Activate with the softkey Block dialing.

Deactivate with the softkey Block dialing.

Save setting.



## Setting up Exchange access

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

You can also configure this setting via the Web interface → page 155.

If nec. Press the Main Menu key.

Open using the softkey

Open using the softkey.

Enter and confirm the User password.

Open using the softkey.

Open using the softkey.

Open using the softkey.

Open using the softkey.

The input field is displayed.

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

Open using the softkey.

The input field is displayed.

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

Open using the softkey.

The input field is displayed.

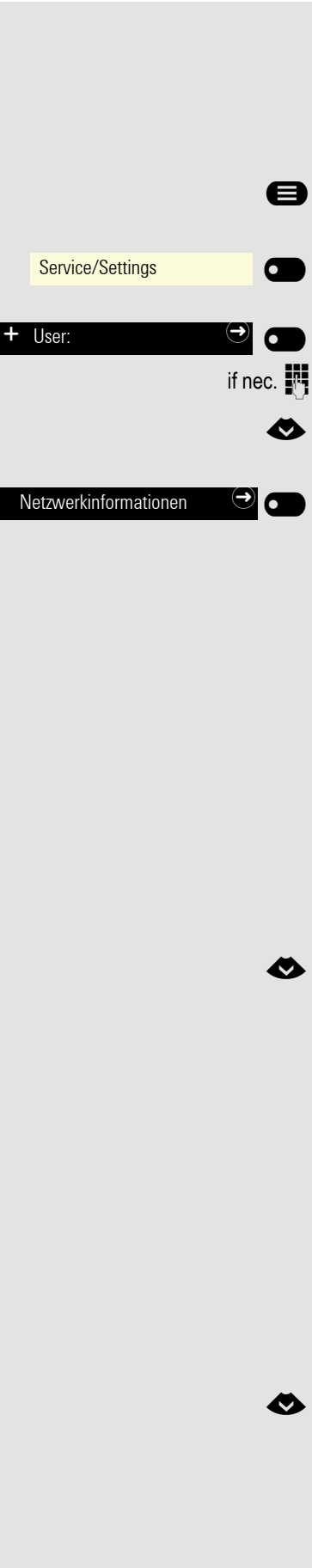
Enter your password used for Exchange and conclude your input with the softkey.

Open using the softkey.

The input field is displayed.

Enter the folder with the destination data and conclude your input with the softkey.

Save the configuration.



## Displaying network information

This information overview in the user area of the service menu provides you with information about the IP address or name of the phone and the HTML address of the web interface. It also provides real-time data about the network activity of the phone.

If nec. Press the Main Menu key.

Open using the softkey

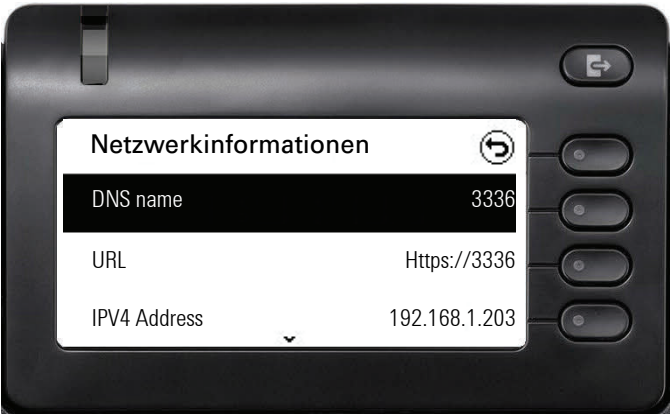
Open using the softkey.

Enter and confirm the User password.

Select the "Netzwerkinformationen" menu.

Open using the softkey.

You can browse the following overview:



Scroll

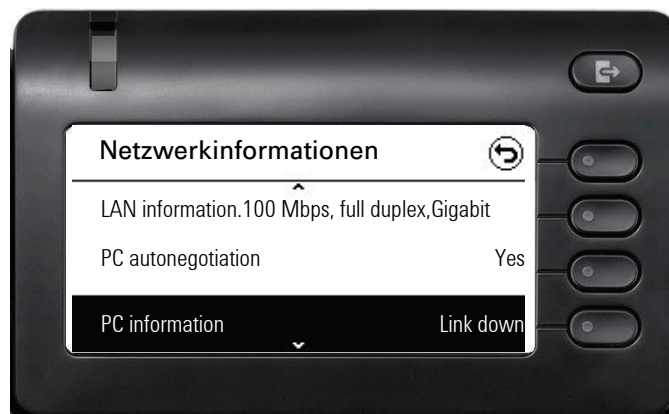


Scroll





**Scroll**



**DNS name:** Name or number of telephone.

**URL:** HTTP address of the web interface. This address is specified in the address line of the Internet browser and is used to call up the web interface of the phone in the browser.

