Unify OpenScape
Desk Phone CP

Atos Unify OpenScape Desk Phone CP210

Atos Unify OpenScape Voice

Atos Unify OpenScape 4000

User Guide SIP

Atos

Important information

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

Trademarks

CE	The device conforms to the EU Directive as attested by the CE marking. The CE Declaration of Conformity and, where applicable, other existing declarations of conformity as well as further information on regulations that restrict the usage of substances in products or affect the declaration of substances used in products can be found in the Unify Expert WIKI at http://wiki.unify.com/ http://wiki.unify.com in the section "Declarations of Conformity".
🚮	The adjacent symbol indicates that any electrical and electronic products installed and sold in countries of the European Union to which the WEEE2 Directive 2012/19/EU applies should be disposed of separately from the municipal waste stream in appropriate collection systems. Information concerning the proper disposal of your Unify product in the business-to-business market segment is available from your local sales representative in Unify or partner sales.

Software update

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

Care and cleaning instructions

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

Online documentation

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

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

Location of the telephone

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

Product-oriented environmental protection

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

> Special setting instructions for energy-efficient use of telephones can be found in section "Settings that impact energy efficiency" → page 37.

Energy Star

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

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

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

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

License information

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

Contents

Telephone settings 35

Making calls 38

Programming the function keys

Making calls in an executive or secretary team

Contents

General information

About this manual

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

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

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

Your telephone can be operated on an OpenScape 4000 telephone system. Individual telephone features may deviate on an OpenScape 4000 from those described.

Features in relation to operation on an OpenScape 4000 can be found in the section "Special features for operation on an OpenScape 4000" → page 146.

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

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

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

Icons used in the manual

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

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

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

Indicates important additional information in relation to hand-ling.

Indicates required intervention by the Administrator.

Displays for describing operation

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

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

The option "Contrast" is configured in the following example.

Selecting and confirming the required option

Required operating steps with display text

Press the key on the left or right side.

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

Contrast

The required option is selected.

Confirm the selected option.

Shortened illustration in the user guide

Press the key on the left or right side.

Contrast

Select and confirm the option shown (e.g. for settings the display con-trast).

Setting the required option

Required operating steps with display text

XXXX = x

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

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

Shortened instruction in the user guide

Keep pressing the keys until the desired result is achieved.
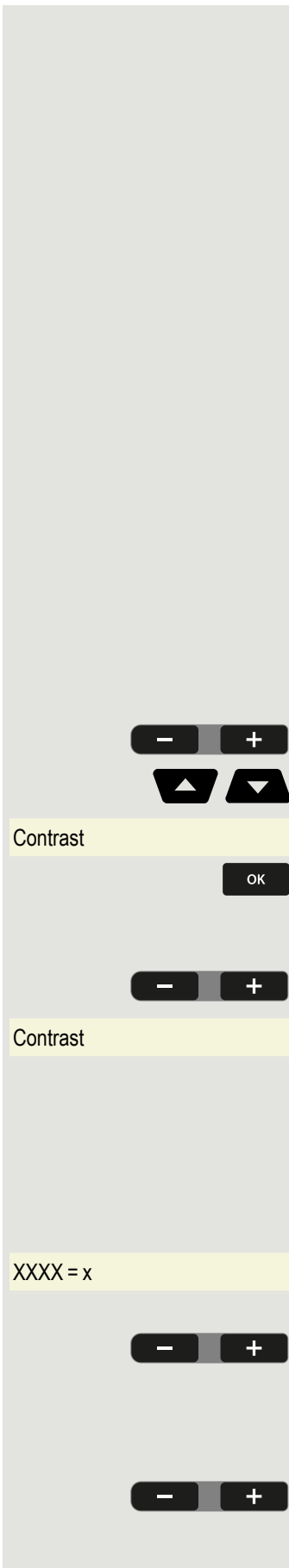
Service

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

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

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

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

Intended use

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

Any other use is regarded as unintended.

Telephone type

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

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

Speakerphone quality and display legibility

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

- Adjust the contrast as required display contrast (see "Setting the display contrast" → page 35).

Remote configuration for cloud service providers

From factory defaults to operational telephone

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

If your telephone is already operational, continue reading from section "Getting to know the OpenScape Desk Phone CP210" → *page 18.*

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

- The administrator has provided you with a PIN for the initial start-up.
- You have a LAN connection with access to the internet.
- You have a new CP210 that you want to start up using the remote maintenance function.

Connect the telephone

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

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

The start-up is finished when all LEDs are out and the key "Settings" ≡🔲 is flashing.

Entering the Deployment PIN

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

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

Deployment PIN:

Confirm with the softkey.
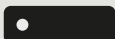
Starting the telephone

Once you have entered a valid PIN, the remote configuration of the telephone starts automatically.

Once the configuration is concluded, the telephone is operational with the required settings. You can now make calls.

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

Cancelling the Remote administration

You can stop the process in order to continue the configuration manually before entering the PIN or after entering an invalid PIN.

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

Press the softkey. The following message is displayed:

Abort deployment Press the softkey to confirm that the process is cancelled. The following message is displayed:

Deployment aborted The telephone is set to the factory defaults and must be configured manually by you or the administrator. Optionally, repeat the Remote administration by restarting the telephone.

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

Getting to know the OpenScape Desk Phone CP210

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

The user interface of the phone
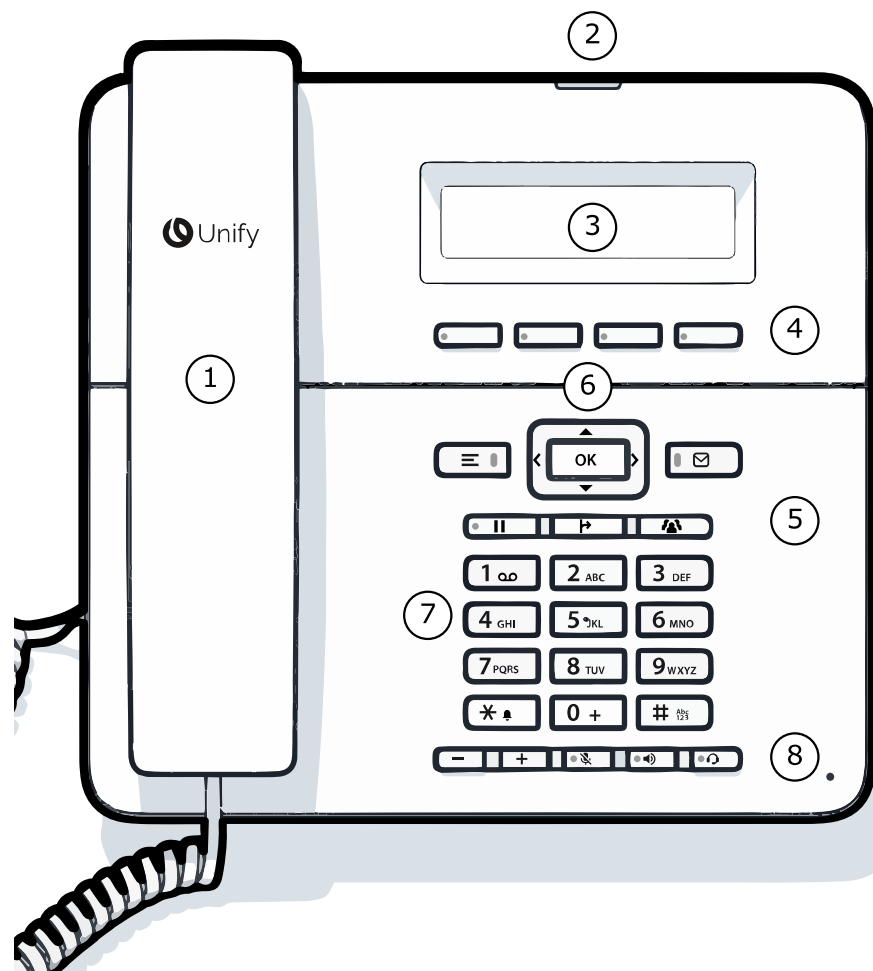
1	You can make and receive calls as normal using the **handset**.
2	The **status LED** displays the phone connection status. Incoming calls and new voice mails are visually signaled via the Notification LED.
3	The **display** shows information during telephone operation (three lines with up to 32 characters each).

4	The **programmable function keys** can be set to various functions.
5	The **function keys** (non-programmable) are assigned to the following functions during a call: [≡] : Provides access to the user menu for locally controlling the phone settings. [✉] : Allows voicemails to be managed. [❚❚] : Hold or retrieve the active call. [↦] : Transfer a call to another subscriber. [conference] : Enable access to the conference functions. [◀)) : Activate or deactivates the speakerphone. [headset] : Activates or deactivates the headset. [− +] : Increases or decreases the speaker or headset volume. [mute] : Activates or deactivates the microphone. This prevents the other party from listening in, e.g. when consulting with someone else in the room or in case of background noise.
6	The **navigation keys** help you navigating through the various phone functions, applications and configuration menus (see).
7	The **dialpad** can be used to enter phone numbers and write text.
8	You can listen to calls with the **microphone** even when the handset is hung up.

Navigation keys

This control allows you to move between input fields and navigate in lists and menus.
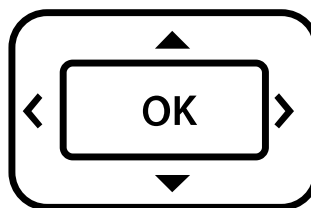
The pictograms for the navigation keys in this manual do not look identical to the navigation keys on the hardware.

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

Programmable function keys

Your OpenScape Desk Phone has four fixed function keys (with LED) below the display, which you can program with different functions or phone numbers. A function can be programmed for each key as well as a phone number at the second level.

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

- Function keys, see "Programming the function keys" → page 62
- Selected dialing keys, see "Programming enhanced functions" → page 64

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

Meaning of LED displays on function keys

LED		Meaning of function key
●	Off	The function is deactivated.
● ●	Lights up green or red	The function is activated.
●	Lights up amber	The function is on hold.
◉	Blinking amber	A recall is active.
◉	Blinking green	A call is incoming.

> Some of the programmable keys on multi-line phones can be set up as trunk or line keys (see "Line / trunk keys" → page 72).

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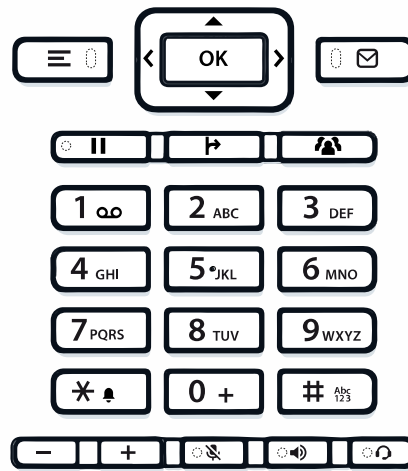
You can only use the digits 1 to 9 and 0 as well as the * and # characters when dialling a number.

To delete digits press ◁ .

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

For example, to enter the letter "h", press 4 GHI on the keypad twice.

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

Character overview

The character overview depends on the current language setting.

Key	1x	2x	3x	4x	5x	6x	7x	8x	9x	10x	11x	12x	13x	14x	15x	16x	17x
1 ⌂ (a)	1	(b)	;	=	$	\	&	[	]	{	}	%					
2 ABC	a	b	c	2	ä												
3 DEF	d	e	f	3													
4 GHI	g	h	i	4													
5 JKL	j	k	l	5													
6 MNO	m	n	o	6	ö												
7 PQRS	p	q	r	s	7	ß											
8 TUV	t	u	v	8	ü												
9 WXYZ	w	x	y	z	9												
✱ ♪ (c)	.	*	1	#	,	?		'	"	+	-	(	)	@	/	:	_
0 +	0	+															
# Abc/123	(d)																

(a) Special characters (not in 123 mode)

(b) Space

(c) Extended character

(d) Toggle between uppercase and lowercase and number entry

Multi-function keys

Key	Function during text input	Function when held down
✱ ♪	Type special characters	• 2 seconds: Ringer off • 3 seconds: Beep rather than ringtone
# Abc/123	Switch between uppercase and lowercase text and number entry	Activate the telephone lock "Locking the phone" → page 86
1 ⌂	Type special characters (not in 123 mode).	Call answering machine

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

Text editor

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

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

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

Display

Display contrast

The OpenScape Desk Phone OpenScape Desk Phone comes with a black-and-white LCD display. To adjust the contrast to suit your needs, see "Setting the display contrast" → page 35.

Idle mode

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

1	Time
2	Date
3	Idle menu navigation, see "Idle menu" → page 24
4	Phone number
5	The function key labels display the assigned key settings (see "Programming the function keys" → page 62). For each label, a maximum of eight characters can be displayed.
6	Status icon

Press this key to return to the idle mode display from a call list (see "Voicemail" → page 28).

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

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

Idle menu

The idle menu opens when you press ▼ or ᴼᴷ in idle mode. You can call up various functions. The idle menu contains the following entries by default:

- Conversations
- Directory
- Forwarding
- Redial

Icons in the idle menu

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

Icon	Explanation	Display position
	Displays the Wi-Fi signal strength and status (more bars indicate a stronger signal).	1st line
	Secure Wi-Fi signal (more bars indicate a stronger signal).	1st line
	USB is active.	1st line
	Call recording is in progress	1st line
	The ringer is deactivated.	1st line
	The ringer is set to a beep.	1st line
	Remote maintenance has been activated.	1st line
	"Do not disturb" is activated.	1st line
	The phone lock is activated.	1st line
	You received new voice messages.	2nd line
	You have one or more new missed calls.	2nd line
	Local call forwarding is active.	2nd line
	A mobile user is logged on to the telephone.	2nd line
	A status icon in front of your own phone number (replaced, for example, by the icons for call forwarding or the Mobility icon).	2nd line

Displays on the status line for adjusting the volume

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

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

Context-dependent displays

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

Information on current events

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

Example

You missed two calls in your absence.

Open the two new voice messages by pressing the softkey (see).

