

OpenStage 15/15G SIP OpenScape Voice

User Guide

A31003-S2030-U104-3-7619

Our Quality and Environmental Management Systems are implemented according to the requirements of the ISO9001 and ISO14001 standards and are certified by an external certification company.

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The information provided in this document contains merely general descriptions or characteristics of performance which in case of actual use do not always apply as described or which may change as a result of further development of the products.

An obligation to provide the respective characteristics shall only exist if expressly agreed in the terms of contract.

Availability and technical specifications are subject to change without notice.

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Important information

	<p>For safety reasons, the telephone should only be supplied with power:</p> <ul style="list-style-type: none"> • using the original power supply unit. Part number: L30250-F600-C14x (x: 1=EU, 2=US, 3=UK) or • in a LAN with PoE (Power over Ethernet), which complies with the IEEE 802.3af standard.
	<p>Never open the telephone or a key module. Should you encounter any problems, contact the responsible administrator.</p>
	<p>Use only original accessories. The use of other accessories may be hazardous and will render the warranty, extended manufacturer's liability and the CE marking invalid.</p>

Trademarks



The device conforms to the EU directive 1999/5/EC as attested by the CE marking.

All electrical and electronic products should be disposed of separately from the municipal waste stream via designated collection facilities appointed by the government or the local authorities.

Proper disposal and separate collection of your old appliance will help prevent potential damage to the environment and human health. It is a prerequisite for reuse and recycling of used electrical and electronic equipment.



For more detailed information about disposal of your old appliance, please contact your city office, waste disposal service, the shop where you purchased the product or your sales representative.

The statements quoted above are only fully valid for equipment which is installed and sold in the countries of the European Union and is covered by the directive 2002/96/EC. Countries outside the European Union may impose other regulations regarding the disposal of electrical and electronic equipment.

Location of the telephone

- The telephone should be operated in a controlled environment with an ambient temperature between 5°C and 40°C.
- To ensure good speakerphone quality, the area in front of the microphone (front right) should be kept clear. The optimum speakerphone distance is 50 cm.
- 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 plastic casing.
- Do not operate the telephone in damp environments such as bathrooms.

Product support on the internet

Information and support for our products can be found on the Internet at:

<http://www.unify.com/>.

Technical notes, current information about firmware updates, frequently asked questions and lots more can be found on the Internet at:

<http://wiki.unify.com/>.

Contents

Important information	3
Trademarks	3
Location of the telephone	4
Product support on the internet	4
General information	12
About this manual	12
Symbols used in the manual	12
Service	13
Intended use	13
Telephone type	13
Speakerphone quality and display legibility	13
Single-line telephone/multi-line telephone	13
Getting to know your OpenStage phone	14
The user interface of your	
OpenStage 15/15 G	14
Ports on the underside of the phone	15
Using network ports more efficiently	16
OpenStage Manager	16
Features	16
OpenStage Key Module 15	17
Keys	18
Audio keys	18
Mailbox key and Menu key	18
Navigation keys	18
Programmable function keys	19
Trunk keys (on multi-line phones only)	20
Keypad	21
Display	23
Idle mode	23
Displays on the status line for adjusting the volume	24
Context-dependent displays	25
Records	27
Messages	27
Calls	27
Additional notes on call lists	28
Program/Service menu	28
User settings	29
Administration	31
Control and monitoring function	31

Basic functions	32
Secure voice transmission	32
Emergency mode	32
Answering a call	32
Answering a call via the handset	33
Answering a call via the loudspeaker (speakerphone mode)	33
Directed pickup	34
Accept call	34
Picking up the held call	35
Switching from handset to speakerphone mode	36
Switching from speakerphone mode to the handset	37
Open listening	37
Activating/deactivating the microphone	38
Ending a call	38
Group call	39
Listening to voicemail	41
Call control (2nd alert)	42
Two calls simultaneously	42
During dialling	42
Making calls	43
Off-hook dialling	43
On-hook dialling	44
Immediate dialling	45
Dialling using the hot or warm line function	45
Redial	46
Consulting a second party	47
Ending a consultation call	48
Switching to the held party (alternating)	48
Putting on hold and retrieving successively or simultaneously	49
Connecting parties	50
Callback	51
Requesting callback	51
Responding to a callback	52
Permitting a callback	52
Calling back missed calls	53
Call forwarding	54
Standard call forwarding	54
Using call forwarding	55
Activate or deactivate immediate forwarding	55
Saving destination phone numbers for call forwarding	56
Copy and insert destination phone numbers	57
Assign a destination phone number for call forwarding	58
Activate/deactivate call forwarding	59
Defining the ring duration before call forwarding on no reply	60
Call forwarding by call type	61
Forwarding menu	61
Using call forwarding	62
Activating or deactivating immediate call forwarding	62
Saving destination phone numbers for call forwarding	63
Preconfiguring or changing destination phone numbers	65
Copying and pasting destination phone numbers	65
Assigning a destination phone number to a call type	67
Activating/deactivating call forwarding	67
Call forwarding chain	68

Programmable keys	69
List of available functions	69
Programming a key	70
Starting programming	70
Beginning programming	71
Programming enhanced functions	71
Repertory dial	71
Feature toggle	72
Configuring a fixed forwarding key	73
Configuring a variable call forwarding key	74
Using programmed keys	75
Example 1: Calling saved number	75
Example 2: Call Waiting toggle Activating/deactivating	75
Example 3: Immediate ring	75
Resetting programmable keys	76
Enhanced phone functions	77
Incoming calls	77
Deflecting a call	77
Rejecting a call	78
Configuring call forwarding	79
Placing a call on hold	81
Activating/deactivating the hold reminder tone	82
Call waiting (second call)	86
Transferring a call	91
CTI calls	94
Making calls	96
Dialling with the DDS key	96
Calling a subscriber from the local phonebook	96
Calling a subscriber from the corporate directory	96
Dialling a phone number from a list	97
Using autodial delay	97
Conference	100
Local conference	100
System-based conference	103
Phonebooks and call lists	105
Personal directory	105
Creating a new contact	105
Editing a contact	105
Deleting a contact	106
Deleting all contacts	106
Searching for a contact	107
Corporate directory	108
Searching for a contact	108
Enhanced editing functions in the phonebook	109
Quick search	110
Call lists	112
Dial entry	112
Delete all entries	112
Call logging	113

Making calls with multiple lines	116
Incoming calls	116
Accepting calls for the primary line	116
Accepting calls for secondary lines	116
Making calls	117
Manual trunk seizure	117
Automatic trunk seizure	117
Dialling the last dialled number	118
Forwarding calls for primary line	118
During calls	119
Making and receiving calls on a single line	119
Making and receiving calls with multiple lines	119
Putting a line on hold	120
Lines with hot or warm line function	121
Connecting	122
Direct station selection keys	123
Calling a station directly	123
Call pickup	124
Deflecting a call to a DSS station	125
LED display on DSS keys	125
Making calls in an executive-secretary team	126
Sample scenarios	126
Accepting a call	127
Connecting a call	128
DSS keys can be used	129
Settings for MultiLine (keyset)	130
Setting the time for a delayed ringer	130
Setting the ringtone for lines	131
Line preview	133
Rollover for a line	134
 Privacy/security	 135
Activating and deactivating the ringer	135
Activating and deactivating the ringer permanently or setting to beep	135
Deactivating the ringer temporarily for incoming calls and reactivating it	136
Do not disturb	136
Enabling do not disturb via a key	136
Enabling do not disturb via the idle menu	136
Allowing "Do not disturb"	137
Security	138
User password	138
Phone locking	141
 Mobility	 143
Mobility scenarios	143
Logging on and off at the same phone	143
Logging on and off at different phones	143
Transferring user-defined settings and data	143
Logging on and off at the same phone	144
Logging on to the phone	144
Logging off from the phone	144
Logging on at different telephones	145
Logging on with forced logoff at a remote phone	145
Logging on with forced, delayed logoff at a remote- phone	146

OpenScape Voice functions	147
Feature toggle key	147
Hunt group	147
Whispering	147
Making anonymous calls	148
Deactivating	148
Activating	148
Temporarily activating anonymous calling for the next call	149
Temporarily deactivating anonymous calling for the next call	149
Creating a list for selective calls	150
For call acceptance	150
For call rejection	150
Anonymous calls	151
Rejecting	151
Accepting	151
Using abbreviated dialling	151
Call tracing	151
Hunt group functions	152
Making a line busy	152
Marking the last line in the hunt group chain	153
Reachability	154
Serial call	154
Parallel call	155
Parking a call	156
Call park	156
Unparking	156
Silent Monitoring	157
Active silent monitoring	157
Muted silent monitoring	158
One-way Intercom and Two-way Intercom function	159
One-way Intercom	160
Two-way Intercom	160
Announcing the local phone number	161
Dialling the last caller	161
Retrieving and dialling the last answered caller	161
Retrieving and dialling the phone number of the last caller dialled	161
Picking up out-of-hours calls	162
Code table for OpenScape Voice functions	163
Impact levels	164
Answering a call with a lower Impact Level	165
Accepting a call	165
Answering forwarded calls	165
Accepting a second call	165
Calls to a lower Impact Level	166
Off-hook dialling	166
Forwarding a call with a lower IL	166
Conducting a call with a lower Impact Level	167
Conducting a call	167
Holding a call	167
Conference	167
Reconnecting	167
IL alarm	167

Individual phone configuration	168
Display	168
Setting contrast	168
Date and time	169
Setting the time	169
Setting the date	169
Setting daylight saving time	170
Automatic daylight saving time	171
Time display format	171
Date display format	172
Audio	173
Volumes	173
Settings	174
Special ringtones	177
Tone and indication with an unsecured voice connection	178
Key click	179
Setting the language and country	180
Selecting a language	180
Country-specific settings	182
Alarm on changing the Impact Level	183
Network information	184
Resetting user data	185
Initiating the reset	185
Call recording	186
Recording modes	186
Explanations of recording	187
Recordable calls	187
Non-recordable calls	187
Enhanced functions:	188
The following features are not supported:	188
Recording tips	188
Multiline	188
Recording calls	189
Automatic call recording	189
Manual call recording	189
Call recording with AutoStart	189
Controlling call recording	190
Consultation during call recording	191
Second call during call recording	191
Call recording while alternating	192
Your call is paused and reconnected during the recording	192
Setting up a conference during recording	193
Adding conference participants	193
Your call is included in a conference during the recording	194
Putting a line on hold manually during the recording	194
Diagnostic information	195

Web interface	197
General	197
Calling up the web interface	197
Administrator Pages	197
User pages	198
User menu	199
Fixing problems	202
Caring for your telephone	202
Troubleshooting	202
Contact partner in the case of problems	202
Labeling keys	203
Local user menu	204
Opening the user menu on the phone	204
User menu display	204
Key functions	213
Index	215

General information

About this manual


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

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

- The function is not configured for you or your telephone. Please contact your system support representative.
- Your communications platform does not feature this function. Please contact your sales partner for information on how to upgrade.

This user guide is intended to help you familiarise yourself with OpenStage and all of its functions. It contains important information on the safe and proper operation of your OpenStage phone. These instructions should be strictly complied with to avoid operating errors and ensure optimum use of your multifunctional telephone in the network.

These instructions should be read and followed by every person installing, operating or programming an OpenStage phone.

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

This user guide is designed to be simple and easy to understand, providing clear step-by-step instructions for operating your OpenStage phone.

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

Symbols used in the manual

Settings

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




is a reference to an operation or setting performed directly on the phone



is a reference to an operation or setting performed via the Web-interface

Service

-
-  Our service department can only help you if you experience problems or defects with the phone.
Should you have any questions regarding operation, your specialist retailer or network administrator will gladly help you.
For queries regarding connection of the telephone, please contact your network provider.
-

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

Intended use

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

Telephone type

The phone name data can be found on the name plate on the base of the device; The exact product name and serial number are specified here. Specific details concerning your communications platform can be obtained from your service technician.
Please have this information ready when you contact our service department regarding faults or problems with the product.

Speakerphone quality and display legibility

- To ensure good speakerphone quality, the area in front of the telephone (front right) should be kept clear). The optimum distance is approx. 50 cm.
- Proceed as follows to optimise display legibility:
 - Turn the phone to tilt the display to ensure you have a frontal view of the display while eliminating light reflexes.
 - Adjust the contrast as required → Page 168.

Single-line telephone/multi-line telephone

Your OpenStage 15 is a "multi-line telephone". This means that multiple lines can be configured, which is not the case with single-line phones. Each line is assigned an individual phone number which you can use to make and receive calls.

The programmable keys function as line keys on multi-line phones → Page 20.



A number of specific features must be considered when using a multi-line phone to make and receive calls → Page 119.

Getting to know your OpenStage phone

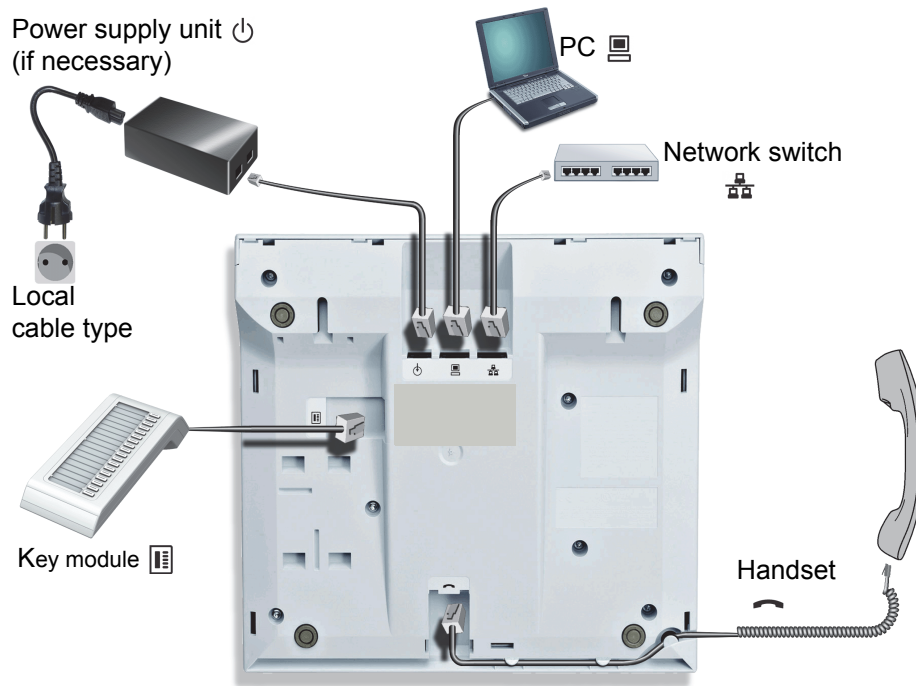
The following sections describe the most frequently used operating elements and the displays on your OpenStage phone.

The user interface of your OpenStage 15/15 G



1	You can make and receive calls as normal using the handset .
2	The display provides intuitive support for telephone operation (two lines with up to 33 characters each).
3	Audio keys are also available, allowing you to optimally configure the audio features on your telephone → Page 18.
4	 mailbox key and  menu key .
5	The keypad is provided for input of phone numbers/codes.
6	The navigation keys are used to operate the phone → Page 18.
7	The programmable sensor keys can be programmed with functions → Page 69.

Ports on the underside of the phone

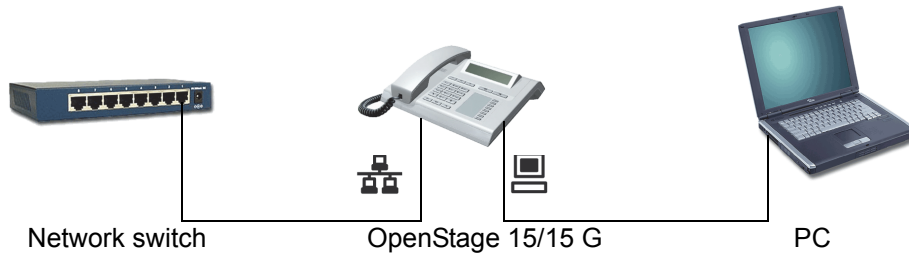


Properties of your OpenStage 15

OpenStage	15	15 G
LCD display, 33 x 2 characters	✓	✓
Full-duplex speakerphone function	✓	✓
10/100 Mbps Ethernet switch → Page 16	✓	-
1000 Mbps Ethernet switch → Page 16	-	✓
Interface for auxiliary device	✓	✓
Programmable keys	8	8
Wall mounting	✓	✓

Using network ports more efficiently

OpenStage 15 has a built-in 10/100 Mbps Ethernet switch. OpenStage 15 G has a 1000 Mbps Ethernet switch. This means that you can also connect a PC with a Gigabit LAN connection to the LAN directly via the phone. The telephone-PC connection option must first be activated on the telephone by administrator.



Using this connection option saves one network port for each switch used and requires fewer or shorter network cables when arranged correctly.


OpenStage Manager

This program offers you an additional option for tailoring your OpenStage to your personal needs. Further information is available at:

http://wiki.unify.com/wiki/OpenStage_Manager.

Features

- Phonebook management
- Synchronization of contacts
- Save and restore
- Key programming
- Ringtones

 Contact your administrator for the latest version of OpenStage Manager. The range of features is dependent on the type of telephone.

OpenStage Key Module 15

The OpenStage Key Module 15 is a key module attached to the side of the phone that provides an additional 18 illuminated, programmable sensor keys.

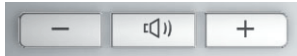
Like keys on the phone, these keys can be programmed and used according to your needs
→ Page 19.



You can only attach one OpenStage Key Module 15 to your OpenStage 15.

Keys

Audio keys



Key	Function when key is pressed
	Set the volume lower → Page 24.
	Turn speaker on/off (with red LED key) → Page 37.
	Set the volume higher → Page 24.

Mailbox key and Menu key



Key	Function when key is pressed
	Open the menu for voicemail or missed calls (with red LED key).
	Open the phone's main menu (with red LED key).

Navigation keys


These are used to manage most of your phone's functions and display.



Key	Function when key is pressed
	In lists and menus: Scroll up. Set lighter contrast → Page 168.
	<ul style="list-style-type: none"> • Confirm input • Perform action
	In idle mode: Open the idle menu → Page 23. In lists and menus: Scroll down. Set darker contrast → Page 168.

Programmable function keys

Your OpenStage 15 has eight illuminated keys to which you can assign functions or numbers.

 Increase the number of programmable function keys by connecting a OpenStage Key Module 15 → Page 17.




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

- Function key → Page 69
- Selected dialling → Page 71

Each key can be programmed with one function.

Press the key briefly to activate the programmed function or dial the stored number.

If you hold the key down, you will be prompted as to whether you want to program this function key.




 If the prompt is not displayed or a programmed function is not executed, then you can only launch key programming via the user menu → Page 70 (ask your administrator about the current setting).

Your OpenStage is delivered with label strips. Write functions or names in the white fields on the label strips.


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

 Line and DDS keys can only be programmed by administrator via the service menu.

Meaning of LED displays on function keys

LED	Meaning of function key
 Off	The function is deactivated.
 Flashing ¹	Indicates the function status.
 On	The function is activated.

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

 Some of the programmable keys on multi-line phones can be set up as trunk keys → Page 20.

Trunk keys (on multi-line phones only)

Some of the programmable keys on multi-line phones can be set up as trunk keys by administrator. Each key that is assigned the function "line" is handled as a line. This means up to seven lines can be configured.

A distinction is drawn here between primary, secondary and phantom lines. Each of these line types can be used on a private or shared basis → Page 20.

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 are signalled on this line.



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

Secondary line

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

Phantom line




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

Line utilisation


- **Private line:** A line that is used by a single telephone. This line cannot be used as a secondary line by another telephone.
- **Shared line:** A line that is configured on multiple telephones. The line status is displayed for all telephones that share this line. If, for example, a shared line is being used by a telephone, a status message indicating that this line is busy is displayed on all other telephones (→ Page 21).
- **Direct call line:** A line with a direct connection to another telephone.

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


LED display

LED		Explanation
	Not lit	The phone is in idle mode.
	Flashing	<ul style="list-style-type: none"> Incoming call on the line (→ Page 119) "Hold reminder" is activated (→ Page 82)
	Flickering	<ul style="list-style-type: none"> Outgoing call on the line The incoming call was prioritised and selected in accordance with the "Automatic line selection for incoming calls" option
	Fast blinking	The line is on "Hold".
	Blinking	Call forwarding is activated
	Illuminated	The line is busy













Keypad

You can only use the digits 1 to 9 and 0 as well as the * and # characters when dialling a number. To delete digits, select "Back" with the navigation keys and confirm with .

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

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

Character overview (depends on the current language setting)




Key	1x	2x	3x	4x	5x	6x	7x	8x	9x	10x	11x	12x	13x	14x	15x	16x	17x
 ¹	1	²	;	=	\$	\	&	[]	{	}	%					
 _abc	a	b	c	2	ä												
 _def	d	e	f	3													
 _ghi	g	h	i	4													
 _jkl	j	k	l	5													
 _mno	m	n	o	6	ö												
 _pqrs	p	q	r	s	7	ß											
 _tuv	t	u	v	8	ü												
 _wxyz	w	x	y	z	9												
 _+	0	+															
	.	*	¹	#	,	?	!	'	"	+	-	()	@	/	:	-
	³																

¹ Special characters (not in 123 mode)

² Space

³ Toggle between uppercase and lowercase and number entry

Multi-function keys


Key	Function during text input	Function when held down
	Write special characters.	Deactivate the ringtone
	Switch between upper and lower case	Activate the telephone lock.
	Type special characters (not in 123 mode).	

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

Text editor

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

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



- OK: Applies changes and closes the editor
- Delete: Deletes characters from right to left
- Cancel: Discards changes and exits the editor
- Mode (here  can also be used to switch):
 - 123: Digits only
 - ABC: Upper-case letters only
 - Abc: First letter in upper case, subsequent letters in lower case
 - abc: Lower case 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 to the cursor position

Display

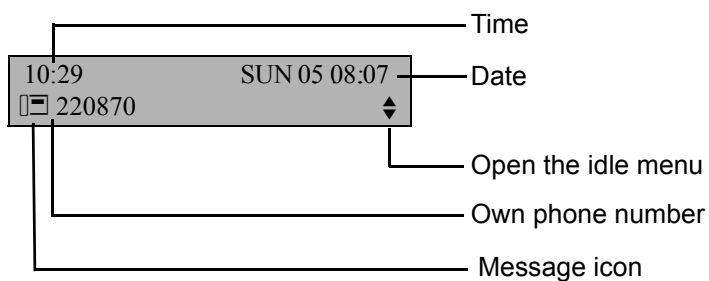
Your OpenStage 15 comes with a black-and-white LCD display. Adjust the contrast to suit your needs (→ Page 168).

Idle mode



If there are no calls taking place or settings being made, your OpenStage 15 is in idle mode.

➡ Press the  key to return to the idle display again, for example, from a call list (→ Page 27). To return to the idle display again from the Service menu (→ Page 28), press the  key. You can also configure a "Show telephone screen" function however for both cases (see → Page 69) to return to the idle mode screen again.

Example:



Idle menu






The idle menu opens when you press the navigation keys  or  → Page 18 keys in idle mode. You can call up various functions here. Entries may vary.

The idle menu may contain the following entries:





- Redial?
- Ringer off?
- Do not disturb on?
- Mobile logon?
- Cancel callbacks?
- Directed pickup
- Back?

Icons in the idle display



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




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

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

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

Displays on the status line for adjusting the volume

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

Display	Meaning
	Ringtone volume in 10 levels
	Ringtone volume in 10 levels when the ringtone is switched off
	Handset or speaker volume in 10 levels

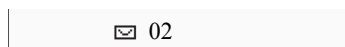
Context-dependent displays

Depending on the situation at hand, the display on your OpenStage phone displays different content, to which you can respond intuitively.

Information on actual events

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

Example: You missed two calls in your absence.



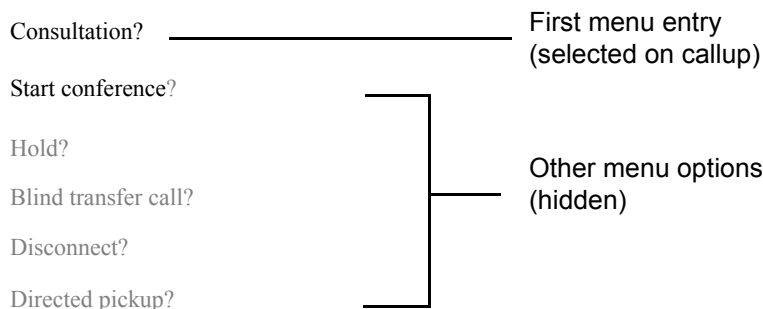
You have two new voice messages that you can open by pressing → Page 27.

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

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





Context menus

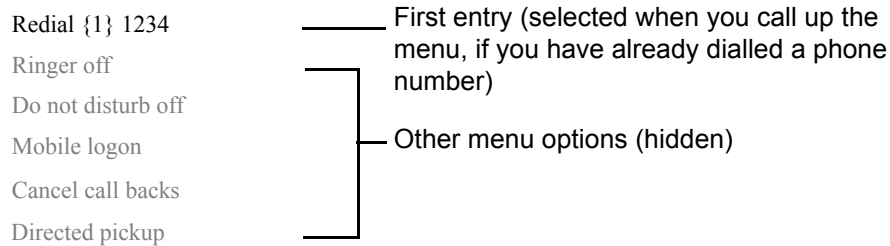
If an arrow appears beside an entry in the second line, a context menu whose options you can select using the navigation keys or (→ Page 18). The range of functions available is situation-specific.





Press the key to return to the telephony interface again, for example, from a call list (→ Page 27). To return to the telephony interface again from the Service menu (→ Page 28), press the key. You can also configure a "Show telephone screen" function however for both cases (see → Page 69) to return to the telephony interface screen again.


Idle display context menu

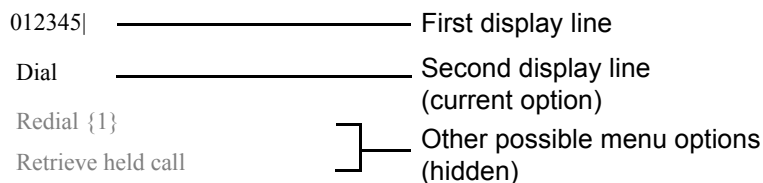
You receive the following functions (if activated) by pressing the navigation keys  or . The current function is displayed in the second display line. The other functions are hidden and can be selected using the navigation keys  or .



Functions during a call

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

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



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


To delete info-only messages, press Navigation key .

Icons during a call

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

Records

Entries in the call lists and messages in your mailbox system (if configured) are known as records.

The LED on the  key flashes to signal new missed calls or messages → Page 18.

Press the  key and use the navigation keys to select the required submenu.

- **Voice Mail**
- **Calls**

You can use the navigation keys to navigate through the menus as described on → Page 18.

Messages

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

If your system is appropriately configured, activating this function opens the menu for voicemail → Page 41.



Calls

This list appears as soon as you receive new missed calls if you select the Calls submenu in the Records menu. You can then scroll up or down to reach the Calls submenu. The following calls or call attempts are logged as call lists:

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

The number of missed calls and unchecked calls is shown on the idle display. Missed calls are not saved and displayed if the call journal is disabled → Page 113.

Call lists


 The call journal function must be activated in order to display call lists → Page 113. The call journal must also be activated for the customary last number redial function. If the call journal is not activated, you are simply shown the voicemail selection when you press the  key.

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

The following data is saved, e.g. for missed calls:

- Phone number/name depending on available data.
- Number of call attempts.
- The time of the last call attempt from each user listed, if made on the current day, otherwise the date of the last call attempt.

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

- the LED on the  key flashes and you are shown a message on the display,
- or you may simply receive a message on the display.

Missed calls are not signalled if the call journal is disabled → Page 113.


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

You can delete all the entries in the respective call list → Page 112. After selecting an entry, you can dial it immediately by confirming → Page 97.

Additional notes on call lists

- Note the setting options for voicemail → Page 41 and have the possible combinations explained to you by administrator if necessary.
- Missed calls are not signalled if the call journal is disabled → Page 113.
- If missed calls for this connection were answered by other subscribers, these calls are not listed in the Missed list or are marked with a checkmark in accordance with the setting in the call logging → Page 114.
- Logging for call forwarding was also changed in the framework of the new call logging. All types of forwarded calls are now only logged under "Forwarded" and no longer as before partly also as "Missed". This is regardless of how the new parameter for missed calls is defined.

Program/Service menu

Press the  key to open the Program/Service menu. This menu contains the following entries:

- Personal
- Corporate
- Settings
 - User
 - Admin

Personal

You can create your own local phonebook under Personal containing up to 100 entries → Page 105. The data for a subscriber includes the last name, first name and phone number. You can configure a function key for opening the phonebook.

Corporate

If you have the option of using a corporate directory, you can use this option to find subscribers → Page 108. As a prerequisite for this, your administrator must have set up the appropriate access. The phonebook can likewise be opened via a programmed function key.

Settings → User

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

Settings → Admin

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



User settings

Open the **User** menu under **Settings** (see → Page 204). You can use the navigation keys to navigate through the menus as described on → Page 18.


Select a menu:

- "Date and time" → Page 169
- "Audio" → Page 173
- "Configuration" e.g. → Page 137 or → Page 77
- "Phone" → Page 168
- "Locality" → Page 173
- "Security" → Page 138 or → Page 141
- "Network information" → Page 184
- "Diagnostic information" → Page 195
- "Reset" → Page 185

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


- **Save & Exit** (If you have made a setting and want to keep it)
- **Exit (no save)** (If you have made a setting which you do not want to use after all or if you do not want set any of the options)
- **Back** (If you want to leave the main menu or submenu)
- Press and hold the  key to access the option to leave the current menu level.
- You exit the menu by pressing the  key and return to idle mode → Page 23.


Interrupting editing in the menu

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

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

Interrupting the editing:

- By pressing the  key you interrupt the editing, leave the menu and return to idle mode → Page 23.
- If you receive a call during editing and you answer it, you automatically change to the call view (see also → Page 26).

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

Network information

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



View information on the phone → Page 184



Contact your administrator or refer to the OpenStage Administration Manual for more on the network information values listed here.

Diagnostic Information



Provides information on all the main settings for the telephone. Can provide valuable help in support situations → Page 195

Reset phone



Personal settings made via the telephone menu or the web interface can be reset to factory settings → Page 185.

Administration

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

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

Control and monitoring function


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

Control function

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

Monitoring function


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

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

Activating a diagnostic call

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

Basic functions

 Please read the introductory chapter "Getting to know your OpenStage phone" → Page 14 carefully before performing any of the steps described here on your phone.

Secure voice transmission

Prerequisite: The secure voice communication option must be activated by your administrator.

If you call a party or receive a call from a party over a secure connection, a padlock icon appears on the display.¹ appears on the other party's line. You can opt to have voice connections that are no longer secure indicated by a brief alerting tone and the message "Unencrypted call" appears on the second line for two seconds (see → Page 178).

Emergency mode

If a failover system has been set up for your OpenScape Voice, you can still make calls and use the functions of the failover system, for example, despite network faults.

If it happens that your telephone is no longer connected to OpenScape Voice, it is registered automatically on the configured failover system. The message "Emergency mode (B8)" then appears on the display.


Some functions may not be accessible while in emergency mode, for example:


- Call forwarding (→ Page 54)
- Voicemail (→ Page 41)
- Callback (→ Page 51)
- Group functions (→ Page 39)
- Multiline (→ Page 116)
- OpenScape Voice functions (→ Page 147)

Answering a call

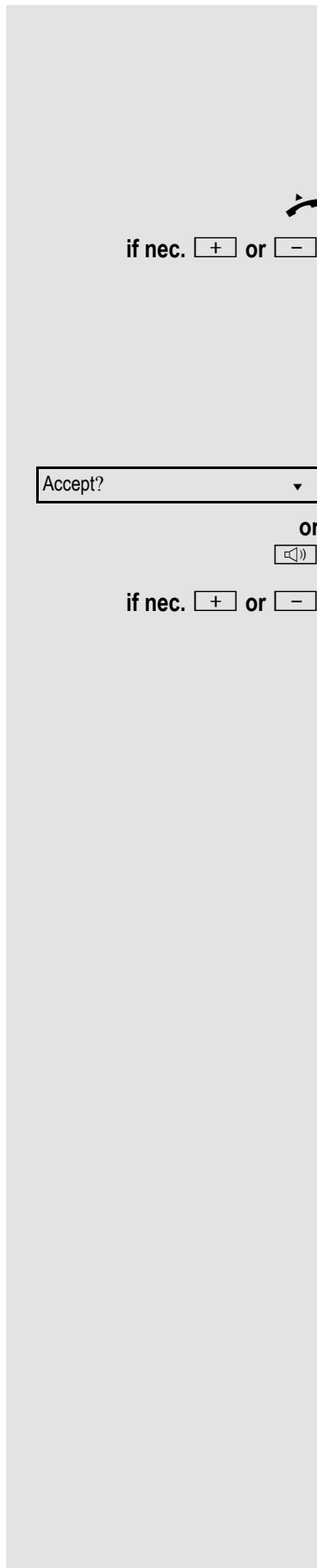
Your OpenStage phone rings with the tone signal set when an incoming call is received.

If transmitted, calling party information (name, phone number) appears on the display.

 If you have set a pattern melody → Page 175 on your phone, it is possible that administrator has preset a different pattern melody or pattern sequence or deactivated the ringtone, depending on the call type (e.g. an external or internal call).

An incoming call will interrupt any ongoing telephone setting operations. When the call ends, you can press the  key to return to the point in the menu structure where you were interrupted.

1. Closed for secure or open for nonsecure voice communication



Answering a call via the handset

The phone is ringing. 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 administrator).

Lift the handset.

Set the call volume.

Answering a call via the loudspeaker (speakerphone mode)

The phone is ringing. The caller is displayed.

Confirm. The  key lights up.

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

Set the call volume.

Suggestions for using speakerphone mode:

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

Directed pickup


You can pick up a call signalled at an absent coworker's phone. If a colleague has placed a call on hold on their multi-line phone you can also pick up this call.

Accept call

Prerequisite: You know the coworker's internal phone number and the function is configured for you in OpenScape Voice.

A coworker's phone rings.

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

Directed pickup? 

or.




Lift the handset.

or



Press the key shown.

Directed pickup? 

Select and confirm the option shown.



Enter and confirm the relevant phone's internal number. You are connected to the calling party either via the handset or in speakerphone mode.

Picking up the held call

Prerequisite: Your colleague has placed a call on hold on their multiline phone → Page 120. You know the coworker's internal phone number and the function is configured for you in OpenScape Voice.

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

Directed pickup? ▾

or.



Lift the handset.

or




Press the key shown.

Directed pickup? ▾



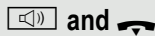
Enter and confirm the relevant phone's internal number. You are connected to your colleague's held call either via the handset or in speakerphone mode.

Switching from handset to speakerphone mode

 Make note of the two different processes and activate, if necessary, your preferred setting → Page 176.

Prerequisite: You are conducting a call via the handset and the microphone and loudspeaker functions have been activated by administrator.

Standard mode



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

US mode

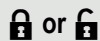
If the country setting is set to US, you do not have to hold down the loudspeaker key when replacing the handset to switch to speakerphone mode.




Press the key shown.



Replace the handset. Proceed with your call.



 A secure voice communication is indicated by a closed padlock icon on the graphic display; a nonsecure voice communication is indicated by an open padlock icon on the graphic display (see also → Page 32)

Switching from speakerphone mode to the handset

Prerequisite: You are conducting a call in speakerphone mode.

Lift the handset. The  key goes out.

Open listening

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

Prerequisite: You are conducting a call via the handset.

Activating



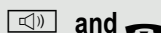
Press the key shown.

Deactivating



Press the lit key.

Switch to speakerphone mode



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

Activating/deactivating the microphone

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.