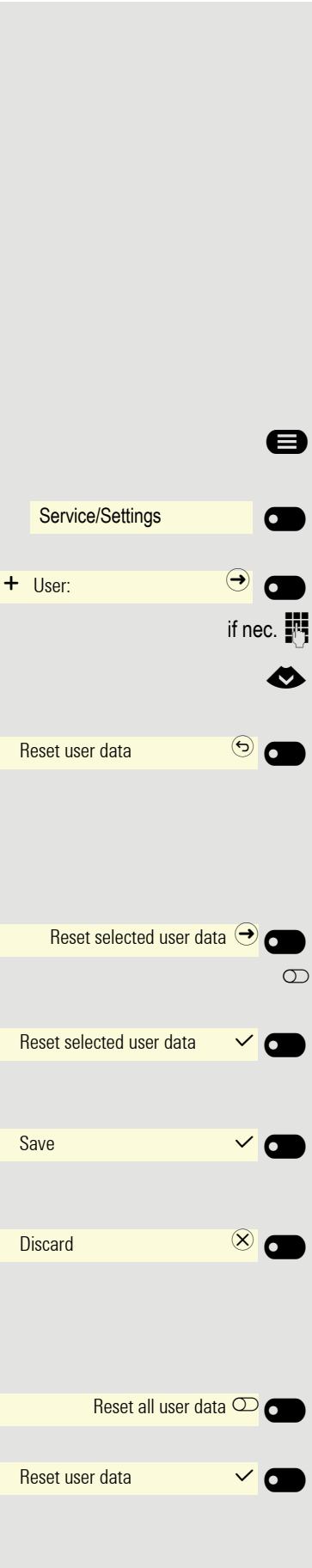
**IPv4 Address:** Display of the IP address or name that was assigned to the phone in the network.

**LAN-RX/PC-RX:** The network or PC interface data packets received are illustrated dynamically in graphical form.

**LAN-TX/PC-TX:** The network or PC interface data packets sent are illustrated dynamically in graphical form.

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

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



## Resetting user data

The following personal settings, which you have changed via the telephone menu or the web interface, can be reset to factory settings.

- Some ringer files will be deleted or deleted default ringer files will be restored.
- Similarly, all of your personal information, and most importantly your conversation list with contacts, will also be deleted.

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

## Initiating the reset

- If nec. Press the Main Menu key.
- Open using the softkey.
- Open using the softkey.
- Enter and confirm the User password.
- Select the "Reset user data user data" menu.
- Open using the softkey.

## Resetting selected user data

- Use the right arrow to navigate to a list of data areas that may be reset.
- Enable the toggle button option to select the areas you want to reset.
- Click to continue with the resetting process.
- A confirmation window is displayed.
- Select to reset the selected user data to factory settings.
- Select to discard the changes.

## Resetting all user data

- Enable the toggle button option to reset all user data.
- Click to confirm the reset.

# Web interface

## General

You can configure a number of settings for your phone via the web interface. Communication occurs via a secure HTTPS connection. Access to the web interface must be activated by your administrator.

## Launching the web interface



For more information on the IP address, the web interface address, and how to connect the phone to the network, refer to the section entitled "Network information."

To launch the interface, open a Web browser and enter the following:

**https://[IP address of the phone]**

[IP address of the phone] is the IP address of your phone.

or

**https://[Name of the phone]**

[Name of the phone] that was assigned by the administrator.



You might receive a certificate notification from the browser. Follow the instructions to download the certificate.

You will be prompted to configure a user password the first time you call up the web interface → page 138. You must log in with this password every time you want to open the User pages in the future.

## 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.

## Administrator pages

This area lets you configure settings for administering your phone and the network environment. Access to the Administrator pages is protected by the admin password. For further information, consult your administrator or refer to the administration manual.

## User pages

All entries under the user menu on the Web interface can also be found under the user menu on the phone → page 22.



You will be prompted to configure a user password the first time you call up the Web interface → page 138. You must log in with this password every time you want to open the User pages in the future.

- Click a menu heading to display the individual menu entries. Click the menu heading again to close the menu.
- Click a menu entry to open the corresponding website.
- Make the desired changes.
- Click the corresponding button to save or discard your changes.