Context menus

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

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

Example

Press the softkey to go back to the telephony interface from the message menu (see).
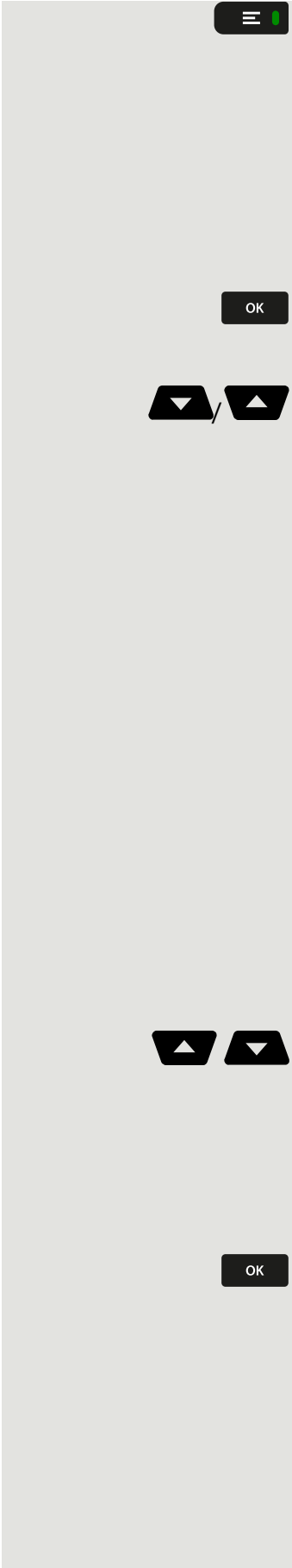
Press the softkey again to access the telephony interface from the Program / Service menu (see "Settings and functions" → page 31).

> You can set up a "Show phone display" key for both of these instances to access the telephony interface screen again (see "Programming a key" → page 63).

Idle display context menu

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

Select the other functions using the navigator keys.

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

Functions during a call

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

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

Example

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

OK   Search for the appropriate function and confirm.

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

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

To delete information or warning messages, press the softkey.

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.

Voicemail

Press the key shown.

If your telephone is connected to a voicemail system (such as Smart Voicemail), the [🔳 ✉] key will light up in addition to the Notification LED to alert you to any messages that have arrived.

An corresponding message is displayed.

If your system is appropriately configured, activating this function opens the menu for voicemail (see "Displaying call log data from RingCentral API" → page 1).

Call logging

The following call lists are stored under Call logging and can be accessed via the preset "Call log" function key ("Programmable function keys" → page 20):

- Missed: Missed calls
- Dialled: Dialled calls (with or without connection)
- Received: Answered calls
- Forwarded: Forwarded calls
- Call log: Call logging

The number of missed calls and unchecked calls is shown on the idle display. Missed calls are not saved and displayed if Call logging is disabled (see "Activating or deactivating Call logging" → page 115).

> The function Call logging must be activated to display call lists (see "Activating or deactivating Call logging" → page 115). Call logging must also be activated for the customary last number redial function. If Call logging is not activated, the message "Key function unavailable" is shown when you press the function key.

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

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

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

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

- The LED on the function key flashes or
- The Notification LED lights up or
- The LED on the function key flashes and the Notification LED illuminates
- A message is displayed

> 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 (see "Deleting all entries" → page 115).

After selecting an entry, you can dial it immediately by confirming (see "Call logging" → page 114

Synchronizing call log data with RingCentral API

To sync call log data from the RingCentral backend to your device, you need to establish a connection to the RingCentral API.

This can be configured by your administrator via the WBM Interface under **Local functions > RingCentral API**.

Once this option is enabled, your device will stop logging calls locally and will start displaying the Call log which is synchronized with your RingCentral user's call log stored at RingCentral API server.

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

Additional notes on Call logging

- Missed calls are not signalled if Call logging is disabled (see "Activating or deactivating Call logging" → page 115).
- 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 check mark in accordance with the Call logging setting (see "Logging missed calls" → page 116).
- Forwarded calls of all types are logged under "Forwarded" and not as "Missed". This is regardless of how the parameter for missed calls is defined.

Network

Network

Select the label "Network".

Press the function key below the label. This menu contains the following entries:

Personal directory

You can create your own local directory under Personal directory (see "Personal directory" → page 55). The data for a subscriber includes the last name, first name and phone number.

Corporate directory

When using a Corporate directory, use the directory function key and the navigation key to find subscribers (see "Corporate directory" → page 57).

> As a prerequisite, your administrator must have set up the appropriate access.

You can configure a separate function key for opening the Corporate directory (see "Using programmed keys" → page 67).

Settings and functions

Menu title | Settings :
⊞ User   ⬍

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

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

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

Open the Settings menu by pressing the softkey.

- User
- Admin

User

The setting options provided allow you to adapt the telephone to your individual requirements.

Admin

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

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

Control and monitoring function

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

Control function

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

Monitoring function

In order to detect e.g. malfunctioning of a phone, your administrator can install a monitoring function. You can use your phone as normal during

monitoring. However, you will be informed about the monitoring with a message on the display and asked to allow monitoring.

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

Activating a diagnostic call

In the event of connection problems with a specific destination, the administrator may ask you to enter an activation code before the number of the subscriber, which can be used to initiate tracing of the call data on the phone.

The activation code, which must be provided to you by the administrator and which comprises a leading asterisk, followed by three digits and the hash sign as the terminating character, must be entered before the actual phone number. At the end of the call, the call-related data is sent for further analysis to the DLS server, which then passes it to the "OpenScape Voice Trace Manager".

Ports on the underside of the phone
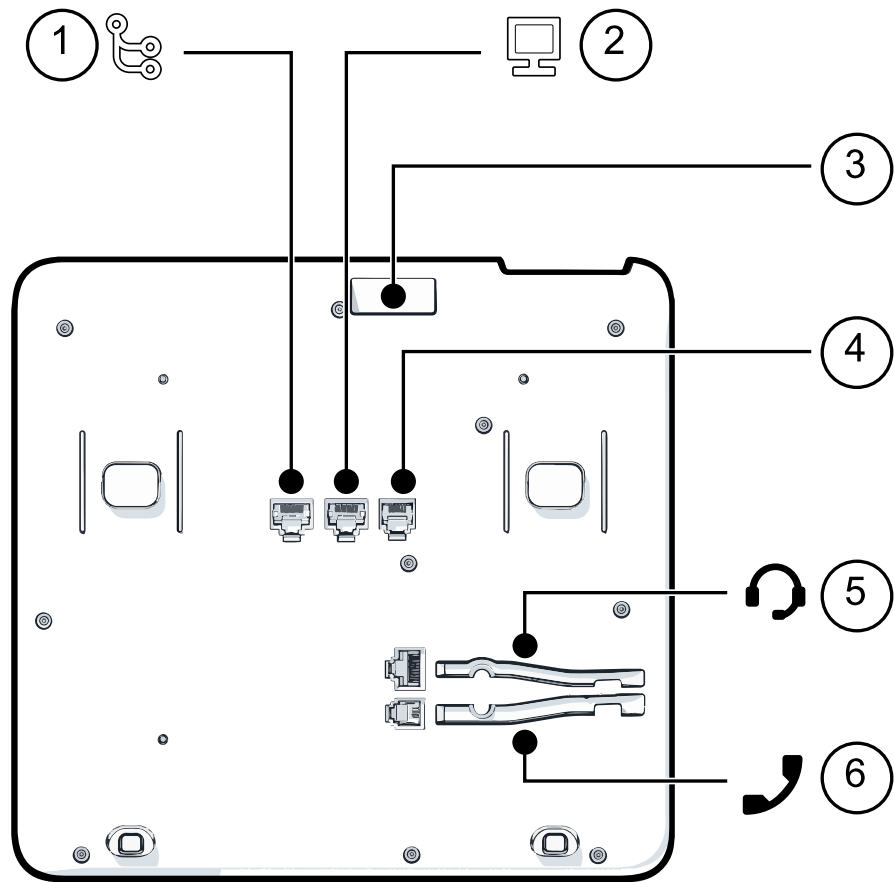
1	Network LAN port	**2**	PC LAN port
3	USB-A port	**4**	Optional power supply
5	Headset port	**6**	Handset port

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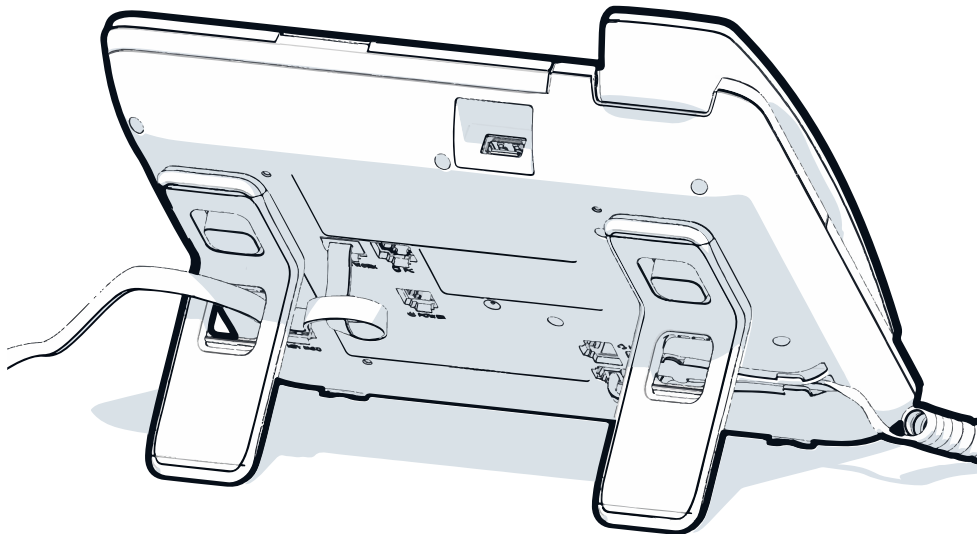
Thread the connection cables on the back of the phone through the holes in the stand. Arranged in this way, the device always has a secure stand.

The picture shows only an example of the OpenScape Desk Phone series.

Using the USB port

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

- A USB headset (for compatible headsets, refer to https://wiki.unify.com/wiki/Headsets_for_OpenScape_Desk_Phone_CP), not included
- A mobile ION handset (DECT), not included
- A Wi-Fi USB dongle as a replacement for the LAN connection cable. A Wi-Fi Network is required (see the Admin Guide for more information on how to set up the Wi-Fi connection), not included

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

Telephone settings

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

If you have set a pattern melody on your phone, the administrator may have preset a different ring tone depending on the call type, e.g. an external or internal call (see "Pattern melody" → page 89 or "Setting the ringer for lines" → page 81).

Setting the display contrast

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

You can also configure this setting via the WEBM interface (see "General" → page 134).

⊟	Press the key shown.
User	Select and confirm the option shown.
	Enter and confirm the user password, if required.
Phone?	Select and confirm the option shown.
Display?	Select and confirm the option shown.
Contrast: =	Select and confirm the option shown.
▲/▼	Set and confirm the contrast.
Save & Exit?	Select and confirm the option shown.

Volumes

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

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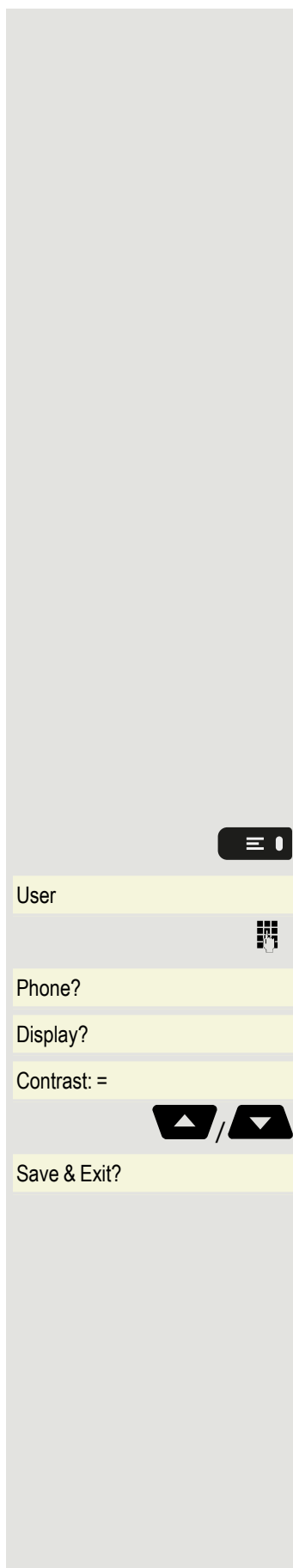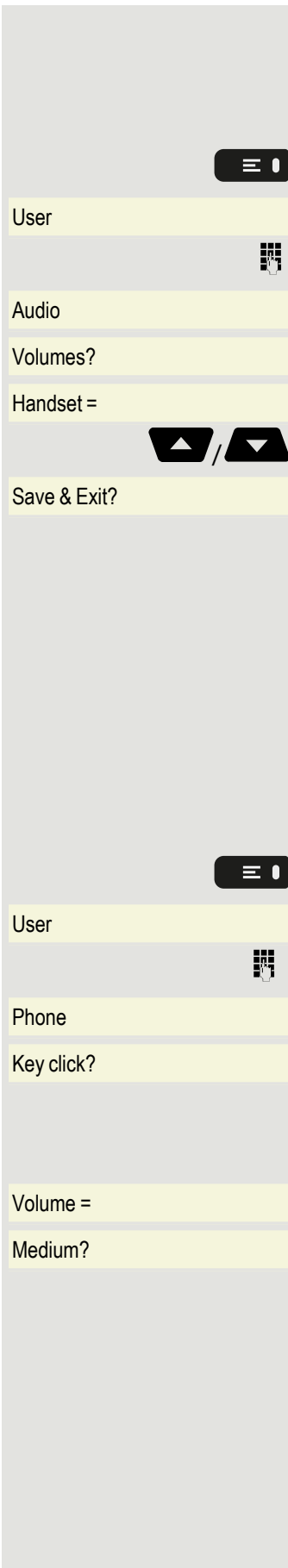
- Rollover
- Group pickup beep

Example: Handset audio settings

Press the key shown.

User

Select and confirm the option shown.

Enter and confirm the User password, if required.

Audio

Select and confirm the option shown.

Volumes?

Select and confirm the option shown.

Handset =

Select and confirm the option shown.

Set and confirm the volume.

Save & Exit?

Select and confirm the option shown.

Key click

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

You can also configure this setting via the WEBM interface "General" → page 134.

Press the key shown.

User

Select and confirm the option shown.

Enter and confirm the User password, if required.

Phone

Select and confirm the option shown.

Key click?

Select and confirm the option shown.

Setting the volume for Key click

Select and confirm the option shown.

Volume =

Select and confirm a medium volume setting. You can choose between the following three options:

Medium?

- Low
- Medium
- High
- Off (no click)

Key selection

Keys =	Select and confirm the option shown.
Keypad only?	Select and confirm if only the keys for entering characters are to be affected.
All keys?	Alternatively, select and confirm the option shown.
Save & Exit?	Select and confirm the option shown.