Prerequisite: You are conducting a call. The "**Mute**" key is configured.

Deactivating the microphone



Press the "**Mute**" key.

Activating the microphone



Press the illuminated "**Mute**" key.

Disconnect? ▲

or



Press the "**Release**" key (the "**Release**" key must be configured → Page 69).

or

If you are conducting a call via the handset:



Replace the handset.

or

In speakerphone mode:



Press the lit key.

Group call

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

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

Telephone status			Ring on group call = Yes	Ring on group call = No
Ringer on	Silent		Ringtone Loudspeaker	Beep Loudspeaker
	in Connection	Handset	Ringtone Loudspeaker	Beep Handset
		Handset Open listening	Beep Handset and loudspeaker	Beep Handset and loudspeaker
		Open listening	Beep Loudspeaker	Beep Loudspeaker
		Speakerphone mode	Beep Loudspeaker	Beep Loudspeaker
Ringtone off	Silent		Nothing	Nothing
	in Connection	Handset	Nothing	Beep Handset
		Handset Open listening	Beep Handset and loudspeaker	Beep Handset and loudspeaker
		Open listening	Beep Loudspeaker	Beep Loudspeaker
		Speakerphone mode	Beep Loudspeaker	Beep Loudspeaker

The volume settings can be found from → Page 173.

Further administrator settings for group calls:

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

Picking up a group call with the call pickup key

Prerequisite: The Call pickup key is configured. Your administrator have set up the group call such that it is only displayed through flashing of the Call pickup key. The phone can also ring when idle.

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



Press the key with the "Call pickup" function.

The group call is now shown on the display with

Pickup: *Caller*

for: *Party*

The pop-up menu opens:

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

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

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

Pickup: *Caller*

for: *Party*

Picking up a group call

The pop-up menu opens:

Confirm.

Pickup call? ▾

or



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

or



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



Ignoring a group call

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

Ignore? ▾

Listening to voicemail

To use this function, you need to have a voice mailbox set up on your communication platform for voicemails (see → Page 27).

The message key  flashes to indicate new messages and the  icon appears on the display. The LED only extinguishes when all new messages have been picked up and there are no missed calls.

Picking up messages

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

Select and confirm to open the menu for voicemail.

If messages are waiting, you will be shown a list with the new messages and the messages you have already listened to, sorted by status. The number of the respective messages is indicated. You can browse the list using the cursor keys.


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

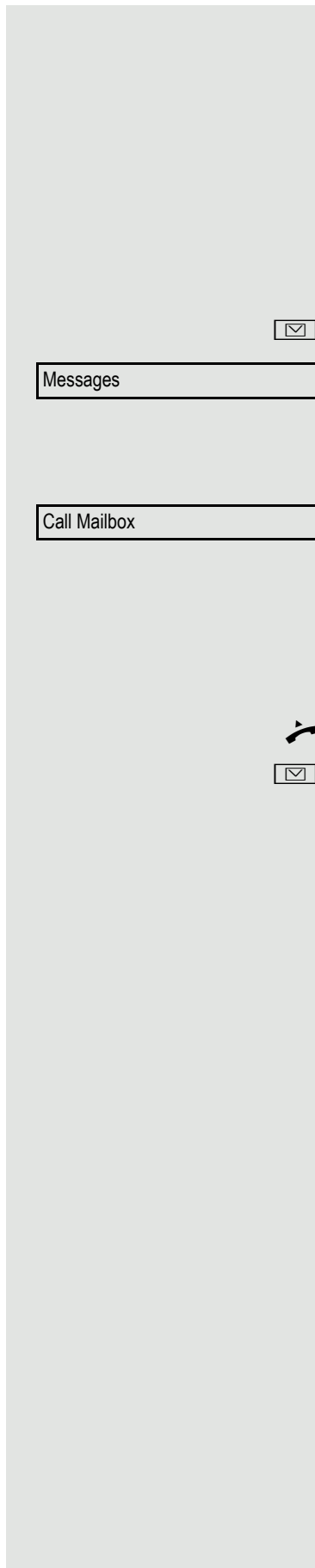
Calling the mailbox directly

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

Lift the handset.


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

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



Call control (2nd alert)

To ensure that you do not miss any important calls, administrator can configure a (2nd alert) key for you that flashes when a call is waiting, when you are dialling a number, for example, or when two calls come in simultaneously.

 Call control does **not** work on multi-line phones

Two calls simultaneously

Prerequisite: The call control (2nd alert) key is set up and "call waiting" is permitted (→ Page 89).

two calls ring at the same time.

Caller information from the first caller is displayed and you have the following options:

- Accept
- Reject
- Deflect

The "2nd alert" key flashes and you hear an alerting tone.

Display second caller

If you press the flashing "2nd alert" key, you will be shown information on the second caller and you will likewise be given the three options to choose from.


Return to first caller

By pressing the flashing "2nd alert" key again, you will be shown the information on the first caller again.

Accept a call

If you accept one of the calls, the other call is treated as a second call (see → Page 86)

During dialling

 Note that when you set up call control, the "Busy when dialling" → Page 99 function will be disabled. The exception is if you dial a number during a Consult → Page 47.

Prerequisite: The "2nd alert" key is set up and "call waiting" is permitted (→ Page 89).

You receive a call while you are dialling. You hear an alerting tone and the "call control" key flashes.

Press the flashing "2nd alert" key. Dialling is interrupted. The caller's information is displayed and you have the following options:

- Accept
- Reject
- Deflect



Making calls

➡ If you selected the option "Busy When Dialling" → Page 99, you will not be interrupted by an incoming call. In this case, the caller hears the busy signal.

You can also use enhanced functions, such as call lists or the personal or corporate directory, in order to call a subscriber → Page 96.

Off-hook dialling

Lift the handset.

Enter the station number. If nec. Correct input using the navigation keys → Page 18.

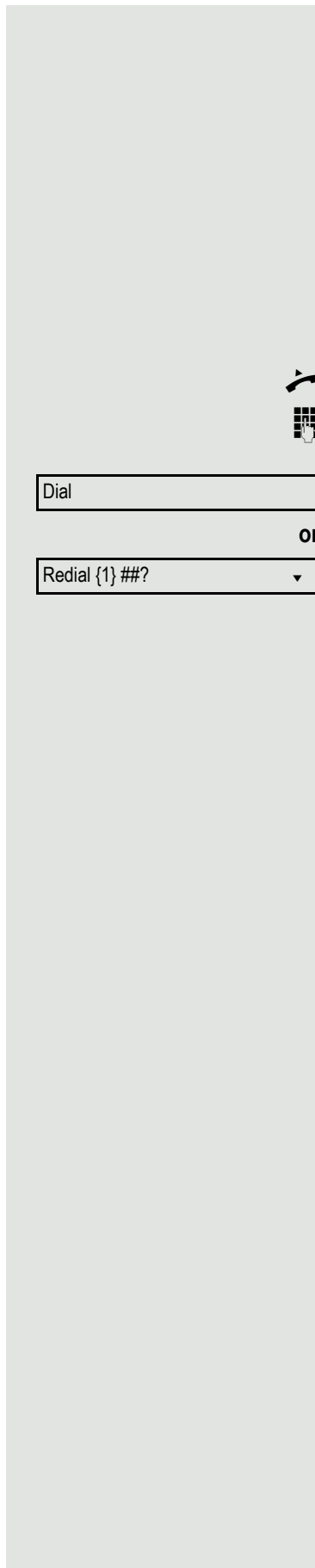
Confirm or wait until the dial delay expires (see → Page 97).

Confirm¹. ## represents the last number dialled.

The connection is set up.

➡ If you are using a dial plan and Immediate dialling is set (see → Page 45), dialling is automatically performed as soon as the character string entered matches an entry in the dial plan.

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



1. Please note the information in relation to the call journal on → Page 46

On-hook dialling

The connection is set up with on-hook dialling via the loudspeaker (speaker-phone mode).



Press the key shown.



Enter the station number. If nec. Correct input using the navigation keys → Page 18.



Press or wait until the dial delay expires (see → Page 97).

or

Redial {1} ##?

Confirm¹. ## represents the last number dialled.

First enter the number

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



Enter the station number. If nec. Correct input using the navigation keys → Page 18.

Dial

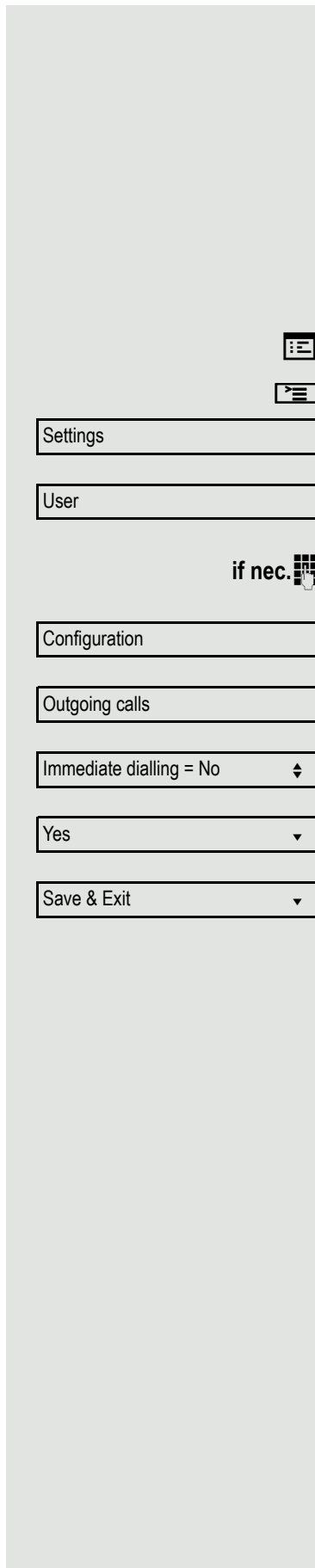
Confirm or wait until the dial delay expires (see → Page 97).

The connection is set up.



If you are using a dial plan and Immediate dialling is set (see → Page 45), dialling is automatically performed as soon as the character string entered matches an entry in the dial plan.

1. Please note the information in relation to the call journal on → Page 46



Immediate dialling

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

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

Activating or deactivating immediate dialling

You can also configure this setting via the web interface → Page 197.

Press the key shown.

Select and confirm the option shown.

Confirm.

Enter and confirm the User password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Confirm.

Dialling using the hot or warm line function

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

If you lift the handset of the phone or press the loudspeaker key

- with a hot line immediately or
- with a warm line after a defined period of time,
- a number specified by administrator is dialled.

Examples:

- The phone in the lift immediately dials the reception number.
- The phone at a patient's bed dials the ward number e.g. after a minute if no other number is dialled.

Redial

➡ You must have activated the call journal in order to use the call list. This also applies for redialling the last number dialled → Page 113. If the call journal is disabled, you will be shown the message "Key function unavailable" on the display when you try to execute the last number redial function using a correspondingly programmed function key.

If you still want to access the function for redialling the last number dialled despite having disabled the call journal, you can alternatively use the OpenScape Voice "last caller redial" function, assuming this function has been activated by the administrator → Page 161.

Redialling from the call list

➡ Only calls to the primary line are received on multi-line phones (→ Page 13).

Press the key. The "Records" menu opens.

Select and confirm (see also → Page 27).

Select and confirm the option shown. The Dialled call list opens

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

Confirm. The phone number associated with the list entry is dialled.

Redialling from the display dialog

Lift the handset.

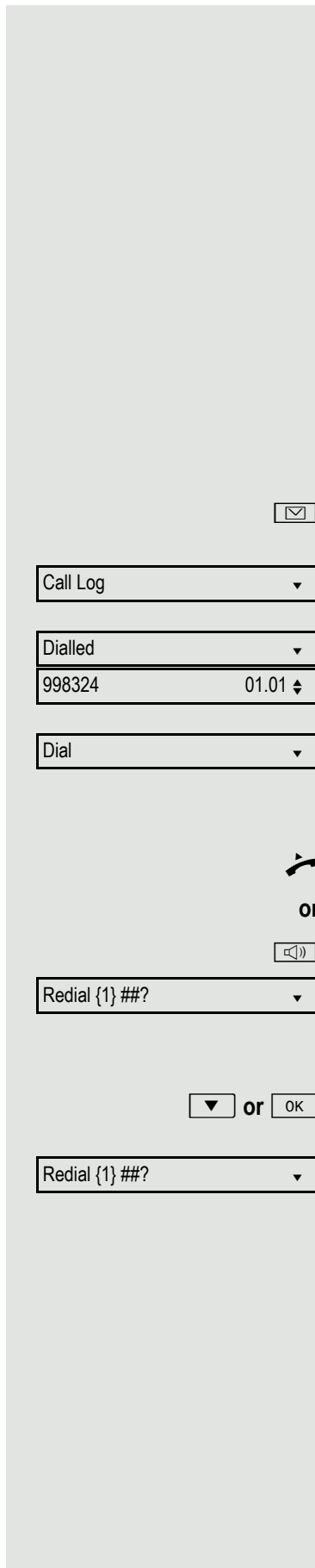
Press the key shown.

Confirm. The last phone number entered is dialled.

Redialling from the idle menu

press the key shown to open the idle menu

Confirm. The last phone number entered is dialled.



Consulting a second party

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


Prerequisite: You are conducting a call.

Confirm.

Start conference

Select and confirm the option shown in the context menu for the call connection when you intend to set up a conference with the new participant. You can also use an already configured **Conference** key in this instance.

Enter and confirm the second party's phone number.

 If you want to use a **call list** or one of the phonebooks for the consultation call, select **Hold** instead of Consult in the context menu and/or press the **Hold** key and then open a required call list (→ Page 97) or one of the phonebooks (→ Page 105/→ Page 108).

Alternatively you can also open a call list or a phonebook without using the **Consult** or **Hold** functions – the active call is automatically placed on **Hold**.

Consult? ▾

or

Start conference



Disconnect & return? ▾

Retrieve held call

Alternate? ▾

Disconnect & return? ▾

Ending a consultation call

You end the consultation

Select and confirm the option shown.

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

The second party hangs up

If the second call partner hangs up, you will be prompted to retrieve the first call again if "Hold and hang-up" is disabled (→ Page 84). Otherwise, the first call will remain on hold until you receive this prompt after a defined time interval.

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



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

Switching to the held party (alternating)

Prerequisite: You are conducting a consultation call.

Select and confirm the option shown.

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



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

Ending an alternate operation

Select and confirm the option shown.

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

Putting on hold and retrieving successively or simultaneously

Putting an active call on hold

Prerequisite: You have a single-line phone and are conducting a consultation call → Page 47 or have accepted a second call → Page 86. The "Hold" key must be configured → Page 69

The "Hold" function can also be initiated from the context menu.



Press the "Hold" key. The key flashes. The consultation or second call **and** the first call are put on hold.

Retrieving the first call



Switch to the first call.



Press the flashing "Hold" key. You are connected with the other party. The consultation or second call continues on hold.

Retrieving the second call



Switch to the held consultation or second call



Press the flashing "Hold" key. You are connected with the other party. The first called is put on "Hold" again.

Connecting parties

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

Prerequisite: You are conducting a consultation call → Page 47 and call joining is allowed → Page 50.

Select and confirm the option shown.
The active and held calls are joined. You are disconnected from the call.

Connect by hanging up

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

Allowing call joining

You can also configure this setting via the web interface → Page 197.

Press the key shown.

Select and confirm the option shown.

Confirm.

Enter and confirm the User password.

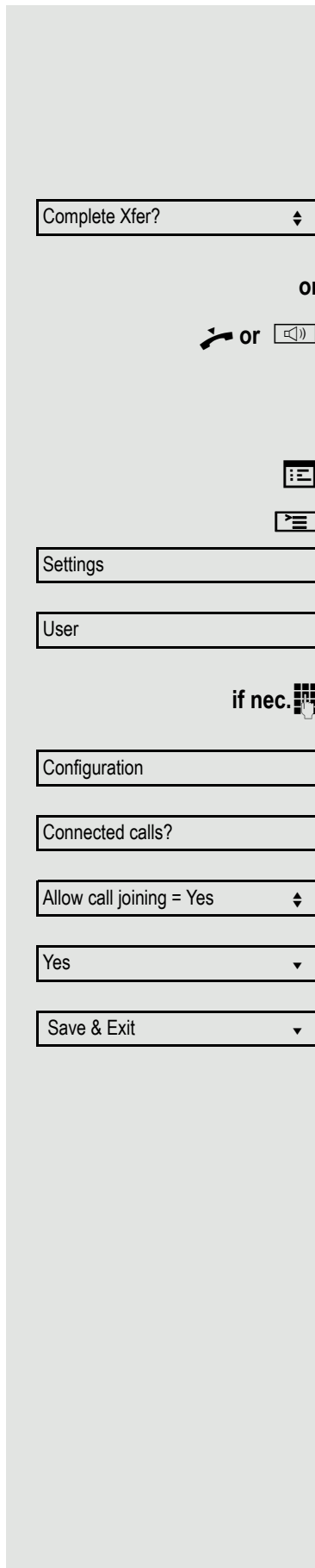
Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.


Select and confirm the option shown.


Select and confirm the option shown.



Callback

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

 This option is only available if both you and your administrator has activated the function (→ Page 52).

 Only the callback requests for your primary line are logged on multi-line telephones → Page 13.

Requesting callback

Prerequisite: The station called is busy or nobody answers.

Select and confirm the option shown.

Deleting callback requests

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

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

Select and confirm the option shown.

All callback requests are deleted.

Call back? ▲

Cancel call backs? ▼

Responding to a callback

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

Accepting a callback

Select and confirm the option shown.

Rejecting a callback

Prerequisite: The Reject function has been activated by administrator.

Select and confirm the option shown.

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

Permitting a callback

Prerequisite: The Callback function has been activated by administrator.

You can also configure this setting via the WBM interface → Page 197.

Press the key shown.

Select and confirm the option shown.

Confirm the option shown.

Enter and confirm the user password.

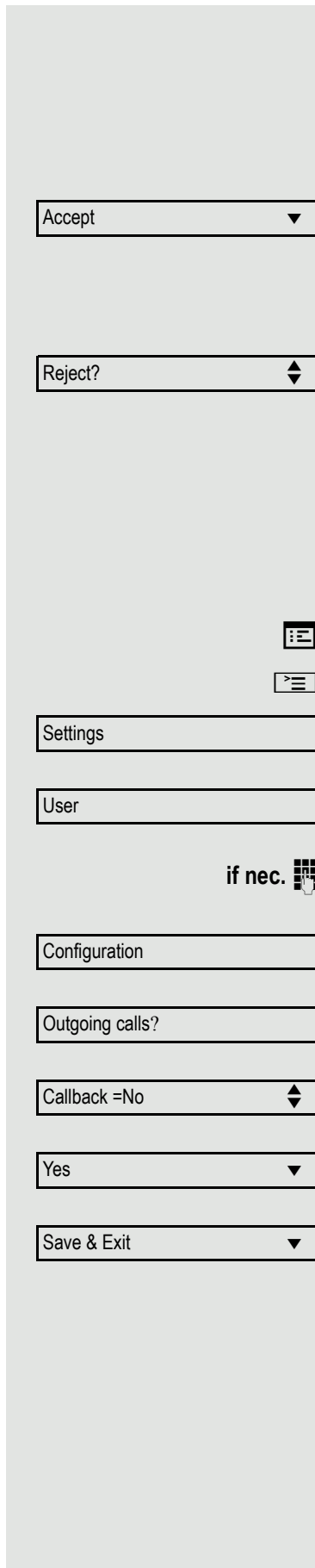
Select and confirm the option shown.

Confirm the option shown.


Select and confirm the option shown.

Select and confirm the option shown.


Select and confirm the option shown.



Calling back missed calls

Calls received while you are absent are indicated by a message on the idle display (→ Page 24). The  function key also illuminates if administrator has set the option to do this.

Missed calls are logged in the missed calls list. This list provides information on the missed call and lets you call back the number directly (call lists → Page 27). Missed calls are not saved and displayed if the call journal is disabled → Page 113.

 Only the calls missed on your primary line are logged on multi-line telephones → Page 13.



Press the key shown.

Call Log ▲

Select and confirm the option shown.

Missed ▼

Select and confirm the option shown.

998324 01.01 ▲

Select and confirm the entry you want.

Dial ▼

Confirm the option shown.


The phone number associated with the entry is dialed.

Call forwarding

Depending on the settings made by administrator, standard call forwarding may be configured for the phone or alternatively a call forwarding by call type that is supported by OpenScape Voice → Page 61.

Standard call forwarding

You can forward calls for your phone to any another phone. You can also change, activate, and deactivate call forwarding during a call. The **Forwarding** function must have been activated by administrator.

 On multi-line telephones (→ Page 13), you can only configure call forwarding for the primary line.

Three forwarding conditions can be programmed in the Forwarding menu:

- Unconditional
- Busy
- No reply ({1}s)

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


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

Forwarded calls are logged in a call list if allowed (see → Page 27).

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

- Uncond'l Destination phone number
- Busy Destination phone number
- No reply ({1}s) Destination phone number

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

 Alternatively, call forwarding can be programmed on one or more keys with a fixed destination and a predefined forwarding or call type → Page 73.

Using call forwarding

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

- "Activate or deactivate immediate forwarding" → Page 55
- "Saving destination phone numbers for call forwarding" → Page 56
- "Edit favourites" → Page 56
- "Copy and insert destination phone numbers" → Page 57
- "Assign a destination phone number for call forwarding" → Page 58
- "Activate/deactivate call forwarding" → Page 59
- "Defining the ring duration before call forwarding on no reply" → Page 60

Activate or deactivate immediate forwarding

Prerequisite: You have configured the key for "Variable call forwarding" (see → Page 74). Otherwise you can configure the settings for call forwarding via the user menu (→ Page 79). It is recommended to configure the key so that you can use the following convenience functions.

Press the "Variable call forwarding" key.

Deactivating call forwarding

If call forwarding was activated for **Unconditional**, it is now automatically deactivated.

Activate forwarding to last destination

The pop-up menu opens:

The message:

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

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

Use last forwarding destination

Select and confirm within three seconds to reuse the last saved forwarding destination for Unconditional. Call forwarding to this destination is immediately activated for All calls and the "Variable call forwarding" key illuminates.

Activating with variable destination phone numbers

If you want to use a new forwarding destination:

Select and confirm within three seconds.

Enter and confirm the new destination phone number.


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

Call forwarding to this destination is immediately activated for Unconditional calls and the "Variable call forwarding" key illuminates.

Accept?

Set a forwarding destination

Saving destination phone numbers for call forwarding

 You can also enter the call forwarding settings via the user menu (→ Page 79) or via the WBM interface → Page 197.

Prerequisite: You have configured the key for "Variable call forwarding" (see → Page 74).

Press the "Variable call forwarding" key.

The pop-up menu opens:

The message:


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

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

Select and confirm within three seconds.

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

- Unconditional
- Busy
- No reply ({1}s)

 You can check whether **Busy** or **No reply ({1}s)** call forwarding is activated.

Save destination phone number

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

Select and confirm the option shown.

Enter/edit and confirm the destination phone number.

Edit favourites

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

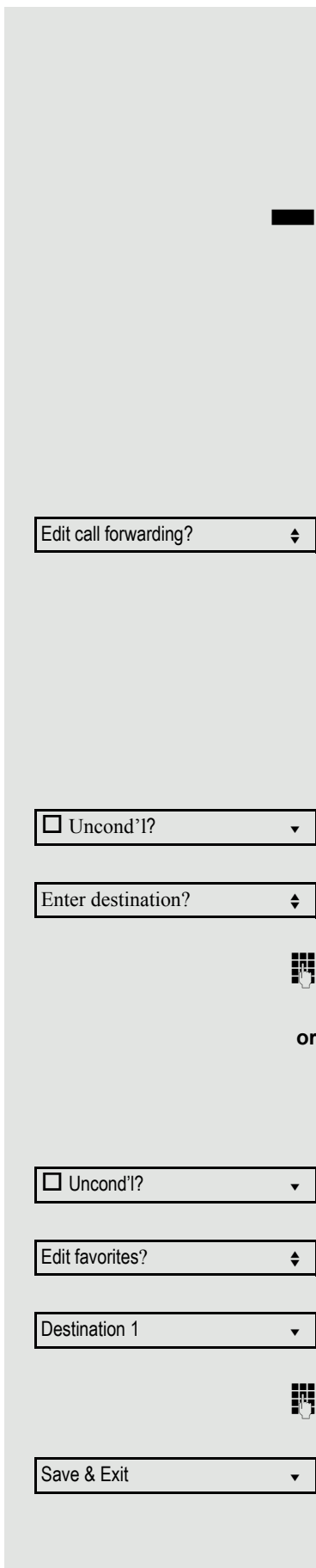
Select and confirm type of forwarding (here for instance Unconditional)

Select and confirm the option shown.

E.g. select and confirm first destination.

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

Select and confirm the option shown



The screenshot shows a vertical sequence of menu items on a light grey background. Each item is in a white box with a black border and a small downward arrow on the right. The items are: 'Edit call forwarding?', 'Uncond'l?', 'Enter destination?', a keypad icon, 'or', 'Uncond'l?', 'Edit favourites?', 'Destination 1', another keypad icon, and 'Save & Exit'.

Copy and insert destination phone numbers

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

Prerequisite: You have configured the key for "Variable call forwarding" (see → Page 74).

Press the "Variable call forwarding" key.

The pop-up menu opens:

Select and confirm within three seconds.

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

- Unconditional
- Busy
- No reply ({{1}}s)

1. Copy

Select and confirm type of forwarding (here for instance Unconditional)

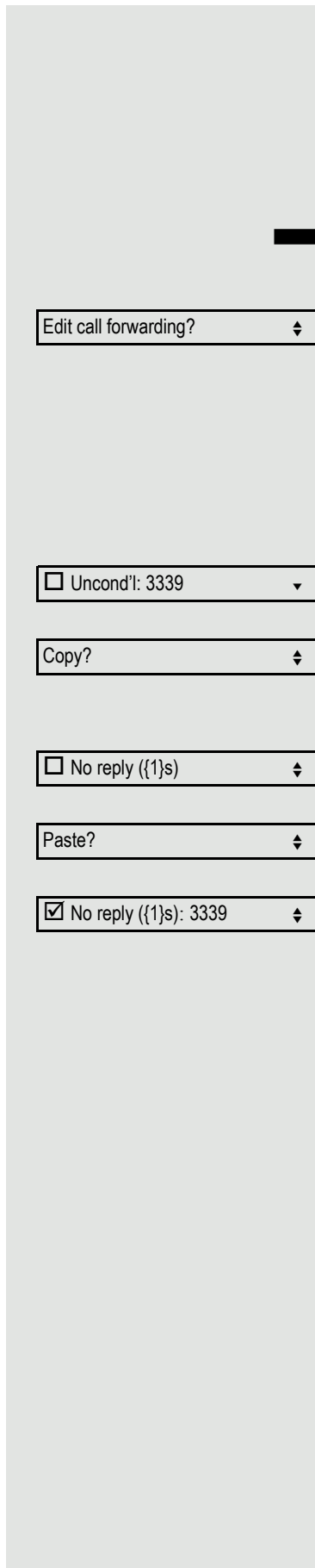
Select and confirm the option shown.

2. Insert

Select and confirm type of destination forwarding (here for instance No reply ({{1}}s))

Select and confirm the option shown.

Both types of call forwarding now have the same destination phone number. The call forwarding type No reply ({{1}}s) is automatically activated.



Assign a destination phone number for call forwarding

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

Press the "Variable call forwarding" key. The pop-up menu opens:

The message:

"**Set forward on to**" is displayed with the last forwarding destination used and you are offered the following options:

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

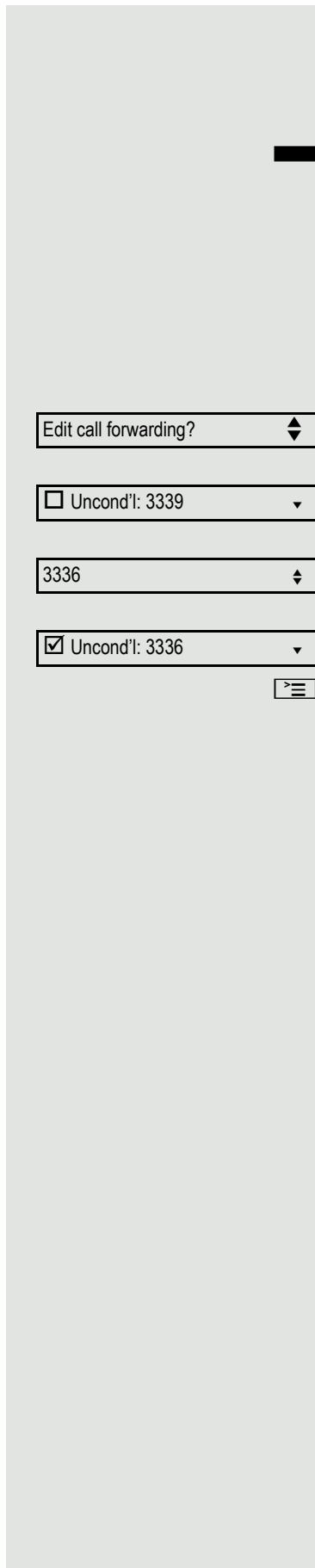
Select and confirm within three seconds.

Select and confirm type of forwarding (here for instance Unconditional)

Select and confirm a saved destination.

Call forwarding is activated and the new destination is displayed.

Press the illuminated key to open the call display. If All calls was activated, the forwarding destination is displayed with the forwarding symbol and the "Variable call forwarding" key illuminates. The Busy and No reply ({{1}s) types of call forwarding are not displayed.



Activate/deactivate call forwarding

Prerequisite: There is already a forwarding destination configured for the relevant forwarding type and you have configured the key for "Variable call forwarding" (see → Page 74).

Press the "Variable call forwarding" key.

The pop-up menu opens:

The message:

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

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

Select and confirm within three seconds.

Choose one of the forwarding types offered

- Uncond'l: 3339 (deactivated is the default setting)
- Busy: 3335
- No reply ({1}s): 3336

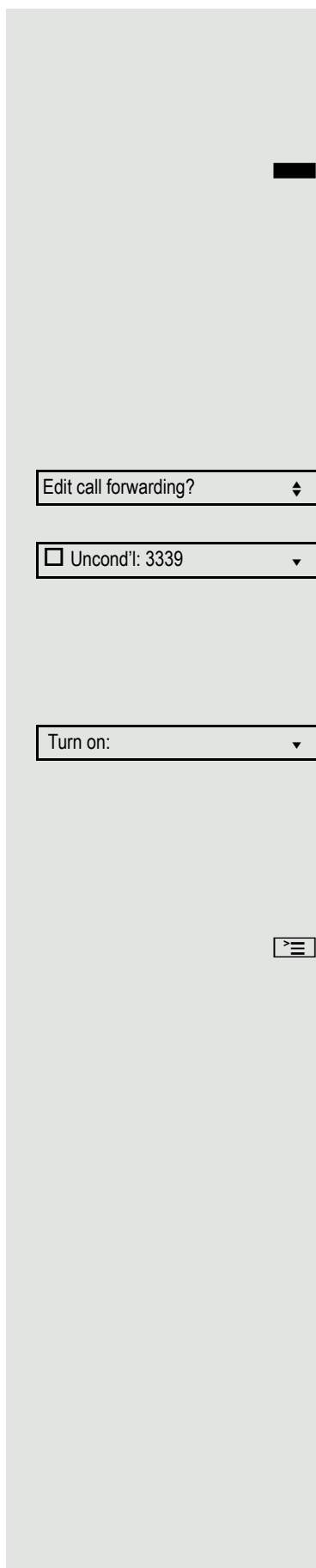
and confirm your selection. Here for example Unconditional.

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

Call forwarding settings can appear as follows:

- Uncond'l: 3339 (default setting is off)
- Busy: 3335
- No reply ({1}s): 3336

Press the illuminated key to open the call display. If **Uncond'l** was activated, the forwarding destination is displayed with the forwarding symbol and the "Variable call forwarding" key illuminates. The Busy and No reply ({1}s) types of call forwarding are not displayed.



Defining the ring duration before call forwarding on no reply

You can define how often the phone should ring before the "No reply ({1}s)" call forwarding is activated.



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

You can also configure this setting via the web interface → Page 197.

Prerequisite: You have configured the key for "Variable call forwarding" (see → Page 74). Otherwise you can configure the settings for call forwarding via the user menu (→ Page 79).

Press the "Variable call forwarding" key.

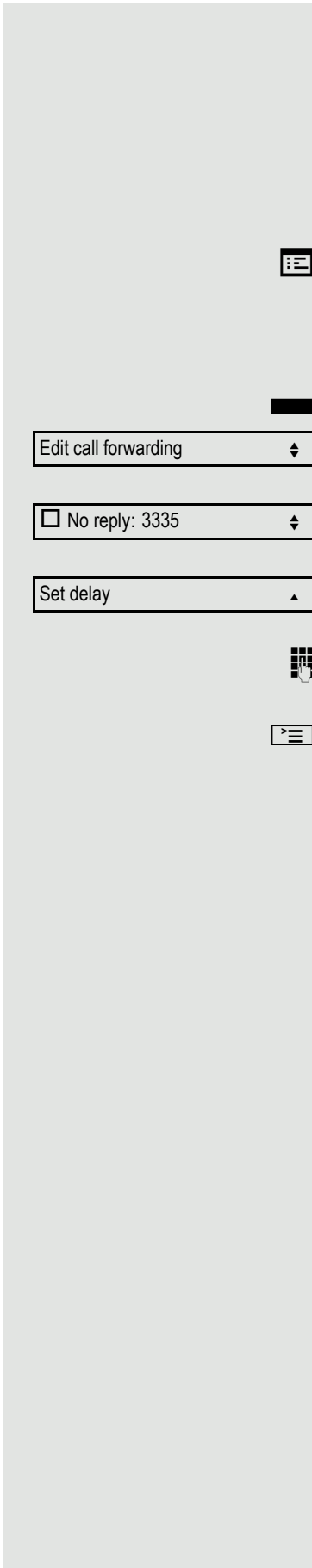
Select and confirm within three seconds.

Select and confirm the type of call forwarding.

Select and confirm the option shown.

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

Press the illuminated key to open the call display.



Call forwarding by call type

If server features has been enabled by administrator and the **Ext/int forwarding** function is activated, call forwarding by call type functionality will be available to you. Forwarding in this case is dependent on the forwarding type and additionally on the call type. The menu layout therefore deviates from that for standard forwarding → Page 54. You can also change, activate, and deactivate call forwarding during a call.

Forwarding menu

The Forwarding menu is opened either using the configured "Variable call forwarding" key (see → Page 74) or via the user menu (→ Page 79) and contains the three forwarding types:

- Unconditional
- Busy
- No reply

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

If active, "**Unconditional**" call forwarding is indicated on the display when the phone is idle. Forwarded calls are logged in a call list if allowed (see → Page 27).

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

Unconditional

- Any call
- External
- Internal

Busy

- Any call
- External
- Internal

No reply

- Any call
- External
- Internal

Using call forwarding

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

- Activating or deactivating immediate call forwarding (→ Page 62)
- Saving destination phone numbers for call forwarding (→ Page 63)
- Preconfiguring or changing destination phone numbers (→ Page 65)
- Copying and pasting destination phone numbers (→ Page 65)
- Assigning a destination phone number to a call type (→ Page 67)
- Activating/deactivating call forwarding (→ Page 67)

Activating or deactivating immediate call forwarding

Prerequisite: You have configured the key for "Variable call forwarding" (see → Page 74). Otherwise you have to configure the settings for call forwarding via the user menu (→ Page 79). It is recommended to configure the key so that you can use the following enhanced functions.

Press the "Variable call forwarding" key.

Deactivating call forwarding

If call forwarding was activated for **Unconditional**, it is now automatically deactivated.