## Button functions

- "Login": Log in to the phone after you have entered the user password
- "Save": Applying changes
- "Reset": Reset original values
- "Update": Update the values
- "Log out": Log out from the phone


## User menu

### User login

Password  → page 138

- Old password
- User password
- Confirm password

### Rufton

- Lokale Ruftöne
- Call type  → page 62
  - Intern
    - Ringer
    - Mustermelodie
    - Musterfolge
  - Extern
    - Ringer
    - Sample tone
    - Musterfolge
  - Buzz
    - Ringer
    - Sample tone
    - Musterfolge
  - Alert tone 1
    - Ringer
    - Sample tone
    - Musterfolge
  - Single alert
    - Ringer
    - Sample tone
    - Musterfolge
  - Multiple alert
    - Ringer


- Sample tone
- Musterfolge
- Special 1
  - Ringer
  - Sample tone
  - Musterfolge
- Special 2
  - Ringer
  - Sample tone
  - Musterfolge
- Special 3
  - Ringer
  - Sample tone
  - Musterfolge
- Aufmerksamkeitsruf 2
  - Ringer
  - Mustermelodie
  - Musterfolge
- Unspecified
  - Ringer
  - Sample tone
  - Musterfolge
- US DSN-Precedence
  - Ringer
  - Sample tone
  - Musterfolge
- US DSN-Routine
  - Ringer
  - Sample tone
  - Musterfolge
- Emergency call
  - Ringer
  - Sample tone
  - Musterfolge
- Rufton Modus (☎ → page 62)
  - HiPath
  - Lokaler Rufton

### Audio



- Einstellungen
  - Ringer ☎ → page 65
  - Room acoustic ☎ → page 64
  - Kopfhöreranschluss → page 66

### Configuration

- Outgoing calls
  - Block ☎ → page 80
- Forwarding ☎ → page 83
  - Forwarding favorites
  - Display all ☐
  - Favorites / recently used
- Busy
  - Direct destination
  - After time ☐
  - Favorites / recently used
  - Direct destination
- Fixed forwarding allowed ☐

- Favorites / recently used
- Direct destination
- Internal call forwarding allowed ☐
  - Favorites / recently used
  - Direct destination
- External call forwarding allowed ☐
  - Favorites / recently used
  - Direct destination
- Forward busy/no answer calls allowed ☐
  - Favorites / recently used
  - Direct destination
- Connected calls 
- Insecure call alert
- UC login information
  - UC username
  - UC password
- Microsoft® Exchange
  - Server
  - User name
  - Password
  - Folder to sync (optional)
- OpenScape UC

#### Phone

- Display  → page 56
  - Brightness
  - Key module contrast
- Key module 1
  - Download label strips
- Key module 2
  - Download label strips
- Energy saving mode  → page 58
  - Activate after:
  - Lighting reduced
  - Backlight off

#### Diagnostic information

## Fixing problems

### Responding to error messages on the display

Incorrect input

#### Possible causes:

Number is not correct.

#### Possible response:

Enter correct number.

No authorization

#### Possible causes:

Locked function attempted.

#### Possible response:

Apply for authorization to execute function from manager.

Currently not possible

#### Possible causes:

Dialing a non-existent number. Phone you are trying to reach is not in use.

#### Possible response:

Enter correct number. Call again later.

Phone number invalid

#### Possible causes:

Own number entered.

#### Possible response:

Enter correct number.

Key memory is full

#### Possible causes:

External phone number memory space in system currently full.

#### Possible response:

Try again later.

Conflict on another level

#### Possible 1st cause:

If "delete other level" shows in menu:

You have tried to save a function or internal phone number with LED-display using a key on an already occupied level (e.g. an external phone number).

#### Possible response:

Confirm "delete other level" to save the phone number/function.

### Possible 2nd cause:

If "clear LED support" shows in menu:  
You have tried to save a number without LED-display or an external number using a key that already has an internal number with LED-display.

### Possible response:

Confirm "clear LED support" to save the call number. The existing internal number remains on the other level without LED-display.

### Pressed key does not respond:

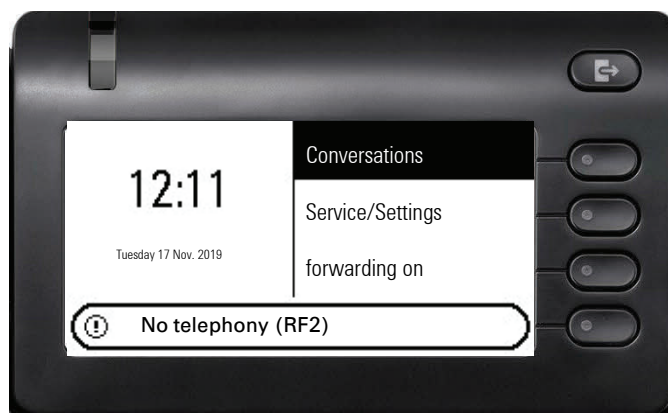
Check if the key is stuck.

### Phone doesn't ring when called:

Check if your phone is on silent (silent icon appears on status screen → page 22). If so, turn off silent mode.

