



A MITEL  
PRODUCT  
GUIDE

# OpenScape Desk Phone

CP210

Mitel Unify OpenScape 4000

UserGuideHFA

10/2025

## Important information

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For safety reasons, the telephone should only be supplied with power:

- using the original power supply unit.
- over a LAN with PoE (Power over Ethernet), which complies with the IEEE 802.3af standard.



Never open the telephone. Should you encounter any problems, consult your administrator.



Use only original accessories.

The use of other accessories is hazardous and will render the warranty, extended manufacturer's liability and the CE and other markings invalid.

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## Software update

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

## Care and cleaning instructions

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

## Online documentation

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

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

## Location of the telephone

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

## Product-oriented environmental protection

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

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The Unify products OpenScape Desk Phones have earned the ENERGY STAR. Learn more at [energystar.gov](http://energystar.gov)

## License information

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## MARKS



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# General information

## About this manual

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

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

## ICONS USED IN THE MANUAL

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



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





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

Indicates important additional information in relation to handling.

Indicates required intervention by the Administrator.

## Displays for describing operation

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

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

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

## SELECTING AND CONFIRMING ACTIONS

### Required operating steps with display text



Press the key on the left or right side.



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

Volume



The required option is selected.

Confirm the selected option.

### Shortened illustration in the user guide



Press the key on the left or right side.

Volume

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

## SETTING THE REQUIRED OPTION

### Required operating steps with display text

XXXX = x



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

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

### Shortened instruction in the user guide



Keep pressing the keys until the desired result is achieved.

## Service

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

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

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

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

## Intended use

The OpenScape Desk Phone CP210 is a desktop or wall-mounted unit designed for voice transmission and for connection to the LAN. It can also be used as a workstation device. The OpenScape Desk Phone CP210 can also be connected to Wi-Fi with the additional Wi-Fi dongle CP10.

Any other use is regarded as unintended.

## Telephone type

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

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

## Speakerphone quality and display legibility

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

## Repair and recycling concept, extending performance capability

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

## RECYCLING AND DISPOSAL OF EQUIPMENT IN THE OPENScape DESK PHONE FAMILY

Return of OpenScape Desk Phone waste equipment.

### a) Legal and other foundations

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

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

### b) Separate collection according to ElektroG

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

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

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

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

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

### d) Reuse, recycling and recovery

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

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



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

## REPAIR RELIABILITY AND SPARE PART SUPPLY

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

## EXPANDABILITY OF THE PERFORMANCE

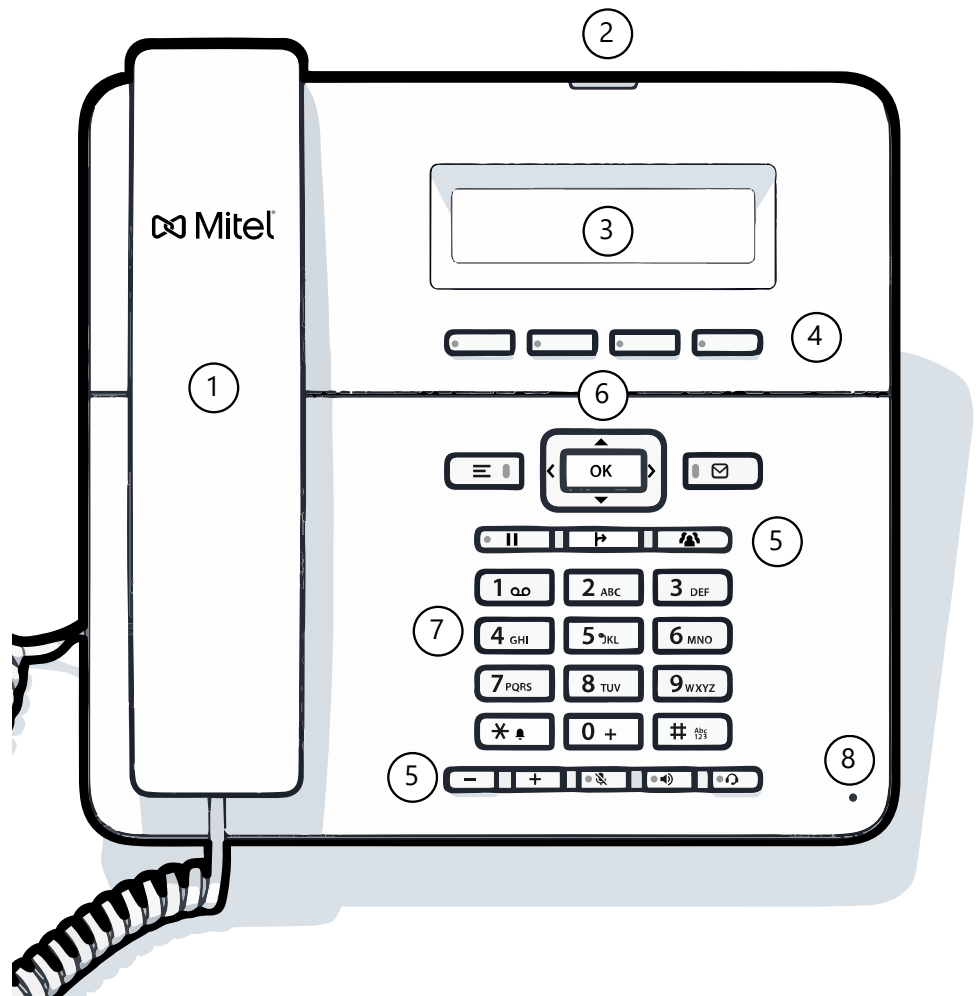
The functionality of all OpenScape Desk Phone CPx10 phones can generally be extended by software updates.

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











# Getting to know the OpenScape Desk Phone CP210

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

## The user interface of the phone

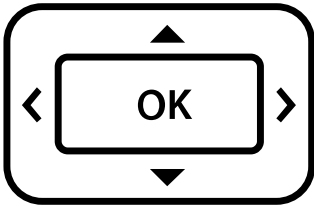


- |   |   |
|---|---|
| 1 | You can make and receive calls as normal using the <b>handset</b> .   |
| 2 | The <b>status LED</b> displays the phone connection status. Incoming calls and new voice mails are visually signalled via the notification LED. |






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

## NAVIGATION KEYS

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



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

Key / pictogram	Functions when key is pressed
	<ul style="list-style-type: none"><li>• In lists and menus: One level up</li><li>• Entry selected: Cancel action</li><li>• In input fields: Delete character to the left of the cursor</li></ul>
	<ul style="list-style-type: none"><li>• In lists and menus: One level down</li></ul>
	<ul style="list-style-type: none"><li>• In lists and menus: Scroll up</li><li>• Press and hold: Skip to the start of the list or menu</li></ul>
	<ul style="list-style-type: none"><li>• In lists and menus: Scroll down</li><li>• Press and hold: Skip to the end of the list or menu</li></ul>
	<p>With entry selected:</p> <ul style="list-style-type: none"><li>• Perform action</li><li>• Confirm your selection</li></ul>

## PROGRAMMABLE FUNCTION KEYS ON THE PHONE






Your OpenScape Desk Phone has four programmable function keys (with LED) below the display which you can program with different functions or phone numbers.

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

- Function keys, see ["Programming the function keys" → page 40](#)
- Selected dialling keys, see ["Additional selected dialling key functions" → page 42](#)

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

## Meaning of LEDs on function keys

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

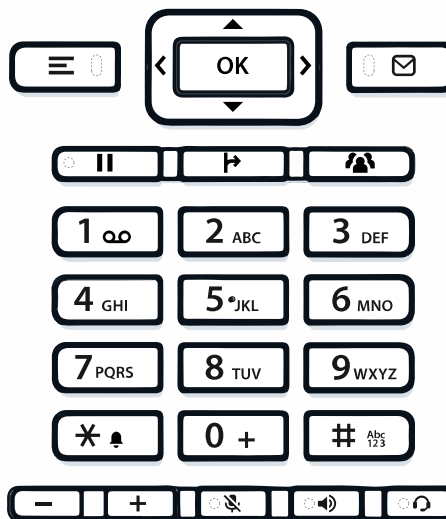
## NOTIFICATION LED

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

Mailbox LED	Call log LED	Notification LED
ON	ON	ON - flashing red light
ON	OFF	ON - flashing red light
OFF	ON	ON - solid red light
OFF	OFF	OFF

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

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







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



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

The character overview depends on the current language setting.

[illegible]

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

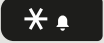


(a) Special characters (not in 123 mode)

(b) Space

(c) Extended character

(d) Toggle between uppercase and lowercase and number entry

## Multi-function keys

Key	Function during text input	Function when held down
	Types special characters	<ul style="list-style-type: none"> <li>• 2 seconds: Ringer off</li> <li>• 3 seconds: Beep rather than ringer</li> </ul>
	Switches 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>	Activates the telephone lock
	Types special characters (not in 123 mode).	Calls the answering machine.