Activating forwarding to last destination

The pop-up menu opens. The message:

"**Set forward on to**" is displayed with the last forwarding destination used and you are offered the following additional options:

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

Using last forwarding destination

Select and confirm within three seconds to reuse the last saved forwarding destination for **Unconditional**. Call forwarding to this destination is immediately activated for **Any call** and the "Variable call forwarding" key illuminates.

If you do not confirm **Accept** immediately, call forwarding is activated automatically after a short time.

Activating with variable destination phone numbers

If you want to use a new forwarding destination:

Select and confirm within three seconds.

Enter and confirm the new destination phone number.


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

Call forwarding to the defined destination is immediately activated for **Unconditional** and **Any call** and the "Variable call forwarding" key illuminates.

Accept?

Set a forwarding destination

Saving destination phone numbers for call forwarding

 You can alternatively enter the call forwarding settings via the user menu (→ Page 79) or also using the WBM interface → Page 197.

Prerequisite: You have configured the key for "Variable call forwarding" (see → Page 74).

Press the "Variable call forwarding" key.

The pop-up menu opens. The message:

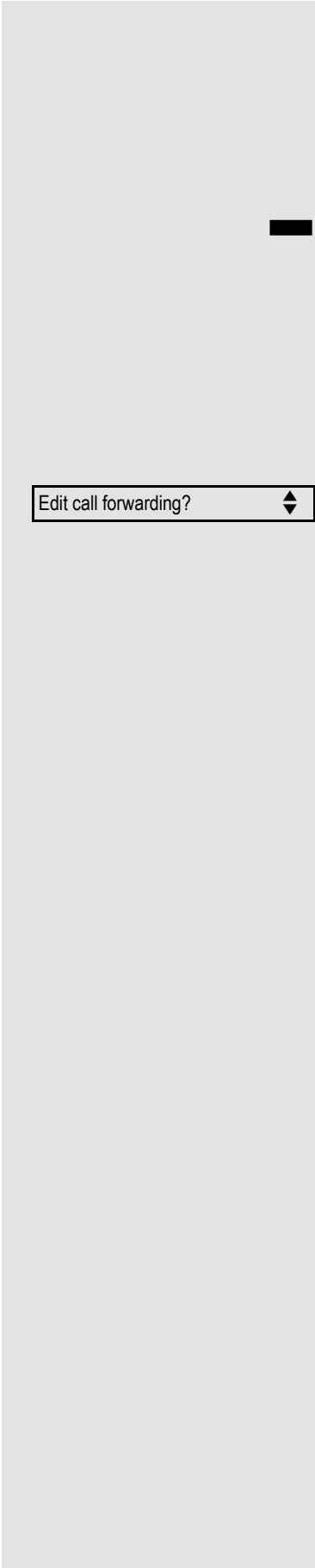
"Set forward on to" is displayed with the last forwarding destination used and you are offered the following options:

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

Select and confirm within three seconds.

You are then offered three forwarding types in the Settings menu with three call types each and with frequently used destination numbers preassigned by default:

- Unconditional
 - Any call
 - External
 - Internal
- Busy
 - Any call
 - External
 - Internal
- No reply
 - Any call
 - External
 - Internal
- Edit favorites



Edit call forwarding? ◆

Uncond'l? ▼

All calls? ▼

or

External ▲▼

or

Internal ▲▼

Enter destination? ▲▼





Saving a destination phone number

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

Select and confirm the call type shown.

Select and confirm the call type shown.

Select and confirm the call type shown.

Select and confirm the option shown.

Enter/edit and confirm the destination phone number.


You can now select another call type additionally and enter a destination phone number. If you assign destination phone numbers for External and Internal for example, both external and internal calls will be forwarded to the respective destinations.

If the destination phone numbers for **Any call** are assigned or changed, this call forwarding has priority and both external and internal calls are forwarded to this destination phone number.

Press the illuminated key to open the call view. Call forwarding for the selected call type is activated.

Preconfiguring or changing destination phone numbers

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

Edit call forwarding? 

Select and confirm within three seconds.

Edit favorites? 

Select and confirm the option shown.

Destination 1 

For instance, select and confirm the first destination.



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

Save & Exit 

Select and confirm the option shown.



Press the illuminated key to open the call view.


Copying and pasting destination phone numbers

The current destination phone number for a call type is copied. For example, the current destination phone number for All calls should also become the current destination phone number for **Internal**.

Prerequisite: You have configured the key for "Variable call forwarding" (see → Page 74).

Press the "Variable call forwarding" key.


The pop-up menu opens:

Edit call forwarding? 

Select and confirm within three seconds.

The three forwarding types and associated call types are offered to you in the Settings menu:

- Unconditional
 - Any call
 - External
 - Internal
- Busy
 - Any call
 - External
 - Internal
- No reply
 - Any call
 - External
 - Internal

Uncond'l?	▼
<input type="checkbox"/> Any call: 3339	▼
Copy?	◆
<input type="checkbox"/> External	◆
Paste?	◆
<input checked="" type="checkbox"/> External: 3339	◆
Busy?	▼
<input type="checkbox"/> Internal	◆
Paste?	◆
<input checked="" type="checkbox"/> Internal: 3339	◆
	

1. Copy

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

Select and confirm the call type (here for instance All calls).

Select and confirm the option shown.

2. Paste to a call type of the same forwarding type

Select and confirm the destination call type (here for instance External).

Select and confirm the option shown.

Both call types now have the same destination phone number. The call type External is activated automatically.

3. Paste to a call type of a different forwarding type

Select and confirm the forwarding type (here for instance Busy).

Select and confirm the destination call type (here for instance Internal).

Select and confirm the option shown.

Both call types now have the same destination phone number. The call type Internal for Busy is activated automatically.

Press the illuminated key to open the call view.

Assigning a destination phone number to a call type

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

Press the "Variable call forwarding" key.

The pop-up menu opens:

Select and confirm the option shown.

Select and confirm the forwarding type (here for instance Unconditional).

Select and confirm the destination call type (here for instance Internal).

Select and confirm a previously saved destination.

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

Press the illuminated key to open the call view.

Activating/deactivating call forwarding

Prerequisite: One or more forwarding destinations are already configured for the relevant call type(s) and you have configured the key for "Variable call forwarding" (see → Page 74).

Press the "Variable call forwarding" key.

The pop-up menu opens:

The message:

"**Set forward on to**" is displayed with the last forwarding destination used and you are offered the following options:

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

Select and confirm the option shown.

The list of forwarding types is displayed:

- Unconditional
- Busy
- No reply

Select and confirm the option shown (e.g. **Unconditional**).

Choose one of the call types offered

- Any call: 3339 (default setting is off)
- External: 3335
- Internal: 3336

and confirm your selection, for instance **External**.

Select and confirm the option shown. The call type is activated. You can deactivate this call type with **Turn off**.

The screenshot shows a vertical menu with the following options in the first stage:

- Edit call forwarding? (dropdown arrow pointing up)
- Uncond'l (dropdown arrow pointing down)
- Internal (dropdown arrow pointing up)
- 3336 (dropdown arrow pointing up)
- Internal: 3336 (dropdown arrow pointing down)
- ?≡ (menu icon)


The screenshot shows a vertical menu with the following options in the second stage:

- Edit call forwarding? (dropdown arrow pointing up)
- Uncond'l (dropdown arrow pointing down)
- External: 3339 (dropdown arrow pointing down)
- Turn on: (dropdown arrow pointing down)

You can also activate all three call types. The call type **Any call** has priority in this case and all calls are forwarded to the defined destination phone number. Call forwarding for the call types **External** and **Internal** can be activated at the same time. **INT/EXT** is then shown on the display for the forwarding type **Unconditional**.

The call forwarding settings can appear as follows:

- Any call: 3339 (default setting is off)
- External: 3335
- Internal: 3336

 All call types are deactivated automatically for the forwarding type **Unconditional**. Previously activated call forwarding for all call types remains activated with the forwarding types **Busy** and **No reply** until deactivated manually by you. Activated call forwarding for **Busy** and **No reply** is indicated in the list by the call forwarding icon.



Press the illuminated key to open the call view. If you selected the forwarding type **Unconditional** and activated a call type here, the call type is shown on the display with the call forwarding icon and the "Variable call forwarding" key illuminates. Nothing is shown on the display for the forwarding types **Busy** and **No reply**.

Call forwarding chain

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

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

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

You can set whether the station that forwarded first or last is displayed (see → Page 80).

Programmable keys

The phone features a range of functions that can, if required, be stored on programmable keys. The phone comes with eight programmable keys, all of which can be programmed on two separate levels.

The "Shift" programmable key to switch between the two key levels is already preassigned. You should keep this key if possible to be able to switch between the two key levels.

The keys can also be programmed via the web interface (→ Page 197).

List of available functions

1. Unallocated
2. Selected dialling
3. Repeat dialling
4. CF unconditional
5. CF no reply
6. CF busy
7. CF unconditional - any
8. CF unconditional – int.
9. CF unconditional – ext.
10. CF busy - any
11. CF busy – int.
12. CF busy – ext.
13. CF no reply - any
14. CF no reply – int.
15. CF no reply – ext.
16. Mute
17. Ringer off
18. Hold
19. Alternate
20. Blind transfer call
21. Transfer call
22. Deflecting
23. Shift
24. Conference
25. Headset
26. Do not disturb
27. Group pickup
28. Repertory dial
29. Feature toggle
30. Show phone screen
31. Mobility
32. Directed pickup
33. Release
34. Callback
35. Cancel callbacks
36. Consultation
37. Call Waiting toggle
38. Immediate ring
39. PreView
40. Call recording
41. Built in fwd
42. Personal directory
43. Pause callbacks
44. Resume callbacks
45. Corporate directory
- 46.


Programming a key

You can also configure this setting via the web interface → Page 197.

Starting programming

Directly via the key

Hold down the programmable key you want to assign a function to until the programming prompt is displayed.

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

Confirm to begin programming. The key illuminates continuously.

Via the user menu

You can also program keys via the user menu.

Press the key shown.

Select and confirm the option shown.

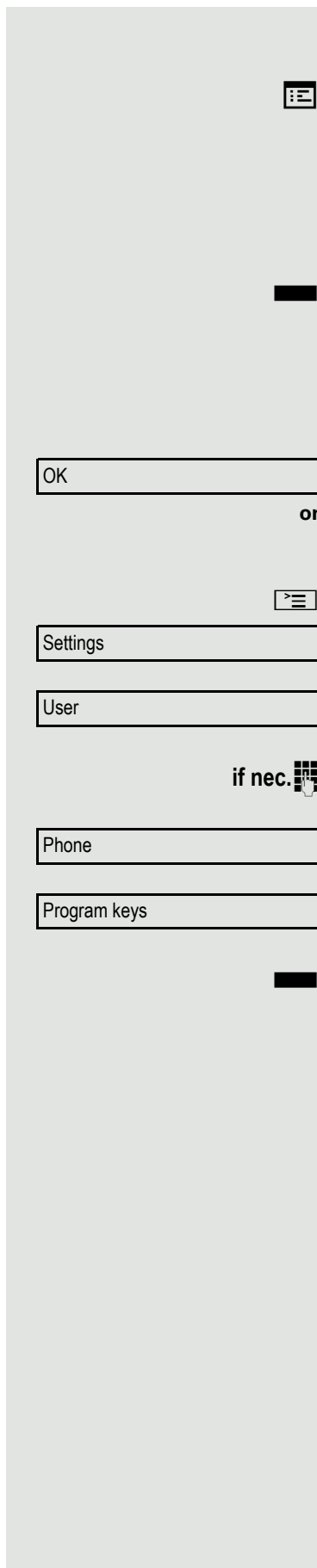
Select and confirm the option shown.

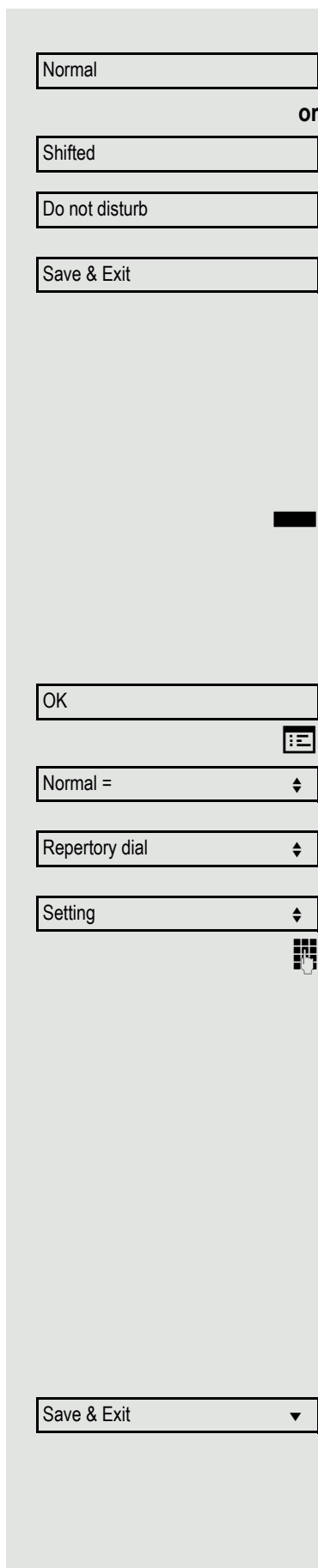
Enter and confirm the User password.

Select and confirm the option shown.

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

Press the key you want to program until the input field opens. The key illuminates continuously.






Beginning programming

- Select and confirm the option shown to program the first level.
- Select and confirm the option shown to program the second level.
- Select and confirm the required function in the list (e. g. Do not disturb).
- Select and confirm the option shown.

Programming enhanced functions

Repertory dial

Hold down the key you want to assign a function to until the programming prompt is displayed.

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

- Confirm to begin programming. The key illuminates continuously.
- You can also configure this setting via the web interface → Page 197.
- Select and confirm the option shown to program the first level for instance.

Select and confirm the required function.

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

Enter and confirm a stations's destination phone number.


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

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

The menu also offers the following functions:

- Move cursor right and left
- Copy
- Paste
- Mode selection
- Cancel
- OK


Select and confirm the option shown.

 The repertory dial can be up to 40 characters long.

Feature toggle

Only available for the hunt group functions (→ Page 152) and "whispering" in muted silent monitoring mode (→ Page 158).

Hold down the key you want to assign a function to until the programming prompt is displayed.

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

OK



Normal =

Feature toggle

Setting



Save & Exit

Confirm to begin programming. The key illuminates continuously.

You can also configure this setting via the web interface → Page 197.

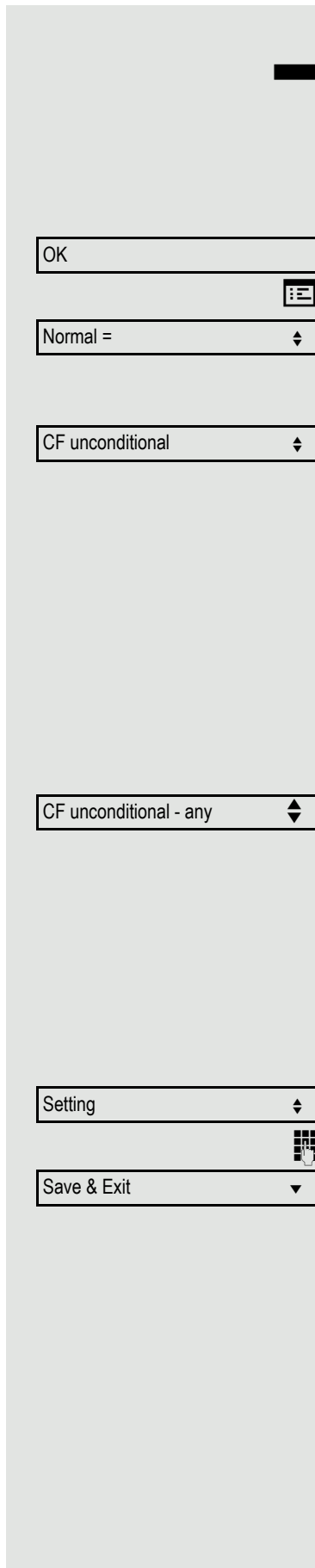
Select and confirm the option shown to program the first level for instance.

Select and confirm the required function.

Select and confirm this option to enter a code.


Enter and confirm the code (see → Page 163)

Select and confirm the option shown.



Configuring a fixed forwarding key

Hold down the programmable key you want to assign a function to until the programming prompt is displayed.

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

Confirm to begin programming. The key illuminates continuously.

You can also configure this setting via the web interface → Page 197.

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

Call forwarding depending on the forwarding type

Select a forwarding type:

- Forward all calls
- Forward no reply
- Forward busy

Select and confirm the required function.

Call forwarding depending on the call type

If use of server feature has been enabled by administrator and the **Ext/int forwarding** function is activated, call forwarding by incoming call type functionality will be available to you. Forwarding in this case is dependent on the forwarding type and additionally on the call type.

Select a forwarding type:

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

Select and confirm this option to enter the forwarding destination.

Enter and confirm the phone number of the forwarding destination.


Select and confirm the option shown.

Configuring a variable call forwarding key

With the "Variable call forwarding" key you can

- Immediately activate or deactivate the call forwarding for "All calls" → Page 55
- Edit the call forwarding → Page 56

Hold down the programmable key you want to assign a function to until the programming prompt is displayed.

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

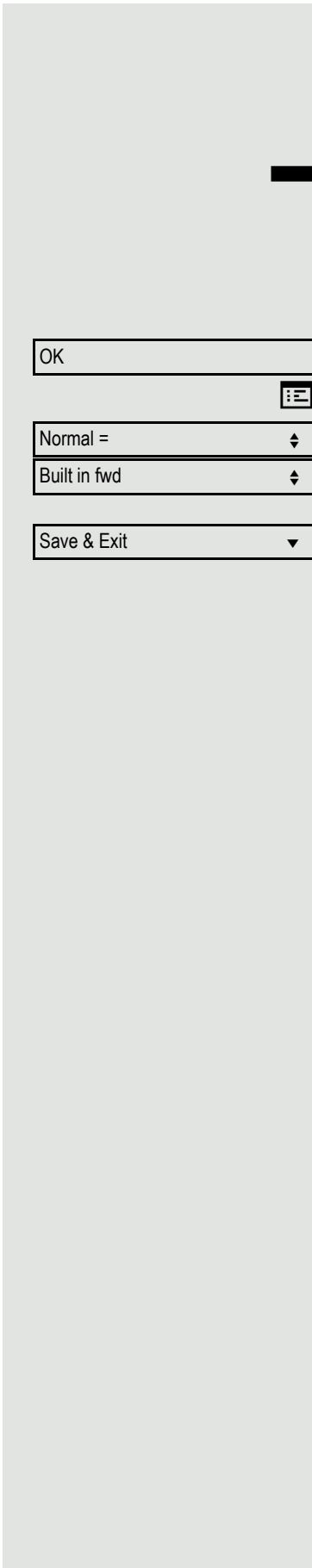
Confirm to begin programming. The key illuminates continuously.

You can also configure this setting via the web interface → Page 197.

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

Select and confirm the option shown

Select and confirm the option shown.



Using programmed keys

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

Example 1: Calling saved number

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

Press key for stored contact. Connection setup is shown in the display.

Example 2: Call Waiting toggle Activating/deactivating

You can press a key to activate or deactivate call waiting functionality, even during a call. The prerequisite for this is that a second call is permitted (→ Page 89). By default a second call is permitted.



Press the "Call Waiting toggle" key. The key goes out. The second call function is deactivated. The call is rejected or forwarded.

Example 3: Immediate ring

This function allows you to switch the preset delay (→ Page 130) on and off for all line keys. By default the delay is set, the key does not illuminate.

Press the "Immediate ring" key. The key lights up. The delay ringtone is disabled. An incoming call rings immediately regardless of what delay time is configured.

Resetting programmable keys

Here you can reset keys you configured back to factory settings (see also → Page 185).

Press the key shown.

Select and confirm the option shown.

Confirm.

Enter and confirm the user password.

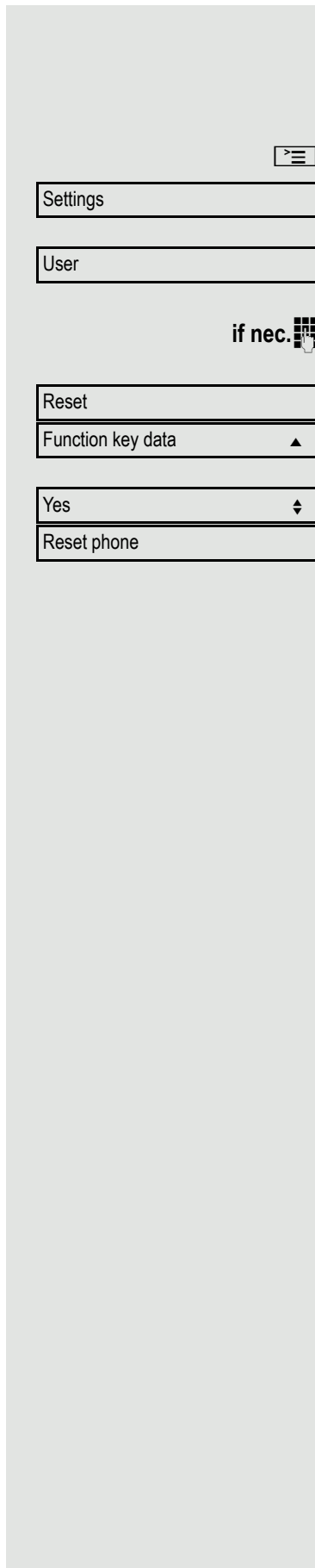
Select and confirm the option shown to switch to the **Reset user data** menu.

Select the option shown.

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

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

 Keys which can only be configured by administrator remain unchanged.



Enhanced phone functions

Incoming calls

Deflecting a call

Using call deflection

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

Select and confirm the option shown.

If a destination phone number is stored (→ Page 77), you can select and confirm it. The call is deflected.

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

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

Permitting call deflection

You can also configure this setting via the web interface → Page 197. "Deflect" must be authorised by administrator.

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.


Select and confirm the option shown.

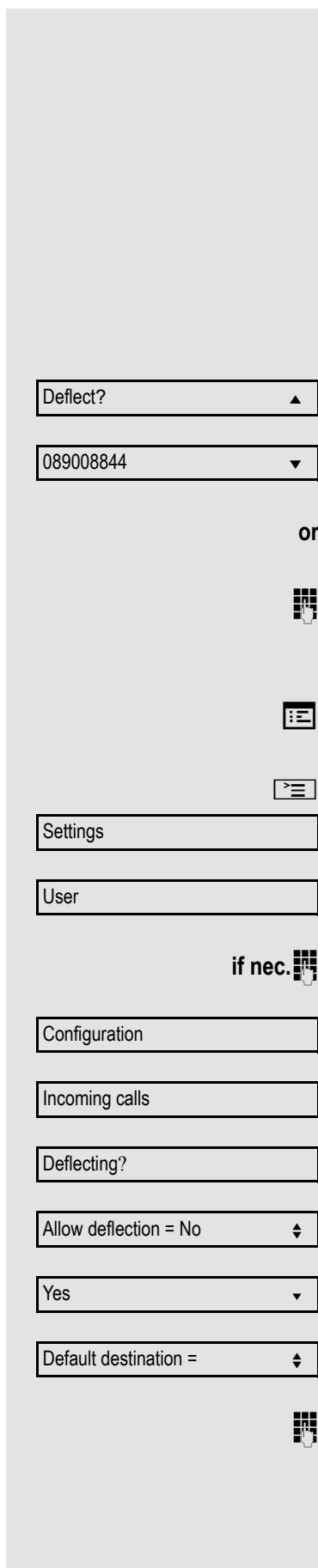
Select and confirm the option shown.

Confirm.

Select and confirm the option shown.

Enter and confirm the phone number to which the station should be deflected.

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



or

Deflecting to a DSS number

A call can be deflected to a direct station selection (DSS) subscriber using the DSS key, if the key is configured and the deflect function is activated by your administrator → Page 125.

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

Rejecting a call

You can reject an incoming call.


Prerequisite: An incoming call is displayed or signalled. "Reject" must be authorised by administrator.

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



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

Configuring call forwarding

 You can also enter the call forwarding settings via the Forwarding key (→ Page 55).

You can also configure this setting via the web interface → Page 197.

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

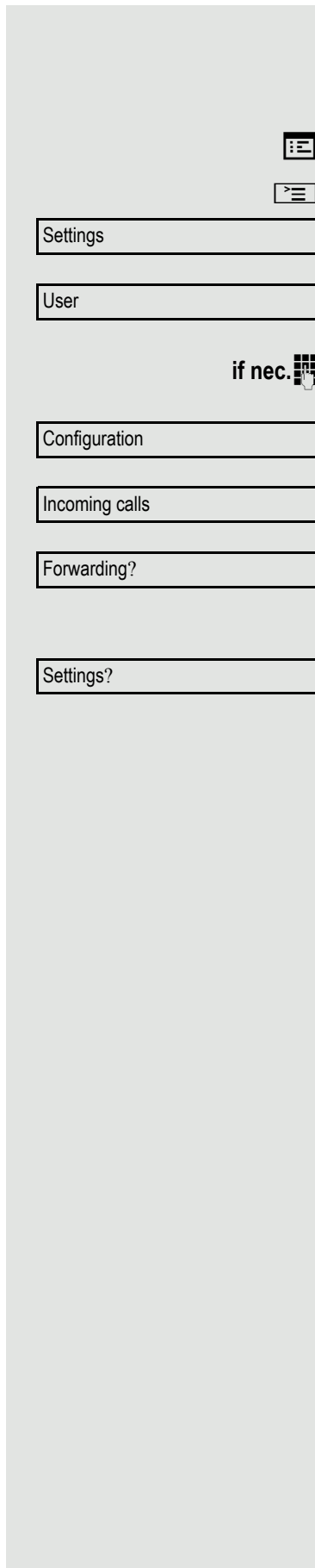
Select and confirm the option shown.

Select and confirm the option shown.

Configuring forwarding

Select and confirm the option shown.

For a description of the settings, refer to section "Standard call forwarding" → Page 54 or "Call forwarding by call type" → Page 61.



Setting alerts

Use the Call forward alerts menu to enable and disable visual and audible alerts for call forwarding (not possible with the Forwarding key).

You can also configure this setting via the web interface → Page 197.

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown in the Yes/No context menu.

or.

Select and confirm the option shown.

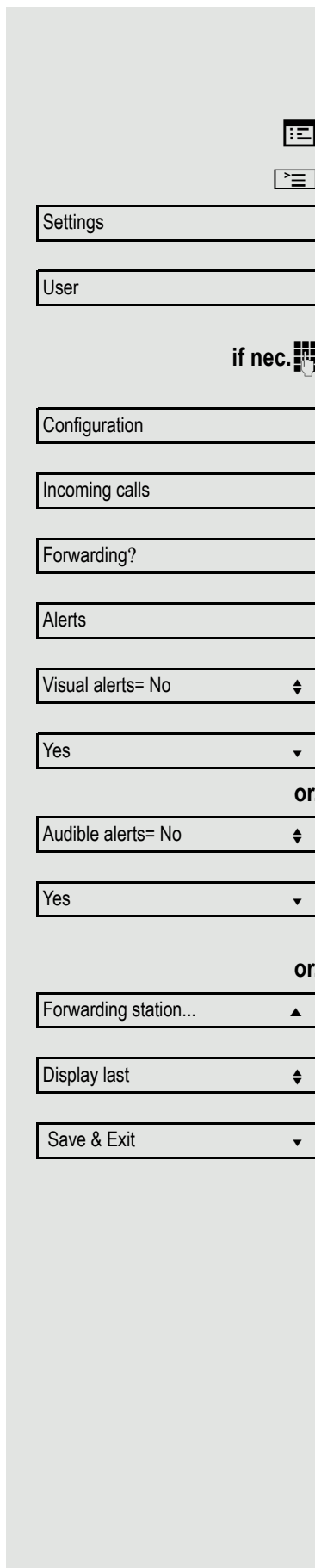
Select and confirm the option shown.

or.

Select the option shown.

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

Select and confirm the option shown.



Hold ?

or

Reconnect ?

or




Placing a call on hold

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

Prerequisite: You are conducting a call.

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

Press the "Hold" key. The key flashes. (The "Hold" key must be configured → Page 69.)

 If you do not retrieve the held call after a defined time interval, a reminder beep sounds three times and a prompt to retrieve the call or disconnect appears on the display. The settings for this can be found on → Page 82 and → Page 83.

Retrieving a held call

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

Press the flashing "Hold" key. (The "Hold" key must be configured → Page 69.)


Using line keys

On multi-line telephones you can use the line keys to place ongoing calls on hold.

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

Retrieving a held call:

Press the corresponding line key. The line key LED lights up. The call is retrieved.

 The LED display → Page 21 indicates that the call is on hold to other multi-line telephones where this line is also configured. These phones can then pick up the call.

Held call wait status

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

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

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

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

Retrieve held call ? ▾

or

Disconnect ? ▾

Select and confirm the option shown to disconnect the call.

➡ If you enabled "Hold and hang-up" (→ Page 84), the call is placed on hold for a defined time interval (→ Page 83) before the prompt is displayed with a recall to retrieve the call or disconnect. You can however retrieve the call or disconnect via the context menu before the defined time expires.

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

Activating/deactivating the hold reminder tone

You can also configure this setting via the web interface → Page 197.


Press the key shown.

Select and confirm the option shown.

Settings

Select and confirm the option shown.

User

if nec. 

Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Connected calls?

Select and confirm the option shown.

Allow hold rem. = No ▾

Select and confirm the option shown.

Yes ▾

Select and confirm the option shown.

Save & Exit ▾

Select and confirm the option shown.

Setting the hold reminder time

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

The minimum value is 3, that is, the reminder is output after three minutes. The maximum value is 15 minutes. Press 0 to deactivate the delay.

You can also configure this setting via the web interface → Page 197.

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter and confirm the user password.

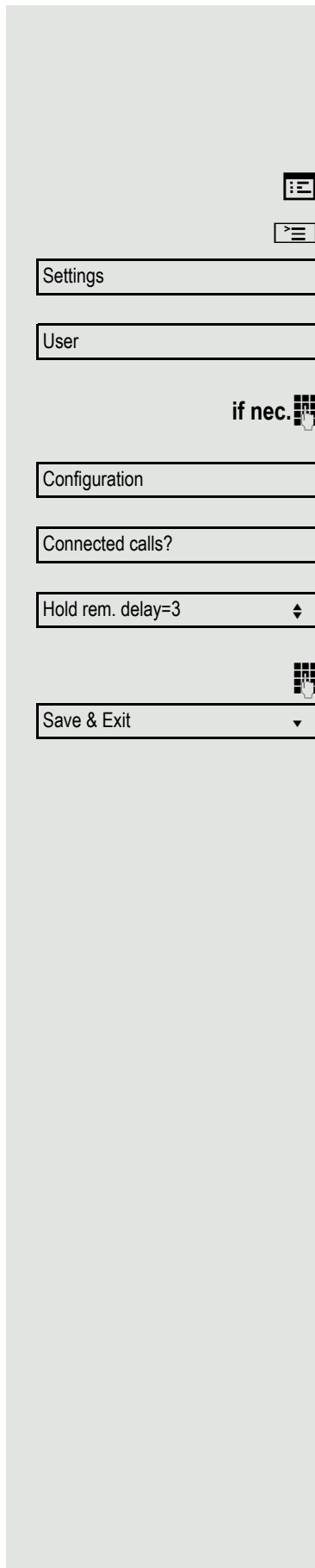
Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter a value between 3 and 15 in the input mask and confirm.

Select and confirm the option shown.




Activating/deactivating Hold and hang-up

This function works in the following call scenarios:

- You have placed a call manually on hold and hang up.
- You are conducting a consultation call and the second call partner hangs up.
- You accepted a second call, and you or the second participant hang up.

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

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

You can also configure this setting via the WBM interface → Page 197.

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

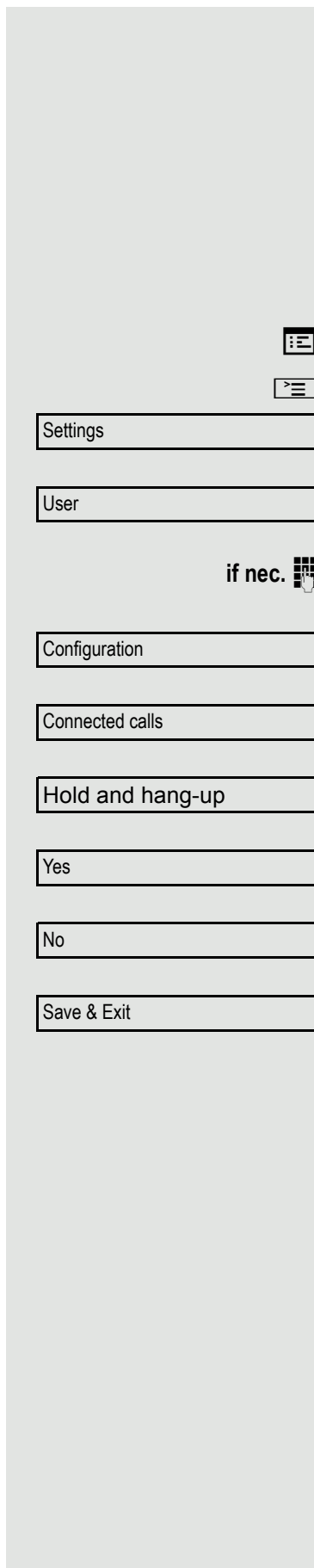
Select and confirm the option shown.

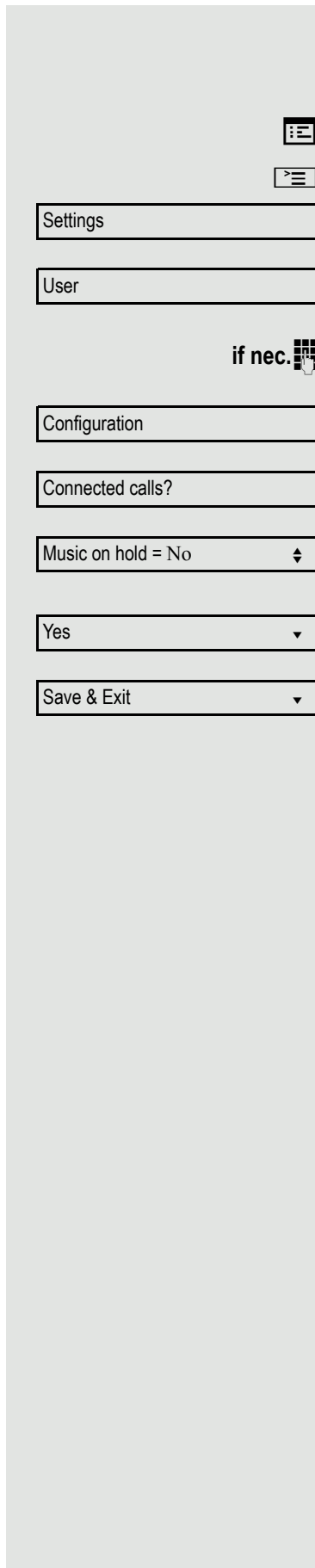
Select and confirm the option shown.

In the context menu select and confirm the option shown to activate the function or

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

Select and confirm the option shown.





The screenshot shows a vertical menu of configuration options. At the top, there are two icons: a list icon and a search icon. Below these are several menu items, each in a rectangular box with a border. The items are: 'Settings', 'User', 'if nec.' (with a small icon), 'Configuration', 'Connected calls?', 'Music on hold = No' (with a dropdown arrow), 'Yes' (with a dropdown arrow), and 'Save & Exit' (with a dropdown arrow).

Music on hold

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

You can also configure this setting via the web interface → Page 197.

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown

Select and confirm the option shown.

Select and confirm the option shown.