Settings that impact energy efficiency

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

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

Making calls

Receiving calls

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

Answering a call via the handset

The phone rings. The caller is displayed.

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

Lift the handset.

Adjust the call volume, if necessary.

Answering a call via the loudspeaker (speakerphone mode)

The phone rings. The caller is displayed.

The ⬛ key flashes green.

Accept?

Confirm the option shown.

The ⬛ key lights up green.

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

Adjust the call volume, if necessary.

Answering a call via the headset

The phone rings. The caller is displayed.

The ⬛ and ⬛ flash green.

Accept?

Confirm the option shown.

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

Adjust the call volume, if necessary.
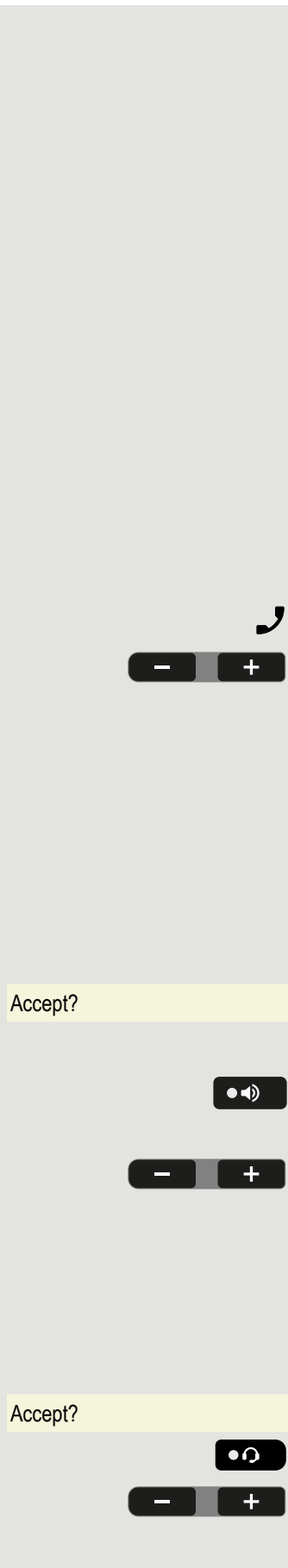
Answering calls automatically via the headset

A key with the "Auto-Headset" function (AICS ZIP tone) must be configured by the administrator.

AICS

Press the corresponding function key to activate automatic call answering. The and light up green.

A short acoustic signal is heard on the headset for a call and the connection is established.

To manually answer calls again, deactivate the automatic answering function using the corresponding function key. Both keys are off.

Rejecting a call

You can reject an incoming call.

"Reject" must be authorized by the administrator.

An incoming call is displayed or signalled.

Reject?

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

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

Deflecting a call

"Deflect" must be authorized by the administrator.

Prerequisite

An incoming call is displayed or signalled.

Deflect?

Select and confirm the option shown.

Deflecting

12345678

- If a destination phone number is stored, you can select and confirm it (see "Permitting call deflection" → page 109). The call is deflected.
- Optionally, when no phone number is set when programming call deflection, you are prompted to enter a destination phone number for call deflection.

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

Responding to a callback

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

Accepting a callback

Accept?

Select and confirm the option shown.

Rejecting a callback

Reject?

Select and confirm the option shown.

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

Forwarding a callback

⫿⏩   This feature is not available for OpenScape Voice.

Deflect?

Select and confirm the option shown.

📱   Enter the phone number and confirm.

Dialling

⫿⏩   If the option "Busy when dialling" is activated, you will not be interrupted by an incoming call (see "Allowing Busy when dialling" → page 112). 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 (see "Personal directory" → page 55).

Off-hook dialling

📞   Lift the handset.

📱   Enter the phone number. If necessary, digits may be deleted using the navigation key ◖ .

Dial?

Confirm or wait until the dial delay expires (see "Using autodial delay" → page 43).

Redial? ##

Optionally, confirm the option shown (also refer to "Redialling with the function key" → page 42). "##" represents the last number dialled.

The connection is established.

> When using a dial plan and "Immediate dialling" is set up, dialling is automatically performed as soon as the character string entered matches an entry in the dial plan (see "Activating or deactivating Immediate dialling" → page 113).

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

On-hook dialling

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

Press the key shown.

Enter the phone number. If necessary, digits may be deleted using the "back" arrow navigation key ◀ .

Press or wait until the dial delay expires (see "Using autodial delay" → page 43).

Redial ##?

Optionally, confirm the option shown (also refer to "Redialling with the function key" → page 42). "##" represents the last number dialled.

Entering the phone number first

Enter the phone number. If necessary, digits may be deleted using the navigation key ◀ . The loudspeaker key ●◀ illuminates when you enter the first digit.

Dial?

Confirm or wait until the dial delay expires (see "Using autodial delay" → page 43). The connection is established.

> When using a dial plan and Immediate dialling is set up), dialling is automatically performed as soon as the character string entered matches an entry in the dial plan (see "Activating or deactivating Immediate dialling" → page 113).

Dialling with the selected dialling key

You can program frequently used phone numbers on programmable keys (see "Programming a key" → page 63). If you press a selected dialling key briefly, the associated contact or phone number appears and dialling is initiated.

Prerequisite: A selected dialling key is programmed.
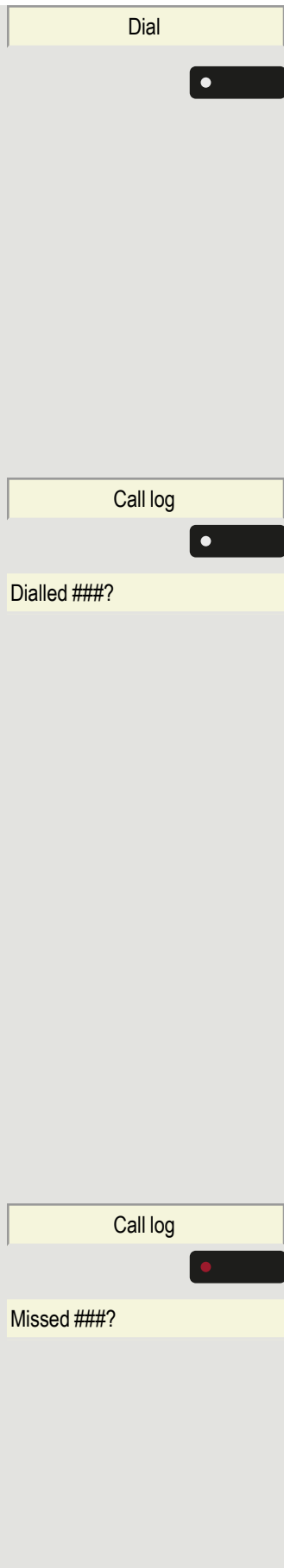
Dial	Select the label of the dialling key.
●	Press the function key below the label. Dialling is initiated.

Redialling with the function key

> You must have activated Call logging in order to use the call list "Dialled". This also applies for redialling the last number dialled (see "Activating or deactivating Call logging" → page 115). If Call logging is disabled, the message "Function x not used" is displayed when you try to execute the last number redial function using a correspondingly programmed function key.

Call log	Select the label "Call log".
●	Press the function key below the label.
Dialled ###?	Select and confirm the option shown. The call list "Dialled" is displayed.
	Select and confirm the required entry. The phone number associated with the list entry is dialled.

Calling back a missed call

Calls received while you are absent are indicated by a message on the idle display (see "Icons in the idle menu" → page 25). The ● function key also illuminates (if the administrator has activated the option).

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 (see "Call logging" → page 28). Missed calls are not saved and displayed if Call logging is disabled (see "Activating or deactivating Call logging" → page 115).

> On multi-line telephones, only the calls missed on your primary line are logged (see "MultiLine" → page 72).

Call log	Select the label "Call log".
●	Press the function key below the label.
Missed ###?	Select and confirm the required call list.
	Select and confirm the entry you want. The phone number associated with the entry is dialled.

Requesting callback

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

> This option is only available if both you and your administrator have activated the function ("Permitting a Callback" → page 113).

> This function is available with restrictions on an OpenScape 4000, see "Functions not supported by OpenScape Voice" → page 146.

Prerequisite: The subscriber is busy or nobody answers.

Callback?

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.

Cancel callbacks?

Select and confirm the option shown.

All callback requests are deleted.

Using autodial delay

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

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

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

OK
- Press the key shown. This always works.

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

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

During a call

Activating or deactivating the microphone

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

Prerequisite: You are conducting a call.

To activate the microphone, press the key shown.

To deactivate the microphone, press the illuminated key shown.

Changing the volume

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

Prerequisite: You are conducting a call.

Adjust the volume using the toggle key.

Switching from handset to speakerphone mode

Note that there are two different modes (US and Standard) and you can activate your preferred setting as appropriate (see "Opening listening mode" → page 90).

Prerequisite: You are conducting a call via the handset.

The microphone and loudspeaker functions are activated by the administrator.

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

Hang up the handset.

Release the key and proceed with your call.

Listening in US mode

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

Hang up the handset.

Proceed with your call.

Switching from speakerphone mode to the handset

Prerequisite: You are conducting a call in speakerphone mode.
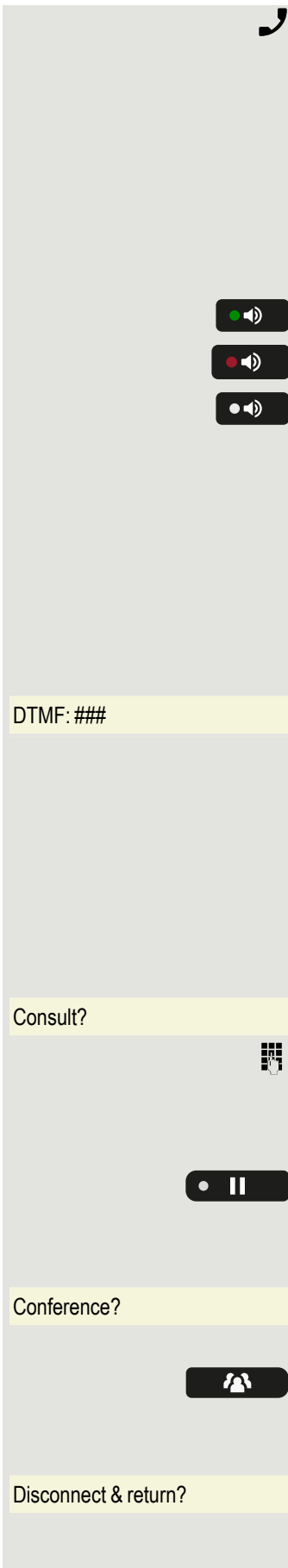
📞 Lift the handset. The 🔊 key is no longer illuminated.

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.

🔊 To activate open listening, press the key shown.

🔊 To deactivate open listening, press the illuminated key.

🔊 To switch to speakerphone mode, hold down the key and hang up the handset on the phone.

Release the key and proceed with your call.

Display of DTMF digits

When you press any of the numerical keys during an active call, the keys pressed are presented on the call screen.

DTMF: ###

The DTMF digits are shown in the second line on the display as a string of all the digits sent (represented here by "###").

Consulting a second party

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

Prerequisite: You are conducting a call.

Consult?

Confirm the option shown.

🔢 Enter and confirm the second party's phone number.

To use a **call list** or one of the Directories for the consultation call, select **Hold** instead of Consult in the context menu.

⏸ Optionally, press and open a required entry in a list or open a call list or a contact without using the **Consult** or **Hold** functions - the active call is automatically put on **Hold**.

Conference?

To start a conference call, select and confirm the connection in the context menu.

👥 You can also use the key shown.

Ending a consultation call

Disconnect & return?

- To end the consultation, select and confirm the option shown. The consultation call is disconnected. The call with the first party is
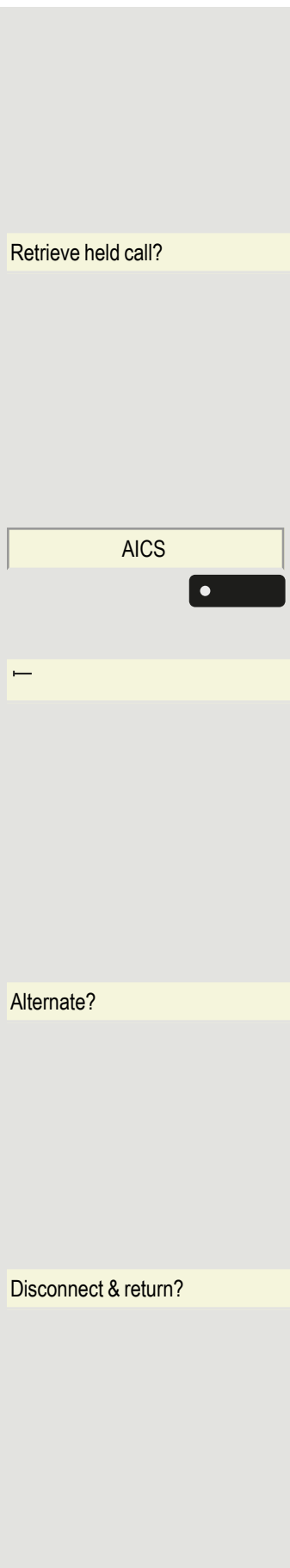
resumed.

- If the second party hangs up, you will be prompted to retrieve the first call again if "Hold and hang-up" is disabled (see "Activating or deactivating Hold and hang-up" → page 107). Otherwise, the first call will remain on hold until you receive this prompt after a defined time interval.

Retrieve held call?

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.

Ending the consultation with an active headset

> The administrator has additionally configured a function key with the "Auto headset" function (AICS ZIP tone).

AICS

Select the label on the display.

Press the function key below the label to activate automatic call answering. This key and the key ⬤ illuminate.

You are conducting a consultation call and the second party hangs up. You are automatically reconnected with the waiting first party. The message "Retrieve held call" is not displayed.

Switching to the held party (alternating)

Prerequisite: You are conducting a consultation call or have accepted a second call (see "Consulting a second party" → page 45 or "Answering a second call" → page 50).

Alternate?

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

Disconnect & return?

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

Conference

Prerequisite

- You are conducting a consultation call (see "Consulting a second party" → page 45).
- Optionally, you have accepted a second call and the conference function is active (see "Answering a second call" → page 50 and "Allowing a Conference" → page 114).
- You may also start a conference directly from a single call using the option "Start conference?". You will then be prompted to dial the second party who will be joining the conference.