## Input editor

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

OK

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

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

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

## Display

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

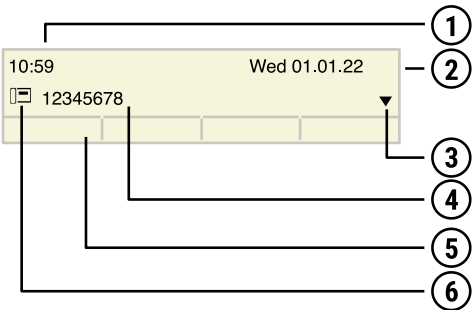
### DISPLAY CONTRAST

The OpenScape Desk Phone OpenScape Desk Phone CP210 comes with a black-and-white LCD display.

The contrast settings cannot be changed.

### IDLE MODE

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



1	Time screen
2	Date and time



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



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







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

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

Icons in the idle menu

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




Icon	Explanation	Display position
	Displays the Wi-Fi signal strength and status (more bars indicate a stronger signal).	1 <sup>st</sup> line
	Secure Wi-Fi signal (more bars indicate a stronger signal).	1 <sup>st</sup> line
	USB is active.	1 <sup>st</sup> line
	Call recording is in progress	1 <sup>st</sup> line
	The ringer is deactivated.	1 <sup>st</sup> line
	The ringer is set to a beep.	1 <sup>st</sup> line
	Remote maintenance has been activated.	1 <sup>st</sup> line
	"Do not disturb" is activated.	1 <sup>st</sup> line
	The phone lock is activated.	1 <sup>st</sup> line
	You received new voice messages.	2 <sup>nd</sup> line

Icon	Explanation	Display position
	You have one or more new missed calls.	2 <sup>nd</sup> line
	Local call forwarding is active.	2 <sup>nd</sup> line
	A mobile user is logged on to the telephone.	2 <sup>nd</sup> line
	A status icon in front of your own phone number (replaced, for example, by the icons for call forwarding or the icon “Mobility”).	2 <sup>nd</sup> line

## DISPLAYS ON THE STATUS LINE FOR ADJUSTING THE VOLUME



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

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

## CONTEXT-DEPENDENT DISPLAYS

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

### Information on current events

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





#### Example

You missed two calls in your absence.




Open the two new voice messages.



Icons for events

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

Context menus

If an up or down arrow  appears beside an entry in the second line, a context menu is available whose options you can select using the navigator keys  or  (see "Navigation keys" → page 19). The range of functions available is situation-specific.

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

Example



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



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

You can set up a "Show phone display" key for both of these instances to access the telephony interface screen again (see "Programming the function keys" → page 40).

Idle display context menu



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



Select the other functions using the navigator keys.

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

Functions during a call

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



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

Example

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



Search for the appropriate function and confirm.

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







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



To delete information or warning messages, press the key.

Icons during a call

Icon	Meaning
	The call is active.
	High-quality voice connection (G.722).

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


## Mailbox



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

- Callback requests
- Voicemail

## MESSAGES (CALLBACK REQUESTS)

New messages are signalled by the illuminated function key  .

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




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

For a description of how to edit the entries, see ["Using callback" → page 63](#).

## VOICEMAIL



Press the key shown.

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

An corresponding message is displayed.

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

## MUTE KEY

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



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



To disable muting, press the key again.

OK

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

## Call lists


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

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

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

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



To call subscribers from the call lists, press the function key with the icon  or search a call list in the idle menu (see ["Dialling contacts from the call lists" → page 51](#)).

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

For a description of how to edit the call lists, see ["Using the caller list" → page 1](#).

# Settings menu

Menu title

Settings :

+ User Configuration

◆

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

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

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

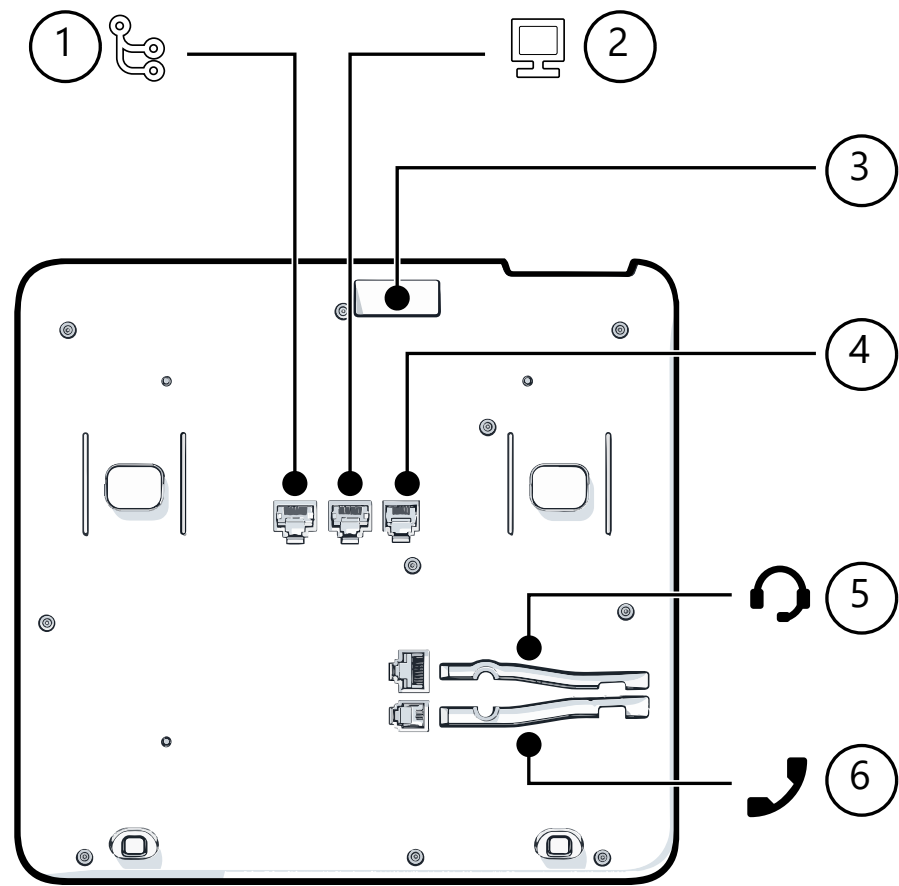


Open the Settings menu by pressing the settings key.

- **User:** The options allow you to adapt the telephone to your individual requirements.
- **Admin:** Once the admin password is entered, this menu is available to the administrator.

Use the navigator keys to navigate through the menus as described in the section "Navigation keys" → page 19.

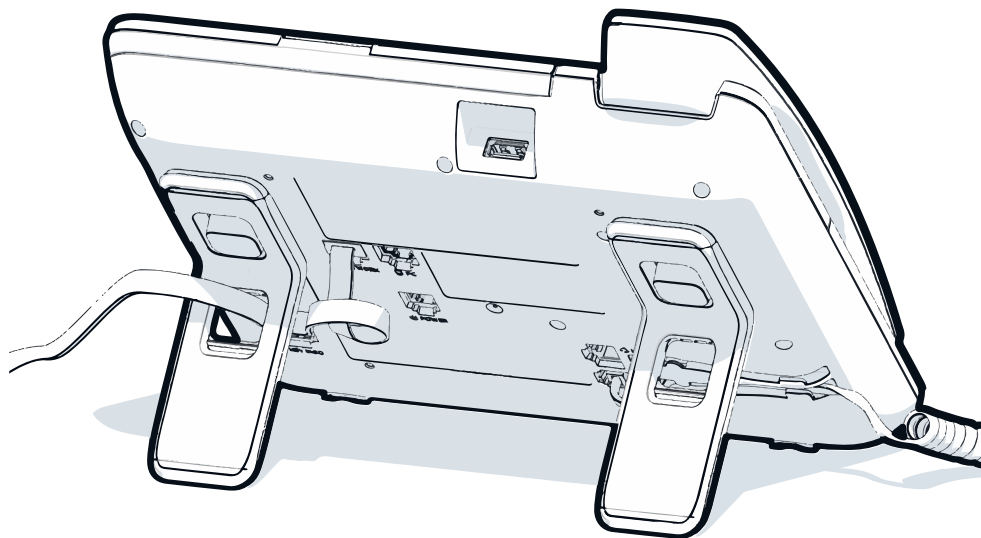
# Ports on the underside of the phone



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



## THREADING THE CONNECTION CABLES



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

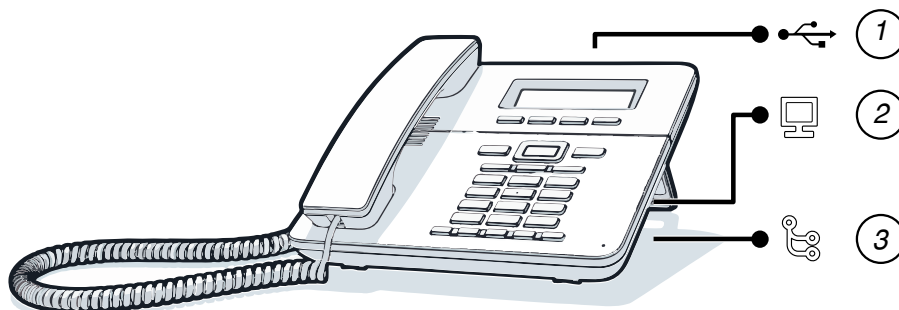
Thread the connection cables on the back of the phone through the holes in the stand. Arranged in this way, the device always has a secure stand.