Call waiting (second call)

You can accept a second incoming call in the course of an ongoing call. The caller hears the on-hook signal while you hear a call-waiting signal tone. A bell appears on the display and next to it the phone number of the caller is shown.

You can ignore or accept the second call. Before you accept the second call, you can end the first call or place it on hold for subsequent retrieval.

You can block the second call or the signal tone (→ Page 89).

Accepting a second call

Prerequisite: You are conducting a call and call waiting is allowed (→ Page 89).

Select and confirm the option shown.

Accept

You can talk to the second party.

The connection to the first party is on hold.

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

- Alternate (see → Page 48),
- Complete transfer (see → Page 50),
- Conference (see → Page 100),
- Blind transfer (see → Page 91),
- Hold (see → Page 81).
- put on hold and retrieve second and first call successively → Page 49

Consultation call from second call

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

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

From a consultation call in the second call you can

- initiate a conference
- toggle between the second call and a consultation call
- put on hold and retrieve second and first call successively → Page 49
- transfer a call
- disconnect the calls again

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

Disconnecting the second call

Select and confirm the option shown in the second call's context menu. The call to this station is disconnected and the call to the first station is reconnected.

Disconnect & return?

Ending the second call by hanging up

If you or the second call partner hangs up, you will be prompted to retrieve the first call again if "Hold and hang-up" is disabled (→ Page 84). Otherwise, the first call will remain on hold until you receive this prompt after a defined time interval.



Ignoring second call

Prerequisite: You are conducting a call and call waiting is allowed (→ Page 89).

Select and confirm the option shown.

The caller still hears the on-hook signal. You can subsequently Accept, Reject or Deflect the second call.

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

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

A third call would be rejected with the busy signal

If you have disconnected the first call, the ignored second call rings like a normal call.

Rejecting a second call

Prerequisite: You are conducting a call and call waiting is allowed (→ Page 89).

Select and confirm the option shown.

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





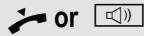
Deflect? ▲

or



Complete Xfer

or



Deflecting a second call

Prerequisite: You are conducting a call and call waiting is allowed (→ Page 89).

Select and confirm the option shown.

If a destination phone number is stored (→ Page 77), you can select and confirm it. The call is deflected.

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

Enter and confirm the destination phone number.

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

Connecting parties

Prerequisite: You have accepted the second call.

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

Connect by hanging up

Prerequisite: Connecting by hanging up is activated (ask your administrator) and "Switch assignment" must be set to "Yes" (→ Page 90).

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

Settings

User

if nec.

Configuration

Incoming calls?

Handling?

Allow call waiting = No

Yes

Save & Exit

Allowing call waiting



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

You can also configure this setting via the web interface → Page 197.

Prerequisite: The option was programmed by your administrator.

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Assuming **Allow call waiting** is generally activated, you can toggle the configured sensor key to switch call waiting on/off (→ Page 75).

Toggling associate

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

You can also configure this setting via the web interface → Page 197.

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter and confirm the User password.

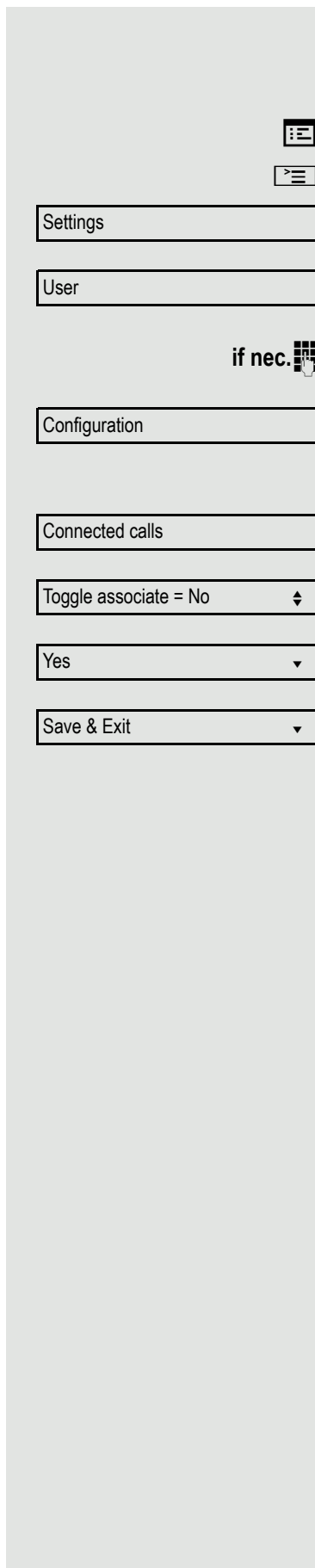
Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.



Transferring a call

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


Blind transfer

Prerequisite: You are conducting a call. The options "Allow Call Transfer" and "Transfer on Ring" were selected (→ Page 92).

Select and confirm the option shown.

Enter the phone number of the second party to whom you want to transfer the call. You can also select and call a subscriber here from a call list or from one of the two phonebooks → Page 105.

Confirm or wait until the autodial delay expires.

 The display returns to idle following successful transfer.

Transferring with consultation

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

Prerequisite: You are conducting a call. The options "Allow Call Transfer" and "Transfer on Ring" were selected (→ Page 92).

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

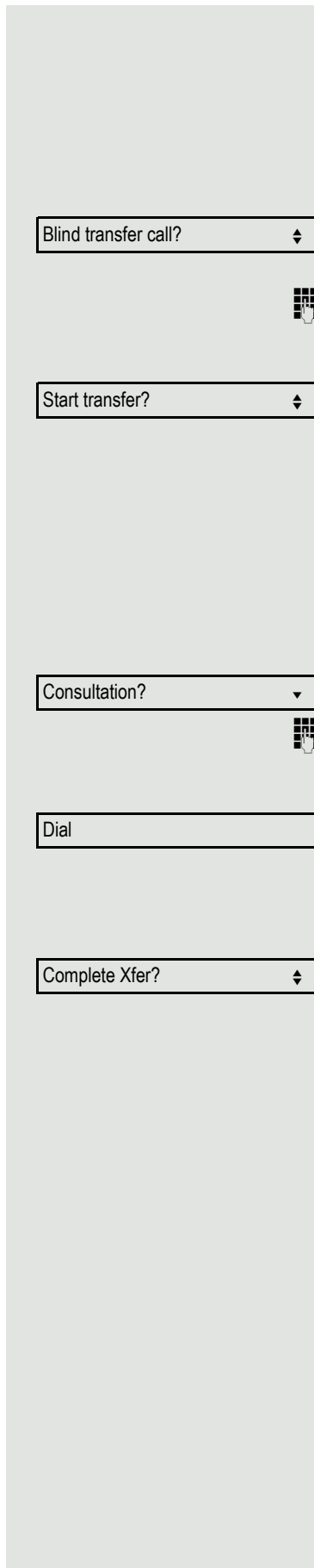
Enter the phone number of the party to whom you want to transfer the call. You can also select and call a subscriber here from a call list or from one of the two phonebooks → Page 105.

Confirm.

If the party answers:


Announce the call you want to transfer.

Select and confirm the option shown.



If the party does not answer:

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

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

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

Allowing call transfer

You can also configure this setting via the web interface → Page 197.

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter and confirm the user password.

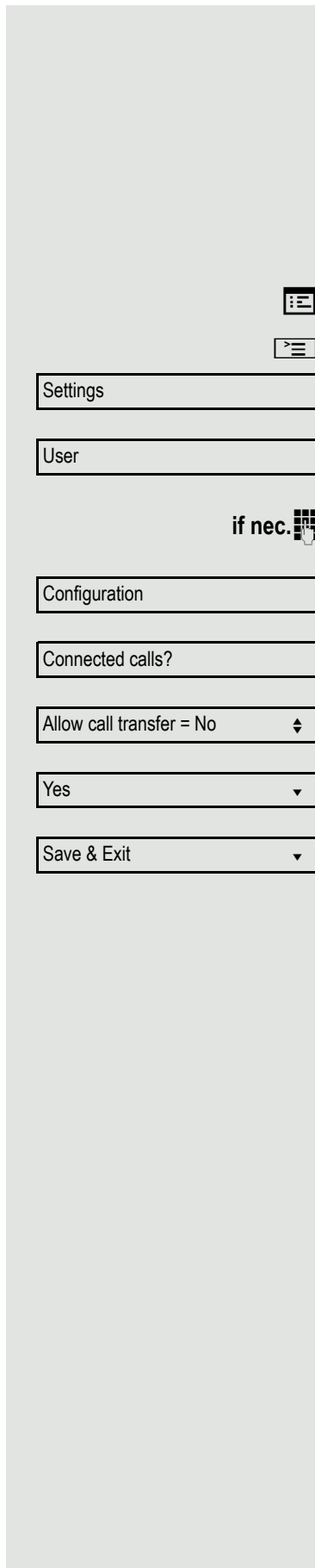
Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.



Allowing "Transfer on Ring"

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

You can also configure this setting via the web interface → Page 197.

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter and confirm the user password.

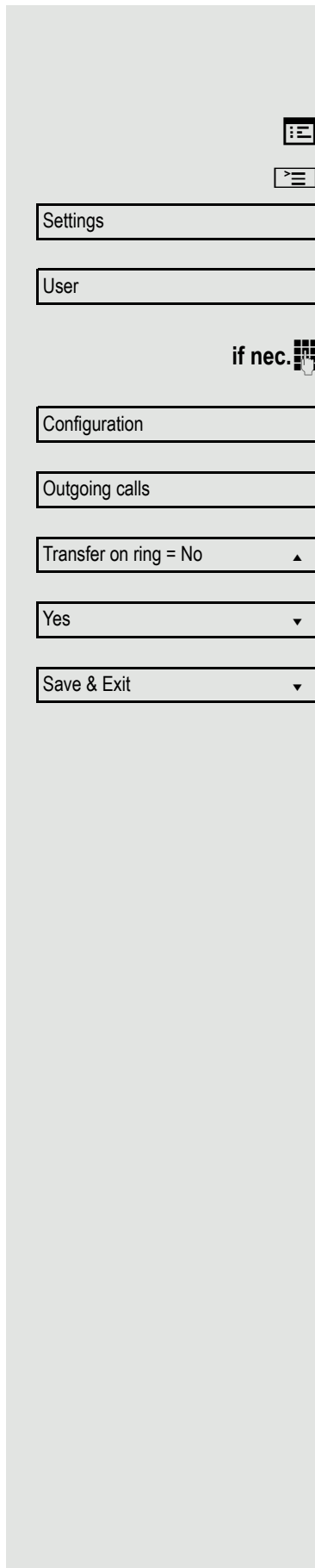
Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Confirm the option shown to activate the callback function.

Select and confirm the option shown.



CTI calls

Beep on auto-answer

Speakerphone mode automatically activates on your phone if you use a CTI application such as Outlook to dial a number when Auto-answer is active. If Auto-answer is not active, the phone rings first and you have to press the loudspeaker key or lift the handset to set up the call. This setting also defines whether or not incoming calls are automatically accepted. If the function is active, an alert beep sounds when an incoming call is automatically accepted.

Information on the operation of the configured CTI application can be found in the corresponding user guide.

You can also configure this setting via the web interface → Page 197.

Prerequisite: The option was programmed by your administrator.

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

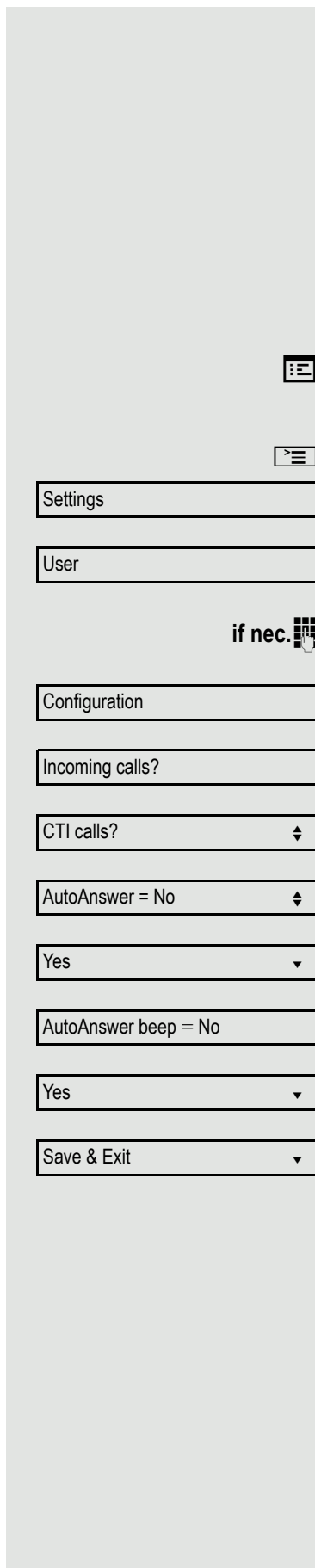
Select and confirm the option shown.

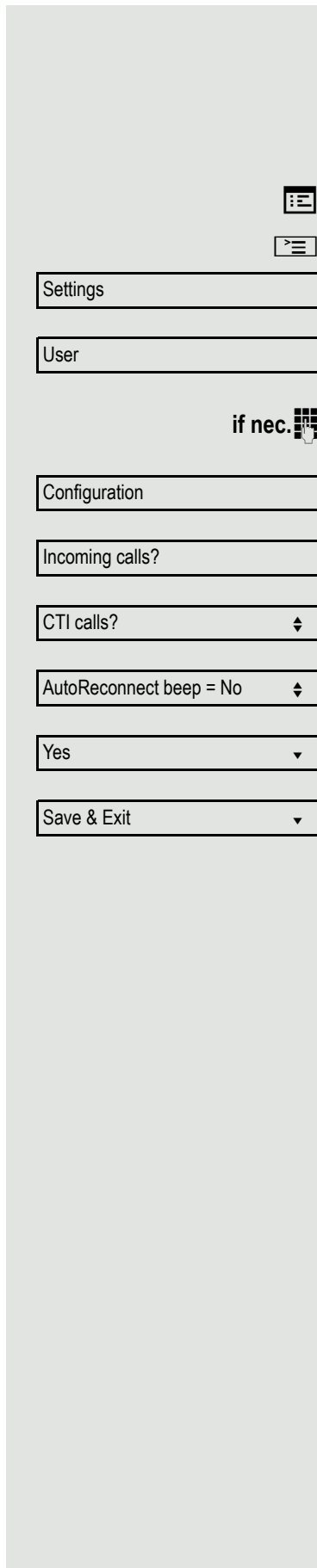
Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.





Beep on auto-reconnect

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

Prerequisite: The option was programmed by your administrator.

You can also configure this setting via the web interface → Page 197.

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Making calls

Dialling with the DDS key

You can program frequently used phone numbers on programmable keys (→ Page 69). If you press a direct destination selection key briefly, the associated contact or phone number appears and dialling is initiated.

Prerequisite: A direct destination key is programmed → Page 69.

Press the programmed DDS key. Dialling is initiated.

Calling a subscriber from the local phonebook

Press the key shown.

Confirm the option shown.

Press the configured key "Personal" for the local phonebook (→ Page 69).

Select and confirm the required subscriber.

Confirm the option shown. The phone number associated with the subscriber is dialled.

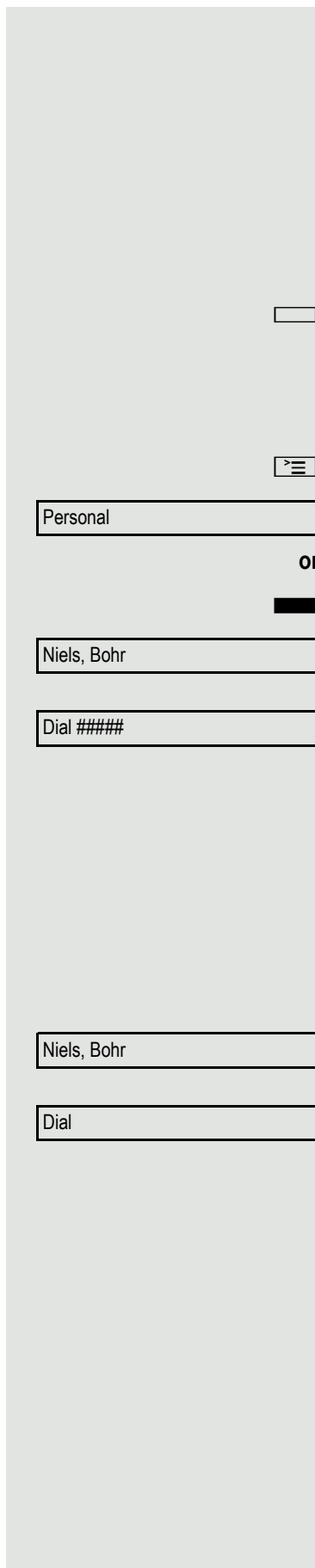
Detailed information on the local phonebook and on searching for subscribers can be found from → Page 105.

Calling a subscriber from the corporate directory

Prerequisite: You have found and selected a subscriber in the corporate directory → Page 108.

Confirm the subscriber.


Confirm the option shown. The connection is set up.



Dialling a phone number from a list

The following call lists are available in the "Calls" directory:

- Missed
- Dialed
- Received
- Forwarded

 For a detailed description of the call lists, see → Page 27. Pay attention to the notes on → Page 112.

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the appropriate list entry.


The phone number associated with the list entry is dialed. If you have not already lifted the handset, conduct the call now in speakerphone mode.


Using autodial delay


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

- when dialling in idle mode
- Consultation
- when transferring an answered call.

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


- Pressing the key . This always works.
- lifting the handset. This only works if the phone number was entered when the phone was idle or if it was entered for a consultation call when the handset was off hook.
- pressing the loudspeaker key. This only works if the phone number was entered when the phone was idle and the loudspeaker key was not lit or if the phone number was entered for a consultation call and the loudspeaker key was not lit.

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

 Automatic dial delay does not work if you are using a dial plan and **Immediate dialling** is configured (see → Page 45). The number is automatically dialed as soon as the string entered matches an entry in the dial plan.



Settings for autodial delay

 The setting does not affect automatic emergency number dialling.

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

You can also configure this setting via the web interface → Page 197.

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter and confirm the user password.

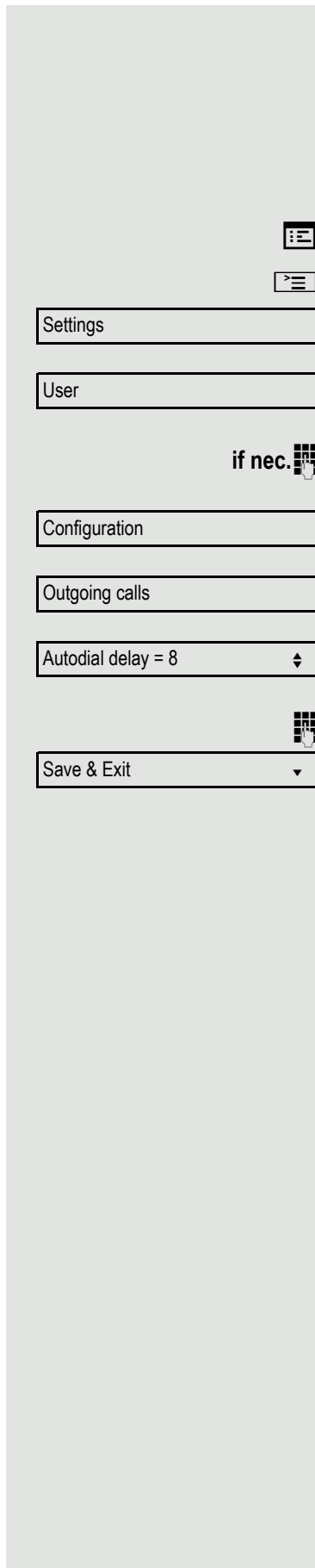
Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter a value in the input mask and confirm.

Select and confirm the option shown.



Allowing "Busy When Dialling"

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

You can also configure this setting via the web interface → Page 197.

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter and confirm the user password.

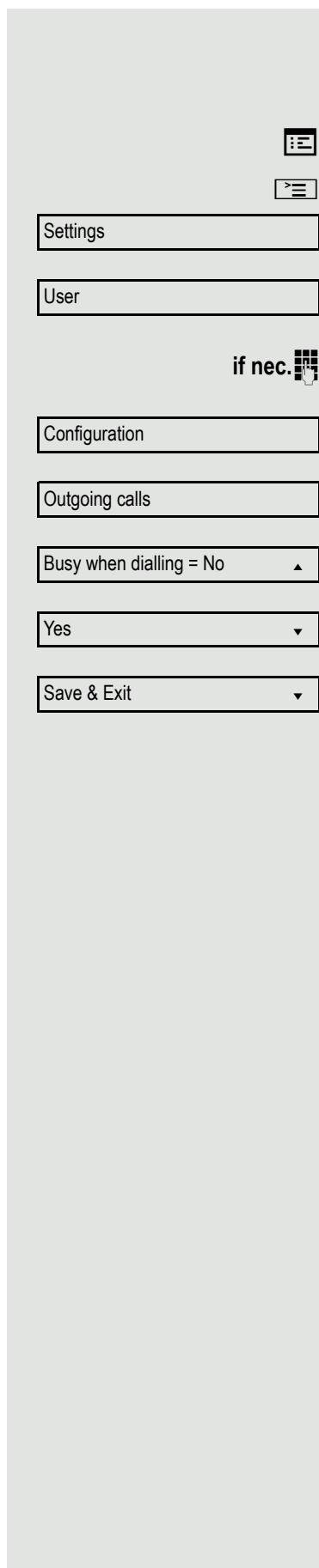
Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.



Conference

Local conference

This type of conference is also referred to as a three-party conference. It involves up to three participants.

Prerequisite: You are conducting a consultation call → Page 47 or have accepted a second call → Page 86, and the conference function is active → Page 101.

Initiating a local conference

Select and confirm the option shown in the menu. You are connected to both parties at once. Alternatively you can press an already configured **Conference** key.

Conducting one-on-one calls

On the display, select and confirm the first connection you want to clear down.

On the display, select and confirm the second connection you want to clear down.

Select and confirm the option shown. You are now involved in a one-to-one call with the remaining call party.

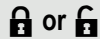
Conference?

1: Party

or

2: Party

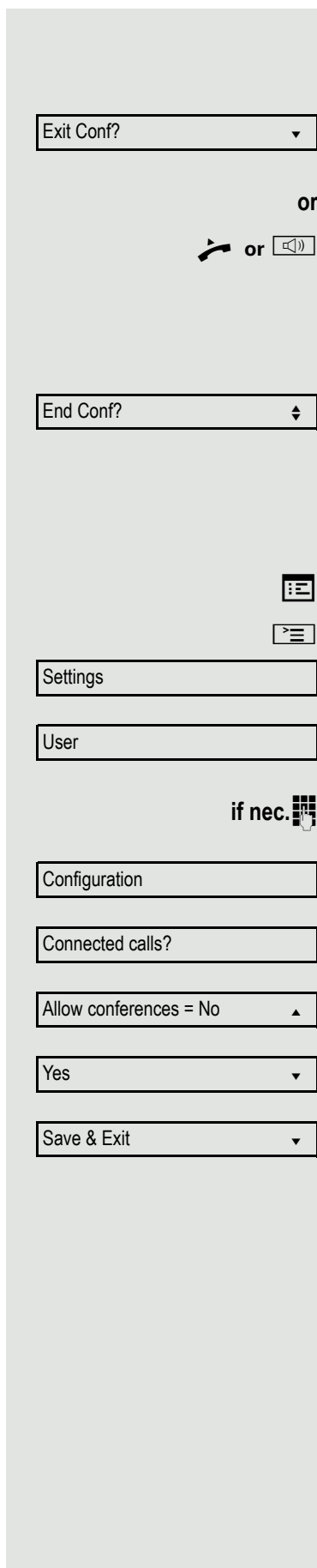
Disconnect?



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

The entire conference is nonsecure if the connection to at least one of the parties is not secure (see also → Page 32).

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



Ending a local conference

Prerequisite: The "Allowing joining in a local conference" → Page 102" function is activated.

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

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

Disconnecting a party

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

Allowing a local conference

This option allows or blocks the "Conference" function.

You can also configure this setting via the web interface → Page 197.

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Allowing joining in a local conference

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

You can also configure this setting via the web interface → Page 197.

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.





Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

The screenshot shows a vertical menu on a light gray background. At the top right, there are two small icons: a grid icon and a key icon. Below these are several menu items, each in a rectangular box with a thin border:

- Settings
- User
- if nec. 
- Configuration
- Connected calls?
- Allow exit conf = No 
- Yes 
- Save & Exit 

System-based conference

This type of conference is also referred to as a large conference. It can include from three up to a maximum of 16 parties (depending on the configuration in OpenScape Voice).

Prerequisite: You are conducting a consultation call → Page 47 or you have accepted a second call → Page 86, and the "System conference" feature was configured by your administrator.

Establishing a conference

Select and confirm the option shown in the connection's context menu. You are connected to the first two parties at once. The conference is displayed with the current participants. You can now:

- initiate a consultation call
- put the conference on hold
- leave the conference.

Conducting a consultation call

Select and confirm the option shown in the "Conference" context menu. If the party answers, you can:

- toggle between the party and the conference
- connect the consultation call to another called party
- end the consultation call and return to the conference
- add the consultation call party to the conference.



If you intend to include the consultation call party in the conference, you can also use the "Add to conference" option instead of the "Consultation" option.

If you want to use a **call list** or one of the phonebooks for the consultation call, select **Hold** instead of Consult (or Add to conference) in the context menu and/or press the **Hold** key and then open a required call list (→ Page 112) or one of the phonebooks (→ Page 105/→ Page 108).

Alternatively you can also open a call list or a phonebook without using the **Hold** functions – the conference is automatically placed on **Hold**.

Conference? ▾

Consult? ▾



Conference? ▾

Add party

Prerequisite: You are conducting a consultation call and the conference is on hold.

Select and confirm the option shown in the consultation call's context menu. The party is added to the conference. Only the conference and all current participants are now displayed. You can scroll through the list of participants.



You can also use an already configured **Conference** key instead of the Conference option in the context menu.

Hold? ▾

Putting the conference on hold

Select and confirm the option shown in the "Conference" context menu. The conference is placed on hold and you can consult with someone in your office, for instance.

Exit Conf? ▾

Leaving a conference

Select and confirm the option shown in the "Conference" context menu. You are disconnected from the conference call and can dial another number, for instance. The other call partners remain connected.

Phonebooks and call lists

Personal directory

The personal directory is restricted to 100 entries. If you have configured a key for the local personal directory, you can also open the phonebook using this key (→ Page 69).

Creating a new contact

You can create contacts more conveniently via the web interface → Page 197.

Press the key shown.

Confirm to open the local phonebook.

Select and confirm the option shown.

Fill in the three fields

- Last name
- First name
- Number

accordingly.

Select and confirm to save the phonebook entry.

Editing a contact

You can edit contacts more conveniently via the web interface → Page 197.

Press the key shown.

Confirm to open the local phonebook.

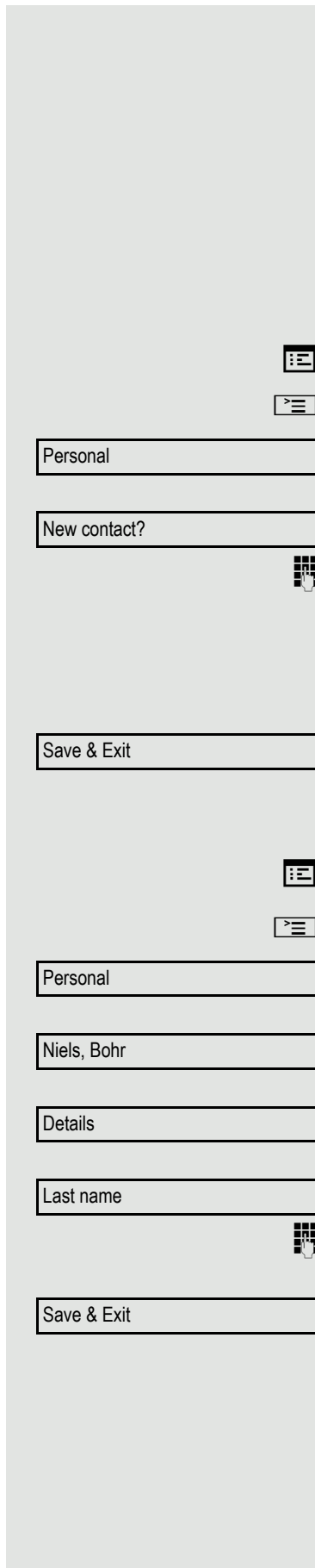
Select and confirm the relevant entry.

Select and confirm the option shown.

Select and confirm the Last name field, for example.

Change and confirm.

Select and confirm the option shown.



Deleting a contact

You can delete contacts more conveniently via the web interface → Page 197.

Press the key shown.

Confirm to open the local phonebook.

Select and confirm the relevant entry.

Select and confirm the option shown.

Confirm the option shown.

or

Select and confirm to cancel the process.

Deleting all contacts

You can delete contacts more conveniently via the web interface → Page 197.

Press the key shown.

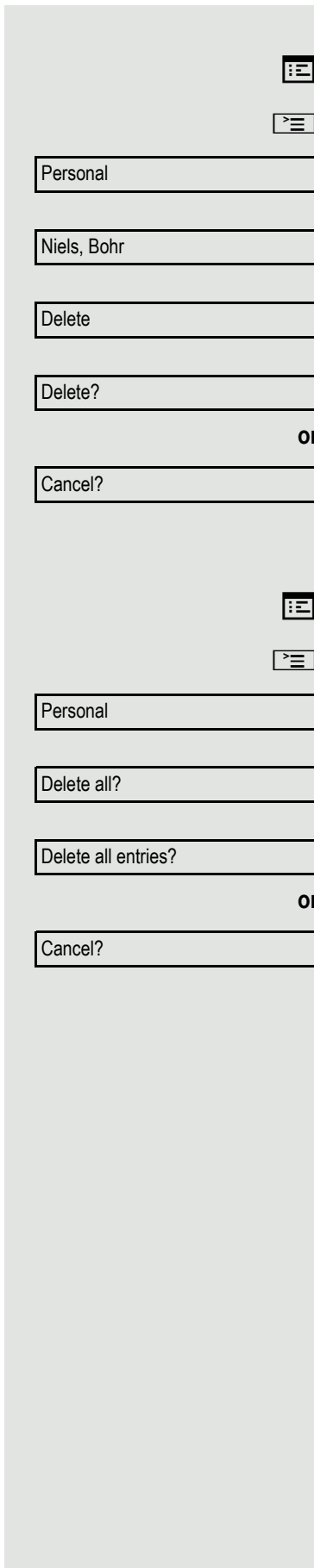
Confirm to open the local phonebook.

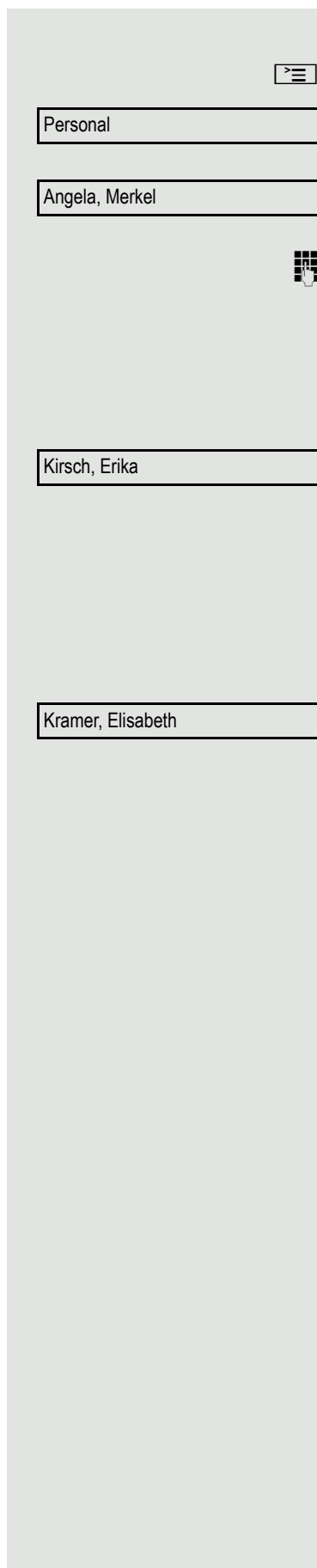
Select and confirm the option shown.

Confirm the option shown.

or

Select and confirm to cancel the process.





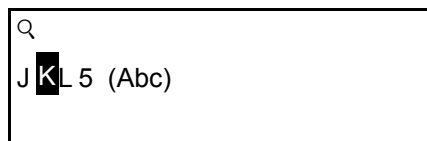
Searching for a contact

Press the key shown.

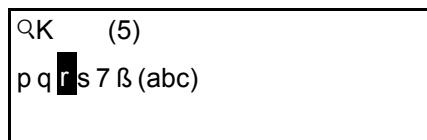
Confirm to open the local phonebook.

The last entry used is displayed on the screen.

Enter the initial letter of the name you are searching for, for instance K.



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



The first name found with the initial letters Kr is displayed.

You can also browse the phonebook with the navigation keys until you find the required subscriber → Page 18.

Corporate directory

The corporate directory is an LDAP database. It can be accessed via your network if access has been configured correctly by administrator.

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

Searching for a contact

Press the key shown.

Select and confirm to open the corporate Phone book "Corporate".

Press the configured "Corporate" key for the corporate directory (→ Page 69).

Select and confirm the option shown.

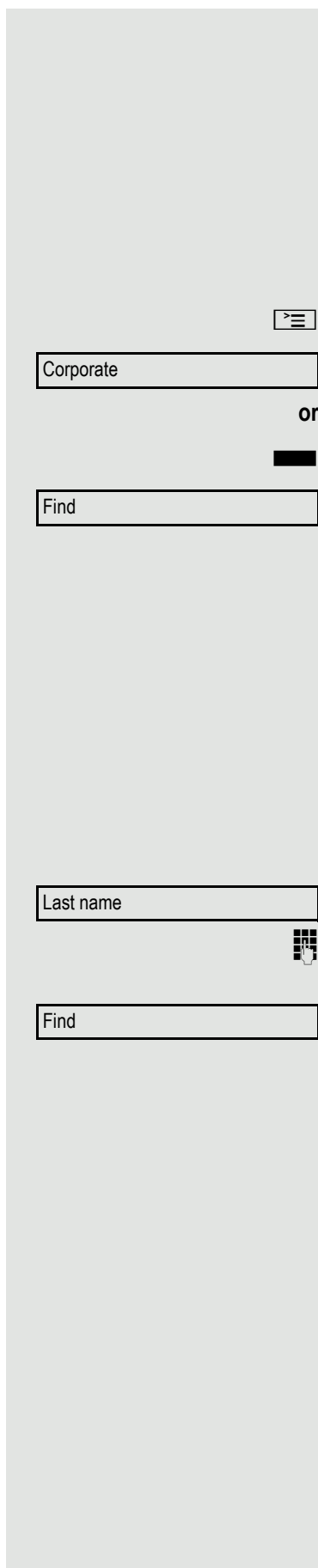
The following 11 search fields can be used:

- Last name
- First name
- Business 1
- Business 2
- Mobile
- Private
- Company
- Address 1
- Address 2
- Job function
- Email

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

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

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



Enhanced editing functions in the phonebook

Viewing entries

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

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

Resetting the search fields

Prerequisite: The search fields are listed.

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

Defining a qualifier before a search

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

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

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

Select and confirm the desired qualifier.

Select and confirm to exit the list.