Establishing a conference

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

The new consultation connection can be either secure or unsecured. However, the first connection remains secure even if all three parties are joined together in a conference.

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

The padlock icon 🔒 is displayed in the row "Conference".

Conference?

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

Alternatively, press the key shown.

Leaving a conference

Allowing call partners to continue a conference after you exit

Prerequisite: The function "Connected calls" is activated (see "Allowing joining in a conference call" → page 114).

Exit conf.?

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

- Hang up the handset.

- If you are in speakerphone mode, press the speakerphone key.

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

Disconnecting a party

End conf.?

Select and confirm the option shown.

Putting on hold and retrieving alternately or simultaneously

Prerequisite

You have a single-line phone and are conducting a consultation call or have answered a second call (see "Consulting a second party" → page 45 or "Answering a second call" → page 50).

Putting an active call on hold

Press the key shown. The key flashes. The consultation or second call **and** the first call remain on hold.

Retrieving the first call

Alternate to the first call.

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

Connecting parties

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

Prerequisite: You are conducting a consultation call and call joining is allowed (see "Consulting a second party" → page 45 and "Allowing call joining" → page 109).

Complete Xfer?

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

Connecting by hanging up

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

Placing a call on hold

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

Prerequisite: You are conducting a call.

Hold?

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

Optionally, press the key shown. The key illuminates.

> If you do not retrieve the held call after a defined time interval, a reminder beep sounds three times and a prompt to retrieve the call or disconnect appears on the display (for settings, refer to "Activating and deactivating the hold reminder tone" → page 106 and "Setting the hold reminder time" → page 107).

Retrieving a held call

Reconnect?

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

Optionally, press the illuminated key.
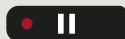
Using line keys

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

Line x
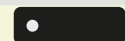
Press the corresponding line key. The line key LED changes to amber. The call is now on hold and no longer displayed.

Retrieving a held call

Line x

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

> The LED display 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 (see "LED displays" → page 74).

Held call wait status

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

Prerequisites

- The setting **Hold and hang-up** is enabled
- You placed a call on hold and **hung up the handset** or pressed the loudspeaker key in speakerphone mode.

Retrieve or disconnect

A recall follows immediately and a pop-up menu is displayed:

Retrieve held call?

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

Disconnect? Optionally, select and confirm the option shown to disconnect the held call.

> ▌▶ After enabling Hold and hang-up", the call is placed on hold for a defined time interval before the prompt is displayed with a recall to retrieve the call or disconnect (see "Setting the hold reminder time" → page 107). You can retrieve the call or disconnect via the context menu before the defined time expires.

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 (see "Allowing call waiting" → page 110).

Answering a second call

Prerequisite: You are conducting a call and call waiting is allowed ("Allowing call waiting" → page 110).

Accept Select and confirm the option shown.

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

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

- Alternate (see "Switching to the held party (alternating)" → page 46)
- Complete transfer (see "Connecting parties" → page 48),
- Conference (see "Conference" → page 46),
- Blind transfer (see "Transferring a call" → page 53),
- Hold (see "Placing a call on hold" → page 48).
- Put on hold and retrieve second and first call successively (see "Putting on hold and retrieving alternately or simultaneously" → page 48).

Consultation call from second call

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

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

From a consultation call in the second call you can select one of the following options:

- Initiate a conference.
- Toggle between the second call and a consultation call.
- Put on hold and retrieve second and first call successively (see "Putting on hold and retrieving alternately or simultaneously" → page 48).
- Transfer a call
- Disconnect the calls again

During a consultation in the second call, the first call is parked and can only be "unparked" if the consultation or second call was ended or these calls were connected.

Disconnecting the second call

Disconnect & return?

Select and confirm the option shown in the context menu of the second call. The call to this subscriber is disconnected and the call to the first subscriber is reconnected.

Ending the second call by hanging up

If you or the second call partner hangs up, you will be prompted to retrieve the first call again if "Hold and hang-up" is disabled (see "Activating or deactivating Hold and hang-up" → page 107). Otherwise, the first call will remain on hold until you receive this prompt after a defined time interval.

Ignoring the second call

Prerequisite: You are conducting a call and call waiting is allowed (see "Allowing call waiting" → page 110).

Ignore?

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

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

- Make a consultation call
- Initiate a conference
- Toggle between the consultation call and your call partner
- Transfer a call

A third call would be rejected with the busy signal.

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

Rejecting a second call

Prerequisite: You are conducting a call and call waiting is allowed (see "Allowing call waiting" → page 110).

Rejecting

Reject?

Select and confirm the option shown.

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

Deflecting a second call

Prerequisite

You are conducting a call and call waiting is allowed (see "Allowing call waiting" → page 110).

Deflect?

Select and confirm the option shown.

Deflecting

If a destination phone number is stored, you can select and confirm it (see "Permitting call deflection" → page 109). The call is deflected.

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

Enter and confirm the destination phone number.

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

Connecting parties

Complete Xfer?

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

Connecting by hanging up

Connecting by hanging up is activated (consult your administrator) and "Switch assignment" must be set to "Yes" (see "Connecting subscribers by hanging up" → page 110).

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

Transferring a call

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

Prerequisite: You are conducting a call. The options "Allow call transfer" and "Transfer on ring" are allowed (see "Allowing call transfer" → page 111).

Blind transfer

You can choose between easy transfer with the key or blind transfer via the menu.

Easy transfer

Press the key shown.

Enter and confirm 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 (see "Personal directory" → page 55).

Press the key shown again.

Blind transfer

Blind transfer call?

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 Network directories (see "Personal directory" → page 55).

OK   Confirm or wait until the autodial delay expires. The display returns to idle following successful transfer.

Transferring with consultation

You can announce a call to a recipient before transferring it.
You can choose between easy transfer or blind transfer.

Easy transfer

Press the key shown.

Enter and confirm the phone number of the second party to whom you want to transfer the call.

As soon as the second party has answered, you can announce the transfer of the call. You can also select and call a subscriber here from a call list or from one of the two phonebooks (see "Personal directory" → page 55).
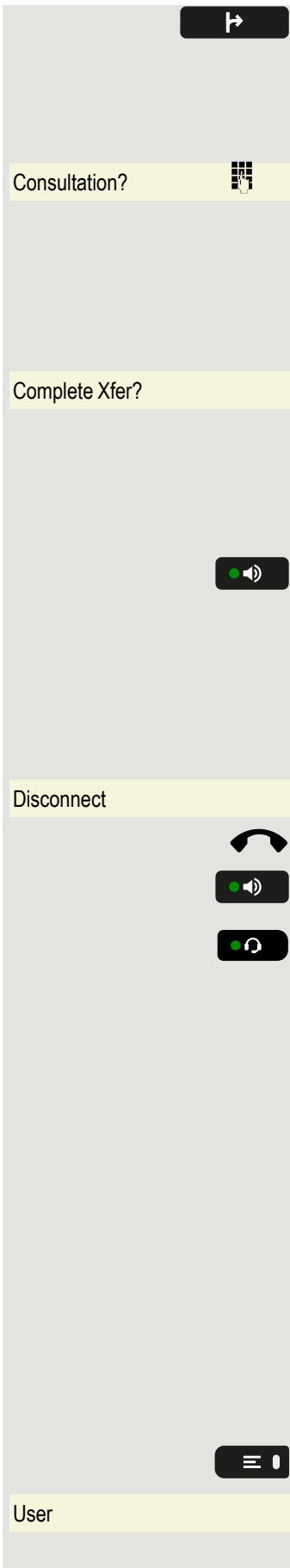
➡ Press the key shown again. The display returns to idle following successful transfer.

Blind transfer

Consultation? **⌨** 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 (see "Personal directory" → page 55).

Announce the call you want to transfer.

Complete Xfer? 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.

🔊 Hang up the handset on the phone or, if speakerphone mode is active, press the illuminated key to transfer the call.

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

Ending a call

Disconnect Select and confirm the option shown.

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

🔊 • In speakerphone mode, press the illuminated green key.

🎧 • When conducting a call via the headset, press the illuminated green key.

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

Configuring call forwarding

▐▐▐➡ On an OpenScape Desk Phone, you can enter the call forwarding settings via the Forwarding key (see "Activating or deactivating immediate call forwarding" → page 100).

📋 You can also configure this setting via the WEBM interface (see "General" → page 134).

≡● Press the key shown.

User Select and confirm the option shown.
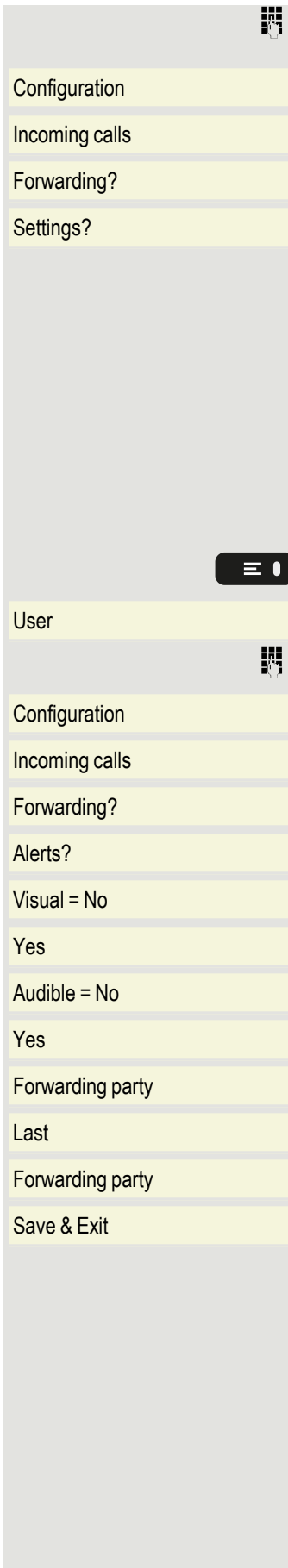
📞	Enter and confirm the user password, if required.
Configuration	Select and confirm the option shown.
Incoming calls	Select and confirm the option shown.
Forwarding?	Select and confirm the option shown.
Settings?	Select and confirm the option shown. For a description of the settings, see section "Standard call forwarding" → page 99.

Setting alerts

Use the 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 WEBM interface (see "General" → page 134).

🔲	Press the key shown.
User	Select and confirm the option shown.
📞	Enter and confirm the user password, if required.
Configuration	Select and confirm the option shown.
Incoming calls	Select and confirm the option shown.
Forwarding?	Select and confirm the option shown.
Alerts?	Select and confirm the option shown.
Visual = No	Select and confirm the option shown.
Yes	Select and confirm Yes or No.
Audible = No	Optionally, select and confirm the option shown.
Yes	Select and confirm Yes or No.
Forwarding party	Optionally, select and confirm the option shown.
Last	Optionally, select and confirm the option shown.
Forwarding party	Optionally, select and confirm the option shown.
Save & Exit	Select and confirm the option shown.

Directories and Call logging

Personal directory

The Personal directory is restricted to 100 entries.
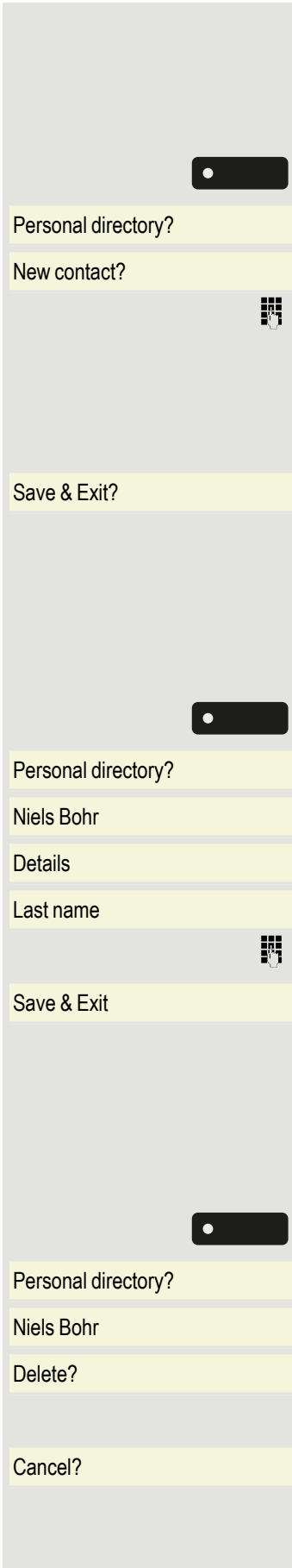
Creating a new contact

📋 You can also configure this setting via the WEBM interface (see "General" → page 134).

Press the softkey to open the local Directory.

Personal directory?
Select and confirm the option shown.

New contact?
Select and confirm the option shown.

Fill in the three fields

- Last name
- First name
- Number

Save & Exit?
Select and confirm to save the Contact details.

Editing a contact

📋 You can also configure this setting via the WEBM interface (see "General" → page 134).

Press the softkey shown to open the local Directory.

Personal directory?
Select and confirm the option shown.

Niels Bohr
Select and confirm the relevant entry.

Details
Select and confirm the option shown.

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

Change the entry and confirm.

Save & Exit
Select and confirm the option shown.

Deleting a contact

📋 You can also configure this setting via the WEBM interface (see "General" → page 134).

Press the softkey shown to open the local Directory.

Personal directory?
Select and confirm the option shown.

Niels Bohr
Select and confirm the relevant entry.

Delete?
Select and confirm the option shown.

Repeat the confirmation.

Cancel?
Optionally, select and confirm to cancel the process.
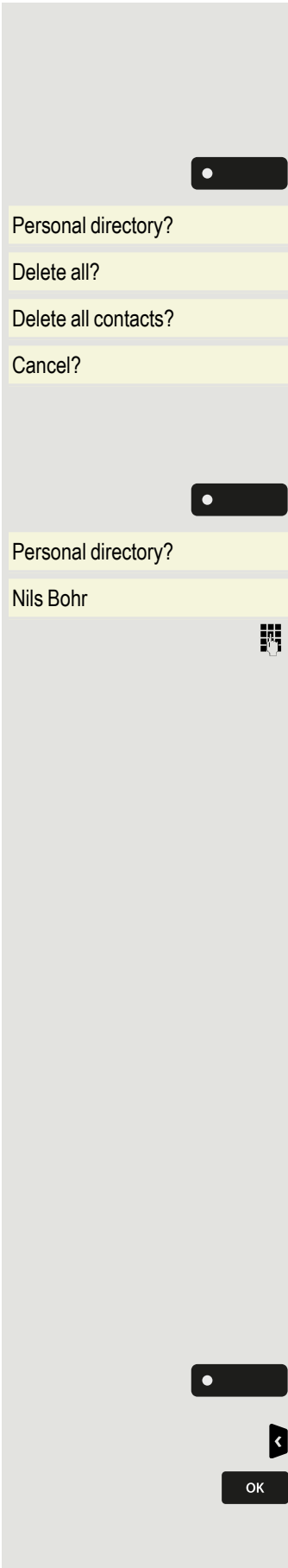
Deleting all contacts

▤   You can also configure this setting via the WEBM interface (see "General" → page 134).