## HOW TO USE NETWORK CONNECTIONS

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

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

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



1	USB port	2	PC LAN port
3	Network LAN port		

## USING THE USB PORT

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

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

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

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

## Updating the phone

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

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

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

## Viewing system notifications

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

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

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

---


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

# Telephone settings


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

## Setting the display contrast


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

 You can also configure this setting via the WEBM interface (see "[Web interface \(WBM\)](#)" → page 115).

- Press the key shown.
- Select and confirm the option shown.
- Enter and confirm the user password, if required.
- Select and confirm the option shown.
- Select and confirm the option shown.
- Select and confirm the option shown.
- Set and confirm the contrast.
- Select and confirm the option shown.





User



Phone?

Display?

Contrast: =

 / 

Save & exit?

## Audio

### Adjusting audio settings

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

## ADJUSTING THE SPEAKERPHONE TO THE ROOM ACOUSTICS

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



Loudspeaker?



OK

Press the button in idle mode.

Select and confirm the option shown.

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

Save.

### Setting the volume of the alert tone

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



Alert ring?



OK

Press the rocker button in idle mode.

Select and confirm the option shown.

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

Save.

## Call settings

### ACTIVATING AND DEACTIVATING SECOND CALL

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

If your phone belongs to an ONSgroup (One Number Service / parallel call: In addition to an alerting tone on the busy phone, the second call is signalled with a ring tone on the other phones in the ONSgroup (see "Special parallel call (ONS) functions" → page 105).



Feature settings?

Camp-on?

Activate?

Open the menu.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Deactivate?

- Optionally, select and confirm the option shown.

## SYSTEM SPEED-DIAL NUMBERS

This function must be configured by the administrator.

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

For making calls using speed-dial numbers, see ["Using speed dialling" → page 55](#).

## SPEED DIALLING WITH EXTENSIONS

This function must be configured by the administrator.

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

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

### Example

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

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

For making calls using speed-dial numbers, see ["Using speed dialling" → page 55](#).

## INDIVIDUAL SPEED-DIAL NUMBERS

This function must be configured by the administrator.

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

Open the menu.

Confirm the option shown.

Select and confirm the option shown.



Destinations?

Speed Dial?



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

New contact?



Confirm the option shown.

Enter the phone number.

Save & exit?

Confirm the option shown. Your input is saved.

For making calls using speed-dial numbers, see "[Using speed dialling](#)" → page 55.

## Settings that impact energy efficiency

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

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

# Programming the function keys

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

After programming a function key, a "label" must be assigned to each corresponding function. This label is displayed on the third line of the display (see "Idle mode" → page 24).

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

The other possibility to access the second level function is by long pressing the assigned key for 5 seconds.

- The keys are preassigned in the as-delivered state (see ).
- The keys can also be programmed via the WBM interface (see "Web interface (WBM)" → page 115).

## List of available functions

Unallocated	Do Not Disturb
Selected dialling	Group pickup
Redial	Repertory dial
CF unconditional	Line
CF no reply	Feature toggle <sup>(1)</sup>
CF busy	Mobility
CF unconditional - any	Directed pickup
CF no reply - any	Release
CF busy - any	Callback <sup>(1)</sup>
CF unconditional - ext.	Cancel callbacks <sup>(1)</sup>
CF unconditional - int.	Consult
CF no reply - ext.	DSS
CF no reply - int.	Call waiting
CF busy - ext.	Immediate ring <sup>(1)</sup>
CF busy - int.	Call recording <sup>(1)</sup>



Ringer off	AICSZIP tone
Alternate	Server feature
Blind transfer	BLF
Transfer call	Send URL
Deflect	2nd alert
Shift	Show phone screen
Built-in forwarding	Personal directory
Corporate directory	Call log
Directory	

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

## Configuring function keys

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

### Example: Configuring a "conference key"

- Key function?

Change?

More features?

Conference?

Save & exit?
- Open the menu.

Select and confirm the option shown.

Press a function key.

Confirm the option shown.

Select and confirm the option shown.

Confirm the option shown.

Confirm the option shown.

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

The LED display indicates the status of the function (see "Meaning of LEDs on function keys" → page 21).

## Configuring selected dialling / direct station selection keys

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

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

A typical application of direct station selection keys is the executive / secretary configuration (see "Making calls in an executive / secretary team" → page 87).

See also "Programming the function keys" → page 40.

**Prerequisite:** You have programmed a key with the function "Redial key" or "Direct station select" (see "Configuring function keys" → page 41).

Open the menu.

Confirm the option shown.

Select and confirm the option shown.

- Optionally, select and confirm the option shown.

Press the selected dialling key.

- Optionally, press the configured direct station selection key.

## DEFINING THE PHONE NUMBER

You are prompted to enter a new number.

- Optionally, confirm the option shown.

Enter the number.

Confirm the option shown. Your input is saved.

Confirm the option shown.

## Additional selected dialling key functions

**Prerequisite:** You have defined a phone number for a selected dialling key and are still in the menu (see "Defining the phone number" → page 42).



Destination?

Redial key?

Direct station select?

R



Direct station select

Number?

New contact?



Save & exit?

Quit and return?

Consult?

**Entering an automatic consultation call**

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

Add the destination number.

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

**Example: Entering a number with a pause**

Pause?



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

Enter additional numbers.

A pause is three characters long.

**Selected dialling keys with enhanced functions**

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

**Example: Locking the phone with simultaneous call forwarding**

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



Enter the phone locking code.



Activate the code for call forwarding.



Enter the destination phone number.

In networked systems, the sequence must end with "#".

## Configuring the pickup key

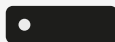
You can configure a pickup key for picking up calls (Pickup) in the call pickup group or for second calls.



Open the menu.

Key function?

Select and confirm the option shown.



Press the function key.

Change?



Confirm the option shown.

More features?
Call Pickup?
Save & exit?

- Select and confirm the option shown.
- Select and confirm the option shown.
- Select and confirm the option shown.

## Deleting function key programming

### Deleting the phone number


Destinations?
Redial key?
Direct station select?

Delete?

- Open the menu.
- Confirm the option shown.
  - Select and confirm the option shown.
  - Select and confirm the option shown.
- Press the required selected dialling or direct station selection key.
- Select and confirm the option shown.

# Making calls

## Receiving calls

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

### ANSWERING A CALL VIA THE HANDSET

The phone rings. The caller is displayed.

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



Lift the handset.



Adjust the call volume, if necessary.

### ANSWERING A CALL VIA THE LOUDSPEAKER

The phone rings. The caller is displayed.

The key flashes green.

Confirm the option shown.

The key lights up green.

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



Adjust the call volume, if necessary.

### ANSWERING A CALL VIA THE HEADSET

The phone rings. The caller is displayed.

The and flash green.

Confirm the option shown.

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

Accept?

Accept?





Adjust the call volume, if necessary.

## ANSWERING A CALL USING A DSS KEY

**Prerequisite:** You have configured direct station selection keys on your telephone (see "Programming the function keys" → page 40 and "Configuring selected dialling / direct station selection keys" → page 42).

The phone rings.

Press the corresponding function key. The function key LED lights up. You can use speakerphone mode.

- Optionally, lift the handset.

## ANSWERING CALLS FOR ANOTHER MEMBER OF YOUR TEAM

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

### In idle mode

The phone rings. "Call for:" is displayed on the phone.

Lift the handset.

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

You can use speakerphone mode.

- Optionally, lift the handset.

### During a call

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

### Ending the second call and returning to the first one

Confirm to disconnect.

Direct station select



Pickup



Pickup



Release?

## DIRECTED CALL TRANSFER

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



Lift the handset.

Select and confirm the option shown.



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

### Displaying the called extension

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

Consult the administrator for this code.



Lift the handset.



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

## USING THE SPEAKERPHONE (SPEAKER CALL)

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



Press the speakerphone key. The LED lights up.