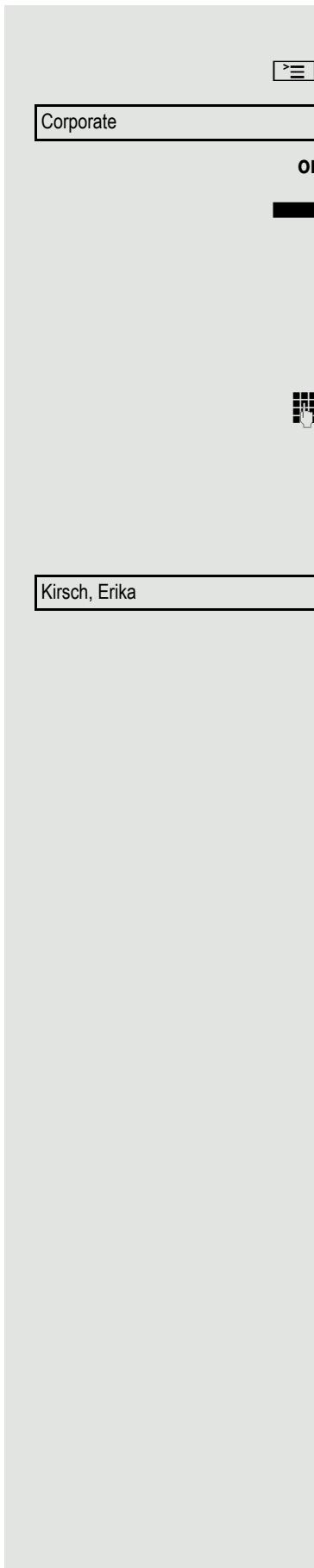
Details

Delete

Qualifier

▲ ▼ OK

Back

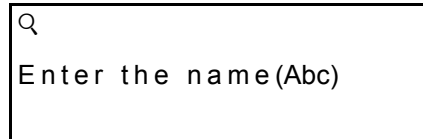


Quick search

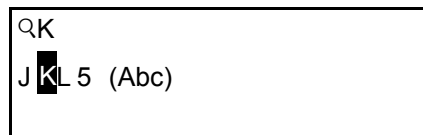
Press the key shown.

Select and confirm to open the corporate Phone book.

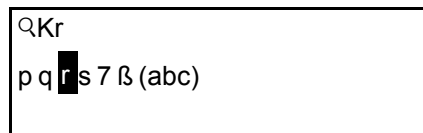
Press the configured "Corporate" key for the corporate directory (→ Page 69).



Enter the initial letter of the name you are looking for, for instance "K".



If you do not enter any further characters, all available names with the corresponding initial letter are listed after a predefined period of time or after confirming with the key.



You can restrict the output by entering the second or other letters. The key is used to switch between letters and numbers. You can use the keys to delete individual characters again.

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

Rule list:

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

You enter these characters by selecting the special characters.

Quick search using parts of a search string

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

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

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



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

Call lists

For a detailed description of the different call lists, see → Page 27. The function must be activated in order to view and manage call lists → Page 113, otherwise the menu option "Call Log" is not offered..

Dial entry



Call Log ▲

Missed ▼

Niels, Bohr 13:22



Call Log ▲

Dialled ▼

Delete All ▼

Press the key shown.

Select and confirm the option shown.

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

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

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

Delete all entries

Press the key shown.

Select and confirm the option shown.


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

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

Call logging

Activating/deactivating the call journal

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

 When you deactivate the call journal, please note that the customary last number redial function will also be affected by this. You can then no longer redial the last number dialled → Page 46.

You can also configure this setting via the WBM interface → Page 197.

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter and confirm the User password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.


Select and confirm the option shown.

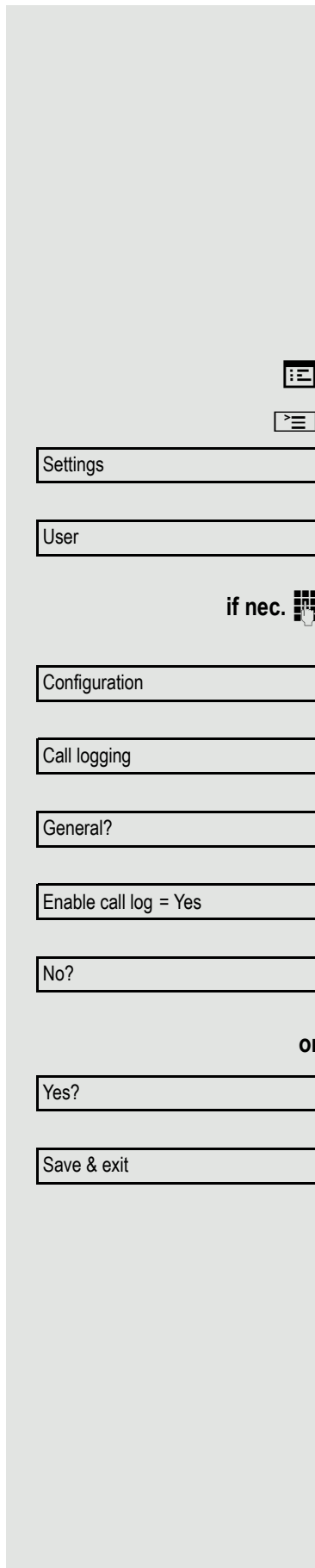
Select and confirm to disable the call journal. The message "Call Log is disabled" is displayed.

or

Select and confirm to enable the call journal again.

Select and confirm the option shown.

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



Logging missed calls

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

- Answered elsewhere
- Delete entry

All missed called intended for this line are logged and new missed calls are displayed. If the "Exclude" option is selected for "Answered elsewhere", missed calls for this line that were answered either by other subscribers in the group or with "Directed pickup" are neither displayed nor logged (see also → Page 39). The "Exclude" setting is recommended if groups are set up.

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

You can also configure this setting via the WBM interface → Page 197.

Press the key shown.

Select and confirm the option shown.

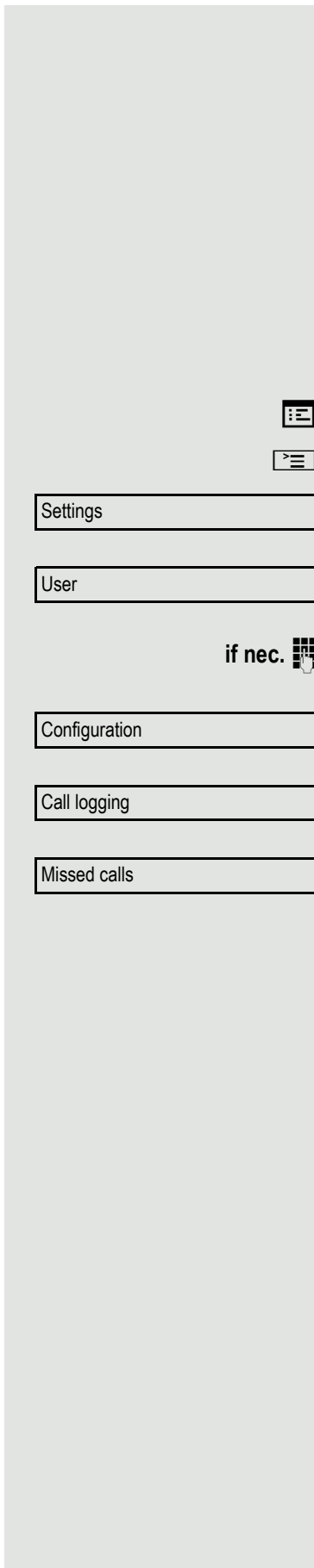
Select and confirm the option shown.

Enter and confirm the User password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.



Answered elsewhere = Include

Exclude?

Save & exit

Delete entry = When called

Manually?

Save & exit

Displaying missed calls that were answered elsewhere

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

Select and confirm the option shown.

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

Select and confirm the option shown.

Deleting missed calls when called

Select and confirm the option shown.

Confirm to delete entries manually when called.

Select and confirm the option shown.

Making calls with multiple lines

You can use your OpenStage 20 E as a multi-line phone. If you have any questions regarding how to configure your OpenStage phone as a multi-line phone, please contact your administrator.

The following is a description of the telephony scenarios for multi-line phones. To facilitate comprehension, you should familiarise yourself with the enhanced telephony application and how to use the line keys beforehand. You can make further individual settings for your multi-line phone. Refer to the following sections for a detailed description of the individual components:

- Introduction to multi-line phones → Page 13
- Lines and line keys → Page 20

Incoming calls

Depending on your individual settings, you will be notified of incoming calls → Page 174.

Accepting calls for the primary line

In this case, the telephone behaves in the same way as a single-line telephone. See → Page 32 and → Page 77.

Accepting calls for secondary lines

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

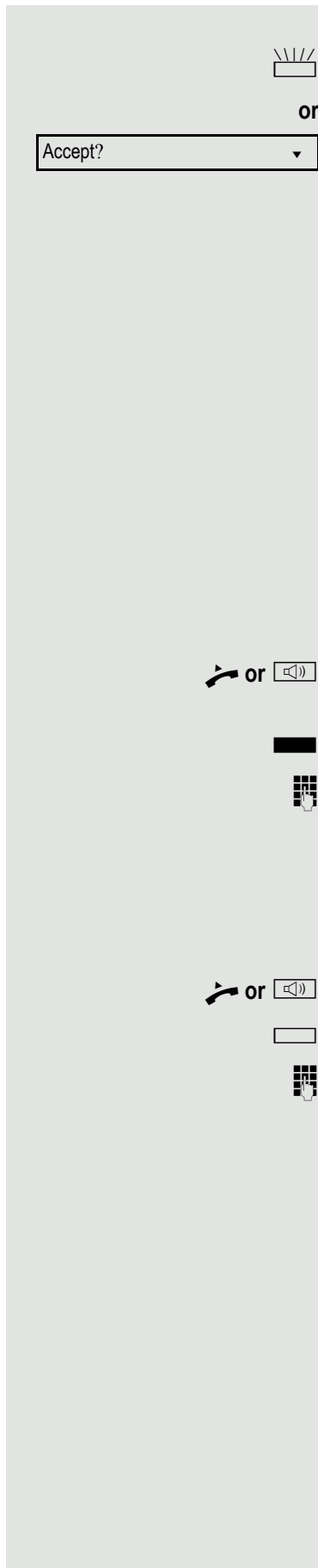
Using the handset

Lift the handset.

Conduct call.



The line used for the ringtone is selected automatically. If there are calls on several lines, you are connected with the line that has been ringing the longest.



Using the line keys


Press the flashing line key. Speakerphone mode.

Confirm. Speakerphone mode.

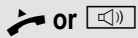
Making calls

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

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

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

Manual trunk seizure



Lift the handset or press speakerphone key.



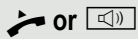
Press the required line key.



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

Automatic trunk seizure

Prerequisite: Your administrator has configured automatic trunk seizure.



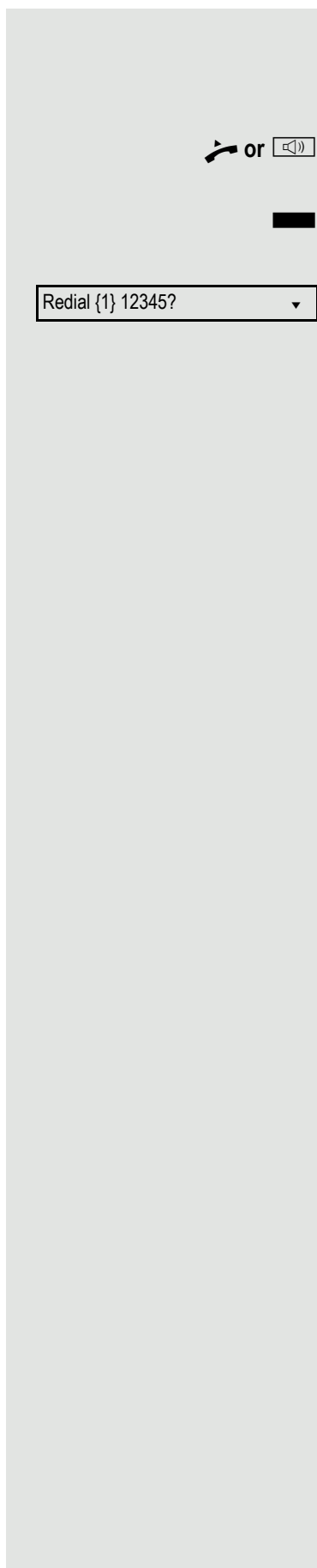
Lift the handset or press speakerphone key.



The line defined during configuration is seized.



Enter the station number. The connection is set up.



Dialling the last dialled number

The last phone number dialled on your phone – regardless of the line – is offered to you for redialling.

Lift the handset or press speakerphone key.

Press the required line key (→ Page 117).

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

Confirm. The connection is set up.

Forwarding calls for primary line

The call forwarding can only be activated for the primary line. Which call forwards are possible, how they are configured and activated can be found from → Page 54.

Call forwarding information

Prerequisite: Your administrator has activated "Forwarding shown".

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

- Who is calling
- The forwarding destination.

During calls


Making and receiving calls on a single line

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

- Redial → Page 46
- Consultation → Page 47
- Alternate → Page 48
- Callback → Page 51
- Hold → Page 81
- Call waiting (second call) → Page 86
- Transferring a call → Page 91
- Conference → Page 100

Functions available exclusively for the primary line:

- Call lists → Page 27
- Voicemail → Page 27
- Call forwarding → Page 54
- Do not disturb → Page 136

 Depending on your individual settings, you will be notified of incoming calls → Page 173.

Making and receiving calls with multiple lines


Accepting a waiting call

 Depending on the settings for "Rollover", you will be notified of incoming calls → Page 134.

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

Call on line 1.

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

 All multi-line users that share the line on which the call is being held (→ Page 20) can now pick up the held call. To prevent other users from answering the held call, you must place the call on "Consultation" hold → Page 47.

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

Conduct call on line 2.

End call on line 2.

Press line key for line 1.

Retrieve call on line 1.



Putting a line on hold

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

Prerequisite: You are conducting a call.

Press the call-line key.

- The LED line key flashes.
- The LED line displays the hold status on all multi-line phones to which the line is connected.
- On phones connected to the line, a user can press the relevant line key and accept the held call.

During a consultation call or after accepting a waiting call the hold function cannot be used.



Lines with hot or warm line function

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

The function is activated when on

- **The Primary line**
you pick up the phone's handset or press the line or loudspeaker key
- **the secondary line**
you press the line key.

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

Examples:

- The phone in the lift immediately dials the reception number.
- The phone at a patient's bed dials the ward number e.g. after a minute if no other number is dialled.

Entering a number for the hot and warm line function

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

You can also configure this setting via the web interface → Page 197.

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter and confirm the User password.

Select and confirm the option shown.

Select and confirm the option shown.

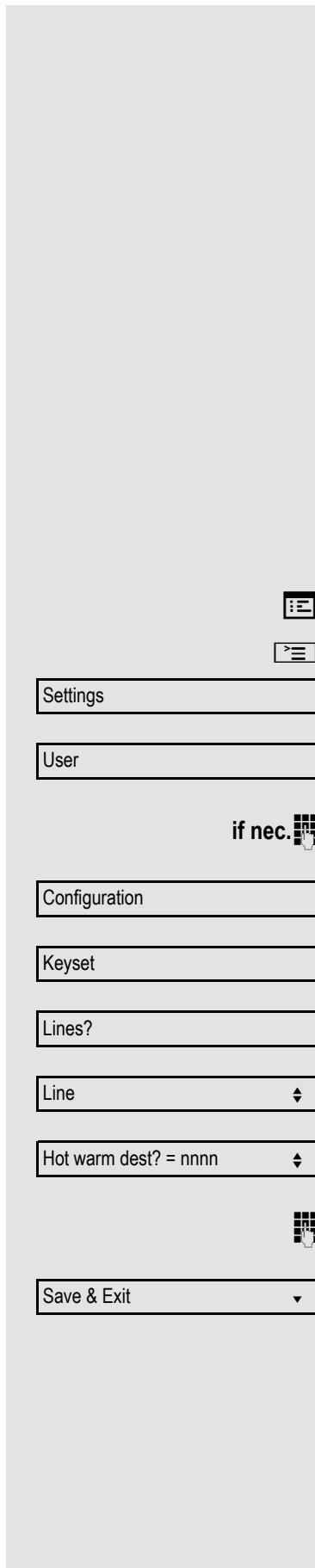
Select and confirm the option shown.

Select and confirm the line you want.

Select and confirm the option shown.

Enter and confirm the destination.

Select and confirm the option shown.



Connecting

A station of a line trunk group is on a call. Its primary line is configured as a secondary line on your phone. This line now has the status "busy." You can connect to the call by pressing the illuminated key for this line (see also → Page 20).

Prerequisite: A secondary line is set up on your multi-line phone, the option to connect to the call is activated for your phone and "system-based conference" is set up for your system (→ Page 103).

If a preview is set up and activated for the relevant line (→ Page 133), you have to press the line key a second time following the preview in order to connect.

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



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



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

You can now:

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

Direct station selection keys


Apart from line keys, administrator can also configure direct station selection (DSS) keys. You can use a DSS key to call an internal station directly, pick up calls for this station or forward calls directly to it.

Calling a station directly

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

Calling from the idle menu


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

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

Consultation with the DSS station

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

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

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

Call pickup

You can pick up calls for another DSS station. If a call is waiting on their line, the LED flashes.

Indirect pickup

Prerequisite: The auto-answer function must be deactivated → Page 94.

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

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

Rejecting a call

Prerequisite: administrator must activate the reject option for DSS keys and auto-answer must be deactivated → Page 94.

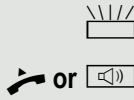
Press the DSS key. The call is routed to your primary line and rings.

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

Direct pickup

Prerequisite: The auto-answer function must be activated → Page 94.

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



Reject



Deflecting a call to a DSS station

Prerequisite: The deflect function must be approved for DSS keys. For information on the current setting, see → Page 78.

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






Your phone rings and a line key flashes.



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

LED display on DSS keys

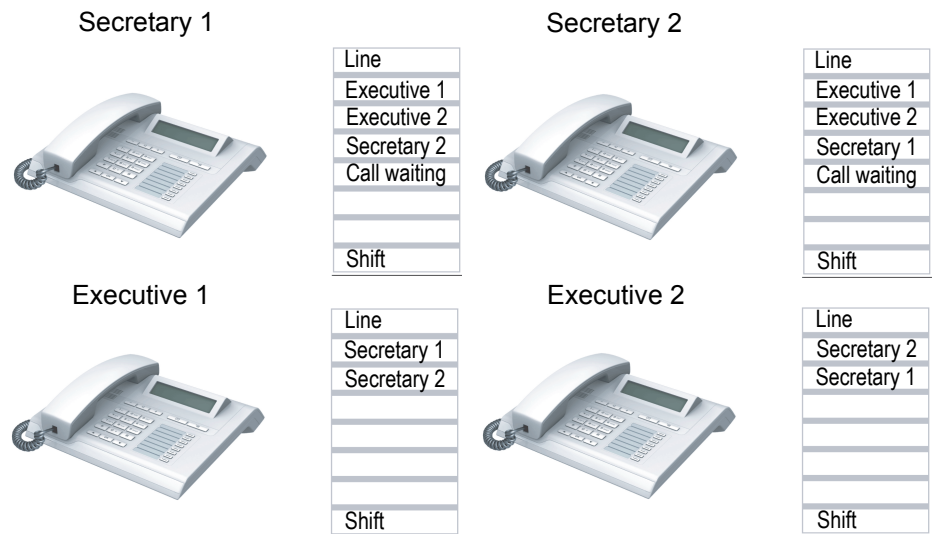
DSS Key	Explanation
	Off: The line is in idle mode.
	Flashes: You can accept a call for the DSS station via the key. The call is routed to your primary line when the call is accepted.
	Illuminates: The line is busy. Provided that second call is activated you can still reach the DSS station via the key.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

Making calls in an executive-secretary team

An executive-secretary team is configured by the relevant administrator and may include up to four executive and up to two secretary telephones.

Sample scenarios

This example assumes that two executive and two secretary phones are configured. Calls for the executives are forwarded immediately to the respective secretary phone. A secretary then connects the call with or without consultation to the responsible executive using the direct station selection key.



Prerequisites:

The following call forwards are configured (→ Page 54):

- For All calls from Executive 1 to Secretary 1
- For All calls from Executive 2 to Secretary 2
- Forward on Busy and forward on No reply from Secretary 1 to Secretary 2
- Forward on Busy and forward on No reply from Secretary 2 to Secretary 1

"Allow call waiting" should be activated on the secretaries' phones (→ Page 89). This function can optionally be activated and deactivated using a key if a key has been configured for it.

Line and direct station selection keys have been configured by administrator and "Transfer on hangup" and server features have been activated.

Accepting a call

Incoming calls for the executives should be forwarded immediately to the assigned secretary and answered there.

Accepting calls at the secretary phone

An incoming call for "Executive 1" rings at the assigned "Secretary 1".

The line key of the "Secretary 1" phone flashes.



The "Secretary 1" direct station selection key on the "Executive 1" phone also flashes.



Press the line key to answer the call. The station answers. The line key flashes **rapidly**.



The "Secretary 1" direct station selection key on the "Executive 1" phone illuminates.

Early call pickup by Executive 1

An incoming call for "Executive 1" rings on "Secretary 1". The "Secretary 1" direct station selection key on the "Executive 1" phone flashes. The "Secretary 1" has not yet answered the call. Before the call is forwarded to "Secretary 2", "Executive 1" picks up the call early.



Press the "Secretary 1" direct station selection key on the "Executive 1" key to answer the call.



If for example a call for "Executive 2" on "Secretary 2" is not answered, "Secretary 1" or "Executive 1" can pick up the call early

Forward to Secretary 2

An incoming call for "Executive 1" rings at the assigned "Secretary 1". The call is **not** answered. After a specified period the call is forwarded to "Secretary 2". The line key of the "Secretary 2" flashes and it rings.

Press the line key on the "Secretary 2" phone to answer the call. The station answers. The "Secretary 2" direct station selection key on the "Executive 1" phone illuminates.



If "Secretary 1" is busy, the call is forwarded immediately to "Secretary 2" if:

- a consultation call is being made or
- "Allow call waiting" is deactivated.

Second call

If "Secretary 1" receives a second call, this can be accepted, ignored, forwarded or rejected. Detailed information on this can be found from → Page 86.

If the second call is ignored, it is forwarded to "Secretary 2" after a certain period of time.

If the second call was answered, it can be forwarded using consultation or the direct station selection keys.

Connecting a call

If e. g. the "Secretary 1" answered a call, it can forward the call using the direct station selection keys to the following telephones:

- Executive 1
- Executive 2
- Secretary 2.

The following examples show connections to "Executive 1".

Connecting with consultation

Press the DSS "Executive 1" key. "Executive 1" answers. Announce the call.

Hang up or press the loudspeaker key.



You can also select "Complete Xfer" from the context menu.

Connecting without consultation

Press the DSS "Executive 1" key. "Executive 1" does not answer.

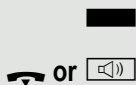
Select and confirm the option shown in the pop-up menu.

Hang up or press the loudspeaker key. The "Executive 1" phone rings.

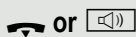
If "Executive 1" does not answer the call, a callback (see also → Page 91) will ensue after a configured time.

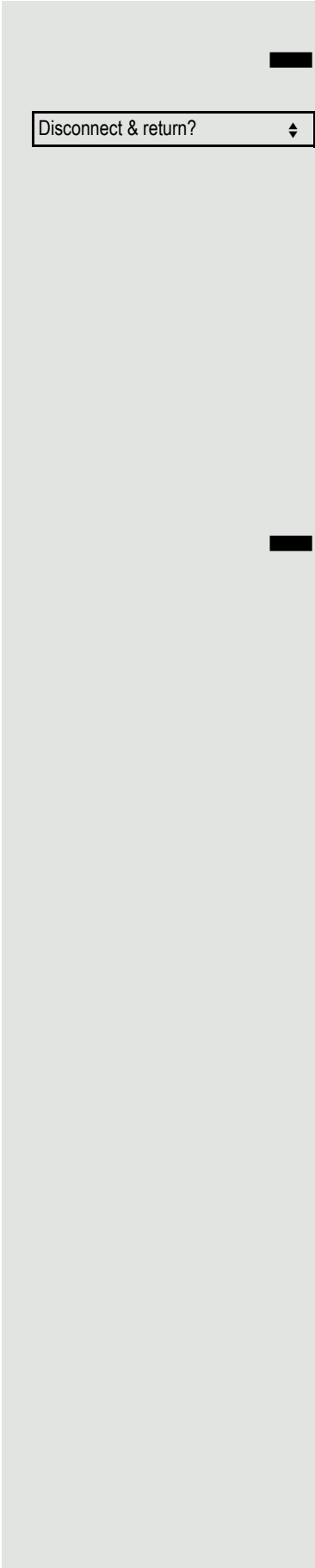


The "Executive 1" direct station selection key on the "Secretary 1" phone illuminates.



Complete transfer





Disconnect & return?

Consultation without connecting

Press the DSS "Executive 1" key. "Executive 1" answers. Transferring is **not** required. The "Secretary 1" takes the call back


Select and confirm in the options menu. The "Secretary 1" is reconnected with the caller.

Toggle, disconnect or conference

During a consultation call "Secretary 1" can toggle between "Executive 1" and the caller, can initiate a conference or disconnect one of the two call parties. More on this subject can be found on pages → Page 48 and → Page 100.

DSS keys can be used

These keys are configured in such a way that every phone can be reached by every phone in the group. The DSS keys are also used for consultation calls.



Press a team member's DSS key. The relevant phone rings and the party answers.

Settings for MultiLine (keyset)

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

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

Setting the time for a delayed ringer

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

You can also configure this setting via the web interface → Page 197.

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter and confirm the User password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

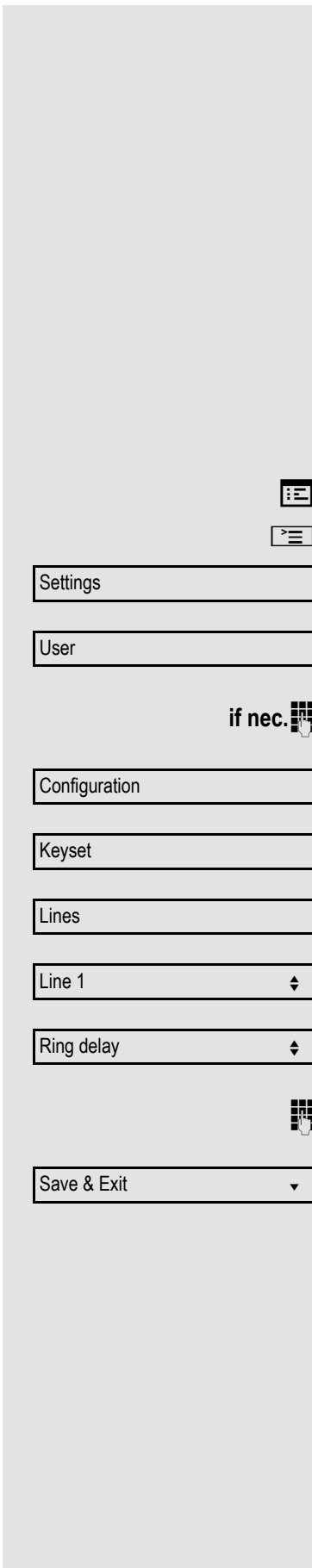
Select and confirm the required line (for example, line 1).

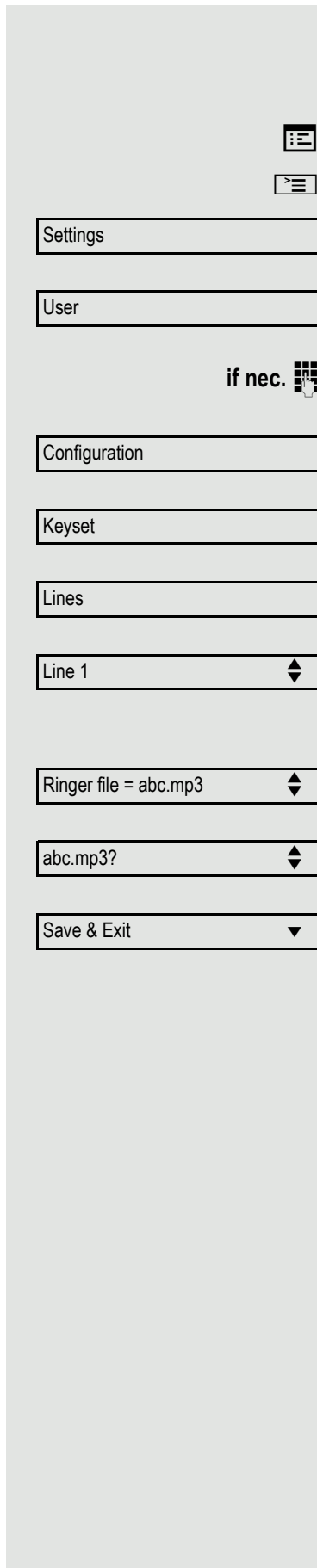
Select and confirm the option shown.

Enter and confirm a delay value.

Select and confirm the option shown.

You can activate and deactivate the set delay time for all line keys using a function key → Page 75.





Setting the ringtone for lines

If special ringtones have been configured by service personal for lines, you can adjust these here to suit your requirements.

You can also configure this setting via the WBM interface → Page 197.

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter and confirm the User password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

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

Selecting the ringer

Select and confirm the option shown.

Confirm the option shown. Select the required ringtone file¹ or pattern. You will immediately hear the associated ringer melody. Confirm the current ringtone file.

Select and confirm the option shown.

1. The phone displays the current setting.

Ringer melody=2

Save & Exit

Ringer tone sequence=2

Save & Exit

Selecting the pattern melody

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

Select and confirm the option shown and then select the required pattern melody¹ between 1 and 8 (e.g. **4**). You will immediately hear the corresponding Ringer melody. Confirm the selected Ringer melody.

Select and confirm the option shown.

Selecting the pattern sequence

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

Select and confirm the option shown and then select the required Ringer tone sequence between 1 and 6 (e.g. **2**). You will immediately hear the set Ringer melody with the selected Ringer tone sequence. Confirm the selected setting.

Select and confirm the option shown.

Line preview

Prerequisite: You are already on a call on one line and a further call rings on a secondary line. You have programmed a key with the "Preview" function → Page 69.

Preview for a call

Prerequisite: Your administrator has deactivated the permanent preview function.



Press the "Preview" key. The key illuminates. The preview function is temporarily activated.



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

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

Permanent preview

Prerequisite: Your administrator has activated the permanent preview function.



Press the "Preview" key. This way the preview for all lines with "preview mode" remains active until you press the "Preview" key again.



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

Rollover for a line

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



Only the relevant line key blinks.

or



You hear a **special advisory tone** via the currently active microphone and the corresponding line key blinks.

or



The **ringer melody set sounds briefly** (approx. 3 seconds) via the loudspeaker and the corresponding line key blinks.

or



You hear a short **notification tone**



The ringer melody is not played in speakerphone mode.



The telephone rings using the configured call signal, the corresponding line key blinks, and a pop-up menu containing the available information is displayed.

Privacy/security

Activating and deactivating the ringer

Activating and deactivating the ringer permanently or setting to beep

If you do not want to be disturbed by the phone ringing for an incoming call, you can deactivate the ringer permanently or set it so that you are only advised of a call by a beep every 25 seconds. You can also configure the settings while the phone is ringing.



Hold down the key (approx. 2 seconds) until the "Ringer off" icon appears on the status bar on the display (→ Page 24).

The ringtone is deactivated.



To switch the function off again, hold down the key until the "Ringer off" icon disappears from the status bar on the display.

You can also switch the function on and off using the option in the idle menu.

Select and confirm the option shown.



Setting the ringer to a beep



Hold down the key (approx. 3 seconds) until the "Beep" icon appears on the status bar on the display (→ Page 24). You will hear a short beep every 25 seconds for as long as the caller stays on the line.



To switch the function off again, hold down the key until the "Beep" icon disappears from the status bar on the display.

or

Deactivating the ringtone with a key

Prerequisite: The "Ringer off" key must be programmed (→ Page 69).



Press the "Ringer off" key.

An incoming call is signalled by a single ringtone burst.



Press the illuminated key once more to deactivate the "Ringer off" function. The beep cannot be set using the key.

Deactivating the ringer temporarily for incoming calls and reactivating it

If you are disturbed on an important call by the phone ringing, for example, you can deactivate the ringer temporarily and then activate it again.



Press the key briefly. The ringer is deactivated.



Now press the key again briefly. The ringer is reactivated.

Do not disturb

If "Do not disturb" is activated, your telephone will not ring. The caller hears the busy tone or an announcement that the called party cannot accept any calls at the moment.

Do not disturb can be activated and deactivated by means of a specially programmed key or also from the idle menu.



On multi-line telephones (→ Page 13) you can only activate the "Do not disturb" function for your primary line.

Prerequisite: A programmable key is assigned the function "Do Not Disturb" (see → Page 69). "Do not disturb" must be activated (→ Page 137).

Enabling do not disturb via a key



Press the programmed "DoNotDisturb" key.



Press the illuminated key once more to deactivate the "Do not disturb" function.



You can also use the key to activate the "Do not disturb" function during a call or deactivate it when an incoming call is being signalled.

or

Enabling do not disturb via the idle menu

Do not disturb on

Select and confirm the option shown in the idle menu. The "Do not disturb" icon appears → Page 24.

or.

Do not disturb off

Select and confirm the option shown. The do not disturb icon is deleted.

Allowing "Do not disturb"

You can also configure this setting via the web interface → Page 197.

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

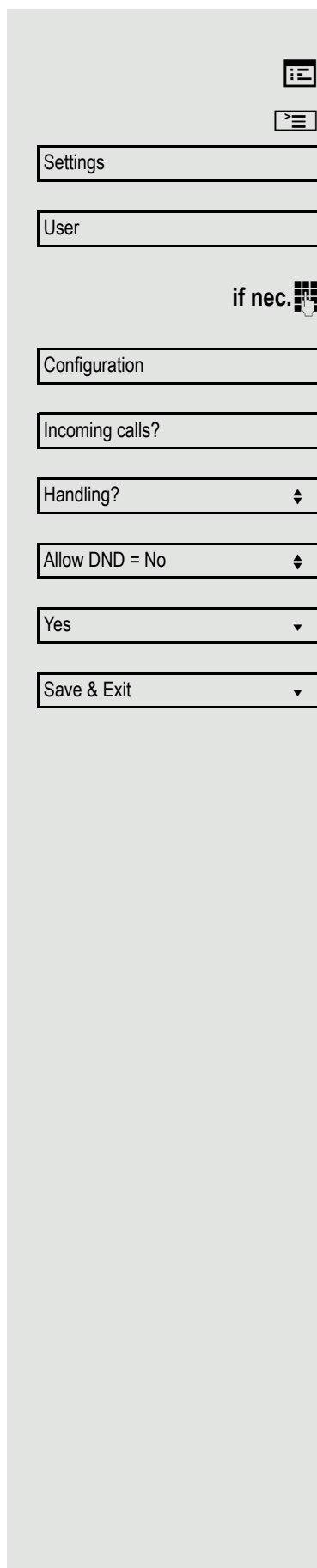
Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.