⬤   Press the softkey to open the local Directory.

Personal directory?   Select and confirm the option shown.

Delete all?   Select and confirm the option shown.

Delete all contacts?   Confirm the option shown.

Cancel?   Optionally, select and confirm to cancel the process.

Searching for a contact

⬤   Press the softkey shown to open the local Directory.

Personal directory?   Select and confirm the option shown.

Nils Bohr   The last entry used is displayed.

▥

- Enter the first letter of the name you are searching for, e.g. "K". The first name found with the initial letter "K" is displayed after a short time.
- When looking for a name that begins with "Kr", add the second letter in the search field. The first name with the initial letters "Kr" is displayed.

▌▌➡   You can also browse the Directory with the navigation keys until you reach the required entry (see "Navigation keys" → page 19).

Corporate directory

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

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

Searching for a corporate contact

⬤   Press the function key to open the local Directory.

‹   Press the Delete key to return to the main menu.

ok   Press the key shown to open the Corporate directory.

Search	Select and confirm the option shown. The following search fields can be used:
	• Last name
	• First name
	• Office 1
	• Office 2
	• Mobile
	• Home
	• Company
	• Address 1
	• Address 2
	• Professional role
	• E-mail
Last name:	Select and confirm the required search field (e.g. "Last name").
	Enter a search text. If you only enter the first letter of the last name, for example, all entries with this initial letter are displayed.
Search	Select and confirm when you have completed one or more search fields. The search begins. If the entry you searched for is found, you can dial or view the entry details.

Advanced Directory editing

Viewing entries

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

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

Resetting the search fields

Prerequisite: The search fields are listed.

Delete?	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.

Qualifier	Select and confirm the option shown. You may choose between the following criteria:
	• No qualifier
	• Job function
	• Address
	• Email:
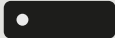
- Business
- Mobile
- Business2
- Private
- Company:
- Address2

Select and confirm the desired qualifier.

Back?

Select and confirm to close the list.

Quick search

Press the softkey shown to open the local Directory.

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

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

You can restrict the output by entering the second and other letters.

- Use the softkey to switch between letters and numbers.
- Use the navigator keys to delete individual characters.
- You can control the search individually by entering extended characters.

To select extended characters, press the key shown.

Rule list

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

Enter the characters by selecting them in the extended characters.

Quick search using parts of a search string

If the administrator adds a field to the template for the corporate directory and assigns this field to an existing search field, you can use any

strings in a last name, for example, for the search.

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

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

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

Listening to voicemail

To use this function, you need to have a voice mailbox set up on your communication platform for voicemails (see "Voicemail" → page 28).

The message key 🔲 flashes to indicate new messages and the icon ▽ is displayed. The LED only extinguishes when all messages have been picked up.

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

Choose to call the mailbox if appropriate.

Call mailbox? Confirm the option shown to call the mailbox. Follow the voice instructions.

You may need to enter a password.

Querying voicemail

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

- New items (1)
- New urgent items (1)
- Old items (1)
- Old urgent items (1)

Listening directly to voicemails

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

📞 Lift the handset.

Press the key shown. The mailbox answers. Follow the voice instructions.

You may need to enter a password.

> You can call the mailbox any time you see the "Please dial" displayed.

Programming the function keys

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

After programming a function key, a "Label" must be assigned to each corresponding function. This label is displayed on the third line of the display (see "Idle mode" → page 23).

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

You should assign the "Shift" function to one of these keys to be able to switch between the two key levels.

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

- The keys are preassigned in the as-delivered state (see "Programmable function keys" → page 20).
- The keys can also be programmed via the WEBM interface (see "General" → page 134).

List of available functions

Unallocated	Do not disturb
Selected dialling	Group pickup
Repeat dialling	Repertory dial
CF unconditional	Line
CF no reply	Feature toggle [1]
CF busy	Mobility
CF unconditional - any	Directed pickup
CF no reply - any	Release
CF busy - any	Callback [1]
CF unconditional - ext.	Cancel callbacks [1]
CF unconditional - int.	Consultation
CF no reply - ext.	DSS
CF no reply - int.	Call Waiting toggle
CF busy - ext.	Immediate ring [1]
CF busy - int.	Call recording [1]
Ringer off	AICS ZIP tone

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

$^{(1)}$The feature is not available on an OpenScape 4000 telephone system (see also "Special features for operation on an OpenScape 4000" → page 146).

Programming a key

⊟   You can also configure this setting via the WEBM interface (see "General" → page 134).

Initiating programming

Directly via the function key

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

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

OK?   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.

User?   Confirm the option shown.

Enter and confirm the User password, if required.

Phone?   Select and confirm the option shown.

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

Press one of the four keys you want to program with a function. The key illuminates continuously.
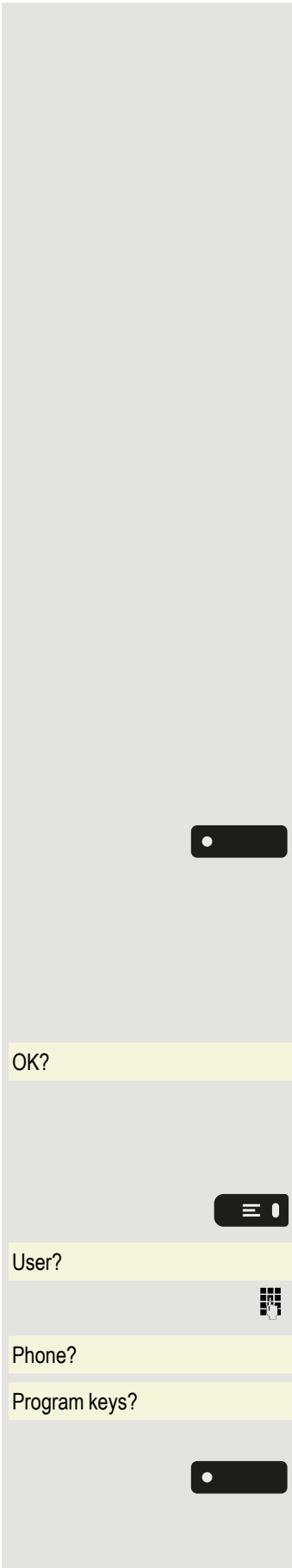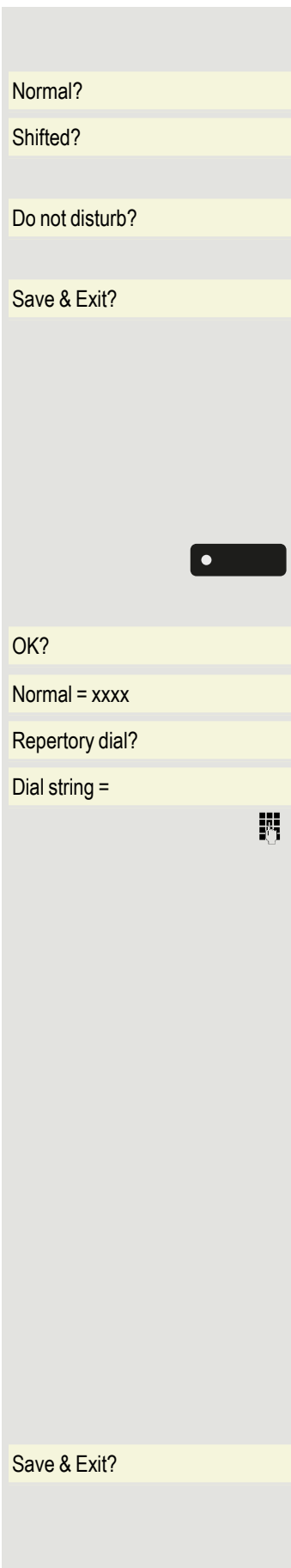
Beginning programming

Normal?

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

Shifted?

Optionally, select and confirm the option shown to program the second level.

Do not disturb?

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

Save & Exit?

Select and confirm the option shown.

Programming enhanced functions

Repertory dialing

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

OK?

Confirm to begin programming. The key illuminates continuously .

Normal = xxxx

Select and confirm the option shown to program e.g. the first level.

Repertory dial?

Select and confirm the required function.

Dial string =

Select and confirm this option.

Enter and confirm a subscriber's destination phone number.

> The repertory dial can be up to 40 characters long.

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

- ´ Clear call
- ¨ Pause
- ~ Make consultation
- ª Make normal call

The menu also offers the following functions:

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

Save & Exit?

Select and confirm the option shown.

Call log

🗒 You can also program the keys via the WEBM interface (see "Gen-
eral" → page 134).

The following call lists can be found under Call log:

- Missed
- Dialled
- Received
- Forwarded

The key can only be used if Conversations is activated.

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

> If the prompt is not displayed, you can launch key pro-
gramming via the user menu (consult your administrator
about the current setting).

OK?

Confirm to begin programming. The key illuminates continuously.

Normal =

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

Call log?

Select and confirm the required function.

Save & Exit?

Select and confirm the option shown.

Configuring a fixed forwarding key

🗒 You can also program the keys via the WEBM interface (see "Gen-
eral" → page 134).

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

> If the prompt is not displayed, you can launch key pro-
gramming via the user menu (consult your administrator
about the current setting).

OK?

Confirm to begin programming. The key illuminates continuously.

Normal =

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

Call forwarding depending on the forwarding type

Forward all calls?

Select a forwarding type:

- Forward all calls
- Forwarding no reply:
- Forwarding busy:

Select and confirm the required function.

Call forwarding depending on the call type

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

Select a forwarding type:

CF unconditional - any?

- CF unconditional - 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.

Destination =

Select and confirm this option to enter the forwarding destination.

Enter and confirm the phone number of the forwarding destination.

Save & Exit?

Select and confirm the option shown.

Configuring the "Built-in forwarding" key

With the "Built-in forwarding" key you can configure the following options:

- Immediately activate or deactivate the call forwarding for "All calls" (see "Activating or deactivating immediate call forwarding" → page 100).
- Edit the call forwarding (see "Saving destination phone numbers for call forwarding" → page 101).

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

🔲 You can also program the keys via the WEBM interface (see "General" → page 134).

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

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

OK?

Confirm to begin programming. The key illuminates continuously.

Normal =

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

Built-in forwarding?

Select and confirm the option shown.

Save & Exit?

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.

Party

Press one of the four keys with the saved number. The connection setup is shown on the display.

Example 2: Activating/deactivating Call Waiting toggle

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 (see "Allowing call waiting" → page 110). A second call is allowed by default.

Call Waiting toggle

Press one of the four keys with the "Call Waiting toggle" function. The key is no longer illuminated. 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 on and off for all line keys (see "Setting the time for a delayed ringer" → page 80). By default the delay is not set, the key does not illuminate.

Immediate ring

Press one of the four keys with the "Immediate ring" function. The key illuminates.

The delay ringer is disabled. An incoming call rings immediately regardless of the delay time configured.

Resetting programmed keys

Here you can reset keys you configured back to factory settings (see also "Resetting user data" → page 98).

Press the key shown.

User?

Confirm the option shown.

Enter and confirm the user password, if required.

Reset?

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

Function key data =

Select the option shown.

Yes?

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

Reset selected user data?

Select and confirm the option. The contents of the keys you configured are deleted.

> Keys that can only be configured by the administrator remain unchanged.
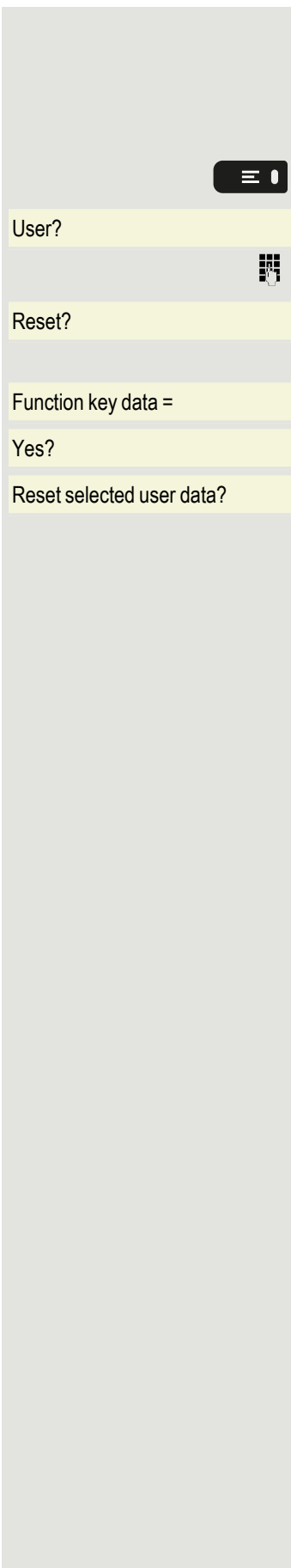
Making calls in an executive or secretary team

Group call

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

A group call is displayed on the phone. The administrator may have configured audible and / or visual notification of the call.

The volume settings can be found in the section on .

Picking up a group call with the call pickup key

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

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

Group pickup

Press the key shown.

The group call is now shown on the display with the following information:

- Pickup: Caller
- For: Party

The pop-up menu opens.

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

The 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 the following information:
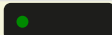
- Pickup: Caller
- for: Party

Picking up a group call

The pop-up menu opens.

Pickup call?

- Confirm the option shown.
- Optionally, lift the handset (only if the appropriate function is set by your administrator).

Group pickup ⬛

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

Ignoring a group call

Ignore?

Select and confirm the option shown. The phone stops signaling the group call. The Group pickup key will continue to indicate the call and may be used to pickup the phone later, if it is still ringing.

Direct station selection (DSS) keys

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

> This function is not available on an OpenScape Desk Phone with OpenScape Voice (see "Functions not supported by OpenScape Voice" → page 146).

Calling a subscriber directly

> You cannot use DSS if the user is in another phone call. This indicated by a red LED on the key.

Calling from the idle menu

DSS 1 ⬛

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

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

Consultation with the DSS subscriber

The DSS key is configured by the administrator for consultations.