- Optionally, lift the handset and answer the call.

For forwarding a speaker call to a colleague, see ["System-wide speaker call" → page 97](#).

## TURNING THE MICROPHONE ON AND OFF



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

## ENDING A CALL

To end a call, you have the following options:

Call?



Disconnect?

- Press the key. The key is no longer illuminated.
- Press the key. The key is no longer illuminated.
- Hang up the handset.
- Confirm if configured.

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

## Dialling

### OFF-HOOK DIALLING



Lift the handset.



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

### ON-HOOK DIALLING



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

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

The party you are calling answers via loudspeaker. The speaker key  lights up.

#### The other party answers with speaker

On-hook dialling activates the speakerphone mode.



- Optionally, lift the handset.

#### The called party does not answer or is busy



Press the key. The LED goes out.



## DIALLING WITH THE HEADSET CONNECTED

**Prerequisite:** The headset is connected.

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

The key  illuminates.

## DIALLING WITH SELECTED DIALLING KEYS

**Prerequisite:** You have set up a function key as a selected dialling key (see "Configuring selected dialling / direct station selection keys" → page 42).

Press the programmed selected dialling key.

If the party answers, activate the speakerphone mode

- Optionally, lift the handset.

## DIALLING OR CORRECTING PHONE NUMBERS

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

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

Enter the phone number and correct if necessary.

### Dialling entered or displayed numbers

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

Dial the number.

### Correcting phone numbers entered

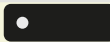
A phone number can only be corrected as it is being entered. Phone numbers stored for number redial, for example, cannot be corrected.

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

Enter the required digit(s).



123456



Please dial.



Delete number?



Cancel?



### Cancelling en-bloc sending

- Select and confirm the option shown.

Optionally, press the key shown. The LED goes out.

## REDIALLING THE LAST NUMBER DIALLED

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

### Number redial

Press the redial key.

If the party answers, activate the speakerphone mode.

- Optionally, lift the handset.

### Redialling from the menu

Lift the handset.

- Optionally, press the key shown.

Confirm the option shown.

## REDIALLING A SAVED NUMBER

**Prerequisite:** You have saved a phone number (see "Saving phone numbers for redial" → page 68).

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

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

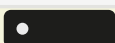
## MAKING CALLS WITH A DSS KEY

**Prerequisite:** You have configured direct station selection (DSS) keys on the phone (see "Programming the function keys" → page 40 and "Configuring selected dialling / direct station selection keys" → page 42).

Press the corresponding function key.

If the party answers, activate speakerphone mode.

C



Redial?



Redial?

Direct station select





- Optionally, lift the handset.

## DIALLING CONTACTS FROM THE CALL LISTS

### Calling back missed calls

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

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

Optionally, open the menu in idle status.

Select and confirm the list of missed calls.

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

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

Select and confirm to dial the subscriber displayed.

### Calling dialled or answered subscribers

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

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

Select and confirm until the required entry is displayed.

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

Select and confirm to dial the subscriber displayed.

### Deleting an entry in the call lists

Press the function key for the call log.

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

Select and confirm to select a different list if necessary.



Calls in queue?

Display next?

Call Sender?



Quit and return?



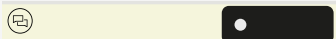
Calls in queue?

Incoming calls?

Outgoing calls?

Display next?

Call Sender?



Quit and return?



Calls in queue?

Incoming calls?

Outgoing calls?

Display next?

Delete?

Quit and return?

- Optionally, open the idle menu in idle status.

Select and confirm the list of unanswered calls.

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

Select and confirm until the required entry is displayed.

Select and confirm if you no longer require the entry.

Exit the call log by selecting and confirming twice.

## CALLING A CONTACT FROM THE DIRECTORY

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

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

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

Press the function key to open the directory.

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

Character	Number key
a A b B c C 2	2
d D e E f F 3	3
g G h H i I 4	4
j J k K l L 5	5

Character	Number key
m M n N o O 6	6
p P q Q r R s S 7	7
t T u U v V 8	8
w W x X y Y z Z 9	9
.,; L _ + - / * { } [ ] ( ) AND # ! ? \$ % 1	1
"Blank space" 0	0
Move forward	#
Delete character	*

## Searching for subscribers

Confirm to search in the corporate directory, for example.

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



Enter the first letter using the dialpad. The first name with the initial letter entered is displayed (see also "Dialpad" → page 22).

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

OK

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

## Possible options with a selected subscriber

You can select the following options with the navigator key:

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

OK

Confirm the selected option.

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

–

+

Corporate directory

Abb. dial no?

Back?

## Calling a subscriber

The subscriber found is shown on the display.

Confirm to establish the connection immediately.

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

## Copying a subscriber to the personal directory

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

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

## Searching for a subscriber based on the phone number

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

Press the function key to open the directory.

Confirm to search in the corporate directory, for example.

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

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

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

## Adding entries to the directory

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

Select and confirm the option shown.

Select and confirm the option shown.

## Exiting the directory

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

Confirm the option shown. You exit the directory immediately.

OK

Dial number?

Copy?



Corporate directory?

Search for number?



Personal directory?

New contact?

Exit?

## USING SPEED DIALLING

This function must be configured by the administrator.

Speed-dial numbers may also contain command or access code sequences and may be linked to other speed-dial numbers (see "Speed dialling with extensions" → page 38).

### Dialling using system speed-dial numbers

**Prerequisite:** You know the system speed-dial numbers (see "System speed-dial numbers" → page 38).

Open the menu.

Select and confirm the option shown.

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

### Dialling using individual speed-dial numbers

**Prerequisite:** You have configured individual speed-dial numbers "Individual speed-dial numbers" → page 38.

Open the menu.

Select and confirm the option shown.

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

## CALL DURATION DISPLAY

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

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

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

## DIALLING WITH CALL CHARGE ASSIGNMENT

You can assign external calls to certain projects.

Speed dial?



Speed dial?

0 +

..

9 WXYZ

### Prerequisites

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

### Dialing with project assignment

Open the menu.

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

Enter the PIN.

- Optionally, open the menu.

Select and confirm the option shown.

Confirm the option shown.

Select and confirm PIN2 to PIN5, if required.

Enter the external phone number.

Make your phone call as usual (see "Making calls" → page 45).

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

## TALKING TO YOUR TEAM MEMBER WITH A SPEAKER CALL

You can place a speaker call to an internal party using the loudspeaker on their phone. You can also use the functions under "OpenScape Desk Phone as an entrance telephone system" (see "OpenScape Desk Phone as an entrance telephone system (two-way intercom)" → page 96).

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

Press the programmed function key "Speaker call".

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

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

If the party to whom you are speaking has activated "Do not disturb", your speaker call will be received as a normal call (see "Activating or deactivating "Do not disturb" → page 109).



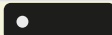
PIN / COS?

PIN / COS: 1?

PIN / COS: 2?



Speaker call





## IF YOU CANNOT REACH A DESTINATION

### Call waiting (Camp-on)

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

Select the menu item, confirm and wait briefly.

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

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

### Busy override - joining a call in progress

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

Select the menu item, confirm and wait briefly.

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

You can now start talking.

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

## Forwarding calls

### FORWARDING CALLS AUTOMATICALLY

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

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

### DELAYED CALL FORWARDING

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

Camp-on?

DND Override?

### Initial call

**Prerequisite:** "Call forwarding no reply" is activated (see "Programming call forwarding" → page 58).

The caller hears the ringing tone and is not forwarded to another extension until after a certain time (see "Setting forwarding no reply" → page 62).

### Second call

**Prerequisite:** Second call and "Forwarding on busy/after timeout" or "Call forwarding no reply" are activated (see "Call settings" → page 37 and "Programming call forwarding" → page 58).

If a second call is incoming, you will automatically hear a call waiting tone and see information about the caller. You then have the option of answering this call before call forwarding is activated (you may be urgently awaiting this call for instance).

## Programming call forwarding

If your phone belongs to an ONSgroup, call forwarding can be set up on any phone in the ONSgroup and then applies for all phones in the ONSgroup (see "Special parallel call (ONS) functions" → page 105).

Call forwarding between two phones in an ONSgroup is not possible.

## OVERVIEW OF FORWARDING TYPES

You can configure different call forwarding settings for your station.

FWD-VAR-ALL-BOTH on	All calls are forwarded to the saved phone number, the phone number is deleted after deactivation.
FWD-FIXED on	All calls are forwarded, the saved phone number is not deleted after deactivation.
FWD-VAR-ALL-INT on	Only internal calls are forwarded.
FWD-VAR-ALL-EXT on	Only external calls are forwarded.