Security

User password

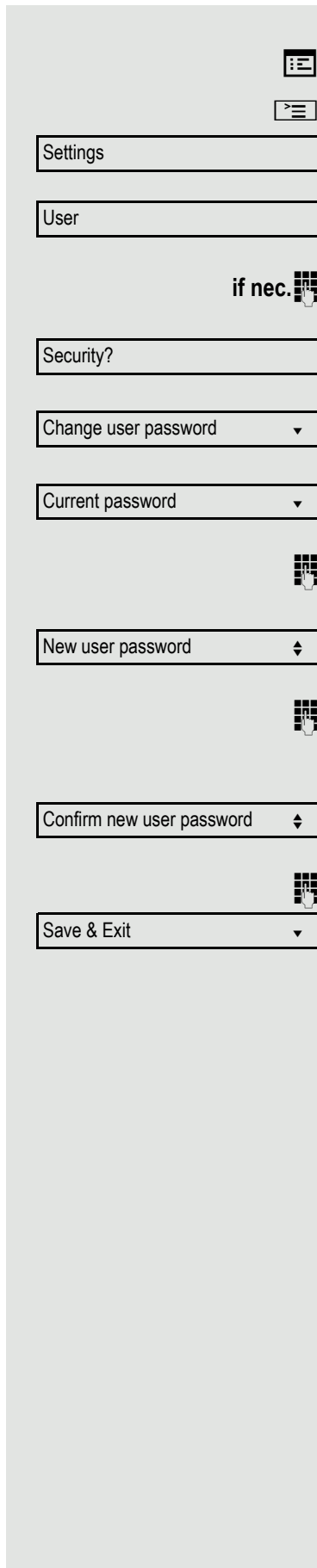
Your User password protects your individual configurations, including your language settings. You can also use the User password to lock your telephone → Page 141.

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 blocked: You do not have the option of configuring user settings at this time. The message "Password.suspended" is displayed.
- After initially logging onto a user area, you may have to replace the default password with a new password.
- A password can have a predefined period of validity: You will have to create a new password when the period ends. The message "Change Password ({1} days left)" will alert you to this at the appropriate time. The message "Password has expired" appears when the validity period is over. Confirm "Change password" and change the password as described in this section.
- If you repeatedly enter the wrong password (2 to 5 times), additional attempts are blocked. You can make another attempt after a predefined time.
- It is possible that you will not be able to re-use a previously used password for a long time, so you will have to create another "new password".
- Your administrator can tell you about the rules for what and how many characters can or must be used in the password.



The preset password "000000" corresponds to a blank password. In other words, the phone cannot be locked and the user menu is **not** password-protected (see also → Page 140)



Change user password

The User password can also be modified via the web interface → Page 197.

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter the current password (at least six characters, text entry, see → Page 21) and confirm your entry.

Select and confirm the option shown.

Enter a new password (at least six characters) and confirm (text entry, see → Page 21).


Select and confirm the option shown.

Enter the new password again and confirm with OK.

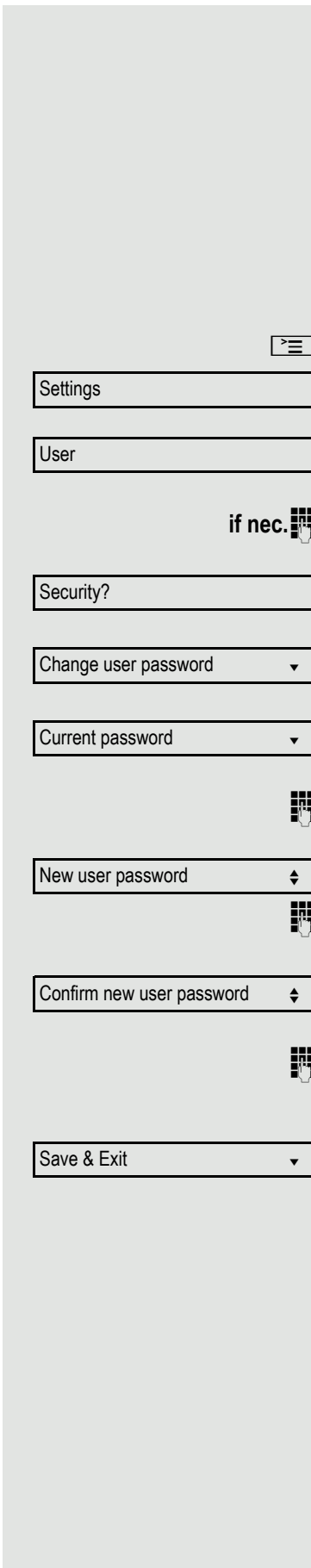
Select and confirm the option shown.

Deactivating the user password

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

 The deactivation of the password prompt does not affect the web interface → Page 197 or CTI applications that use a password prompt. As long as the user password is deactivated, you do not have access to user settings via the web interface.

If you deactivate the user password, you are **not** able to lock the phone → Page 141 and the user menu is **not** password-protected.



Settings

User

if nec.

Security?

Change user password

Current password

New user password

Confirm new user password

Save & Exit

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter the current password (at least six characters, text entry, see → Page 21) and confirm your entry.

Select and confirm the option shown.

Enter six zeros ("000000") to deactivate the password. Confirm entry (at least 6 characters, (text entry, see → Page 21).

Select and confirm the option shown.


Enter six zeros ("000000") to deactivate the password (for text input, see → Page 21) and confirm.

Select and confirm the option shown.

Phone locking

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

If an emergency number has been entered on the phone by administrator, "emergency call" is then offered as an option on the display when the lock is activated. You can also enter the emergency number via the keypad.

 You can only lock the phone if you set a user password (→ Page 138). The password for this must not be the default setting "000000".

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

Activating the phone lock

Hold down the key shown.

Confirm. The "Locked phone" icon appears on the display → Page 24.

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter and confirm the user password.


Select and confirm the option shown.

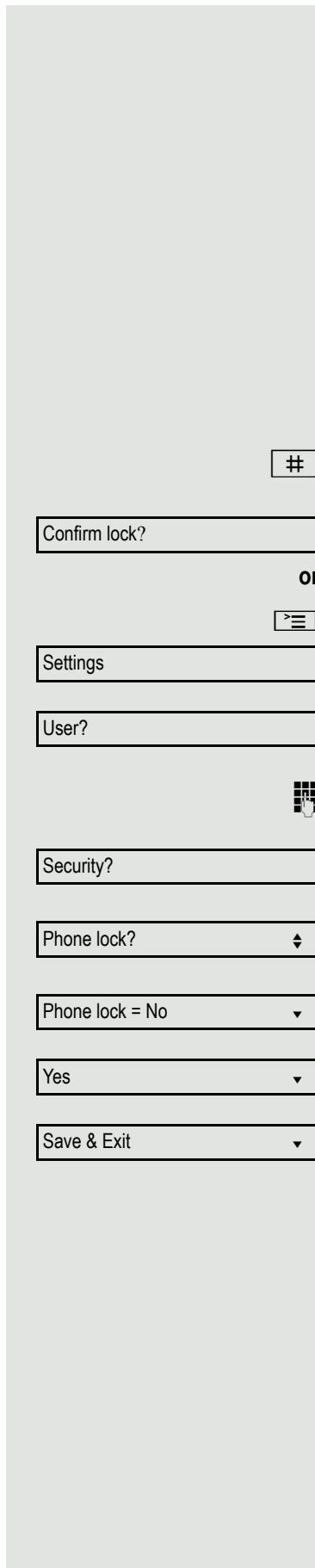
Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.
The phone is locked.

 If an emergency number has been entered on the telephone by administrator, **Emergency call** will be offered on the display once you have activated the phone lock. You can also dial the emergency number via the keypad.



Unlocking the phone

The following is displayed: Phone locked.

There are two options available for unlocking the phone:

- User unlock
- Admin unlock

User unlock?

or

Admin unlock?



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

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

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



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

If the telephone is locked redial keys cannot be used. This also applies if the emergency number is saved on it.

Mobility

Prerequisite: Your phone is configured to support mobility by administrator. A DLS server is available in the LAN and its address is entered in the phone.

Mobility scenarios

When you log on to your phone, or any other mobility-enabled phone, the following scenarios are possible:

Logging on and off at the same phone

- Log on as a mobility user → Page 144.
- Log off as a mobility user → Page 144.

Logging on and off at different phones

In these cases, administrator may have made the following settings:

- Log on at a remote phone with forced logon, when the user is still logged on at that phone → Page 145.
- Delayed logon at a remote phone with forced logon, when the user is still logged on at that phone and the phone is busy → Page 146.

Transferring user-defined settings and data

When you log off as a mobility user, your user-defined settings and data are saved in the DLS server so that they can be transferred to another telephone when you log on there. This also includes your contacts from your personal directory → Page 105. The personal directory can only be successfully transmitted if the destination telephone has a similarly structured phonebook. Your phonebook cannot be transmitted to an OpenStage 60, for example, because the destination phonebook has a different structure.

Logging on and off at the same phone

Logging on to the phone

Prerequisite: No other mobility user is logged on.

Logon via a key

If a program key is configured for Mobility.

Press the "Mobility" program key.

Logon via the context menu

Select from the idle display context menu (→ Page 23) and confirm.

The **Mobility logon** dialog appears.

You are prompted to enter your mobility ID.


Enter and confirm Mobility ID, usually a telephone number.

You are prompted to enter the password.

Enter and confirm the user password.

The following messages appear on the display:

- Logging on mobile user
- Validating
- Registering
- Downloading user data

Once you have completed logon, the mobility icon is shown in the display.  .

Logging off from the phone

Prerequisite: You are logged on as a mobility user.

Logoff via key

If a program key is configured for Mobility.

Press the "Mobility" program key.

Logon via the context menu

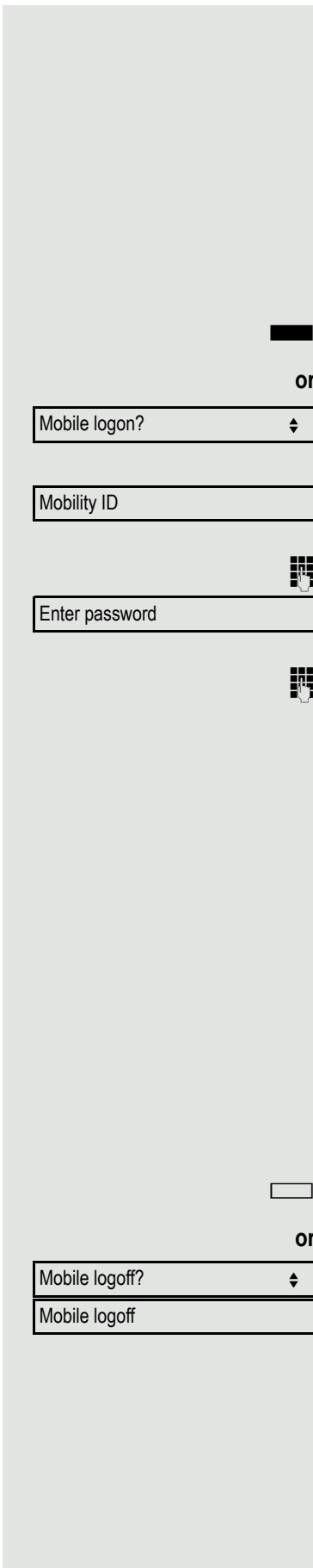
Select and confirm → Page 23 the option shown in the idle display context menu.

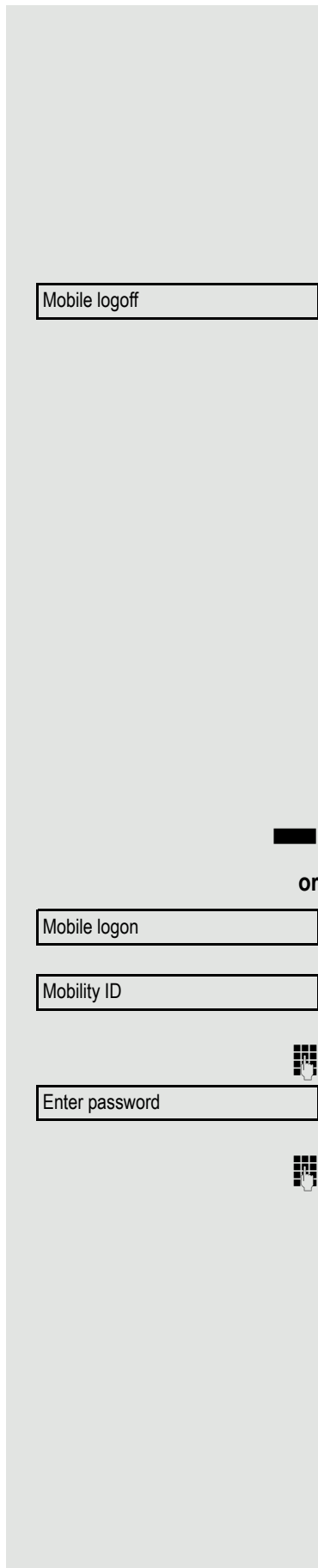
Is displayed. You briefly have the option to cancel the logoff, otherwise the logoff process is launched.

In the graphic display, the following messages appear:

- Logging off mobile user
- Uploading user profile
- Registering
- Downloading user data

After you have logged off, the mobility icon  is hidden.





Logging off from a locked telephone

If the telephone is locked, it is still possible to log off from the telephone if no PIN is required for logging off.

The display shows: Phone locked.

Three options are available for selection:

- Benutzer entsperren
- Mobile logoff
- Admin entsperren

Select and confirm the option shown. The logoff procedure begins.

Logging on at different telephones

An attempted login is rejected if the user is already logged on to another phone and "Logon with forced logoff" is disabled for the mobility user.

Logging on with forced logoff at a remote phone

If the user is already logged on at another phone and the remote phone is busy, the logon is rejected.

If however, your administrator enabled "Forced logoff during call" without setting a time, the system does not consider whether or not the remote phone is busy.

Logon via a key

If a program key is configured for Mobility.

Press the "Mobility" program key.

Logon via the context menu

Select and confirm the option shown in the idle display context menu → Page 23.

You are prompted to enter your mobility ID.


Enter and confirm Mobility ID, usually a telephone number.

You are prompted to enter the password.

Enter and confirm the user password.

The following mobility messages appear in the display:

- Logging off elsewhere
- Validating
- Registering
- Downloading user data

The logoff is simultaneously displayed on the remote phone. Once logon is complete, the "Mobility" program key LED lights up and the mobility icon appears in the display  .

Logging on with forced, delayed logoff at a remote-phone

If the remote phone is busy and your administrator enabled "Forced logoff during call" with a set timeout, forced logoff does not occur until this timeout expires.

Logon via a key

If a program key is configured for Mobility.

Press the "Mobility" program key.

Logon via the context menu

Select and confirm the option shown in the idle display context menu
→ Page 23.

You are prompted to enter your mobility ID.


Enter and confirm Mobility ID, usually a telephone number.

You are prompted to enter the password.


Enter and confirm the user password.

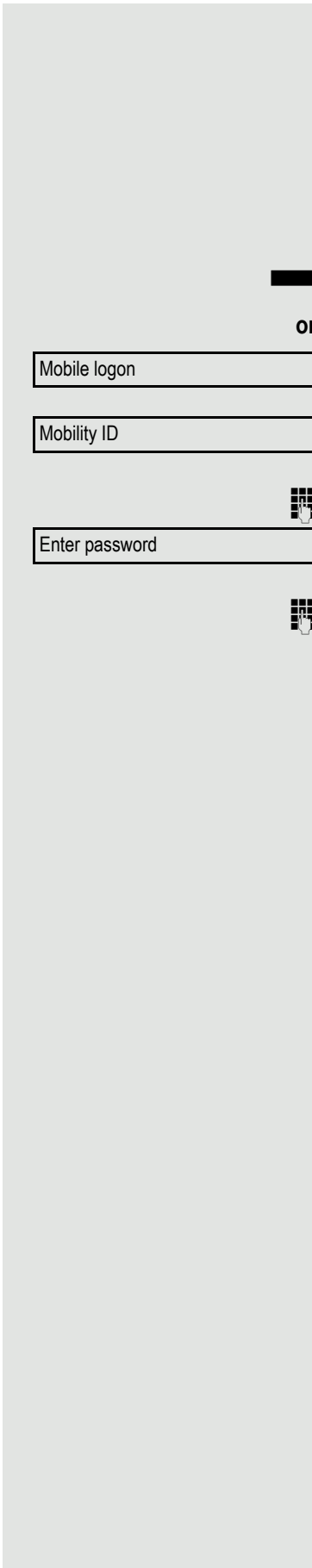
The following mobility messages appear in the display:

- Logging off elsewhere

 At the same time, the display on the busy remote phone shows "Forced logoff". After the set timeout the active call is ended and remote logoff is performed.


- Validating
- Registering
- Downloading user data

Once logon is complete, the "Mobility" program key LED lights up and the mobility icon appears in the display .



OpenScape Voice functions

The OpenScape Voice supports a number of functions that you can activate and deactivate from your phone.

 On multi-line telephones, the full scope of OpenScape Voice functions is only available for the primary line.

Feature toggle key

Hunt group

You can pick a programmable key and program it as a feature toggle key for activating the "make line busy" and "stop hunt" functions.

You can then use the programmable key to activate or deactivate the relevant OpenScape Voice function on the server for this phone.

You can only program first-level programmable keys because those linked to LEDs are used to display the function status as either **on** (LED on) or **off** (LED off). The LED indicates the status of the function on the server and can therefore change without any of the programmable keys being pressed.

Example:

Switching between "Line busy" and "Line free" (see also → Page 152).

Prerequisite: Your administrator configured a programmable key with the function "Busy" ("make line busy" for the hunt group).



Press the programmable key – the key lights up.



Press the illuminated programmable key once again to release the line - the key stops illuminating.

Whispering

You can configure a feature toggle key for the "whisper" function → Page 72 in order to communicate unnoticed with the first internal caller when "muted silent monitoring" is activated → Page 158.

Prerequisite: Your administrator has configured and activated the "whisper" function in the system.



Press the key shown – the key lights up. "Whispering" is activated.



Press the illuminated key once again to disable "whispering" - the key stops illuminating.

Making anonymous calls

Your administrator decides whether or not your caller ID (name and phone number) is displayed on a called party's station. **Anonymous** calling is when your data is not transmitted. The settings configured can be deactivated, however, for specific calls.



- If your caller ID is transmitted: your caller ID is displayed.
- If your caller ID is suppressed: "unknown" is displayed.

Deactivating

If your administrator permanently activated **anonymous calling** for your phone, you can deactivate this setting as follows:



Lift the handset.



Enter the code (see the table of codes → Page 163) to transmit the caller information.



You hear a confirmation tone or an announcement.

Activating

If your administrator activated caller ID transmission for your phone, you can deactivate this setting as follows:



Lift the handset.



Enter the code (see the table of codes → Page 163) to suppress the caller ID.



Wait until you hear the confirmation tone or announcement.

Caller ID transfer is suppressed. "Private/Anonymous" appears on the called party's display instead of the caller ID.

Temporarily activating anonymous calling for the next call

If your administrator activated caller ID transmission for your phone, you can deactivate this setting for the next call as follows:



Lift the handset.

Enter the code (see the table of codes → Page 163).

Wait until you hear the confirmation tone or announcement.

Dial the phone number of the party you want to contact.

Caller ID transmission is reactivated after this call.

Temporarily deactivating anonymous calling for the next call

If your administrator suppressed caller ID transmission for your phone, you can enable this setting for the next call as follows:



Lift the handset.

Enter the code (see the table of codes → Page 163).

Wait until you hear the confirmation tone or announcement.

Dial the phone number of the party you want to contact. When you end this call, caller ID transmission is suppressed once again for the next call.

Creating a list for selective calls

For call acceptance

You can create a list of the phone numbers from which you are willing to accept calls (also known as a selection list). Your administrator knows how long this list may be in the OpenScape Voice used on site in your facility.

A connection is set up if a caller's phone number matches a number in the selection list. If there is a match:

- the caller receives a message that the party refuses to accept any calls with this number,
- or
- the call is forwarded to an external phone number.

Contact your administrator for information on how your OpenScape Voice is configured on site.

Lift the handset.

Enter the code (see the table of codes → Page 163).

Various announcements deliver the following information:

- the name of the feature (selective call acceptance)
- the current status (active or inactive)
- the current scope of the selection list.

These announcements are followed by verbal user prompts that let you:

- add entries to the selection list
- delete entries in the selection list
- check the selection list
- activate or deactivate the function.

For call rejection

As for selective call acceptance, you can create a selection list with the phone numbers of parties from whom you are not willing to accept calls. Your administrator knows how long this list may be in the OpenScape Voice used on site in your facility.

A call is not connected if the caller's phone number matches a number in the selection list; the caller is notified that the called party rejects calls from this number. If the caller's number is not in the selection list, the call is to you as usual.

Lift the handset.

Enter the code (see the table of codes → Page 163).

Various announcements deliver the following information:

- the name of the feature (selective call rejection)
- the current status (active or inactive)
- the current scope of the selection list.

These announcements are followed by verbal user prompts that let you:

- add entries to the selection list
- delete entries in the selection list
- check the selection list
- activate or deactivate the function.

Anonymous calls

Rejecting

You can reject all calls from parties that activated a data protection feature (for example, caller ID suppression) to prevent their phone number from being transmitted. In this case, you are not informed that a call was rejected.



Lift the handset.



Enter the code (see the table of codes → Page 163).

Accepting

You can also accept calls from parties that activated a data protection feature (for example, caller ID suppression) to prevent their phone number from being transmitted.



Lift the handset.



Enter the code (see the table of codes → Page 163).

Using abbreviated dialling

Abbreviated dialling gives you access to a central list of frequently dialled phone numbers.

You can dial a specific phone number by simply entering a digit string. As these are three-digit numbers, you can store up to 1000 phone numbers. This list is stored centrally and managed by your administrator.



Lift the handset.



Enter the code (see the table of codes → Page 163) followed by a number between 0 and 999 for the phone number you want to dial.

The number is automatically dialled.

Call tracing

You can request automatic tracing of the last received internal call. This is particularly suitable for identifying malicious, irritating or troublesome calls.



Lift the handset.



Enter the code (see the table of codes → Page 163). The phone number is determined. Ask your administrator for the result.

Hunt group functions

To ensure optimum handling of specific calls, your telephone can be assigned to a pickup group → Page 39 and/or a hunt group.

Your administrator can incorporate multiple telephones in a hunt group. If your telephone is assigned to a hunt group, OpenScape Voice forwards calls for the members of your group in accordance with specific rules defined by your administrator. Hunt groups are a simple solution for distributing calls to a group of telephones.

If you want another member of the group to pick up an incoming call, you can set your telephone to signal the busy status for your line to the other members of the hunt group. Hunt group calls will then no longer be forwarded to your telephone.

Making a line busy

This prevents this line being used for calls in a hunt group.

Activating



Lift the handset.



Enter the code (see the table of codes → Page 163).



Wait until you hear the confirmation tone.

Deactivating

Make the line free once more for the hunt group.



Lift the handset.



Enter the code (see the table of codes → Page 163).



Wait until you hear the confirmation tone.

Marking the last line in the hunt group chain

Sets the "stop hunt" line in the hunt group chain. The system will stop looking for a free line in the hunt group chain after it reaches this line.

Activating



Lift the handset.



Enter the code (see the table of codes → Page 163).



Wait until you hear the confirmation tone.

Deactivating

Unmark the line as the end of the hunt group chain.



Lift the handset.



Enter the code (see the table of codes → Page 163).



Wait until you hear the confirmation tone.

Reachability

You can make either serial calls or simultaneous calls on several sites. The features for this are

- Serial call
- Parallel call

Prerequisite: The administrator has configured the respective feature for your main number in OpenScape Voice.

Serial call

Managing number lists/activating serial call

Before the serial call number can be activated, a serial call list must be created. This can be prepared either by administrator or you can create it yourself later. Up to six numbers can be entered in the list for sites on which incoming calls including your main number should be signalled sequentially. Each number can consist of up to 30 digits.



Lift the handset.

Enter the code for the edit mode (see code table → Page 163).

The edit mode opens and you hear an announcement with the following information:

- Feature name
- Current status (active/inactive)
- Number of numbers currently on the serial call list

You are prompted to do one of the following:

- Activate/deactivate the feature (only if numbers are already entered in the list)
- Call up the numbers currently entered in the list.
- Add or delete numbers
- Repeat the options in edit mode

If the serial call list is still empty, you are prompted to enter numbers in the list. As soon as you have entered a valid number, the serial call can be activated.

If the serial call is activated, incoming calls are first routed to your phone. If you do not answer within the timeframe defined by the administrator, the next destination phone rings for the configured period of time. The caller is informed that the call is being routed to another station. The connection is established with the first phone that accepts the call.

If the call is not answered by any phone, it is forwarded to the configured forwarding destination (on no reply) or to a "rejection announcement".

Parallel call

Managing number lists/activating parallel call

Before the parallel call feature can be activated, a parallel call list must be created. This can be prepared either by administrator or you can create it yourself later. Up to six numbers can be entered in the list for sites on which incoming calls including your main number should be signalled sequentially. Each number can consist of up to 30 digits.



Lift the handset.



Enter the code for the edit mode (see code table → Page 163).

The edit mode opens and you hear an announcement with the following information:

- Feature name
- Current status (active/inactive)
- Number of numbers currently on the parallel call list

You are prompted to do one of the following:

- Activate/deactivate the feature (only if numbers are already entered in the list)
- Call up the numbers currently entered in the list.
- Add or delete numbers
- Repeat the options in edit mode

If the parallel call list is still empty, you are prompted to enter numbers in the list. As soon as you have entered a valid number, the parallel call can be activated.

If the parallel call is activated, incoming calls are routed to your phone and all other destination phones in the parallel call list. The connection is established with the first phone that accepts the call.

If the call is not answered by any phone, it is forwarded to the configured forwarding destination (on no reply) or to a "rejection announcement".

Activating/deactivating parallel call via code

You can activate/deactivate the parallel call without having to change to edit mode.

Prerequisite: You have already entered numbers in the parallel call list.



Lift the handset.



Enter the code to activate or deactivate the parallel call (see code table → Page 163).

Parking a call

If you have answered a call for a colleague and cannot forward it to him, you can park the call.

Call park



You are conducting the call. Let the other party know, e.g. that you are trying to connect him.



Enter the code for parking followed by a line number (see code table → Page 163).

You receive a confirmation tone. The caller hears a waiting melody.



Replace the handset

Tell your colleague that a call for him is parked and give him the line number.

Unparking

To unpark the call, your colleague must proceed as follows:



Lift the handset.



Enter the unparking code (see code table → Page 163). He is prompted to enter a line number.



Enter the specified line number.



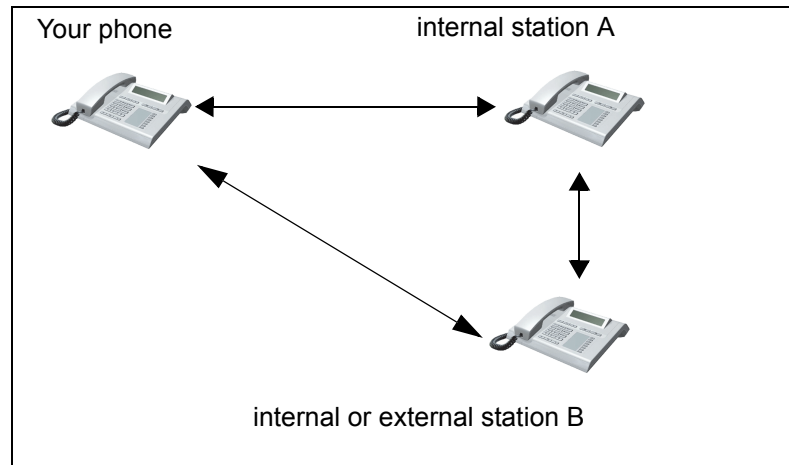
Your colleague is now connected with the waiting caller.

Silent Monitoring

If this function has been configured by the administrator and enabled for the destination phone, you can join an active call of an internal station and listen in with the knowledge of the target station (active) or unnoticed (muted).

Active silent monitoring

Station A and B are on a call. You want to listen to the call and talk to Station A and B.



All callers can hear and speak to each other.



Lift the handset.



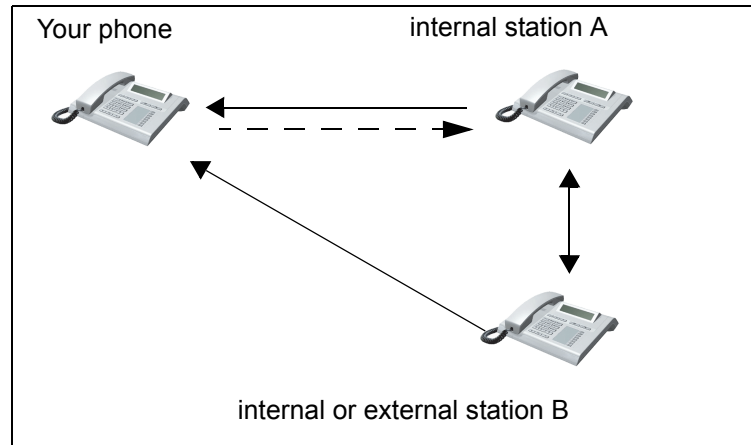
Enter the code for active silent monitoring and the destination number for station A (see code table → Page 163). You are connected to the call and can listen. If necessary make yourself known.



End the silent monitoring by replacing the handset.

Muted silent monitoring

Station A and B are on a call. You want to monitor the call but so that neither station notices.



- You can hear station A but cannot talk to him because he cannot hear you
- You can hear station B but cannot talk to him because he cannot hear you.
- Station A and B can hear and speak to each other.
- You can communicate unnoticed with station A if you have enabled "whispering".



Lift the handset.



Enter the code for muted silent monitoring and the destination number for station A (see code table → Page 163). You are connected to the call and can listen unnoticed.

You can enable the "whisper" function using a feature toggle key in order to communicate unnoticed with the internal station A without station B hearing. The "whisper" key must be configured → Page 147.



Press the "whisper" key – the key lights up. You can communicate unnoticed with station A.



Press the illuminated key once again to disable "whispering" - the key stops illuminating.



End the silent monitoring unnoticed by replacing the handset.

One-way Intercom and Two-way Intercom function

With One-way Intercom or Two-way Intercom, the loudspeaker or speakerphone function of a destination phone is activated automatically when the connection is established. Use of these functions is conceivable for example between an executive and secretary or between a doctor and receptionist.

Possible functions include:

- One-way Intercom
 - with variable input of member number
 - to a saved member number
- Two-way Intercom
 - with variable input of member number
 - to a saved member number


Prerequisites:

- The team member belongs to the same collective group as you and has likewise been assigned a member number.
- The team member's phone has a loudspeaker (One-way Intercom) and/or a speakerphone function (Two-way Intercom).
- Automatic answering is activated for the team member.
- The team member's phone is idle.
- The member numbers of the callers are known for the One-way Intercom and Two-way Intercom functions.

You can cancel One-way Intercom or Two-way Intercom by replacing the handset or – during a consultation – resume the held call.

Two-way Intercom connections can be established from the following states:

- In idle status
- During manual call holding
- In a consultation

 Functions such as "call forwarding" or "do-not-disturb" are temporarily disabled on the destination caller's phone by the One-way Intercom and Two-way Intercom functions.

One-way Intercom

From your phone, you can directly call any team member whose telephone has a loudspeaker.

One-way Intercom with variable input of member number

Lift the handset.

Enter the code for One-way Intercom (see code table → Page 163) followed by the one or two-digit member number of the respective team member.

As soon as the connection has been established, you will hear a confirmation tone and can speak to the other party via the loudspeaker.

To end the call, simply hang up.

One-way Intercom to a saved member number

Prerequisite: The code for voice calling and the member number are programmed on a key.

Press the programmed key shown. . A connection to that member's loudspeaker will immediately be established: You can speak to the destination caller via your speakerphone.

Two-way Intercom

From your phone, you can directly call any team member whose telephone has a speakerphone function. The loudspeaker and microphone of the destination phone are switched on automatically.

Two-way Intercom with variable input of member number

Press the key to use your speakerphone function.

Enter the code for Two-way Intercom (see code table → Page 163) followed by the one or two-digit member number of the respective team member.

As soon as the connection has been established, you will hear a confirmation tone and can reach the destination caller via this caller's speakerphone function.

Two-way Intercom to a saved member number

Prerequisite: The code for two-way voice calling and the member number are programmed on a key.

Press the programmed key shown. A connection to the team member is established immediately and your speakerphone function will be switched on.

As soon as the connection has been established, you will hear a confirmation tone and can reach the destination caller via this caller's speakerphone function.

Announcing the local phone number

You can use this function in order, for example, to identify the phone number of a phone in a conference room if it is not indicated on the display.



Lift the handset.



Enter the code for "Announcing the local phone number" (see code table → Page 163). The phone number is announced.



Then hang up.

Dialling the last caller

You can retrieve and dial the phone number of the last answered or dialled caller. The following two functions could be used alternatively if you have disabled the call journal → Page 113.

Retrieving and dialling the last answered caller

The following phone numbers can be saved for retrieval:

- The last answered call
- The last missed call
- The last picked up call (group call)



Lift the handset.



Enter the code for dialling the last answered caller (see code table → Page 163). The phone number is dialled and the connection is established.

Retrieving and dialling the phone number of the last caller dialled

Instead, you can also use the normal redial functions of your phone as usual.



Lift the handset.



Enter the code for dialling the last caller dialled (see code table → Page 163). The phone number is dialled and the connection is established.

Picking up out-of-hours calls


If your switchboard is no longer attended after a certain time, an out-of-hours call function can be configured on one or more phones for this period.

For example, if you hear one of the phones that has an out-of-hours call function configured ringing when the office is closed, you can pick up the call early from your phone.

You can also forward your phone to the phone with the out-of-hours call function before leaving the office so that colleagues who have not yet left can pick up calls for you.

Lift the handset.

Enter the code (see code table → Page 163) for the out-of-hours call pickup in order to pick up the ringing call.

 You can also configure a key for picking up out-of-hours calls.



Code table for OpenScape Voice functions


Ask your administrator to enter the latest codes in the following table. Print this page as an overview.

Function	Code	Description
Making anonymous calls off		→ Page 148
Making anonymous calls on		→ Page 148
Making anonymous calls temporarily on		→ Page 149
Making anonymous calls temporarily off		→ Page 149
List for selective call acceptance		→ Page 150
List for selective call rejection		→ Page 150
Rejecting anonymous calls		→ Page 151
Accepting anonymous calls		→ Page 151
Using abbreviated dialling		→ Page 151
Call tracing		→ Page 151
Making a line busy on		→ Page 152
Making a line busy off		→ Page 152
End of hunt group chain on		→ Page 153
End of hunt group chain off		→ Page 153
Edit mode for serial call		→ Page 154
Edit mode for parallel call		→ Page 155
Activating a parallel call		→ Page 155
Deactivating a parallel call		→ Page 155
Parking a call		→ Page 156
Unparking a call		→ Page 156
Active silent monitoring (SILM barge-in)		→ Page 157
Muted silent monitoring (SILM monitoring)		→ Page 158
One-way Intercom		→ Page 160
Two-way Intercom		→ Page 160
Announcing the local phone number		→ Page 161
Last answered caller		→ Page 161
Last dialled caller		→ Page 161
Picking up out-of-hours calls		→ Page 162

Impact levels

Communication in a Public Sector Network (PSN) is split into areas of different impact levels (**IL**). The impact level indicates how the phone user should handle the relevant call conversation. It is described below how to determine whether your call partner belongs to a lower Impact Level when the connection is being established or has been established.

Calls with a low Impact Level are treated in a particular way, either through their own icons, text labels and/or a special ringtone. The impact level causes no restrictions on call handling however either during or before the call is connected. Calls of the same or a higher **IL** are not identified in any particular way.

 To ensure unrestricted functionality of the Impact Level function, the advisory tone must be disabled for unsecured voice connections (→ Page 178).

Answering a call with a lower Impact Level

Prerequisite: The administrator has assigned separate call signals for calls with a lower impact level.

Accepting a call

The phone rings with the defined ringtone for calls with a lower IL.

The caller is shown with a special icon and the advisory "**Lower IL**".

Lift the handset.

You can also answer the call if appropriate using the loudspeaker key or via the headset.

Answering forwarded calls

The phone rings with the defined ringtone for calls with a lower IL.

The caller is shown with a special icon, the forwarding icon and the advisory "**Lower IL**".