Prerequisite: You are conducting a call.

DSS 1

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

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

Call pickup

You can pick up calls for the DSS subscriber. If a call is in their waiting loop, the LED flashes green .

Indirect pickup

Prerequisite: The auto-answer function is deactivated (see "Beep on auto-answer" → page 105).

DSS 1

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

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

Rejecting a call

The administrator must activate the reject option for DSS keys and auto-answer must be deactivated (see "Beep on auto-answer" → page 105).
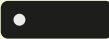
DSS 1

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

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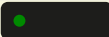
Select and confirm the option shown in the pop-up menu.
The caller hears a busy signal.

Direct pickup

Prerequisite: The auto-answer function is activated (see "Beep on auto-answer" → page 105).

DSS 1

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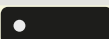
Deflecting a call to a DSS subscriber

Prerequisite: The deflect function must be approved for DSS keys. For information on the current setting (see "Deflecting to a DSS number" → page 110).

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

Your phone rings and the DSS key flashes.

DSS 1

Press the corresponding DSS key. The call is deflected to the DSS subscriber.

If the DSS subscriber does not answer, you can pick up the call by pressing the DSS key.

LED display on DSS keys

DSS key	Meaning
	Off: The phone is in idle mode.
	Blinking green: You can accept a call for the DSS subscriber via the key. The call is routed to your primary line when the call is accepted.
	Lighting red: The line is busy. Provided that second call is activated you can still reach the DSS subscriber via the key. It can accept your call as a second call.

MultiLine

The following section describes the telephony scenarios for multi-line phones (refer to "Settings for MultiLine (keyset)" → page 80).

Line / trunk keys

This function is not available on an OpenScape 4000 phone (see "Functions not supported by OpenScape Voice" → page 146).

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

Each key programmed with the "Line" function corresponds to a line. This means up to four (4) lines can be configured on the function keys. A distinction is made here between primary, secondary and phantom lines. Each of these line types can be used on a private or shared basis (see "Line utilization" → page 73).

Primary line

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

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

Secondary line

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

Phantom line

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

Line utilization

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

The status of a line can be established in the team menu from the icons and the color of the line key LEDs (see "LED displays" → page 74).

LED displays

LED	Meaning
	LED off: The phone is in idle mode.
	LED solid green : • Outgoing call on the line • The incoming call was prioritized and selected in accordance with the "Automatic line selection for incoming calls" option
	Flashing green: Incoming call on the line (see "Incoming calls" → page 74)
	LED solid red: The line is busy.
	Flashing red: Call forwarding is activated
	LED solid amber: The line is on "Hold".
	LED flashing amber: "Hold reminder" is activated (see "Activating and deactivating the hold reminder tone" → page 106)

Incoming calls

Depending on the individual settings, you will be notified of incoming calls (see "Ringer" → page 88).

Answering calls for the primary line

The telephone behaves in the same way as a single-line telephone (see "Answering a call via the handset" → page 38).

Answering calls for secondary lines

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

Using the handset

Lift the handset and conduct the call.

> The line is automatically selected. If calls are incoming on more than one line, you will be connected to the line with the earliest incoming call.

Using the line keys

Line 1

Accept?

Press the flashing line key. The speakerphone mode is enabled.

Optionally, confirm the option shown. The speakerphone mode is enabled.

Call bridging

Call bridging is a feature that allows a user to participate in an active call between other users and provide assistance (see "Dialing using the hot or warm phone function" → page 77).

Active call with Assist key

Line 1

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

"Assist" softkey icon $\mathbf{\Omega^+}$ is displayed.

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

Active call without Assist Key

Line 1

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

Active conference call with Assist Key

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

Line 1

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

The icon "Assistant" $\mathbf{\Omega^+}$ is displayed.

Press the key to barge-in the call.

> Transfer and Consult on a BCA line will consume the next free appearance.

Active conference call without Assist Key

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

Line 1

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

The "Conference" softkey icon is displayed.

Making calls on a multiline phone

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

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

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

Manual line seizure

Lift the handset or press the key shown.

Line 1

Press the required line key.

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

Automatic line seizure

> The administrator has configured automatic line seizure.

Lift the handset or press the key shown.

Line 2

The line defined during configuration is seized. The corresponding function key ██████ is illuminated.

Enter the phone number. The connection is established.

Dialing the last dialed number

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

Lift the handset or press the key shown.

Line 1

Press the required line key.

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

Redial 12345?

Confirm the option shown. The connection is established.

Forwarding calls for the primary line

Call forwarding can only be activated for the primary line. Which call forwards are possible, how they are configured and activated can be found
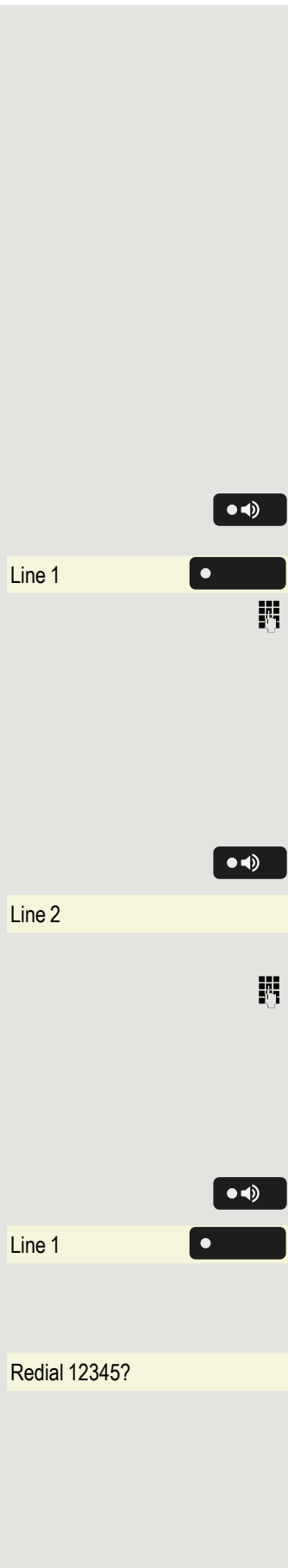
in the section (see "Standard call forwarding" → page 99).

Call forwarding information

The administrator has activated "Forwarding shown".

When a line is unconditionally forwarded, the key LED flashes red ⊙   .

Dialing using the hot or warm phone function

The administrator has configured a hot line or warm phone function.

If you lift the phone's handset or press the loudspeaker key, a number is dialed in either of the following scenarios:

- Immediately in the case of a hot phone
- After a defined period of time in the case of a warm phone

Examples

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

During calls

Making and receiving calls on a single line

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

- Number redial, see "Redialling with the function key" → page 42
- Consultation, see "Consulting a second party" → page 45
- Toggle / Connect, see "Switching to the held party (alternating)" → page 46
- Callback, see "Requesting callback " → page 43
- Hold, see "Placing a call on hold" → page 48
- Call waiting (second call), see "Call waiting (second call) " → page 50
- Transfer call, see "Transferring a call" → page 53
- Conference, see "Conference" → page 46

Functions available exclusively for the primary line:

- Call lists, see "Call logging" → page 28
- Voicemail, see "Voicemail" → page 28
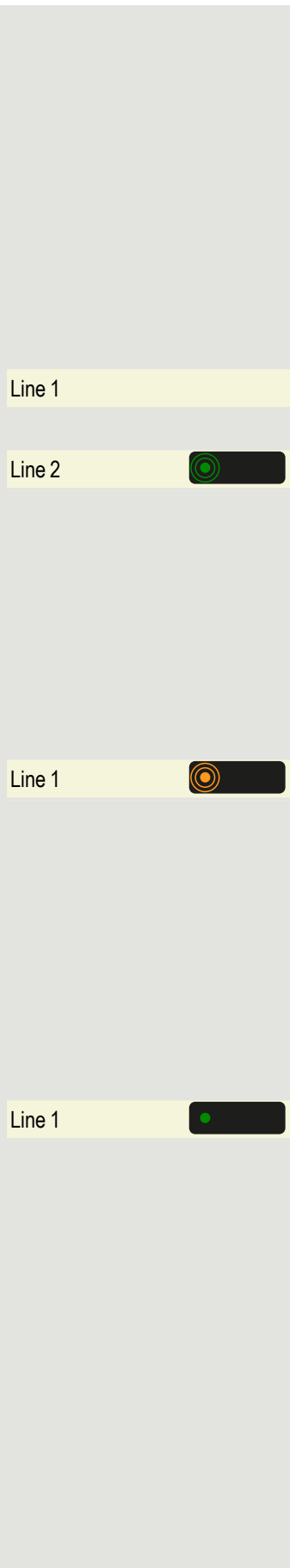
- Forward calls, see "Standard call forwarding" → page 99
- Do not disturb, see "Do not disturb" → page 84

> Depending on your individual settings, you will be notified of incoming calls (see "Ringer" → page 88).

Making and receiving calls with multiple lines

> Depending on the settings for "Rollover", you will be notified of incoming calls (see "Rollover for a line" → page 82).

Line 1

You are conducting a call on line 1. At the same time, a call is incoming on another line.

Line 2

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

The key flashes amber.

> A single call will always be placed on manual hold where it is available to other keysets. If a line is occupied with 2 calls (e.g. consultation) then it is not possible to change to a different line.

Conduct call on line 2.

Line 1

After ending the call on line 2, press the line key for line 1 and retrieve the call on line 1.

Putting a line on hold

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

Prerequisites:

- You are conducting a call.
- The admin has configured the line key for a "Hold" action.

Line 1

Press the call-line key.

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

> During a consultation call or after accepting a waiting call the function "Line on hold" 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 you perform one of the following actions:

- You lift the phone's handset and a hot or warm line is selected.
- You press the line or loudspeaker key and a hot or warm line is selected.
- You press the line key on a hot or warm line.

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

Examples

- An assistance has a line to their superior, unless they dial a different number.
- Security has a dedicated line to emergency services.

Entering a number for the hot and warm line function

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

You can also configure this setting via the WEBM interface (see "General" → page 134).

Press the key shown.

User
Select and confirm the option shown.

Enter and confirm the User password, if required.

Configuration?
Select and confirm the option shown.

Keyset?
Select and confirm the option shown.

Lines?
Select and confirm the option shown.

Line?
Select and confirm the line you want.

Hot/warm dest.?
Select and confirm the option shown.

Enter and confirm the destination.

Save & Exit?
Select and confirm the option shown.

Bridging

A subscriber from a line trunk group is on a call. The subscriber's primary line is configured as a secondary line on your phone. This line now has the status "busy".
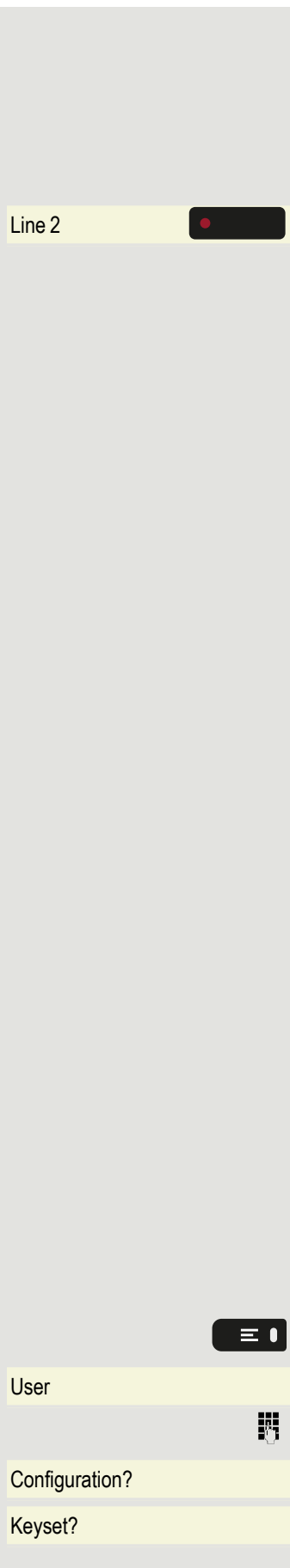
Prerequisite: A secondary line is set up on your multi-line phone, the option to connect to the call is activated for your phone and "system conference" is set up for your system.

The key of a secondary line illuminates as "busy". You want to connect to the call.

Line 2

Press the illuminated line key. A conference is established. You are connected to the parties on the secondary line. The key LED changes to green and the conference call is shown on the display.

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

You can now perform one of the following actions:

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

Settings for MultiLine (keyset)

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

- **Hot/warm action**: Displays the phone number for the line
- **Ringer on/off**: Displays whether this line's ringer is active
- **Selection order**: Displays the priority of each line seizure when the handset is lifted or the loudspeaker key for this line is pressed

Setting the time for a delayed ringer

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

You can also configure this setting via the WEBM interface (see "General" → page 134).

Press the key shown.

User

Select and confirm the option shown.

Enter and confirm the User password, if required.

Configuration?

Select and confirm the option shown.

Keyset?

Select and confirm the option shown.

Lines?	Select and confirm the option shown.
Line 1?	Select and confirm the required line (for example line 1).
Ring delay?	Select and confirm the option shown.
	Enter and confirm a delay value.
Save & Exit?	Select and confirm the option shown.

> You can activate and deactivate the set delay time for all line keys using a function key (see "Example 3: Immediate ring " → page 67).

Setting the ringer for lines

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

You can also configure this setting via the WEBM interface (see "General" → page 134).

Press the key shown.

User	Select and confirm the option shown.
	Enter and confirm the User password, if required.
Configuration?	Select and confirm the option shown.
Keyset?	Select and confirm the option shown.
Lines?	Select and confirm the option shown.
Line 1?	Select and confirm the required line (e.g. line 1).

Selecting the ringer

Ringer file = abc.mp3	Select and confirm the option shown.
abc.mp3?	Confirm the option shown. Select the required ringer file or pattern. You will immediately hear the associated ringer melody.
OK	Confirm the current ringer file.
Save & Exit?	Select and confirm the option shown.

Selecting the pattern melody

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

Ringer melody = 2	Select and confirm the required pattern melody. The phone displays the current setting between 1 and 8 (e.g. **4**). You will immediately hear the corresponding Ringer melody.
OK	Confirm the selected Ringer melody.

Save & Exit?

Select and confirm the option shown.

Selecting the pattern sequence

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

Ringer tone sequence = 2

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

OK

Confirm the selected Ringer tone sequence.

Save & Exit?

Select and confirm the option shown.

Rollover for a line

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

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

The ringer melody is not played in speakerphone mode.

- The phone rings. The corresponding line key ⬤▭ flashes and a pop-up menu with the available information is shown.