FWD-VAR-BUSY-BOTH on	If your station is busy, all calls are forwarded.
FWD-VAR-RNA-BOTH on	If you do not answer a call, all calls are forwarded after a certain length of time.
FWD-VAR-BZ/NA-BTH on	If your station is busy or you do not answer a call, all calls are forwarded after a certain length of time.

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

## FIXED FORWARDING FOR ALL CALLS

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

### Configuring or modifying a fixed forwarding destination

Open the menu.

Confirm the option shown.

Confirm the option shown.

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

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

Select and confirm the option shown.

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

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

### Activate fixed forwarding

**Prerequisite:** A fixed forwarding destination is saved (see "Configuring or modifying a fixed forwarding destination" → page 59).

Press the "Call forwarding" key.



Destination?

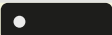
Call forwarding?

Next Forwarding type:?

Enter destination:

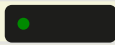


Save & exit?





Fixed call fwd on?



Set forward off for?



Destinations?

Call forwarding?

Forwarding type?

Delete?



Feature settings?

Call forwarding?

- Optionally, open the idle menu.

Select and confirm the option shown.

### Deactivate fixed forwarding

- Press the key.
- Optionally, open the idle menu.

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

### Delete a fixed forwarding destination

You can delete the destination for fixed forwarding.

Open the menu.

Confirm the option shown.

Confirm the option shown.

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

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

## ACTIVATING AND DEACTIVATING FIXED FORWARDING BY OPTION

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

Open the menu.

Select and confirm the option shown.

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

## VARIABLE FORWARDING FOR ALL CALLS

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



Act. FWD-VAR-ALL-BOTH?



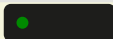
Destinations?

Call forwarding?

Enter destination:



Save & exit?



Set forward off for?



Destinations?

## Configuring and activating variable forwarding

Open the idle menu.

Select and confirm the option shown.

- Optionally, open the menu.


Confirm the option shown.

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

Select and confirm the option shown.

Enter the forwarding destination number.

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

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

## Deactivating variable forwarding

Press the key.

- Optionally, open the idle menu.

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

## ADDITIONAL FORWARDING TYPES

This description applies for the following forwarding types:

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

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

## Configuring and activating forwarding

Open the menu.

Confirm the option shown.

Call forwarding?

Confirm the option shown. Variable forwarding is offered first.

Forwarding type?

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

FWD-VAR-RNA-BOTH off

Forwarding type with status.

Enter destination?

Select and confirm the option shown.



Enter the forwarding destination number.

Save & exit?

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

Duration?

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

Change?

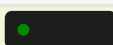
Confirm the option shown.



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

Save & exit?

Confirm the option shown.



Set forward off for?

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

Call forwarding can also be preconfigured in the system (see ["Forwarding calls" → page 57](#)).

## DISPLAYS

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


### Fixed and variable forwarding

The number and name of the forwarding destination is shown on the display. The key "Call forwarding" is illuminated .

12345 PETER

## Forwarding On

**Forwarding for internal and external**

The status is shown in the display. The key "Call forwarding" key is illuminated .

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

## Using callback

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

## SAVING A CALLBACK

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

Confirm the option shown.

## Callback?

## ACCEPTING A CALLBACK

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

Your phone rings.



Lift the handset. You hear a ring tone.



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

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

## CANCELLING CALLBACKS

## Cancel callbacks?

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

## RESPONDING TO A CALLBACK REQUEST

**Prerequisite:** You have received at least one callback request (see "Messages (callback requests)" → page 29).



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

Next entry?

Select and confirm until the required entry is displayed.

Output?

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

## CHECKING AND DELETING A SAVED CALLBACK

**Prerequisite:** You have saved a callback (see "Saving a callback" → page 63).



Open the idle menu.

Callbacks?

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

Display next?

Select and confirm to display additional entries.

### Deleting a displayed entry

Delete?

Select and confirm the option shown.

### Ending retrieval



Press the key shown.

Cancel?

- Optionally, select and confirm the option shown.

## During a call

## SWITCHING TO SPEAKERPHONE MODE

People present in the room can participate in your call.

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



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



### US mode

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



Press the key shown.



Hang up the handset. Proceed with your call.

## SWITCHING TO HANDSET

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



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

## OPEN LISTENING IN THE ROOM DURING A CALL

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

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

### Activating



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

### Deactivating



Press the key shown. The LED goes out.

## ENDING A CALL

Select and confirm the option shown.



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



- In speakerphone mode, press the speakerphone key.



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

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

Disconnect

## PARKING A CALL

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

- Automatic parking
- Manual parking

Calls cannot be parked if:

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

### Automatically parking a call

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

### Parking a call

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

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



Hang up the handset.

### Retrieving a parked call

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

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

## MANUALLY PARKING A CALL

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

### Parking a call

Select and confirm the option shown.

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

Grp call, camp on



Call Park



0 +



..



9



WXYZ



Call park?





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

Return to held call?

Confirm and continue the call.



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

### Answering a parked call



Lift the handset.



- Optionally, press the key shown for speakerphone mode.

Retrieve held call?

Select and confirm the option shown.

## CALLING A SECOND PARTY (CONSULTATION)

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

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

Consult?

Confirm the option shown.



- Enter and confirm the second party's phone number.
- Optionally, select the number from the caller list (see "Using the caller list" → page 1).
- Optionally, select the number from the directory (see "Calling a contact from the directory" → page 52).

### Ending a consultation call

Release?

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

### Switching to the held party (alternating)

**Prerequisite:** You are on a consultation call.

Toggle?

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

### Ending an alternate operation

Release?

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

### Combining the call partners in a three-party conference

Conference?

Select and confirm the option shown.



- Optionally, press the key shown.

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

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

## TRANSFERRING A CALL

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

### Transferring with announcement

Select and confirm the option shown.

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



Press the key shown. The person you were speaking to is now connected to the desired party.



Hang up the handset.

### Transferring without announcement

Select and confirm the option shown.

Enter and confirm the required party's phone number.



Hang up the handset.

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

Consult?

Start transfer?

## SAVING PHONE NUMBERS FOR REDIAL

This phone number is saved under the idle menu entry "Redial" and overwrites previously saved phone numbers. Dial the saved number from the idle menu.

Save number?

### Saving the current phone number

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

Select and confirm the option shown.

### Saving any phone number

**Prerequisite:** Your phone is in idle mode.

Open the menu.

Destinations?

Confirm the option shown.

Redial?

Select and confirm the option shown.

New contact?

Confirm the option shown.



Enter the phone number.

Save & exit?

Confirm the option shown.

## USING THE SECOND CALL FEATURE

### Answering a second call via the menu

**Prerequisite:** You are conducting a call and the "DND Override" function is activated (see ["Call settings" → page 37](#)).

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

Answer?

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

### Answering a second call with a function key

**Prerequisite:** "Call pickup" is activated (see ["Call settings" → page 37](#)). The "Pickup" function key is programmed (see ["Configuring the pickup key" → page 43](#)).



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

Pickup



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

### Ending the second call and resuming the first one

Release?

Confirm to disconnect.

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

## ENTERING COMMANDS USING TONE DIALING (DTMF SUFFIX DIALING)

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



Open the menu.

More features?

Select and confirm the option shown.

Suffix dialing:

Select and confirm the option shown.



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

Ending the call also deactivates DTMF suffix dialing.

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

## Conference calls

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

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

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

- Setting up a conference by calling a party, receiving a call, making a consultation call or receiving a second call.
- Answering a second call and including the caller in the conference.
- Toggling between the conference and a consultation call or second call.
- Conducting a consultation call during a conference and connecting it to the conference.

- Interconnecting conference participants from two independent conferences via a remote network.
- Putting the conference on hold if line keys are installed.
- Obtaining an overview of all conference participants.
- Transferring a conference to a new party.

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

## SETTING UP A CONFERENCE CALL

### Initiating a conference call from a single call

You are conducting a call.

Select and confirm the option shown.

Call the second party.

Inform this party that a conference is being initiated.

- Select and confirm the option shown.
- Optionally, press the key shown. You will briefly see the message: "1 Position".

Confirm the option shown.

### Setting up a conference call from a consultation call

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

Select and confirm the option shown.

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

- Select and confirm the option shown.
- Optionally, press the key shown. You will briefly see the message: "1 Position".

### Setting up a conference call from a second call

**Prerequisite:** You are conducting a call and receive a second call (see ["Using the second call feature"](#) → page 69).

You hear an alerting tone.



Start conference?



Conference?



Add participant?

Consult?



Conference?



Answer?

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

Conference?

Select and confirm the option shown.



- Optionally, press the key shown. You will briefly see the message: "1 Position".

## ADDING A PARTY

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

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

### Calling another specific party and connecting them

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

Add participant?

Select and confirm the option shown.



Call the new party.

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

Conference?

Select and confirm the option shown.



- Optionally, press the key shown. The party is added to the conference.