Lift the handset.

You can also answer the call if appropriate using the loudspeaker key or via the headset.

Accepting a second call

The phone rings with the defined ringtone for second calls with a lower IL.

The caller is shown with a special icon and the advisory "**Lower IL**".

Lift the handset.

You can also answer the call if appropriate using the loudspeaker key or via the headset.

Calls to a lower Impact Level

If you are calling a partner with a lower IL, this will be displayed when the connection is being established.

Off-hook dialling

Lift the handset.

Enter the phone number.

In the pop-up menu:

Confirm or wait until the dial delay expires (see → Page 97).

In the pop-up menu:

Confirm the option shown¹.

The connection is set up. A special icon and the advisory "**Lower IL**" are shown on the display.



You can also set up the connection with on-hook dialling via the loudspeaker (speakerphone mode) or via a connected headset.

Forwarding a call with a lower IL

If you are forwarding a partner with a lower IL to a partner with a higher IL, this will be displayed when the connection is being established.

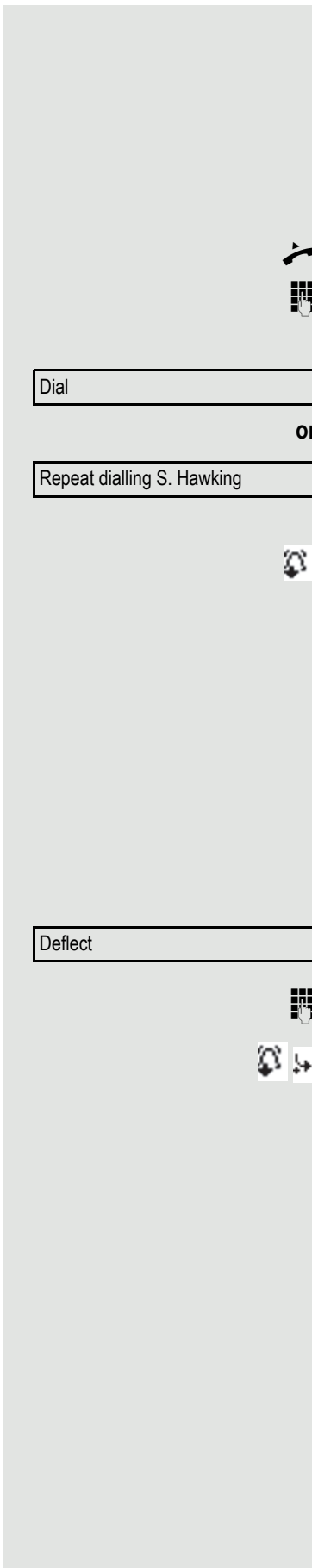
Prerequisite: The Deflect function is approved by the administrator.

A call with a lower IL rings.

Select and confirm the option shown.

Enter the phone number and confirm.

The connection is set up. A special icon, the forwarding icon and the advisory "**Lower IL**" are shown on the display.



1. Please note the information in relation to the call journal on → Page 46

Conducting a call with a lower Impact Level

If you have answered a call with a lower IL, this will be documented on the display.

Conducting a call



You are connected with the partner from a lower IL zone. The advisory "**Lower IL**" is displayed in the first call line immediately following the special icon.

Holding a call



If the held call has the status of a lower IL, the advisory "**Lower IL**" will also be displayed.

Conference



You are connected with two or more partners in a conference call. At least one of the partners belongs to the lower IL zone. The advisory "**Lower IL**" is displayed in the "Conference" line.

Reconnecting

You have ended a consultation call for example by replacing the handset. The held partner is awaiting retrieval.



If the held call has the status of a lower IL, the advisory "**Lower IL**" will also be displayed.

Retrieve held call

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

IL alarm


If you have activated an IL alarm (→ Page 183), you will see an advisory on the display and a defined ringtone rings if the IL changes from a higher to a lower IL. This can happen for example when a call is picked up.

Individual phone configuration

Display

Setting contrast

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

You can also configure this setting via the web interface  → Page 197.

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter and confirm the user password.

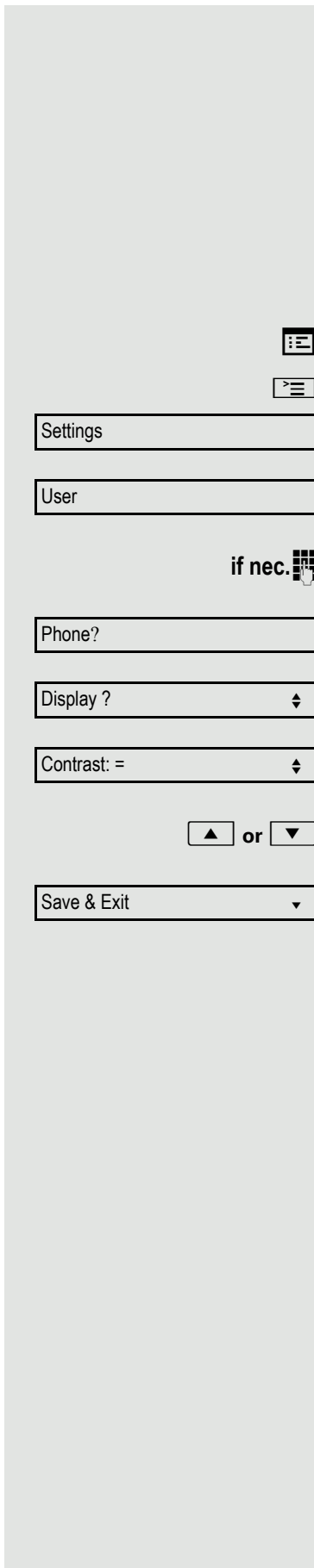
Select and confirm the option shown.

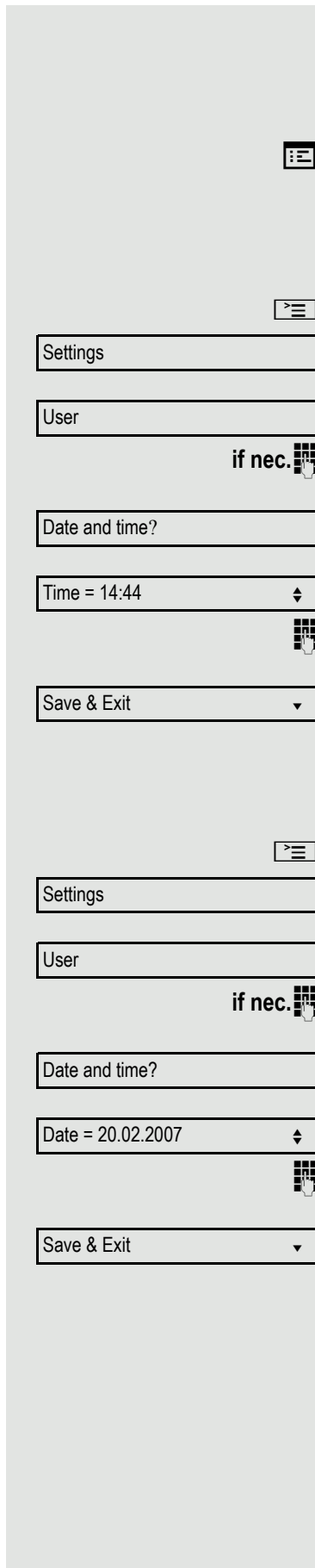
Select and confirm the option shown.

Select and confirm the option shown.

Set and confirm the contrast

Select and confirm the option shown.





Date and time

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

You can also configure these settings via the web interface → Page 197.

Setting the time

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

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

Enter and confirm the time.

Select and confirm the option shown.

Setting the date

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

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

Enter and confirm the date.

Select and confirm the option shown.

Setting daylight saving time

Prerequisite: Auto DST is deactivated → Page 171.

You can also configure this setting via the web interface → Page 197.

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

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

Confirm.

Select and confirm the option shown.

Setting the difference between daylight saving and standard time

Prerequisite: Auto DST is deactivated → Page 171.

Enter the difference to be used for daylight saving time.

You can also configure this setting via the web interface → Page 197.

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

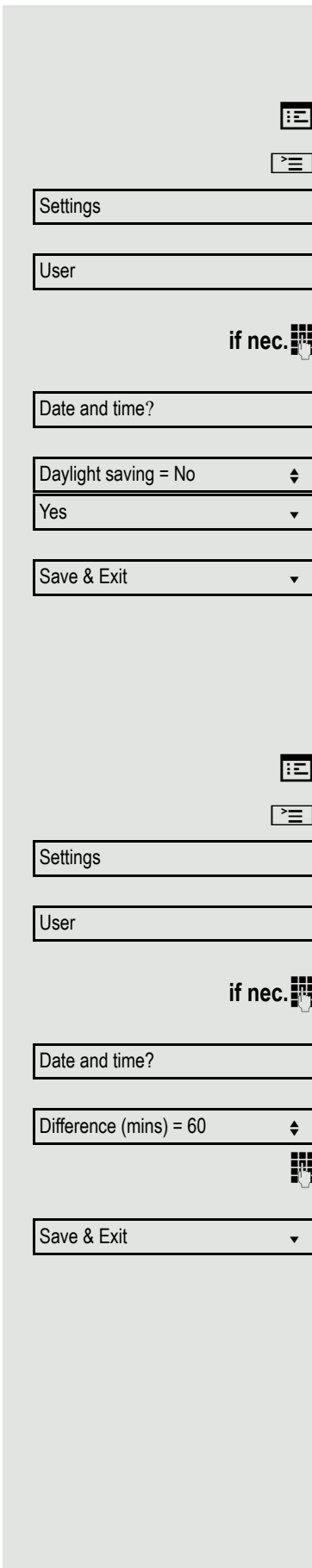
Enter and confirm the user password.

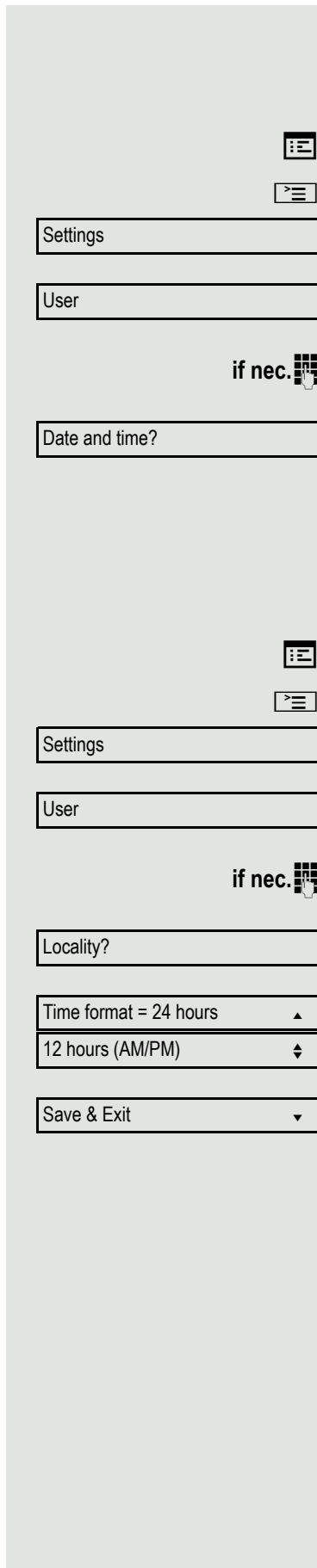
Select and confirm the option shown.

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

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

Select and confirm the option shown.





Automatic daylight saving time

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

You can also access this information via the web interface → Page 197.

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

Daylight saving time must be manually set if a **No** is entered for **Auto DST** → Page 170.

Time display format

You can also configure this setting via the web interface → Page 197.

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

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

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

Select and confirm the option shown.

Date display format

You can also configure this setting via the web interface → Page 197.

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

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

Select and confirm the format you want.

Select and confirm the option shown.

The screenshot shows a vertical menu of configuration options. At the top right, there are two icons: a list icon and a right arrow icon. Below these are several menu items, each in a rectangular box:

- Settings
- User
- if nec. [grid icon]
- Locality?
- Date format = dd/mm/yyyy [dropdown arrow]
- yyyy/mm/dd [dropdown arrow]
- Save & Exit [dropdown arrow]

Audio

Volumes

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

- Loudspeaker
- Ringer
- Handset
- Handsfree
- Rollover

You can also configure this setting via the web interface → Page 197.

Example: **Handset**:

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.






Select and confirm the option shown.

Select and confirm the option shown.

Set and confirm the volume.

Select and confirm the option shown.

The screenshot shows a vertical menu of settings options. At the top, there are two icons: a list icon and a right-pointing arrow icon. Below these are several menu items, each in a rectangular box:

- Settings
- User
- if nec. 
- Audio
- Volumes?
- Handset 
-  or 
- Save & Exit 

Settings

Room character

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

You can also configure this setting via the web interface → Page 197.

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

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

Select and confirm the option shown.

Ringtone

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

You can also configure this setting via the web interface → Page 197.

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

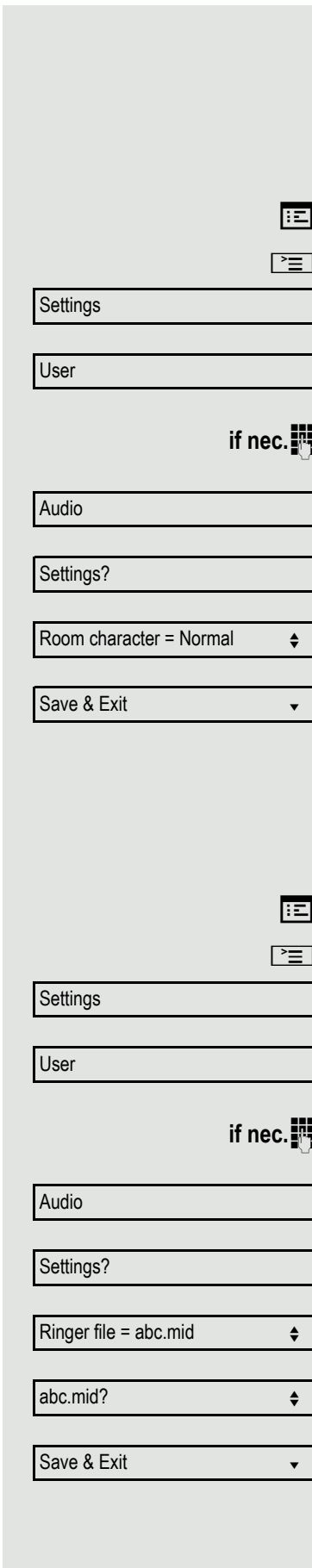
Select and confirm the option shown.

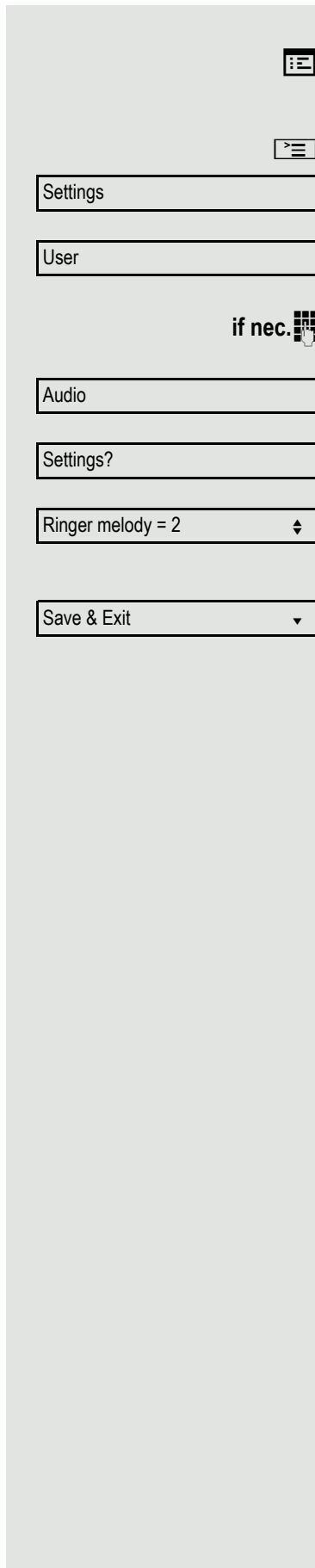
Select and confirm the option shown.

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

Select and confirm the option shown.

1. The phone displays the current setting.





Pattern melody

You can also configure this setting via the web interface → Page 197.

Prerequisite: You have chosen the "pattern" ringtone, see → Page 174.

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

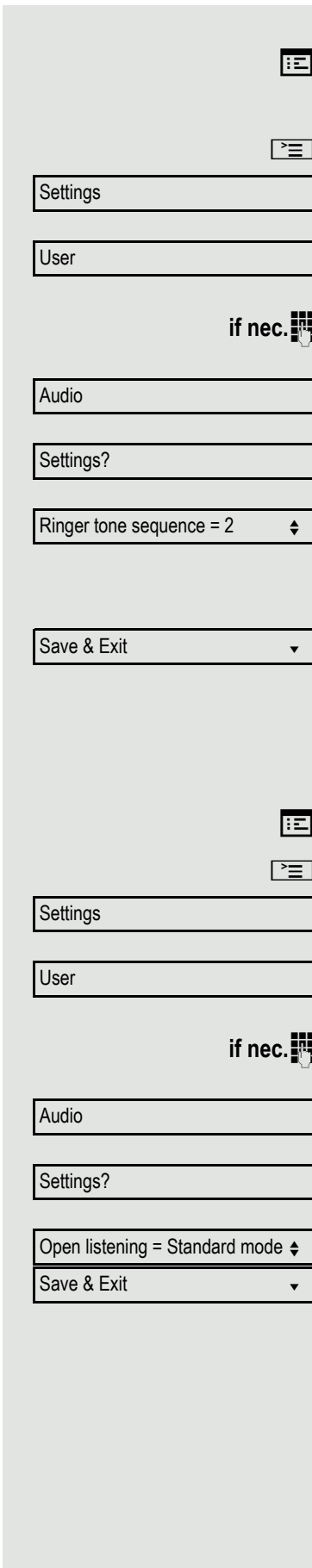
Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

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

Select and confirm the option shown.



The screenshot shows a vertical list of settings options on a light gray background. At the top right, there are two icons: a list icon and a right-pointing arrow icon. The settings list includes: 'Settings', 'User', 'if nec.' (with a keypad icon), 'Audio', 'Settings?', 'Ringer tone sequence = 2' (with a dropdown arrow), and 'Save & Exit' (with a dropdown arrow). Below this list, there are two more icons: a list icon and a right-pointing arrow icon. A second, identical settings list is shown below, with 'Open listening = Standard mode' (with a dropdown arrow) instead of 'Ringer tone sequence'.

Pattern sequence

You can also configure this setting via the web interface → Page 197.

Prerequisite: You have chosen the "pattern" ringtone, see → Page 174.

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

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

Select and confirm the option shown.

Country setting for speakerphone mode

Enter the country setting you prefer for speakerphone mode here (see → Page 36).

You can also configure this setting via the web interface → Page 197.

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

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

Select and confirm the option shown.

Special ringtones

You can assign a special, individual ringtone to the following incoming calls and events in order to differentiate more easily between them:

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

Prerequisite: administrator has activated and assigned the special ringtones.

You can also configure this setting via the WBM interface → Page 197.

Press the key shown.

Select and confirm the option shown.

Confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

The setting is made in the same way for all types.

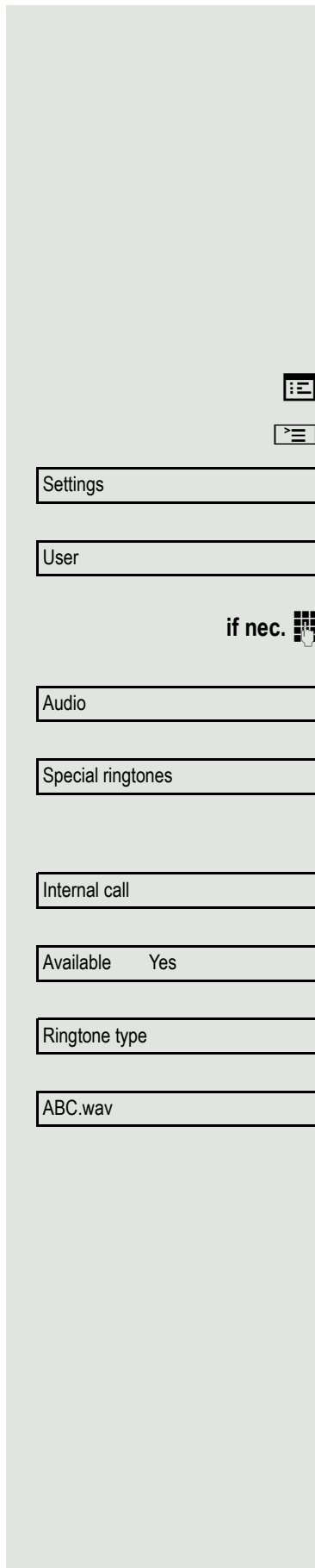
The setting for "Internal call" is described below by way of example.

Select and confirm the option shown.

"Yes" indicates that the special ringtone has been activated.

Select and confirm the option shown.

Select the required ringtone file^[1] or "pattern". You will hear the associated ringtone melody. Confirm the current ringtone file.



1. The phone displays the current setting.

Settings for the "Pattern" ringtone type

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

Pattern melody

Select and confirm the option shown.

4

Select the required pattern melody between 1 and 8 (e.g. 4). You will hear the associated Ringer melody. Confirm the selected Ringer melody.

Pattern sequence

Select and confirm the option shown.

2

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

Save & Exit

Select and confirm the option shown.

Tone and indication with an unsecured voice connection

Use this option to activate an alerting tone that you hear when a secure voice connection with the party you are currently talking to ceases to be secure. The message "Nonsecure connection" also appears.

Prerequisite: Secure connection setup is the preference set by your administrator.

You can also configure this setting via the web interface → Page 197.



Settings

Press the key shown.

Select and confirm the option shown.

User

Select and confirm the option shown.

if nec.

Enter and confirm the User password.

Configuration

Select and confirm the option shown.

Connected calls

Select and confirm the option shown.

Secure call alert = No

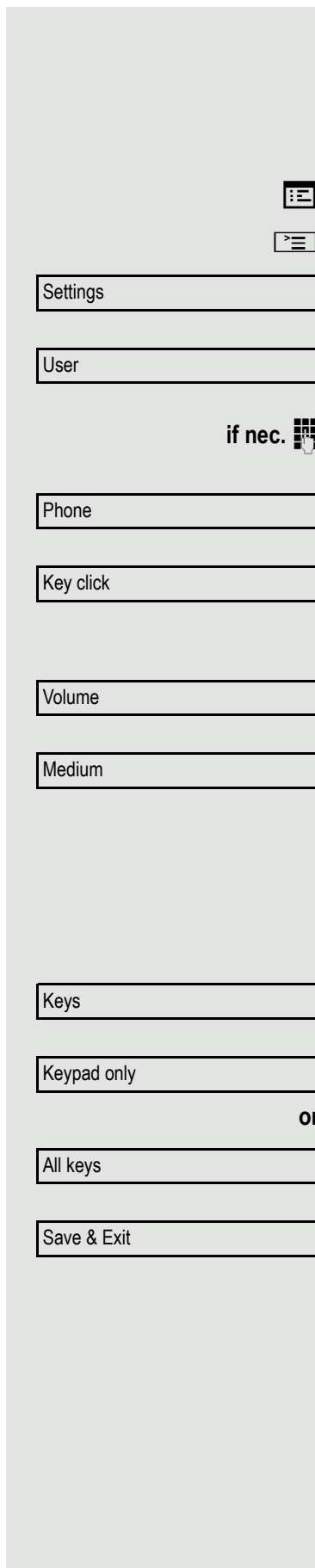
Select and confirm the option shown.

Yes

Select and confirm the option shown in the context menu.

Save & Exit

Select and confirm the option shown.



Key click

You can configure whether a key click should be audible when a key is pressed. You can also decide whether this should apply for all keys or only for the keys on the keypad. In addition, you can adjust the click volume or disable the sound.

You can also configure this setting via the web interface → Page 197.

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter and confirm the User password.

Select and confirm the option shown.

Select and confirm the option shown.

Adjusting the volume for the Key click

Select and confirm the option shown.

For instance, select and confirm a medium volume level. You can also select one of the following three options:

- Low
- High
- Off (for no click)

Key selection

Select and confirm the option shown.

Select and confirm if the setting is only to apply for the character input keys.

Select and confirm the option shown.

Confirm the option shown.

Setting the language and country

Selecting a language

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

You can also configure this setting via the web interface → Page 197.

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

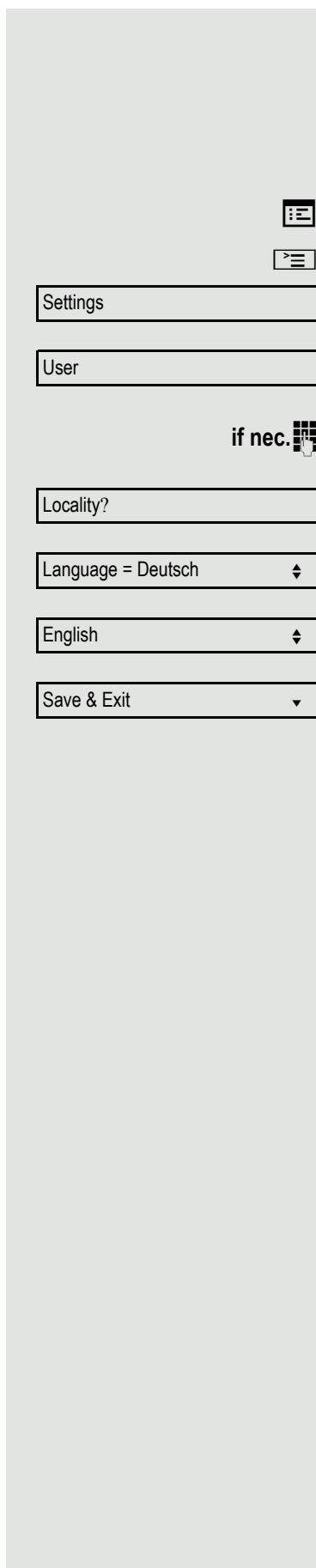
Enter and confirm the user password.

Select and confirm the option shown.

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

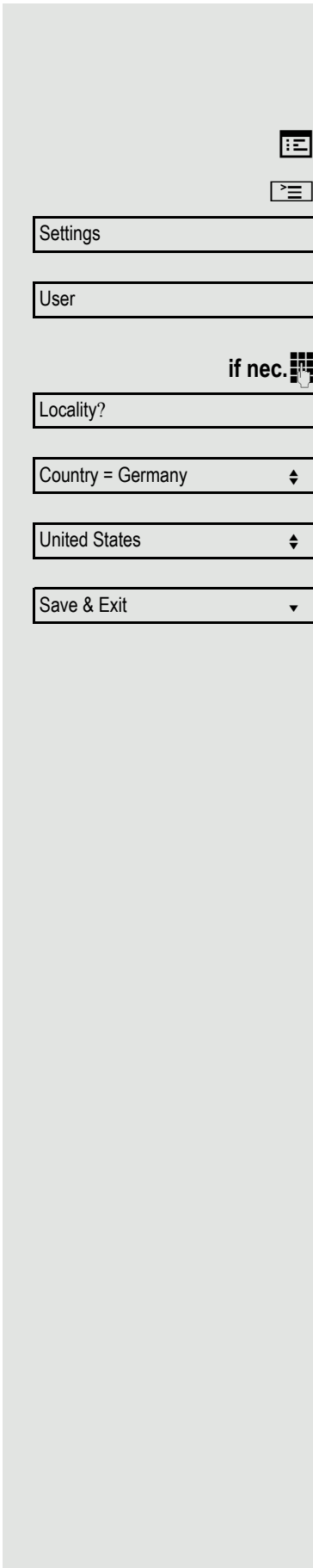
Select and confirm to set the required language, in our example, English.

Select and confirm the option shown.



You may choose from the following languages:

1. Bahasa Indonesia
2. Bahasa Malaysia
3. Brasileiro
4. Català
5. Čeština
6. Cymraeg
7. Dansk
8. Deutsch
9. Eesti keel
10. English
11. English(US)
12. Español
13. Français
14. Hrvatski
15. Italiano
16. Latviešu Valoda
17. Lietuviu Kalba
18. Magyar
19. Nederlands
20. Norsk
21. Polski
22. Português
23. Română
24. Slovincina
25. Slovenski Jezik
26. Srpski Jezik
27. Suomi
28. Svenska
29. Türkçe
30. Ελληνικά
31. Български
32. Македонски Јазик
33. Русски
34. Српски Језик
35. 中文
36. 日本語



Country-specific settings

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

You can also configure this setting via the web interface → Page 197.

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

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

Select and confirm to set the country¹⁾, here US, for instance.

Select and confirm the option shown.

You may choose from the following countries

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

1. The phone displays the current setting.

Alarm on changing the Impact Level

If a call switches from a higher to a lower Impact Level, this will be indicated by the pop-up text **Lower IL change**.

You can also configure this setting via the WBM interface → Page 197.

Press the key shown.

Select and confirm the option shown.

Confirm the option shown.

Enter and confirm the user password.

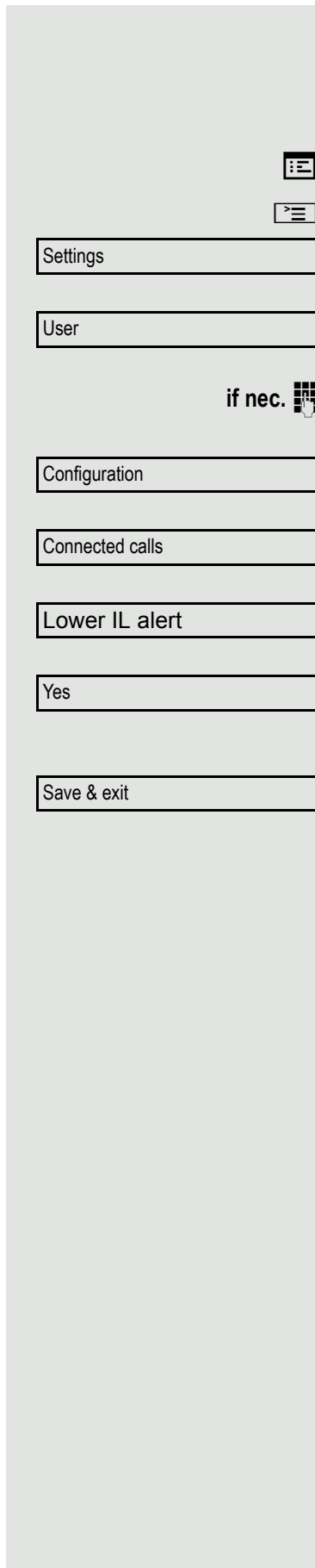
Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown in the context menu. The advisory function is activated.

Select and confirm the option shown.



Network information

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

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter and confirm the user password.

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

IP Address: Displays the IP address or name which was assigned to the phone in the network.

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

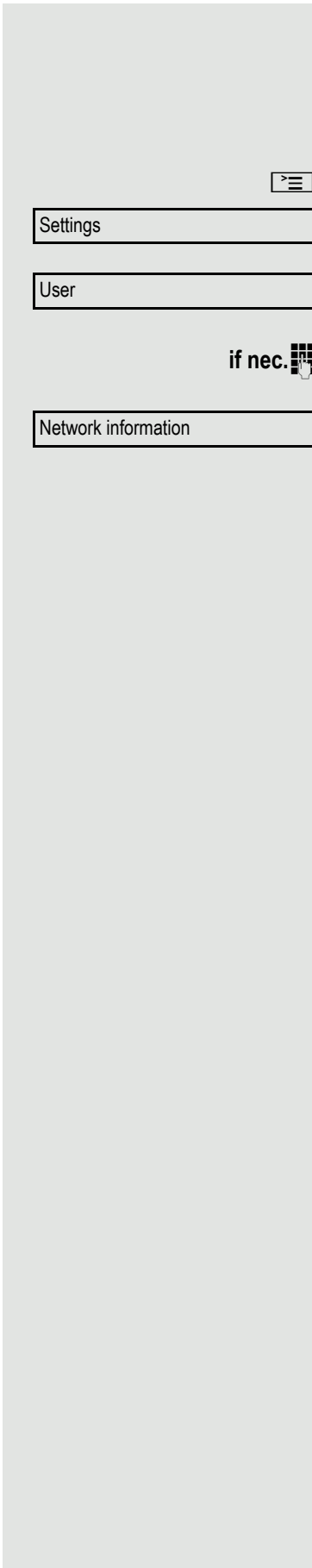
DNS domain: The DNS domain that can be assigned to the telephone in addition to the IP address (e.g. `http://my-openStage.phone/`).

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

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

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

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



Resetting user data

The following user-specific settings changed via the phone menu or the web interface can be reset to factory settings.

- Display contrast
- Language setting
- Audio settings
 - Volumes
 - Settings
- Call lists
 - All entries are deleted
- Programmable keys
 - All personalised programming is deleted (see also → Page 76).

Attention: All data is reset **without** a warning tone.

Initiating the reset

Press the key shown until the "Menu" tab is active.

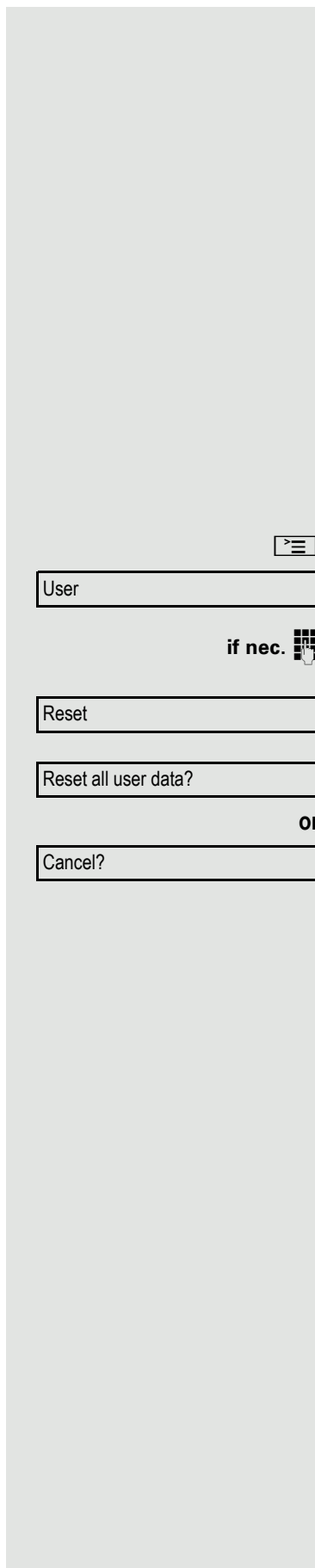
Confirm.

Enter and confirm the user password.

Select and confirm the option shown.

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

To cancel the process.



Call recording

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

You should configure a recording button (call recording) to simplify handling of manual call recording → Page 69. It is assumed in the description below that a corresponding key has been configured.

Recording modes

The administrator can configure the following operating modes for call recording:

- Manual
- AutoStart
- All Calls
- Disabled

The following settings are possible to audibly signal the recording:

- Repeated
- Single Shot
- Off

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

Mode: ALL CALLS:

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

Mode: MANUAL

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

Mode: AUTOSTART

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

Explanations of recording

Recordable calls

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

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

Non-recordable calls

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

1. Server-based conference only

Enhanced functions:


1. A conference¹ can be set up or cleared down during recording.
2. A consultation can be performed during recording.
3. Call transfer is also available during recording.
4. A second call can be accepted during recording.

The following features are not supported:

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

Recording tips

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

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

The audible advisory can also be switched off. Please check with the relevant administrator.