Mobility function

The mobility function allows you to use another telephone as if it were your own. You use your customary phone number and all contacts as well as telephone settings are available to you on the other phone.

Logging on to another telephone

Prerequisite: The mobility function is available on this telephone and the admin has enabled the phone to use mobility.

Mobile logon?

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

Please enter mobility ID

You are prompted to enter your Mobility ID.

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

Enter password

You are prompted to enter your user password.

Enter and confirm the user password.

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

Ending the mobility function on a telephone (log off)

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

Mobile logoff?

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

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

Wait until all contacts and telephone settings have been saved.

Privacy and security

Do not disturb

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

> On multi-line telephones you can only activate the "Do not disturb" function for your primary line (see "MultiLine" → page 72).

Enabling do not disturb via a key

Do not disturb

Press the function key to deactivate the ringer.

Press the illuminated function key again to deactivate the ringer.

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

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 on" icon ⊖ is displayed (see "Icons in the idle menu" → page 25).

Do not disturb off?

Optionally, select and confirm the option shown. The icon "Do not disturb off" ⊖ is hidden.

Allowing "Do not disturb"

> You can also configure this setting via the WEBM interface (see "General" → page 134).
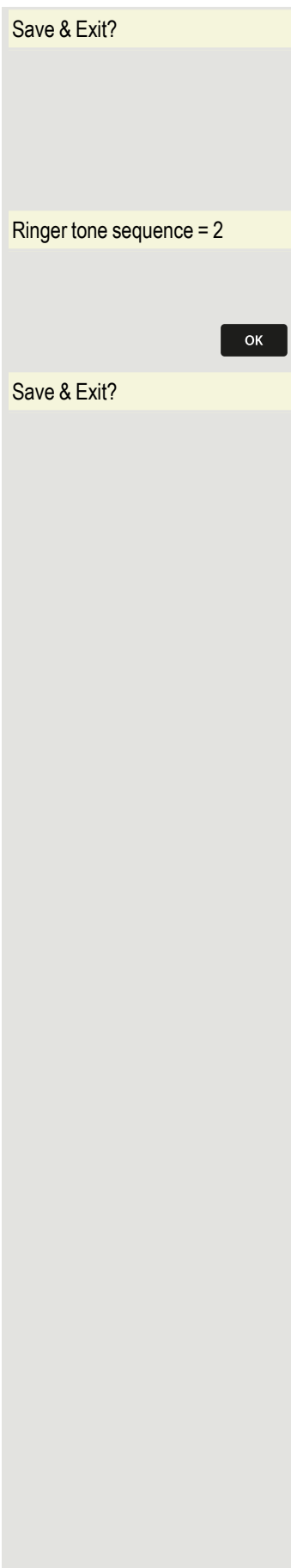
Press the key shown.

User

Select and confirm the option shown.

Enter and confirm the User password, if required.

Configuration

Select and confirm the option shown.

Incoming calls?

Select and confirm the option shown.

Handling?

Select and confirm the option shown.

Allow DND = No

Select and confirm the option shown.

Yes?

Select and confirm the option shown.

Save & Exit?

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 (see "Locking the phone" → page 86).

The administrator may have configured the following settings:

- The password is deactivated: You do not have the option of configuring user settings. The message "Password is disabled" is displayed.
- The password is temporarily locked: You do not have the option of configuring user settings at this time. The message "Password is suspended" is displayed.
- After initially logging on to a user area, you may have to replace the default password with a new password.
- A password can have a predefined period of validity: You will have to create a new password when the period ends. The message "Change user password" 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 period of time, which means you have to create another "new password".
- Your administrator can tell you about the rules for what and how many characters can or must be used in the password.

Changing the password

The preset password "000000" corresponds to a blank password. With the setting, the phone cannot be locked and the user menu is **not** password protected (see also "Deactivating the password prompt" → page 86).

The User password can also be modified via the WEBM interface (see "General" → page 134).

Press the key shown.

User

Select and confirm the option shown.

Enter and confirm the User password, if required.

Security?
Select and confirm the option shown.
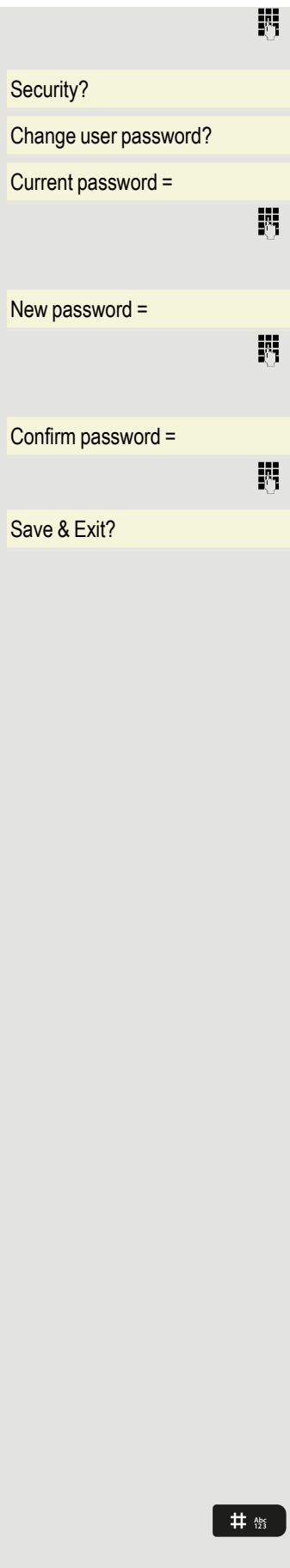
Change user password?
Select and confirm the option shown.

Current password =
Select and confirm the option shown.

Enter the current password (at least six characters) and confirm (for text entry, see "Dialpad" → page 21).

New password =
Select and confirm the option shown.

Enter a new password (at least six characters) and confirm (for text entry, see "Dialpad" → page 21).

Confirm password =
Select and confirm the option shown.

Enter and confirm the new password once more.

Save & Exit?
Select and confirm the option shown.

Deactivating the password prompt

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

> As long as the password prompt is deactivated, you do not have access to user settings via the WEBM interface.

> **Note**
> If you deactivate the password prompt, you can **no longer** lock the phone and the user menu is **not** password protected (refer to "Locking the phone" → page 86).

Locking the phone

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

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

> You can only lock the phone if you set a user password (see "User password" → page 85). The password for this must not be the default setting "000000".

Check if the telephone lock function has been activated by the administrator.

Activating the phone lock

Hold down the key shown.
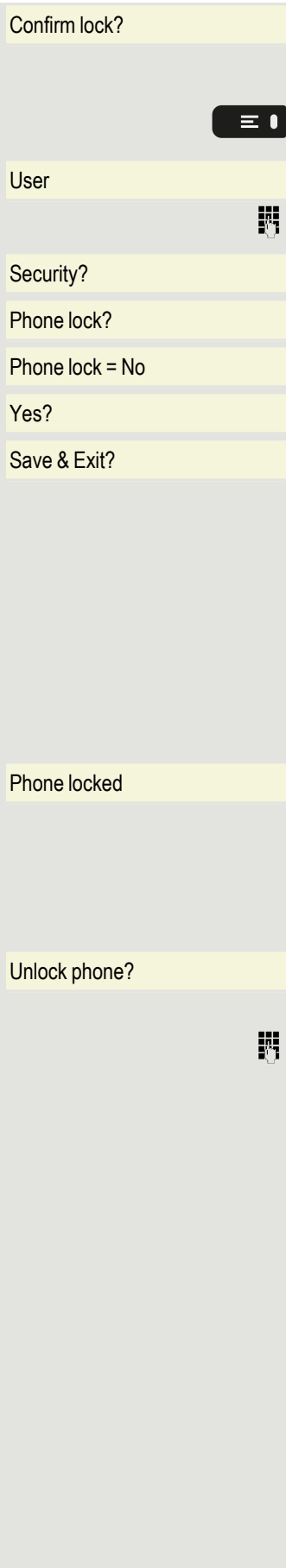
Confirm lock?

- Confirm the option shown. The "Locked phone" icon 🔒 is displayed (see "Icons in the idle menu" → page 25).

- Optionally, press the key shown.

User

Select and confirm the option shown.

Enter and confirm the user password, if required.

Security?

Select and confirm the option shown.

Phone lock?

Select and confirm the option shown.

Phone lock = No

Select and confirm the option shown.

Yes?

Select and confirm the option shown.

Save & Exit?

Select and confirm the option shown.

The phone is locked.

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

Unlocking the phone

Phone locked

When the display shows the phone status, there are two options available for unlocking the phone:

- Unlock by user
- Unlock by admin

Unlock phone?

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

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

> - If the telephone is locked, an emergency number entered by the administrator can be dialled using the dialpad or the **Emergency call** option.
> - If the phone is locked, selected dialling keys cannot be used. This also applies even if the emergency number is saved on this key.

Other settings and functions

Audio settings

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

Room character

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

- "Normal"
- "Echoing"
- "Muffled"

> You can also configure this setting via the WEBM interface (see "General" → page 134).

Press the key shown.

User

Select and confirm the option shown.

Enter and confirm the user password, if required.

Audio

Select and confirm the option shown.

Settings?

Select and confirm the option shown.

Room character = Normal

Select and confirm the room character (e.g. "Normal").

Save & Exit?

Select and confirm the option shown.

Ringer

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

> You can also configure this setting via the WEBM interface (see "General" → page 134).

Press the key shown.

User

Select and confirm the option shown.

Enter and confirm the user password, if required.

Audio

Select and confirm the option shown.
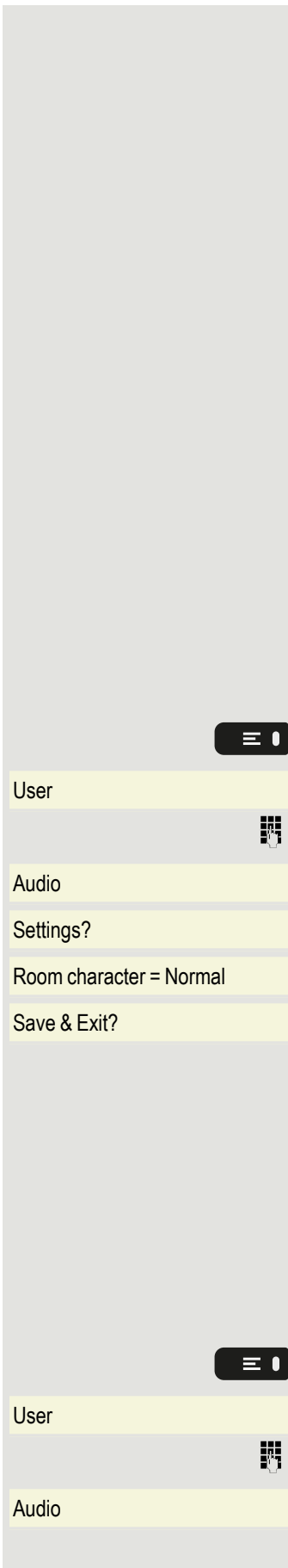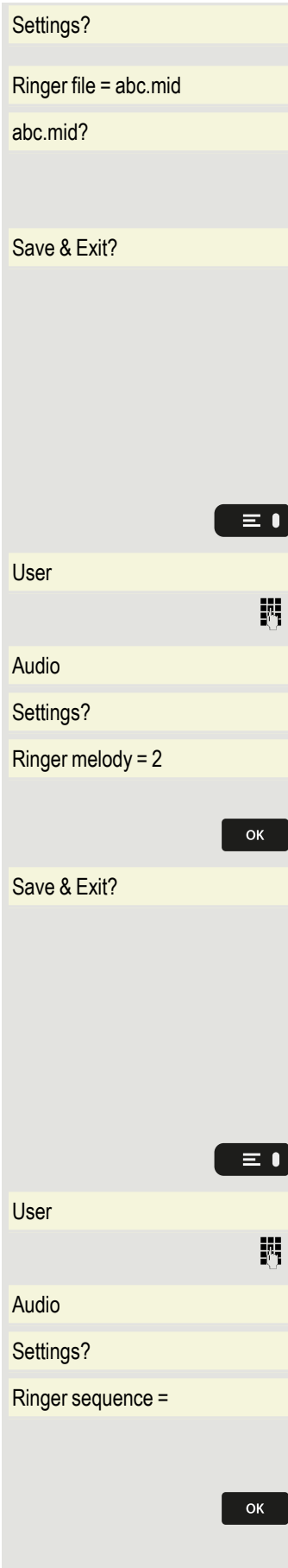
Settings?	Select and confirm the option shown.
Ringer file = abc.mid	Select and confirm the option shown.
abc.mid?	Confirm the option shown. Select the required ringer file or pattern. You will immediately hear the associated ringer melody. Confirm the current ringer file.
Save & Exit?	Select and confirm the option shown.

Pattern melody

You can also configure this setting via the WEBM interface (see "General" → page 134).

Prerequisite: The "pattern" ringer is selected (see "Ringer" → page 88).

≡	Press the key shown.
User	Select and confirm the option shown.
	Enter and confirm the user password, if required.
Audio	Select and confirm the option shown.
Settings?	Select and confirm the option shown.
Ringer melody = 2	Select and confirm the required pattern melody between 1 and 8 (e.g. **4**). You will immediately hear the corresponding Ringer melody.
OK	Confirm the selected Ringer melody.
Save & Exit?	Select and confirm the option shown.

Pattern sequence

You can also configure this setting via the WEBM interface (see "General" → page 134).

Prerequisite: The "pattern" ringer is selected (see "Ringer" → page 88).

≡	Press the key shown.
User	Select and confirm the option shown.
	Enter and confirm the user password, if required.
Audio	Select and confirm the option shown.
Settings?	Select and confirm the option shown.
Ringer sequence =	Select the required Ringer sequence in the context menu between 1 and 6 (e.g. **2**). You will immediately hear the set Ringer melody with the selected Ringer sequence.
OK	Confirm the selected setting.