### If the new party does not answer

Select and confirm the option shown.

Quit and return?

### Expanding the conference call from a consultation call

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

Consult?

Select and confirm the option shown.



Call a party.

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

Conference?

- Select and confirm the option shown.





Toggle?

Quit and return?

- Press the key to add the party from the consultation call to the conference call.
- Toggle between the conference call and the consultation call.
- Select and confirm to end the consultation call and return to the conference call.

### Answering a second call and adding it to the conference call

If you receive a second call during the conference call you can connect this party to the conference call (see ["Using the second call feature" → page 69](#)).

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

Answer?

Select and confirm the option shown.

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

Conference?

Select and confirm the option shown.



- Optionally, press the key shown to add the second caller to the conference call.

## TRANSFERRING A CONFERENCE CALL

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

The conference call cannot be transferred to a second call.

**Prerequisite:** You are on a conference call.

Consult?

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



Conference?

- Call a party.
- Optionally, select and confirm the option shown.



Call a party and announce the transfer.

Transfer?

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



Hang up the handset.

## DISCONNECTING CONFERENCE CALL PARTICIPANTS

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

Conference: ^ parties?

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

View conf parties?

- Confirm to display the next member.

End conf.?

- Optionally, select and confirm to end the display.

Exit conf.?

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

### Disconnecting the last member added

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

Participant removed?

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

## PUTTING THE CONFERENCE CALL ON HOLD

Press the key shown. The conference call is placed on hold.

Quit and return?

Confirm to return to the conference call.

### Holding a conference call on a line

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

Press the key shown. The conference call is placed on hold.

Line 1

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

# Making calls via multiple lines (MultiLine)

## Line / trunk keys

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

A distinction is made between primary and secondary lines. Each of these line types can be used on a private or shared basis (see "Line utilization" → page 75).

Line keys are configured by the administrator.

### Primary line

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

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

### Secondary line

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

## LINE UTILIZATION

### Private line

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

### Shared line




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

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

Direct call line

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

LED displays on trunk keys

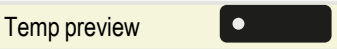
LED	Meaning
	The phone is in idle mode.
	Incoming call and line on hold.
	The line is busy.

PREVIEW

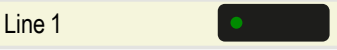
You are making a call on a single line. The LED on another line key flashes quickly. The "Line preview" function shows you who is calling on this line. This information appears on your display. You can also determine which caller is waiting on a line key if you have placed them on "hold" or "exclusive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

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

Activating preliminary display



Press the function key "Temp preview". The LED  lights up.



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

Deactivating preliminary display



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

## Answering calls with the line keys

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

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

### ANSWERING CALLS IN THE SEQUENCE IN WHICH THEY ARE OFFERED

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



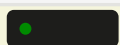
- Lift the handset.
- Optionally, press the key for speakerphone mode.

### ANSWERING CALLS PREFERENTIALLY

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

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

Line 1



Lift the handset.

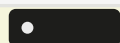
- Optionally, press the key shown for speakerphone mode.

### ACTIVATING OR DEACTIVATING RINGING DURING A CALL

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

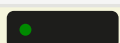
#### With the "Ringer off" programmed function key

Ringer off



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

Ringer off



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



Feature settings?

Ringer off?

Deactivate?

Activate?

### Via the Program / Service menu

Open the menu.

Select and confirm the option shown.

Select and confirm the option shown.

Confirm the option shown.

- Optionally, confirm the option shown.

## FORWARDING CALLS ON LINES

When you activate call forwarding for a shared line, the line is generally also forwarded to other phones (see "[Line utilization](#)" → page 75).

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

Line



Press the line key for the required line. The LED lights up. For forwarding, refer to "[Overview of forwarding types](#)" → page 58.

## RING TRANSFER

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

### Activating

Ring Transfer



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

## Dialling with line keys

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

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

**Dialling with automatic line seizure**

Lift the handset.

- Optionally, press the key shown.

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

**Example**

The line 220870 was selected automatically.

The line key LED for 220870 lights up.

Enter the phone number.

**Dialling with selectable line seizure**

Lift the handset.

- Optionally, press the key shown.

You are prompted to press a free line key.

Press a free line key. The LED lights up.

**Example**

The line 220870 was selected automatically.

The line key LED for 220870 lights up.

Enter the phone number.

**CALL WAITING WITH A DSS KEY**

**Prerequisite:** You have configured direct station selection keys on your telephone (see "Programming the function keys" → page 40 and "Configuring selected dialling / direct station selection keys" → page 42). The line of the party you wish to call is busy.

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

Lift the handset.

- Optionally, press the key shown for speakerphone mode.

For information on the meaning of the LED displays of the DSS keys, refer to "Meaning of LEDs on function keys" → page 21.

## During a call

### HOLDING A CALL ON THE TRUNK KEY

Press the key shown. The line key LED flashes slowly.

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

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

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

Briefly press the line key you are currently using.

- Optionally, press the key shown.

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

#### Retrieving the held call

Press the line key. Proceed with your call.

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

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

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

The line key where the call is parked flashes slowly. The call can only be continued on your phone and is no longer signalled on any other phone.

#### Retrieving the held call

Press the line key. Proceed with your call.

Hold



Line



Line



Hold



Private

Line





## ANSWERING A SPECIFIC HELD CALL

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



Lift the handset.

Call?



Select and confirm the option shown.

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

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

If this type of saved number redial is configured on your system, you can save a phone number for subsequent redial on a particular line (see ["Saving phone numbers for "Redial on a line" → page 82](#)). The saved phone number is dialled using the line key and the saved number redial key.



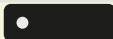
Lift the handset.



- Optionally, press the key shown.

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

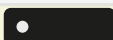
Line



Press the corresponding line key. The LED lights up.

Redial?

Select and confirm the option shown.



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

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

## LAST NUMBER DIALLED FOR A SPECIFIC LINE

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

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

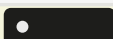


Lift the handset.



- Optionally, press the key shown.

Line



Press the corresponding line key. The LED lights up.

Redial?

Confirm the option shown.

## SAVING PHONE NUMBERS FOR 'REDIAL ON A LINE'

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

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

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

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

Press the key shown. The LED goes out.

- Optionally, hang up the handset.

## Line mailbox

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

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

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

## PICKING UP MESSAGES

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

See also the information in section "Voicemail" → page 29.

Mailbox

Press the "Mailbox" function key. Information about the caller is displayed (see "Messages (callback requests)" → page 29).

Output?

**Responding to a callback request**

A callback request is displayed.

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

**Next entry**

More than one entry is available.

Next entry?

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

**Deleting mailbox entries**

The relevant entry is displayed.

Delete?


Select and confirm the option shown.

**Ending message retrieval**

Press the key shown.

- Optionally, select and confirm the option shown.

Cancel?

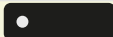
If unanswered callback requests are present, the "Mailbox" key  remains illuminated.

**IDENTIFYING THE LINE USED**

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

**Identifying with a programmed function key**

Line busy



Press the corresponding key.

**Identifying via the menu**

Open the menu.

More features?

Select and confirm the option shown.

Line busy?

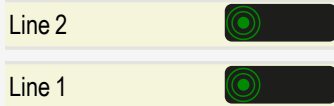
Select and confirm the option shown. The line number and status of the line currently in use are displayed.

## MAKING CALLS ON MULTIPLE LINES ALTERNATELY

### Prerequisites

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

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



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

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

You can switch between lines as often as you wish.

## ENDING THE CONNECTION ON A LINE KEY



Press the key shown. The LED goes out.



- Optionally, hang up the handset.

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

**Prerequisite:** A call is in progress on one of the lines. The line key LED lights up.

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



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

## ALLOWING A PARTY TO JOIN A CALL

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

permission applies to the current call or the next call.



You are already conducting a call on one line.



- Optionally, lift the handset.

#### With a programmed function key

Press the function key "Privacy mode".

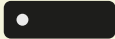
#### Via the menu

Open the menu.

Select and confirm the option shown.

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

Privacy mode



More features?

Privacy mode Off?

## BLOCKING OTHER PARTIES FROM JOINING A CALL

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

#### Prerequisites



You are already conducting a call on one line.



- Optionally, lift the handset.

#### With a programmed function key

Press the function key "Privacy mode".

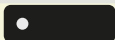
#### Via the menu

Open the menu.

Select and confirm the option shown.

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

Privacy mode



More features?

Privacy mode On?

## THIRD-PARTY MONITORING

During a call, a predefined party can be prompted to join the call as a "witness" using the "Silent monitor" programmed function key. The third party on the call is

not informed that a "witness" is joining the call. The "witness" cannot participate in the call; they can only hear what is being said.