### To correct any other problems:

Contact your administrator if a fault persists for more than 5 minutes, for example. Pass on the message displayed in the red field, if appropriate, as shown in the next example. Problems that cannot be corrected should be referred to Customer Service.



## Contact partner in case of problems

Contact your administrator if a fault persists for more than 5 minutes, for example.



## Index

### A

- Accepting a call
  - with line keys 96
- Administration 55
- Announcement 56
- Applications
  - Opening the context menu 29
  - Selecting an entry 29
- Applications menu 49
- Assign free keys 70
- Assigning function keys
  - Function 70
- Audio
  - Room acoustic 64
- Audio controls 18
- B
- Background lighting 58
- Browsing in tabs 19
- C
- Call
  - Door terminal 131
  - Forwarding 83
  - Incoming 76
- Call encrypted 144
- Call forwarding 83
- Call not encrypted 144
- Call transfer to the manager 110
- Call waiting
  - accept 91
- Callback 85
- CE marking 3
- Central speed dial numbers 67
- Change password 138
- Changing the user password 138
- Configuring the connection to UC 151
- Connection options 16
- Consult 90
- Context menus 26
- Conversation
  - Accept 76
  - Ending 79
  - Parking a call 88
  - Retrieving a parked call 88
  - transfer 90
- D
- Data privacy 116
- Deactivating the password 139

- Deactivating the user password 139
- Dial plan 142
- Dialing
  - with line keys 99
  - with redialing 81
- Dialpad 20
- Direct station selection (DSS) keys
  - Answering a call 77
  - Call waiting 100
- Display icons
  - Connection status 47
  - Status Bar 22
- Do not disturb 137
- Door terminal 131
- DTMF dial tone (Tone dialing) 92
- E
- Emergency call 142
- Emergency number 142
- Entry protection 106
- Exchange 151
- Exclusive parking 101
- F
- Fax messages 104
- Forwarding 83
  - For another connection 125
  - For Fax or PC 126
- Forwarding calls
  - for lines 97
- G
- General information 10
- Graphic display 22
  - Icons for connection status 47
- H
- Holding 101
- House call system 120
- I
- Icons
  - Connection status 47
  - Status Bar 22
- ID entered for other phone 114
- Identifying the line 105
- Insecure call alert 149
- Intercom system 120
- K
- Key modules 17
- Keys
  - assign 70
  - program 70

- L
- LED displays 48
  - Line keys 94
- Line keys 93
  - Accepting a call 96
  - Allowing/blocking entry 106
  - dialing with 99
  - Phoning with more than one participant 105
  - Three-party conference 106
- Line usage 94
- M
- Making calls 80
- Menu "Users" 156
- Messenger call 112
- Microphone 79
- Missed calls 81
- Mobility 116
- Mobility variants 116
- Mode keys 18
- O
- One Number Service
  - Mailbox (MWI) 104
- Open listening 87
- OpenScape Desk Phone CP600
  - Provides hands-free listening 87
- OpenScape Key Module 400 17
- Operation notes 3
- P
- Parameters 52
- Park (call) 88
- Parking 101
- Phone
  - Set-up 56
- Phone programming 56
- Phone Settings 56
- Picking up a call
  - (Team) 77
- post-dialing
  - Tone dialing DTMF 92
- Presence 24
- Presence status 24
- Primary line 93
- Private 137
- Private line 94
- Program free keys 70
- Program/Service menu 49
- Programmable keys 48
- Programming free keys 70
- Provides hands-free listening 76
- R
- Redial 81
- Representative (secretarial office) 112
- Ringer off 63
- S
- Safety notes 3
- Save appointments 113
- Screensaver 59
- Searching for contacts, 37
- Second call (manager) 111
- Second phone (manager) 111
- Secondary line 93, 152
- Secure Call 144
  - Call encrypted 144
  - Call not encrypted 144
  - Connection status 144
  - Status query 144
  - Tips 144
- Secure connection 144
- Security 137
- Set presence 68
- Setting headset port 66
- Shared line 94
- softkey 26
- Softkeys 18
- Speaker call 56, 121
- Speakerphone mode
  - Function 76, 87
  - Tips 76
- Speed dial
  - Central 67
- Status icons 22
- System-wide voice calling 121
- T
- Telephony interface
  - SingleLine 45
- Three-party conference 106
- Toggling 90
- Tone dialing 92
- Transfer (call) 90
- U
- UC 151
- UC Server 24
- Unsecure connection 144
- Use secure calls 144
  - Call encrypted 144

---

- Call not encrypted 144
- Connection status 144
- Status query 144
- Tips 144
- User interface 15
- User menu 156
- User support 14
- Using a mini switch 17
- Using network ports more efficiently 17
- V
- Variable call forwarding 83
- Voicemail 104
- W
- Web interface 155