Multiline

In terms of call recording, no distinction is made between multiline and single-line. If recording has started, recording is performed, otherwise not. The recording status of a line persists as long as calls are connected to this line.

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

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


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

1. Server-based conference only

Recording calls

Automatic call recording

This is the simplest mode. If you have accepted a call or called a subscriber and the subscriber answers, the call is recorded automatically. Refer to → Page 187 to check which calls this can be.

As soon as the recording starts, you will see the recording symbol  and hear a beep (see also → Page 188).


You cannot pause the recording manually in this mode.

Manual call recording


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

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

Select the option shown in the telephone's context menu to enable the option.



or disable the option.



or



Press the recording button to enable the option - the LED key lights up.



or press the key shown to disable the option - the LED extinguishes.

The recording button also indicates the status change if you activated or deactivated call recording via the context menu.

Call recording with AutoStart

Standby mode is activated in principle in idle mode. The recording button LED lights up. You cannot switch off the recorder. As soon as a call is set up, call recording starts automatically.


Lift the handset.



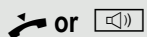
or



Press the key shown.

The station answers. You hear a beep, the recording symbol  is shown on the display and the recording button LED remains lighting. The call is now being recorded (see also → Page 188)

You can pause the recording at any time and continue it again.



If you end the call, the AutoStart process is set up again for the next call.


Controlling call recording

Starting call recording manually during a call

Prerequisite: Manual mode or AutoStart is selected. You are conducting a call. Recording has not started. The recording button LED is not lighting.

You are conducting a call (see also → Page 187).


Press the recording button to start the recording - the LED key lights up.

You hear a beep and the recording symbol  is shown on the display. The call is now being recorded (see also → Page 188)

Pausing call recording manually during a call

Prerequisite: Manual mode or AutoStart is selected. You are conducting a call. Recording has started. The recording button LED lights up.

You are conducting a call (see also → Page 187).


Press the recording button to pause the recording - the LED extinguishes and the recording symbol  on the display disappears.

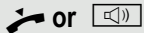
You can start the recording again at any time, for example to continue recording the current call.

Ending call recording automatically

Prerequisite: You are conducting a call. Recording has started. The recording button LED lights up.

The recording is ended automatically as soon as the call is terminated or if the call status changes so that the call is no longer being recorded - for example if a line is placed on manual hold and another line is seized (Multiline).


The LED extinguishes and the recording symbol  on the display disappears.




Consultation during call recording

Prerequisite: You are conducting a call. Recording has started. The recording button LED is lighting.

You initiate a consultation – your main call is placed on hold as a result while the consultation is being performed.


The recording is paused while you initiate the consultation. The recording symbol  on the display disappears.

If the consultation partner answers, the consultation call is recorded. You hear a beep and the recording symbol  is shown on the display again.

You can now terminate the consultation call or for example switch back to the first call party (alternate) while the consultation call is placed on hold.

Second call during call recording


Prerequisite: You are conducting a call. Recording has started. The recording button LED is lighting.

You are conducting a call. You hear a beep and the recording symbol  is shown on the display. The call is now being recorded.

A second call party camps on → Page 86.

In the pop-up menu:

Select and confirm the option shown.

You are connected with the second party. You hear a beep and the recording symbol  is shown in the line for the second call – this call is now being recorded. The first party is placed on hold.




Accept




Call recording while alternating

Prerequisite: You have an active or held consultation or second call. Recording has started. The recording button LED is lighting.

You are connected with the second party. You hear a beep and the recording symbol  is shown in the line for the second call.


Select and confirm the option shown in the context menu for this connection.


You are switched to the main call. You hear a beep and the recording symbol  is shown in the line for the main call – this call is now being recorded.

You can pause and restart the recording at any time in manual and auto start modes.

Your call is paused and reconnected during the recording.

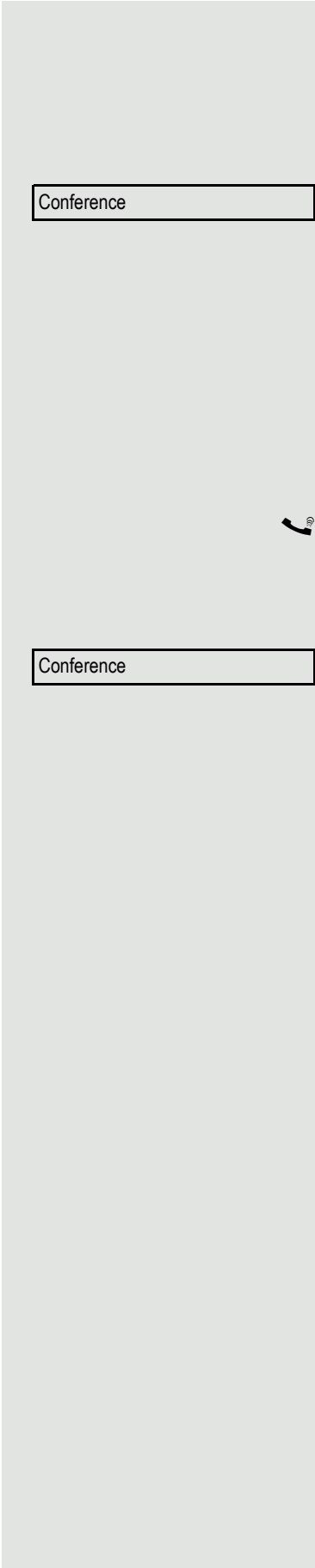
Prerequisite: You are conducting a call that is being recorded.

Your call partner has placed the call on hold. You hear the music on hold. The recording is paused and the recording symbol  has disappeared from the display.

Your call partner resumes the call. You hear a beep and the recording symbol  is shown on the display.


Setting up a conference during recording

Prerequisite: You are conducting a consultation call → Page 47 or you have accepted a second call → Page 86 and the "System conference" feature was configured by the administrator. Recording has started. The main call is placed on hold. The recording button LED is lighting.



Conference


Select and confirm the option shown in the connection's context menu. You are connected to both parties at once. The conference is displayed with the current participants.

You hear a beep and the recording symbol  is shown in the line for the conference call.

Adding conference participants

Prerequisite: You have set up a conference. The "System conference" feature was configured by the administrator. The conference call is now being recorded.


You have performed a consultation or accepted a second call (→ Page 47 or → Page 86). The conference call is placed on hold.

You hear a beep and the recording symbol  is shown in the line for the consultation or second call. The call is now being recorded.



Conference

Select the option shown in the context menu for the consultation or second call in order to include the new participant in the conference. The conference is displayed with all current participants.

You hear a beep and the recording symbol  is shown again in the line for the conference call.

Your call is included in a conference during the recording.

Prerequisite: You are conducting a call that is being recorded. You are to be included in a conference by your call partner. You are placed on hold while the conference is being set up.



You hear the music on hold while your call partner is setting up the conference. The recording is paused and the recording symbol $\text{○}\text{○}$ has disappeared from the display.



Your call partner answers again and you are connected to the conference. You hear a beep and the recording symbol $\text{○}\text{○}$ is shown in the "Conference" line. The conference call is now being recorded.

Putting a line on hold manually during the recording

There are two options for placing a line manually on hold:

- You place the active line on hold during the call recording and then resume the call on this line.
- You seize a different line during call recording. The first line is placed on manual hold.

Prerequisite: The telephone has more than one line configured. The active line is being recorded. The recording button LED is lighting.

Holding and retrieving the call on the line



You are conducting a call, for example on line A. You hear a beep and the recording symbol $\text{○}\text{○}$ is shown on the display. The call is now being recorded.



Press line key A. The line key LED starts flickering. The call is placed on hold. The recording is paused while the call is on hold. The recording symbol $\text{○}\text{○}$ on the display disappears.

Retrieving a held call:



Press line key A. The line key LED lights up. The call is retrieved. You hear a beep and the recording symbol $\text{○}\text{○}$ is shown on the display again. Call recording is continued.

Holding a call on the line and conducting a call on a different line



Press line key B – the LED lights up. You hear a beep and the recording symbol $\text{○}\text{○}$ is shown on the display for line B – this call on line B is being recorded. Line A is placed on hold, call recording of line A has been terminated.



Press line key A to resume the call. You hear a beep and the recording symbol $\text{○}\text{○}$ is shown on the display for line A – a new recording of line A commences.

Diagnostic information

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.

Select and confirm the option shown.

Select and confirm the option shown.

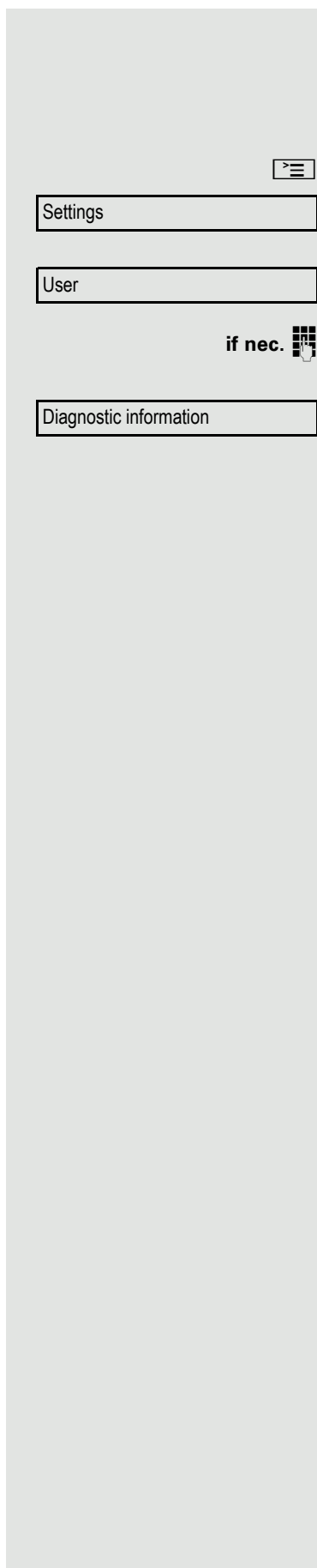
Enter and confirm the user password.

Select and confirm the option shown.

You see a numbered list of telephone parameters with the current settings.

You can see a more structured view of the list via the WBM interface
→ Page 197:

Example:



Diagnostic Information		
2011-05-23 12:24:00		
00	terminal.number:	3334
01	sip.server:	192.168.1.240
02	sip.port:	5060
03	sip.registrar:	192.168.1.240
04	sip.registrar.port:	5060
05	sip.gateway:	192.168.1.240
06	sip.transport:	UDP
07	sip.gateway.port:	5060
08	server.features:	No
09	dns.results:	5060
10	multiline:	No
11	registered.lines:	5060
12	backup.active:	Yes
13	backup.proxy:	
14	software.version:	V3 R0.24.0 SIP 110514
15	display.message:	None
16	last.restart:	2011-05-19T13:42:02
17	memory.free:	23131K free
18	ip.adress:	192.168.1.203
19	subnet.mask:	255.255.255.0
20	default.route:	192.168.1.2
21	primary.dns:	192.168.1.105
22	secondary.dns:	192.168.1.2
23	route.1.ip:	
24	route.1.gateway:	None

Diagnostic Information


25	route.1.mask:	None
26	route.2.ip:	None
27	route.2.gateway:	None
28	route.2.mask:	None
29	mac-address:	0001e32c680c
30	discovery.mode:	Manual
31	dhcp.reuse:	No
32	lan.port.type:	0
33	pc.port.status:	None
34	pc.port.type:	0
35	pc.port.autoMDIX:	No
36	vlan.id:	
37	qos.layer.2:	
38	qos.layer.2.voice:	5
39	qos.layer.2.signalling:	None
40	qos.layer.2.default:	0
41	qos.layer.3:	Yes
42	qos.layer.3.voice:	13
43	qos.layer.3.signalling:	7
44	lldp.med.operation:	

Web interface

General

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

Calling up the web interface

 For more information on the IP address, the web interface address, and how to connect the telephone to the network, refer to the section entitled "Network information" → Page 184.

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


https://[IP address of the phone]

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

or

https://[Name of the phone]

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

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

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

Administrator Pages

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

User pages

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

1. Click a menu heading to display the individual menu entries. Click the menu heading again to close the menu.
2. Click a menu entry to open the corresponding form.
3. Make the desired changes.
4. Click the corresponding button to save or discard your changes.

Button functions

- "Login": Log on to the phone after you have entered the user password
- "Submit": Apply changes
- "Reset": Reset original values
- "Refresh": Update the values.
- "Logout": Log off the phone






User menu

All settings that you can make via the web interface's user menu can also be made via the phone's user menu







User Pages

User login  → Page 138



















Date and Time



























- Local time  → Page 169
- Local date (day, month, year)  → Page 169
- Allow daylight saving  → Page 170
- Difference (minutes)  → Page 170
- Auto time change  → Page 171

Audio


- Standard Ringer
 - Ringer melody ( → Page 175)
 - Ringer tone sequence ( → Page 176)
 - Ring file ( → Page 174)
 - Room Character ( → Page 174)
 - Open listening( → Page 176)
- Special ringers  → Page 177
 - Internal
 - External
 - Recall (e.g. callback)
 - Emergency
 - Special 1
 - Special 2
 - Special 3

Configuration

- Outgoing calls
 - Autodial delay (seconds)  → Page 97
 - Callback option  → Page 52
 - Allow busy when dialling  → Page 99
 - Allow transfer on ring  → Page 93
 - Allow immediate dialling → Page 45
- Incoming calls
 - Deflecting
 - Allow deflection ( → Page 77)
 - Default deflect destination  → Page 77
 - Deflect to DSS  → Page 78
 - Forwarding (call forwarding by type, see → Page 61)
 - Settings
 - Forwarding Favorites Destination 1 to Destination 5  → Page 56
 - Forward all calls allowed  → Page 59
 - to  → Page 58
 - Direct destination  → Page 55
 - Forward on busy allowed  → Page 59
 - to  → Page 58
 - Direct destination  → Page 55
 - Forward on no reply allowed  → Page 59
 - to  → Page 58
 - Direct destination  → Page 55
 - No reply delay (seconds)^[1]  → Page 60

- Alerts
 - Visual alerts  → Page 80
 - Audible alerts  → Page 80
 - Forwarding party → Page 68
- Handling
 - Allow call waiting  → Page 89
 - Allow DND  → Page 137
 - Allow busy when dialling  → Page 99
- CTI calls
 - Allow auto-answer  → Page 94
 - Allow beep on auto-answer  → Page 94
 - Allow auto-reconnect  → Page 95
 - Allow beep on auto-reconnect  → Page 95
- Connected calls
 - Allow call transfer  → Page 92
 - Allow call joining  → Page 50
 - Allow exit conference  → Page 102
 - Allow hold reminder  → Page 82
 - Hold reminder delay (minutes)  → Page 83
 - Hold and hang-up  → Page 82
 - Allow music on hold  → Page 85
 - Allow conferences  → Page 101
 - Allow secure call alert  → Page 178
 - Toggle associate → Page 90
 - Lower IL alert  → Page 183
- Keypad
 - Lines
 - Ring delay (seconds)  → Page 130
 - Allow in overview (not relevant for OpenStage 15)
 - Address^[1]
 - Primary line^[1]
 - Ring on/off^[1]
 - Ringer melody  → Page 132
 - Ringer tone sequence  → Page 132
 - Ringtone  → Page 131
 - Selection sequence (not relevant for OpenStage 15)
 - Hot-/Warmline^[1]
 - Hot warm destination  → Page 121
 - Overview (not relevant for OpenStage 15)
- BLF
 - Busy Lamp Field: **not** for OpenScape Voice
- **Call logging**
 - General
 - Enable call log  → Page 113
 - Missed calls²  → Page 114
 - Answered elsewhere
 - Delete entry



Phone

- Display settings
 - Contrast  → Page 168
- Program keys
 - Normal





1. Only if "Server features" was deactivated by your administrator

1. Information - read only


2. Operation of the missed calls logging function for "Answered elsewhere" is dependent on support by the SIP server

- Edit  → Page 70 .
- Shifted
 - Edit  → Page 70.
- Key module (if available such as Program keys)
- Key click
- Volume
 - Off
 - Low
 - Medium
 - High
- Keys
 - Keypad only
 - All keys




Locality

- Country  → Page 182
- Language  → Page 180
- Date format  → Page 172
- Time format  → Page 171

Security

- Password
 - Old password
 - User password  → Page 138
 - Confirm password

Phonebook

- Contact list  → Page 105
- New contact  → Page 105
 - Last name
 - First name
 - Number
- Delete all contacts  → Page 106
 - Confirm delete

Diagnostic information  → Page 195

Fixing problems

Caring for your telephone

- Never allow the telephone to come into contact with colouring, oily or aggressive agents.
- Always use a damp or antistatic cloth to clean the telephone. Never use a dry cloth.
- If the telephone is very dirty, clean it with a diluted neutral cleaner containing surfactants, such as a dish detergent. Afterwards remove all traces of the cleaner with a damp cloth (using water only).
- Never use cleaning fluids containing alcohol or plastic-damaging detergents to clean the telephone. The use of scouring agents is also forbidden.

Troubleshooting

Pressed key does not respond:

- Check if the key is stuck.
- If the telephone is locked redial keys cannot be used. This also applies when an emergency number is saved on it.

Check whether your telephone is locked ("Phone locked. To unlock enter the PIN" appears on the screen). If the phone is locked, unlock it.

The phone does not ring on call:

Check whether the ringtone is deactivated (see icon in the status bar on the display → Page 136). If it is deactivated, activate the ringtone

You cannot dial a number:

Check whether your telephone is locked ("Phone locked. To unlock enter the PIN" appears on the screen). If the phone is locked, unlock it.

To correct any other problems:

First contact the relevant administrator. If the administrator is unable to correct the problem, contact Customer Service.

Contact partner in the case of problems

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

Labeling keys


The following options are available for labeling keys of the OpenStage 15 and/or OpenStage Key Module 15 with the functions assigned to them or the saved numbers on them:

Labeling

- By hand:
Labeling strips are supplied with your OpenStage 15 and OpenStage Key Module 15. Note the function or name in the white field on the strip and insert the strip on your OpenStage 15 or OpenStage Key Module 15.
- With a computer via the Internet:
You can find the "online labeling tool" together with the user interface at http://wiki.unify.com/wiki/Key_Labelling_Tool.
- Select the appropriate key labeling tool in your language. You can use the tool online via the browser or you can download it for local use.

Local user menu

Opening the user menu on the phone

To open the user menu, press the  key.

Under **Settings**, select the **User** menu option. You are prompted to enter the User password → Page 138. Confirm this with **OK**. The options of the user menu are available.

User menu display

The majority of settings that can be made via the user menu on the phone can also be accessed via the web interface → Page 197.

Changes are usually confirmed using the **Save & Exit** option or discarded using the **Exit (no save)** option.







The options grayed out are not available on the OpenStage 15 or have no function.

User

Date and time?

- Time = hh:mm → Page 169
- Date = DD.MM.YYYY → Page 169
- Daylight saving = Yes → Page 170
 - No?
 - Return?
- Difference (mins) = mm → Page 170
- Auto DST = Yes/No → Page 171
- Save & Exit
- Exit (no save)

⊞ Audio?

- Volumes?
 - Loudspeaker =  → Page 173
 - Ringer =  → Page 173
 - Handset =  → Page 173
 - Headset =  → Page 173
 - Handsfree =  → Page 173
 - Rollover =  → Page 173
 - Save & Exit
 - Exit (no save)
- Settings?
 - Ringtone = Ring file → Page 174
 - Pattern?
 - Ringer1.wav?
 - Ringer2.wav?
 - Ringer3.wav?
 - Ringer4.wav?
 - Ringer5.wav?
 - Ringer6.wav?
 - Return?
 - Ringer melody = 2 → Page 175
 - 1?
 - 2?
 - 3?
 - 4?
 - 5?
 - 6?
 - 7?
 - 8?
 - Return?
 - Ringer tone sequence= 1 → Page 176
 - 1?
 - 2?
 - 3?
 - 4?
 - 5?
 - 6?
 - Return?
 - Room character = Normal → Page 174
 - Normal?
 - Echoing?
 - Muffled?
 - Return?
 - Open listening = Standard mode → Page 176
 - Standard mode?
 - US mode?
 - Return?
 - Save & Exit
 - Exit (no save)

- Special ringtones? → Page 177
 - Internal
 - Save & Exit**
 - Exit (no save)**
 - Available = Yes/No
 - Ringtone = Ring file
 - Ringer melody = 2
 - Ringer tone sequence= 1
 - External
 - Save & Exit**
 - Exit (no save)**
 - Available = Yes/No
 - Ringtone = Ring file
 - Ringer melody = 2
 - Ringer tone sequence= 1
 - Recall
 - Save & Exit**
 - Exit (no save)**
 - Available = Yes/No
 - Ringtone = Ring file
 - Ringer melody = 2
 - Ringer tone sequence= 1
 - Emergency call
 - Save & Exit**
 - Exit (no save)** Available = Yes/No
 - Ringtone = Ring file
 - Ringer melody = 2
 - Ringer tone sequence= 1
 - Special 1
 - Save & Exit**
 - Exit (no save)**
 - Available = Yes/No
 - Ringtone = Ring file
 - Ringer melody = 2
 - Ringer tone sequence= 1
 - Special 2
 - Save & Exit**
 - Exit (no save)**
 - Available = Yes/No
 - Ringtone = Ring file
 - Ringer melody = 2
 - Ringer tone sequence= 1
 - Special 3
 - Save & Exit**
 - Exit (no save)**
 - Available = Yes/No
 - Ringtone = Ring file
 - Ringer tone sequence= 1
 - Back

- ⊞ **User Configuration?**
 - **Outgoing calls?**
 - Autodial delay = 6 → Page 98
 - 1?
 - 2?
 - 3?
 - 4?
 - 5?
 - 6?
 - 7?
 - 8?
 - 9?
 - Return?
 - Callback = No → Page 52
 - Yes?
 - Return?
 - Busy when dialling = Yes → Page 99
 - No?
 - Return?
 - Transfer on ring = Yes → Page 93
 - No?
 - Return?
 - Immediate dialling = Yes → Page 45
 - No?
 - Return?
 - Save & Exit
 - Exit (no save)
 - **Incoming calls?**
 - Deflecting?
 - Allow deflection = Yes → Page 77
 - No?
 - Return?
 - Default destination = → Page 77
 - Deflect to DSS = Yes/No^[1] → Page 78
 - Save & Exit
 - Exit (no save)
 - Forwarding? (call forwarding by type, see → Page 61)
 - Settings?
 - All calls: 12345 → Page 59
 - Turn on?
 - Enter destination → Page 56
 - List of saved numbers, if applicable
 - Edit favorites? → Page 56
 - Destination 1
 - Destination 2
 - Destination 3
 - Destination 4
 - Destination 5
 - Save & Exit
 - Exit (no save)
 - Copy → Page 57
 - Paste (if copying is active) → Page 57
 - Return
 - Busy: 12345 → Page 59
 - Turn on?
 - Enter destination → Page 56

1. Information - read only

- List of saved numbers, if applicable
- Edit favorites? → Page 56
 - Destination 1
 - Destination 2
 - Destination 3
 - Destination 4
 - Destination 5
 - Save & Exit
 - Exit (no save)
- Copy → Page 57
- Paste (if copying is active) → Page 57
- Return
- No reply: 12345 → Page 59
 - Turn on?
- Enter destination → Page 56
- List of saved numbers, if applicable
- Edit favorites? → Page 56
 - Destination 1
 - Destination 2
 - Destination 3
 - Destination 4
 - Destination 5
 - Save & Exit
 - Exit (no save)
- Copy → Page 57
- Paste (if copying is active) → Page 57
- Return
- No reply: 12345 → Page 59
 - Turn on?
- Enter destination → Page 56
- List of saved numbers, if applicable
- Edit favorites? → Page 56
 - Destination 1
 - Destination 2
 - Destination 3
 - Destination 4
 - Destination 5
 - Save & Exit
 - Exit (no save)
- Copy → Page 57
- Paste (if copying is active) → Page 57
- Set delay = 16^[1] → Page 60
- Alerts
 - Visual alerts = No → Page 80
 - On?
 - Return?
 - Audible alerts = No → Page 80
 - On?
 - Return?
 - Forwarding party = Display last → Page 68
 - Display first?
 - Display last?
 - Return?
 - Save & Exit
 - Exit (no save)
- Handling?

1. Only if "Server features" was deactivated by your administrator

- Allow call waiting = Yes → Page 89
 - No?
 - Return?
- Allow DND = Yes → Page 137
 - No?
 - Return?
- Busy when dialling = Yes → Page 99
 - No?
 - Return?
- Save & Exit
- Exit (no save)
- CTI calls?
- AutoAnswer = Yes → Page 94
 - No?
 - Return?
- AutoAnswer beep = Yes → Page 94
 - No?
 - Return?
- AutoReconnect beep = Yes → Page 95
 - No?
 - Return?
- Save & Exit
- Exit (no save)
- Return?
- **Connected calls?**
- Allow call transfer = Yes → Page 92
 - No?
 - Return?
- Allow call joining = Yes → Page 50
 - No?
 - Return?
- Allow exit conf = Yes → Page 102
 - No?
 - Return?
- Allow hold rem. = Yes → Page 82
 - No?
 - Return?
- Hold rem. delay = 8 → Page 83
 - 3?
 - 4?
 - 5?
 - 6?
 - 7?
 - 8?
 - 9?
 - 10?
 - 11?
 - 12?
 - 13?
 - 14?
 - 15?
 - Return?
- Hold and hang-up = Yes → Page 84
 - Yes
 - No
- Music on hold = Yes → Page 85
 - No?

- Return?
- Allow conferences =Yes → Page 101
- No?
- Return?
- Secure call alert = Yes → Page 178
- No?
- Return?
- Toggle associate =Yes → Page 90
- No?
- Return?
- Lower IL alert → Page 183
- Yes
- No
- **Save & Exit**
- **Exit (no save)**
- **Keyset?**
- Lines?
- Line (one of **eight** possible)
- Ring delay = 0 → Page 130
- Allow in overview = Yes
- No?
- Return?
- Hot warm action^[1] = No Action
- Hot warm dest = nnnn → Page 121
- Address^[1] = nnnn
- Ring on/off^[1] = On
- Selection order^[1] = 1
- Ringtone = Ring file → Page 131
- Ringer melody = 2 → Page 131
- Ringer tone sequence= 1 → Page 131
- **Save & Exit**
- **Exit (no save)**
- Return?
- Overview?
- Line (up to **eight** lines)
- Move down?
- Move to bottom?
- Use FPK order?
- Add all lines?
- Return?
- Save
- Do not save
- Return?
- Return?
- **BLF?**
- Busy Lamp Field: **not** for OpenScape Voice
- Return?
- **Call logging**
- General → Page 113
- Enable call log =Yes
- No
- Return
- Save & Exit**
- Exit (no save)**
- Missed calls → Page 114
- Answered elsewhere = Exclude

1. Information - read only


- Include
- Return?
- Delete entry = Delete when called
 - Delete manually
 - Return?

-Save & Exit

-Exit (no save)

- Return?

⊞ Phone?

- Display settings?
 - Contrast =  → Page 168
 - Save & Exit
 - Exit (no save)
- Program keys
 - Press the key to be programmed*
 - Normal = Unallocated → Page 70
 - Unallocated?
 - Further functions, see → Page 213
 - Label = *predefined or customised*
 - Settings = *function-dependent*
 - Shifted = Unallocated → Page 70
 - Unallocated?
 - Further functions, see → Page 214
 - Label = *predefined or customised*
 - Settings = *function-dependent*
 - Save & Exit
 - Exit (no save)
- Key Module (if available such as Program keys)
- Key click
 - Options Save & Exit
 - Exit (no save)
- Volume → Page 179
 - Off
 - Low
 - Medium
 - High
- Keys → Page 179
 - Keypad only
 - All keys
- Return?

Locality?

- Country = DE → Page 182
 - DE?
 - Further countries, see → Page 182
 - Return?
- Language = Deutsch → Page 180
 - Deutsch?
 - Further languages, see → Page 181
 - Return?
- Date format = dd/mm/yyyy → Page 172
 - dd/mm/yyyy?
 - yyyy/mm/dd?
 - mm/dd/yyyy?
 - Return?
- Time format = 24 hour → Page 171

- 24 hour?
- 12 Hour (AM/PM)?
- Return?
- Save & Exit
- Exit (no save)

Security?

- Change user password? → Page 138
- Current password =
- New user password =
- Confirm New user password =
- Save & Exit
- Exit (no save)
- Phone lock? → Page 141
- Save & Exit
- Exit (no save)
- Phone lock = No
- Yes

Network information?

- Phone address = → Page 184
- Web address =
- IP address =
- LAN RX =
- LAN TX =
- PC RX =
- PC TX =
- LAN autonegotiated = Yes
- LAN information = 10 Mbps full duplex
- PC autonegotiated = Yes
- PC information = Link down
- Exit (no save)

Diagnostic information → Page 195**Reset?**

- Reset all user data? → Page 185
- Function key data = No? → Page 76
- Yes?
- Return?
- Reset selected user data? → Page 76
- Cancel?

Back?

Key functions

Normal

You can program the following functions on the Normal of the function keys:

- Unallocated
- Selected dialling
- Repeat dialling
- Forward all calls
- Forward no reply
- Forward busy
- CF unconditional - any
- CF unconditional – int.
- CF unconditional – ext.
- CF busy - any
- CF busy – int.
- CF busy – ext.
- CF no reply - any
- CF no reply – int.
- CF no reply – ext.
- Ringer off
- Hold
- Alternate
- Blind transfer call
- Transfer call
- Deflecting
- Shift
- Conference
- Headset
- Do not disturb
- Group pickup
- Repertory dial
- Feature toggle
- Show phone screen
- Mobility
- Directed pickup
- Callback
- Cancel callbacks
- Consultation
- Call Waiting toggle
- Immediate ring
- PreView
- Call recording
- Start application
- Built in fwd
- Pause callbacks
- Resume callbacks

Shifted

You can program the following functions on the Shifted of the function keys:

- Unallocated
- Selected dialling
- Repeat dialling
- Alternate
- Blind transfer call
- Transfer call
- Deflecting
- Conference
- Repertory dial
- Show phone screen
- Directed pickup
- Callback
- Cancel callbacks
- Consultation
- Open phonebook
- Pause callbacks
- Resume callbacks

Index

Numerics

2nd alert 42

A

Accepting calls
 multi-line 116
 Administration 31
 Advanced call forwarding 61
 Allowing call joining 50
 Alternate 48
 Announcing the local phone number 161
 Answered elsewhere 114
 Application 94
 Audio
 room character 174
 Autodial delay 97
 AutoReconnect 95

B

Busy when dialling 42

C

Call
 accepting 33
 deflect 77
 ending 38
 holding 81
 incoming 32
 rejecting 78
 transfer 91
 Call control 42
 Call forwarding
 Activate/deactivate 59
 Activating/deactivating 67
 Copy and insert destination phone numbers 57
 Copying/pasting destination phone numbers 65
 Destination phone number 55, 62
 Favourites 56, 65
 Last destination 62
 last destination 55
 Save destination phone number 56
 Saving a destination phone number 63
 Variable 55, 62
 Call forwarding chain 68
 Call forwarding favourites 56
 Call forwarding information 118

Call list 53
 Call lists 112
 Call log 27, 53
 Call recording
 alternating 192
 automatic 189
 AutoStart 189
 call types 187
 conference 193
 consultation 191
 controlling 190
 line key 194
 manual 189
 modes 186
 Multiline 188
 second call 191
 symbols 188
 tips 188
 Call settings
 CTI calls 174
 MultiLine 130
 Call type 73
 All calls 61
 Assigning destination phone number 67
 External 61
 Internal 61
 Call types 61
 Call waiting 86
 Call waiting (second call) 86
 Callback 51
 Calls 94
 Forwarding 54
 CE marking 3
 Conference 100
 starting conference 47
 Connecting parties 50
 Connection options 15
 Consultation 42, 47
 Consultation call from second call 86
 Context 45
 Context menus 25
 Contrast 168
 Copy and insert destination phone numbers 57
 Copying/pasting destination phone numbers 65
 Corporate directory 108
 CTI 94

- ## D
- Date and time 169
 - Date format 172
 - Daylight saving 170
 - Deactivating the ringer temporarily 136
 - Delete the entry 114
 - Destination phone number 55, 62
 - Dial plan 97, 141
 - Dialling from the phonebook 96
 - Display contrast 168
 - Do not disturb 136
 - DSS call
 - call deflection 125
 - DSS key
 - consultation 123
 - indirect pickup 124
 - reject call 124
 - During calls
 - multi-line 119
- ## E
- Emergency call 141
 - Emergency number 141, 142
- ## F
- Favourites for call forwarding 65
 - Forced logoff 146
 - Forwarding 54
 - Forwarding primary line 118
 - Function key
 - programmable 19
- ## G
- General information 12
 - Graphic display
 - icons indicating call status 26
 - Group call 39
- ## H
- Hold reminder tone 82
 - Holding 81
 - Hot line 45
 - for lines 121
- ## I
- Idle mode 23
 - Immediate dialing 45, 97
 - Important information 3, 4
 - Incoming calls
 - multi-line 116
 - Intercom 159
- ## K
- Key
 - Immediate ring 75
 - Key click 179
 - Keypad 21
- ## L
- Language settings 180
 - LDAP 108
 - LED display
 - direct station selection keys 19
 - function keys 19
 - Line preview 133
 - Line utilization 20
 - Lines
 - hot/warm line 121
 - Locality 176, 182
 - Location of the telephone 4
 - Logging on and off
 - as a mobility user 144, 145
- ## M
- Mailbox key 14, 18
 - Making calls
 - multi-line 117
 - Menu key 14, 18
 - Microphone 38
 - Missed calls 53
 - Mobility 143
 - forced logoff 146
 - logon, logoff 144, 145
 - User-defined settings 143
 - MultiLine
 - override 122
 - Multi-line
 - accepting calls 116
 - LED display 21, 125
 - Multi-line telephone 13
 - Music on hold 85

- ## N
- Normal dialing 45
- ## O
- One-way Intercom 159
Open listening 37
OpenScape Voice 147
 "last caller redial" function 46
 accepting anonymous calls 151
 call tracing 151
 creating a list for selective calls 150
 Feature toggle key 147
 functions 147
 hunt group 152
 making anonymous calls 148
 parallel call 155
 parking 156
 reachability 154
 rejecting anonymous calls 151
 serial call 154
 silent monitoring 157
Operating instructions 3
Out-of-hours call 162
Override 122
- ## P
- Padlock icon 32
Parallel call 155
Parking 156
Party connection 50
Phantom line 20
Phone
 locking 141
Phone settings 168
Phonebook
 LDAP 108
 Local phonebook
 New contact 105
Picking up out-of-hours calls 162
Picking up the held call 35
Primary line 20
Privacy 135
Private line 20
Program/Service menu 28
Programmable function key 19
Programmable keys 69
- ## Q
- Quick search 110
- ## R
- Reachability 154
Redial 46
Redialing
 multi-line 118
Redial keys 96
Ringer melody 132, 175
Ringer off 135
Ringtone for lines 131
Ringtone sequence 132, 176
- ## S
- Save destination phone number 56
Saving a destination phone number 63
Searching for a contact 107, 108
Second call
 ignoring 87
Second call with consultation call 86
Second ringing call 42
Secondary line 20
Security 135, 138
Serial call 154
Setting the time 169
Settings 28, 168
Shared line 20
Silent monitoring 157
Single-line telephone 13
Speakerphone distance 4
Speakerphone mode 33, 36
- ## T
- Telephone maintenance 202
Time display format 171
Troubleshooting 202
Two-way Intercom 159
- ## U
- Unlocking the phone 142
User interface
 OpenStage 15 14
User password 138
User support 13
Using Ethernet switches 16
Using network ports more efficiently 16

V

Variable call forwarding55, 62

WWarm line 45
for lines 121
Web interface 197, 204