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

### Prerequisites

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

Silent monitor



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

The "witness" lifts the handset.

Line 1



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

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

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

### Deactivating

Quit and return



Press the function key "Quit and return". The LED goes out. Calls are signalled on the phone again.

# Making calls in an executive / secretary team

## Calling an executive or secretary phone

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

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

Boss/Secretary



Press the "secretary" DSSkey.



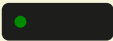
Lift the handset.



- Optionally, press the key shown for speakerphone mode.

### The LED is lighting – the secretary is on a call

Boss/Secretary 1



Press the "secretary" DSSkey. You camp on to the secretary phone. The called party hears a tone and the "Pickup" programmed function key flashes (see "[Configuring the pickup key](#)" → page 43).



Lift the handset.



- Optionally, press the key shown for speakerphone mode.

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

## Answering calls for the executive phone at the secretary phone

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



Lift the handset.



- Optionally, press the key for speakerphone mode.

## ANSWERING CALLS FOR THE EXECUTIVE PHONE WHEN ALREADY ON A CALL

You are conducting a call.

A call comes in on the executive phone.



Ask your call partner to wait.

Pickup



Press the function key "Pickup" (see "Configuring the pickup key" → page 43).

### Ending the call and returning to the first call

Confirm the option shown.

Continue the call with the first call partner.

Release?

### Transferring a call to the executive phone

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

Press the "executive" DSSkey. You are connected to the executive phone.

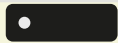


Announce the call partner and hang up the handset.



- Optionally, hang up the handset immediately.

Manager Ringing



## Transferring calls directly to the executive phone

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

### Activating

Press the function key "Transfer Manager Ringing". The LED lights up.

Transfer Manager Ringing

### Deactivating

Press the function key "Transfer Executive". The LED goes out.

Transfer Manager Ringing

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



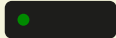
## Answering calls on the executive phone

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



Lift the handset.

Pickup



Press the programmed function key "Pickup" (see ["Configuring the pickup key" → page 43](#)).

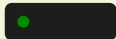
## Answering a call for another executive or secretary team

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



Lift the handset.

Manager Ringing 3



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

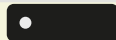
Call pickup is also possible during a call. Ask your call partner to wait briefly and then press the flashing programmed function key.

## Using a second (executive) phone

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

### Parking a call on the first phone

Grp call, camp on



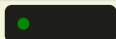
Press the function key "Grp call, camp on". The LED lights up.

### Continuing a call on the second phone



Lift the handset.

Grp call, camp on



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

## Activating and deactivating a second executive call

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



Feature settings?

Camp-on?

Activate?

Deactivate?

Open the menu.

Select and confirm the option shown.

Confirm the option shown.

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

## Using signal call

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

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

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

## Placing a messenger call

You can place a messenger call by pressing a key if this key is configured on the executive phone. For programming a function key with a function, see ["Programming the function keys" → page 40](#).

## Defining a representative for the secretary

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

figured. The procedure is identical to the steps described in section "[Configuring function keys](#)" → page 41

#### **Activating the representative**

Alternate



Press the function key "Alternate". The LED lights up.

#### **Deactivating the representative**

Alternate



Press the programmed function key "Alternate". The LED goes out.

# Other settings and functions

## Saving appointments

### APPOINTMENT REMINDER FUNCTION

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

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

### SAVING APPOINTMENTS

Open the menu.

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

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

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

Confirm the option shown.

#### Deleting saved reminders

Open the menu.

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

Confirm if you have saved several reminders.

Select and confirm the option shown.

Press the key shown.

### USING TIMED REMINDERS

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



Reminder?

Remind at?



Save & exit?



Reminder?

Next?

Delete?



Reminder:



The phone rings. The appointment time is displayed.

Lift the handset.

Hang up the handset.

- Optionally, press the speakerphone key twice.

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

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

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

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

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

## LOGGING ON TO ANOTHER TELEPHONE

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



PIN / COS?

PIN / COS: 1

Open the menu.

Select and confirm the option shown.

Select and confirm the option shown.

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

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



The following applies within your own OpenScape Desk Phone system



Enter your internal PIN.

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



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



Enter your own number and press the hash key.



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

### Making a call after (successful) log-on

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



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



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

Select and confirm the option shown.

Diversion type: ?

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

Save & exit?

## LOGGING OFF FROM ANOTHER PHONE



Open the menu.

Select and confirm the option shown.

PIN / COS?

Select and confirm the option shown.

Deactivate?

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

## Moving your connection to another telephone (mobility)

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

Call forwarding should therefore be programmed first for its phone number (see "Programming call forwarding" → page 58).

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

## MOVING THE CONNECTION TO THE "GUEST TELEPHONE"

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

Open the menu.

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

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

Enter your code number and press the hash key.

The log-on procedure begins.

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

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

## RECONNECTING TO THE "HOME TELEPHONE"

### Logging off through the "guest telephone"

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

Open the menu.

Select and confirm the option shown.

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

The log-off procedure begins.

Log on?



Log on started

Log off?



Log off started

### Logging off through the "home telephone"

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

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

Logging off mobile user

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

Please enter mobility password

Enter the mobility password.

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

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

## MOVING THE CONNECTION TO THE NEXT PHONE

If you want to move your connection from the first "guest phone" to a second "guest phone", log on to the second "guest phone" in the usual way (see ["Moving the connection to the "guest telephone" → page 95](#)).

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

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

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

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





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

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

- Make sure for all functions that "Speaker call protect" is deactivated on the relevant phones (see "[Activating or deactivating "Do not disturb"](#)" → page 109).
- If a speaker call is placed to a party and "Speaker call protect" is activated, the speaker call will be ignored and a normal call will be placed.

## SYSTEM-WIDE SPEAKER CALL

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

### Speaker call to a variable destination

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

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

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

Press the programmed "Speaker call" key.

Enter the internal phone number of the party.

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

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

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

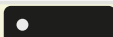
The called party can answer the call by lifting the handset.

### Speaker call to a fixed destination

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



Speaker call



42).

Press the programmed selected dialling key. A connection to the destination loud-speaker is established immediately.

### Aborting the connection

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

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

## SPEAKER CALL IN A GROUP

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

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

### Speaker call to a variable destination

Lift the handset.

- Optionally, press the key for speakerphone mode.

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

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

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

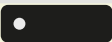
- The station is not busy.
- The handset has not been lifted.
- "Do not disturb" is not activated.

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

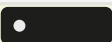
### Speaker call to a fixed destination

The system code for "Speaker call" and the speed-dial number for the corresponding group member are programmed on a selected dialling key (see "Additional selected dialling key functions" → page 42).

123456



Group Setup



123456



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

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

### Two-way intercom to a variable destination

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



- Lift the handset.

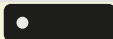


- Optionally, press the key shown for speakerphone mode.



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

Speaker call



- Optionally, press the "Speaker call" key.

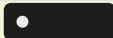


Enter the speed-dial number for the corresponding group member. The loudspeaker and microphone of the destination phone are switched on automatically.

### Two-way intercom to a fixed destination



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

Direct station select



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

### Aborting the connection

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

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

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

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



Lift the handset.



- Optionally, press the key shown for speakerphone mode.



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

Hunt group



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

Enter the internal phone number of a group member.

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

You end the announcement by hanging up.

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

## Forwarding calls for other stations

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

## STORING A DESTINATION FOR ANOTHER TELEPHONE / ACTIVATING CALL FORWARDING



Destinations?

Open the menu.

Forwarding?

Confirm the option shown.

Forward any call?

Select and confirm the option shown.

Confirm the option shown.



Enter the number of the other telephone.

Entry complete?

Confirm the option shown.



Enter the PIN.

Entry complete?

Confirm the option shown.



Enter the destination number.

Save & exit?

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

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



Destinations?

Forwarding?



Open the menu.

Confirm the option shown.

Select and confirm the option shown.

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

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



Entry complete?

Enter the number of the other station.

Confirm the option shown.



Enter the PIN.

Entry complete?

Confirm the option shown.



Enter the destination number.

Save &amp; exit?

Confirm the option shown. Call forwarding is activated immediately.

## DISPLAYING / DEACTIVATING FORWARDING FOR ANOTHER PHONE



Feature settings?

Forwarding?

Forward any call?



Entry complete?

Open the menu.

Select and confirm the option shown.

Select and confirm the option shown.

Confirm the option shown.

Enter the number of the other telephone.

Confirm the option shown.



Enter the PIN.

Entry complete?

Confirm the option shown.

Deactivate?

Deactivating

Confirm the option shown.

Display?

Displaying

Select and confirm the option shown.

Example

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

3428 -----> 8968

DISPLAYING / DEACTIVATING FORWARDING FOR FAX / PC / BUSY STATIONS

Feature settings?

Open the menu.

Select and confirm the option shown.

Forwarding?

Select and confirm the option shown.

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

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

Entry complete?

Enter the number of the other station.

Confirm the option shown.

Entry complete?

Enter the PIN.

Confirm the option shown.

Deactivating

Deactivate?

Confirm the option shown.

### Checking

Display?

Select and confirm the option shown.

## CHANGING FORWARDING FOR ANOTHER STATION

Proceed in the same way as for saving or activating:

- For another phone, see "Storing a destination for another telephone / activating call forwarding" → page 100.
- For fax, PC or busy station, see "Saving a forwarding destination for fax / PC / busy station – activating call forwarding" → page 101.

## Diagnostic data

This information overview in the user area of the service menu provides you with information on the current configuration of the telephone.



Press the key shown.

User

Select and confirm the option shown.



Enter and confirm the user password, if required.

Diagnostic information

Select and confirm the option shown. You see a numbered list of telephone parameters with the current settings.



Use the top and down arrows to scroll down and view all of the diagnostic information for entries that are displayed in two lines (i.e. DMSClient Status).



You can see a more structured view of the list via the WEBM interface (see "Web interface (WBM)" → page 115).

# Special networking functions

If your telephone is operating in an environment in which multiple OpenScape Desk Phone telephones are interconnected, you are conducting a call via the network.

## Leaving or joining a hunt group or group call

**Prerequisite:** You are part of a hunt group or group call in another OpenScape Desk Phone (see "[Activating/deactivating a group call](#)" → page 1).

Open the idle menu.

Select and confirm the option shown.

Enter the (DISA) phone number of the other OpenScape Desk Phone.

- Optionally, confirm your entry.

Enter the (DISA) phone number of your phone.

Confirm your entry.

To leave, select and confirm the option shown.

To join, select and confirm the option shown.

**You belong to multiple groups associated with another OpenScape Desk Phone**

Enter the group number for "directed joining/leaving".



DISA internal?



OK



OK

Leave hunt group?

Join hunt group?





## Special parallel call (ONS) functions

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

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

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

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

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

- Call waiting, see ["Using the second call feature" → page 69](#)
- Call forwarding, see ["Programming call forwarding" → page 58](#)
- Do not disturb, see ["Turning do not disturb on and off" → page 109](#)
- Mailbox (MWI), see ["Mailbox" → page 29](#)
- Callback, see ["Using callback" → page 63](#)
- Call lists, see ["Dialling contacts from the call lists" → page 51](#)

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

## LEAVING AND REJOINING A HUNT GROUP

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

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

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



Open the menu.

Feature settings?

Select and confirm the option shown.

Join hunt group?

Select and confirm the option shown.

Deactivate?

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

Activate?

## Setting up "Follow me" call forwarding

You can activate or deactivate call forwarding for your phone from other phones in the network.

Open the idle menu.

DISA internal?

Select and confirm the option shown.



- Enter the (DISA) phone number of your OpenScape Desk Phone.
- Optionally, confirm your entry.

OK



- Enter the (DISA) phone number of your phone.
- Optionally, confirm your entry.

OK

### Activating

Open the idle menu.

Forwarding on?

Select and confirm the option shown.

1=All calls?

- Confirm the option shown.

2=external calls only?

- Optionally, select and confirm the option shown.

3=internal calls only?

- Optionally, select and confirm the option shown.



Enter the destination phone number.

Save & exit?

Confirm the option shown.

### Deactivating

Open the idle menu.

Forwarding off?

Select and confirm the option shown.

## Using night answer

If authorized, you can also define telephones in other OpenScape Desk Phone systems as the night answer destination (see ["Activating/deactivating the night answer service" → page 1](#)).



Open the idle menu.

DISA internal?



Select and confirm the option shown.

Enter the (DISA) phone number of the OpenScape Desk Phone to which the night answer phone is connected.

OK

Confirm your entry.



Enter the (DISA) phone number of the phone you wish to use to activate or deactivate night answer.

OK

Confirm your entry.

### Activating



Open the idle menu.

Night answer on?



Select and confirm the option shown.

Enter the destination phone number (aka temporary night answer service).

Save & exit?

Confirm the option shown.

### Deactivating



Open the idle menu.

Night answer off?

Select and confirm the option shown.

## Ringing group

You can have calls for your telephone signalled audibly at external telephones or at telephones in other OpenScape Desk Phone systems (see ["Ringing group" → page 1](#)).

### Saving, displaying and deleting telephones for the ringing group



Open the menu.

\*81 = Ringing group on?

Select and confirm the option shown.

Add ext to group?

Select and confirm the option shown.

Add another ext?

Clear Display?



# = Entry complete?

Save & exit?

End?



Ringing group off?



DISA internal?



OK



OK

Open door?



- Optionally, select and confirm the option shown.
- Optionally, select and confirm, then follow the operating instructions.

Enter the phone number.

Confirm the option shown.

Confirm the option shown.

Select and confirm the option shown.

### Removing all telephones in a call ringing group

Open the idle menu.

Select and confirm the option shown.

## Opening a door

If this feature is configured, you can also activate the door opener from other OpenScape Desk Phone systems (see ["Opening the door from your telephone without calling the entrance telephone" → page 1](#)).

Open the idle menu.

Select and confirm the option shown.

Enter the (DISA) phone number of the OpenScape Desk Phone where the relay is to be activated.

- Optionally, confirm your entry.

Enter the (DISA) phone number of the phone you wish to use to control the door opener.

- Optionally, confirm your entry.

Select and confirm the option shown.

Dial the entrance phone number.

# Privacy and security

## Turning do not disturb on and off

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

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

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

Open the menu.

Select and confirm the option shown.

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

Confirm the option shown.

- Optionally, confirm the option shown.

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

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

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

## Activating or deactivating "Do not disturb"

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

Open the menu.



Feature settings?

Do not disturb?

Activate?

Deactivate?



Feature settings?

Select and confirm the option shown.

Do not disturb?

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

Activate?

Confirm the option shown.

Deactivate?

- Optionally, confirm the option shown.

## Caller ID suppression

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



Open the menu.

More features?

Select and confirm the option shown.

Call ID suppressed?

Confirm the option shown. You hear the dial tone.



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

## Locking the phone to prevent unauthorized use

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

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

### Locking the phone



Open the menu.

PIN / COS?

Select and confirm the option shown.

Change Access Code?

Select and confirm the option shown.



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

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

### Unlocking the phone

Open the menu.

Select and confirm the option shown.

Select and confirm the option shown.

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

## Voice encryption

### DISPLAYING THE STATUS IN IDLE MODE

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

Open the idle menu.

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

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

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

### DISPLAYING THE STATUS IN CALL MODE

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

Select the option shown. The following options are available:

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



PIN / COS?

Change Access Code?



Encryption?

Active

always Active

Encryption?

## NOTES ON VOICE ENCRYPTION

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

- Warning tone
- This message is displayed.

Call not encrypted

## Identifying anonymous callers (trace call)

This function must be configured by the administrator.

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



Open the menu.

More features?

Select and confirm the option shown.

Trace call?

Select and confirm the option shown.

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

## DLS security

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

## User password

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

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



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

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

## CHANGING THE PASSWORD

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



You must configure this setting via the WBM interface (see "[Web interface \(WBM\)](#)" → page 115).

# Testing the phone

## Testing functionality

You can test and determine your phone's functionality.

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

The following may also be checked by the administrator:

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

**Prerequisite:** The phone is in idle mode.



Open the menu.

# Web interface (WBM)

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

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

## Launching the web interface

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

1. To launch the interface, open a web browser and enter one of the following addresses:
  - **https://[IP address of the phone]**  
[IP address of the phone] is the IP address of your phone.
  - **https://[Name of the phone]**  
[Name of the phone] that was assigned by the administrator.
2. You might receive a certificate notification from the browser. Follow the instructions to download the certificate.
3. You will be prompted to configure a user password the first time you call up the WEBM interface (see ["User password" → page 112](#)). You must log in with this password the next time you want to open the “User settings”.

## Administrator settings

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

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

## Logging into the user settings

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

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

#### Button functions

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

## Licenses

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

# Fixing problems

## Responding to error messages

Not possible

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

Not allowed

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

Not possible at moment

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

## Troubleshooting

### Pressed key does not respond

Check if the key is stuck.

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




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

"Phone locked. To unlock enter the PIN."

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

### Keys with modified functions

The following keys may have been reprogrammed by your administrator:

- Start conference  , see "Conference" → page 1
- Transfer call  , see "Transferring a call" → page 1
- Hold active call  , see "Placing a call on hold" → page 1

Ask your administrator about the modified functions.

### The phone does not ring

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

### You cannot dial a number

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

"Phone locked. To unlock enter the PIN. "

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

### Other problems

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

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