Save & Exit?
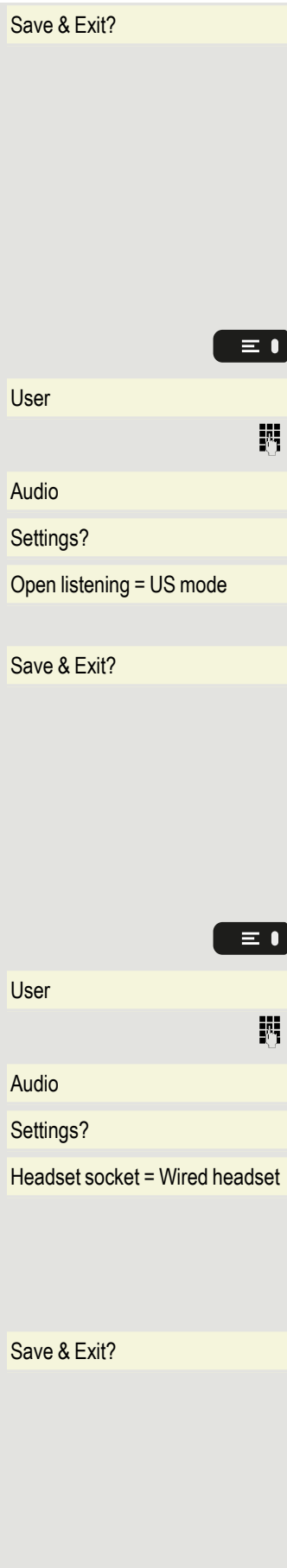
Select and confirm the option shown.

Opening listening mode

Select the mode here that you prefer for open listening (see "Switching from handset to speakerphone mode" → page 44).

🔲 You can also configure this setting via the WEBM interface (see "General" → page 134).

Press the key shown.

User

Select and confirm the option shown.

Enter and confirm the user password, if required.

Audio

Select and confirm the option shown.

Settings?

Select and confirm the option shown.

Open listening = US mode

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

Save & Exit?

Select and confirm the option shown.

Setting headset port use

Select the type of headset port here.

🔲 You can also configure this setting via the WEBM interface (see "General" → page 134).

Press the key shown.

User

Select and confirm the option shown.

Enter and confirm the user password, if required.

Audio

Select and confirm the option shown.

Settings?

Select and confirm the option shown.

Headset socket = Wired headset

Select and confirm the setting you want:

- Wired headset
- Cordless headset
- Conference unit

Save & Exit?

Select and confirm the option shown.

Special ringers

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

prioritized accordingly.

You can configure the following call types:

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

> The special ringers are configured by the administrator.

> The User cannot change the Ringer sound, pattern melody, or pattern sequence of an emergency call type. This can be set only by an Administrator. Emergency ringer is always played (regardless of ringer settings) at maximum volume.

> You can also configure this setting via the WEBM interface (see "General" → page 134).

Press the key shown.

User

Select and confirm the option shown.

Enter and confirm the user password, if required.

Audio

Select and confirm the option shown.

Special ringers?

Select and confirm the option shown.

Settings for "Internal"

The setting sequence is the same for all call types.

Internal

Select and confirm the option shown.

[Available = Yes]

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

Ringer file

Select and confirm the option shown.

ABC.wav

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

OK

Confirm the current ringer file.

Settings for "Pattern"

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

Ringer melody

Select and confirm the option shown.

4

Select the required pattern melody between 1 and 8 (e. g. **4**). You will immediately hear the corresponding Ringer melody.

OK Confirm the selected Ringer melody.

Ringer sequence
Select and confirm the option shown.

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

OK Confirm the selected setting.

Save & Exit?
Select and confirm the option shown.

Activating or deactivating the ringer

You can see whether the function is activated or deactivated from the corresponding icon in the status bar on the display (see "Idle menu" → page 24).

* Hold down the key 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" is displayed.

> Secure connection setup is the preference set by your administrator.

> You can also configure this setting via the WEBM interface (see "General" → page 134).

Press the key shown.

User
Select and confirm the option shown.

Enter and confirm the User password, if required.

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.

Display language

Use this menu option to select the language for operator prompting.
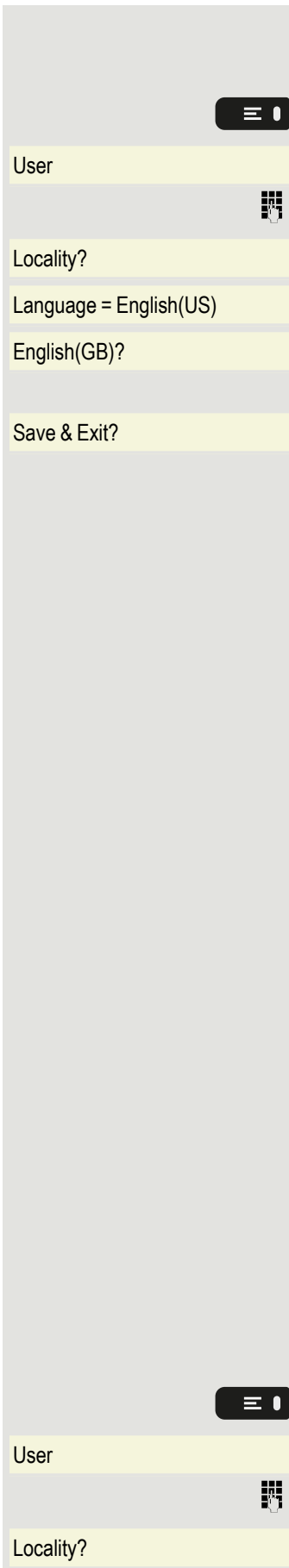
⊞   You can also configure this setting via the WEBM interface (see
"General" → page 134).

▤   Press the key shown.

User   Select and confirm the option shown.

⌨   Enter and confirm the user password, if required.

Locality?   Select and confirm the option shown.

Language = English(US)   Select and confirm the option shown. The language set is displayed.

English(GB)?   Select and confirm to set the required language, e.g. English(GB). For available languages, see below.

Save & Exit?   Select and confirm the option shown.

Available languages

- Bahasa Indonesia
- Bahasa Malaysia
- Brasileiro
- Català
- Čeština
- Cymraeg
- Dansk
- Deutsch
- English(GB)
- English(US)
- Español
- Français
- Hrvatski
- Italiano
- Latviešu Valoda
- Lietuvių Kalba
- Magyar
- Nederlands

- Norsk
- Polski
- Português
- Română
- Slovenski Jezik
- Slovenčina
- Srpski Jezik
- Suomi
- Svenska
- Türkçe
- Ελληνικά
- Български
- Македонски Јазик
- Русский
- Српски Језик
- 日本語
- 中文

Time display format

⊞   You can also configure this setting via the WEBM interface (see
"General" → page 134).

▤   Press the key shown.

User   Select and confirm the option shown.

⌨   Enter and confirm the user password, if required.

Locality?   Select and confirm the option shown.

Time format = 24 hour	Select and confirm the option shown. The format set is displayed.
12 Hour (AM/PM)?	Select and confirm the time format. The available time formats are:

- 12 Hour (AM/PM)
- 24 hour

Save & Exit? Select and confirm the option shown.

Date display format

📋 You can also configure this setting via the WEBM interface (see "General" → page 134).

▭ Press the key shown.

User Select and confirm the option shown.

▦ Enter and confirm the user password, if required.

Locality? Select and confirm the option shown.

Date format = dd.mm.yy Select and confirm the option shown. The format set is displayed. The available date formats are:

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

yy-mm-dd? Select and confirm the format you want.

Save & Exit? Select and confirm the option shown.

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 WEBM interface (see "General" → page 134).

▭ Press the key shown.

User Select and confirm the option shown.

▦ Enter and confirm the user password, if required.

Locality? Select and confirm the option shown.

Country = DE Select and confirm the option shown. The country code is displayed.

US? Select and confirm the country code, e.g. US. For available countries, see below.

Select and confirm the option shown.

List of countries

Argentina	AR	Luxembourg	LU
Australia	AT	Mexico	MX
Austria	AU	Netherlands	NL
Belgium	BE	New Zealand	NZ
Brazil	BR	Norway	NO
Canada	CA	Poland	PL
China	CN	Portugal	PT
Chile	CL	Russian Federation	RU
Croatia	HR	Singapore	SG
Czech Republic	CZ	Slovakia	SK
Denmark	DK	South Africa	ZA
Finland	FI	Spain	ES
France	FR	Sweden	SE
Germany	DE	Switzerland	CH
Hungary	HU	Thailand	TH
India	IN	Turkey	TR
Ireland	IE	United Kingdom	GB
Italy	IT	United States	US
Japan	JP	Vietnam	VN

Setting daylight saving time

Prerequisite: "Auto DST" is deactivated (see "Automatic daylight saving time" → page 96).

You can also configure this setting via the WEBM interface (see "General" → page 134).

Press the key shown.
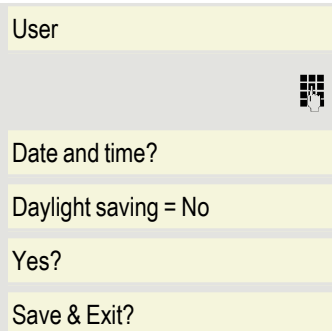
User	Select and confirm the option shown.
▦	Enter and confirm the user password, if required.
Date and time?	Select and confirm the option shown.
Daylight saving = No	Select and confirm the option shown. The time set is displayed.
Yes?	Confirm the option shown.
Save & Exit?	Select and confirm the option shown.

Setting the difference between daylight saving and standard time

Prerequisite: "Auto DST" is deactivated (see "Automatic daylight saving time" → page 96).

Enter the difference to be used for daylight saving time.

> ▤ You can also configure this setting via the WEBM interface (see "General" → page 134).
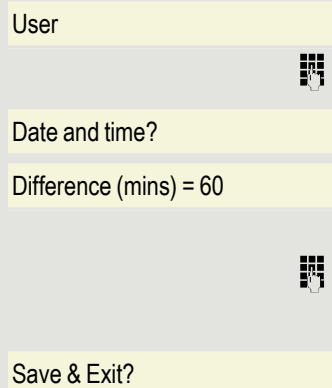
▬▮	Press the key shown.
User	Select and confirm the option shown.
▦	Enter and confirm the user password, if required.
Date and time?	Select and confirm the option shown.
Difference (mins) = 60	Select and confirm the option shown, eg. 60 minutes. The difference set is displayed.
▦	Enter and confirm the difference between daylight and standard time in minutes.
Save & Exit?	Select and confirm the option shown.

Automatic daylight saving time

> ✕ The "Auto DST" setting is provided for information purposes and can only be changed by the administrator.
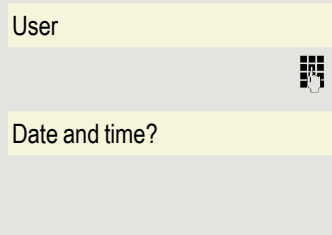
▬▮	Press the key shown.
User	Select and confirm the option shown.
▦	Enter and confirm the user password, if required.
Date and time?	Select and confirm the option shown.

Daylight saving time must be manually set if "No" is entered for "Auto DST" (see "Setting daylight saving time" → page 95).

Setting the date and time

This function allows you to select one of three different display modes for the date and manually set the time if necessary.
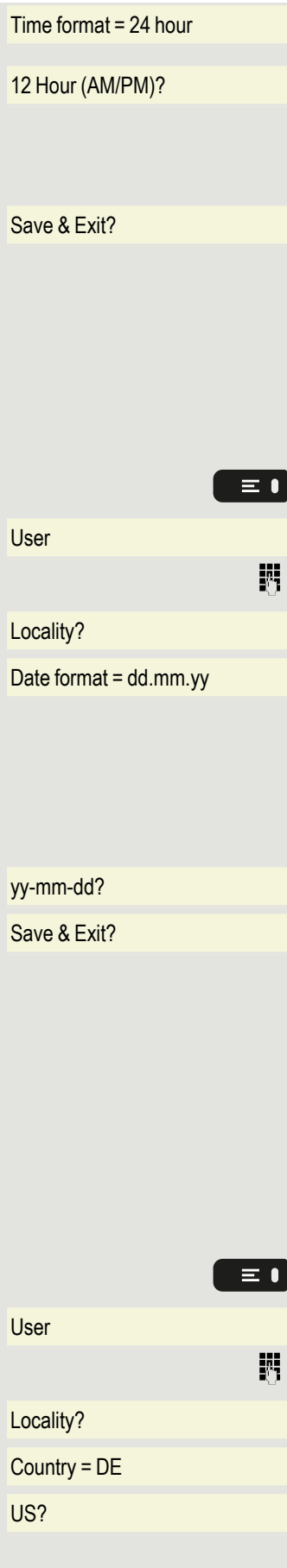
📋 You can also configure this setting via the WEBM interface (see "General" → page 134).

Setting the time

Press the key shown.

Select and confirm the option shown.

Enter and confirm the user password, if required.

Select and confirm the option shown.

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

Enter and confirm the time.

Select and confirm the option shown.

User

Date and time?

Time = 14:44

Save & Exit?

Setting the date

Press the key shown.

Select and confirm the option shown.

Enter and confirm the user password, if required.

Select and confirm the option shown.

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

Enter and confirm the date.

Select and confirm the option shown.

User

Date and time?

Date = 24.02.2022

Save & Exit?

Network information

This overview in the user area of the Program/Service menu provides you with information about the IP address of the phone and the HTML address of the WEBM interface. It also provides real-time data about the Network activity of the phone.

Press the key shown.
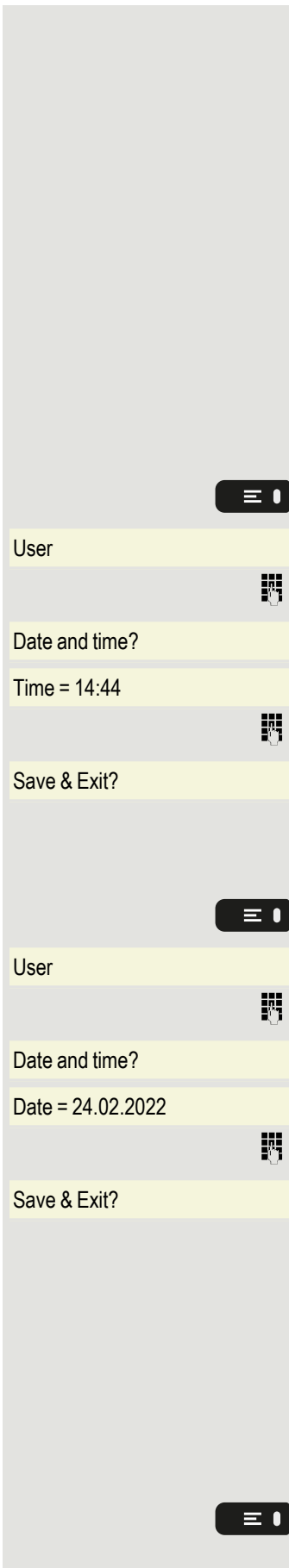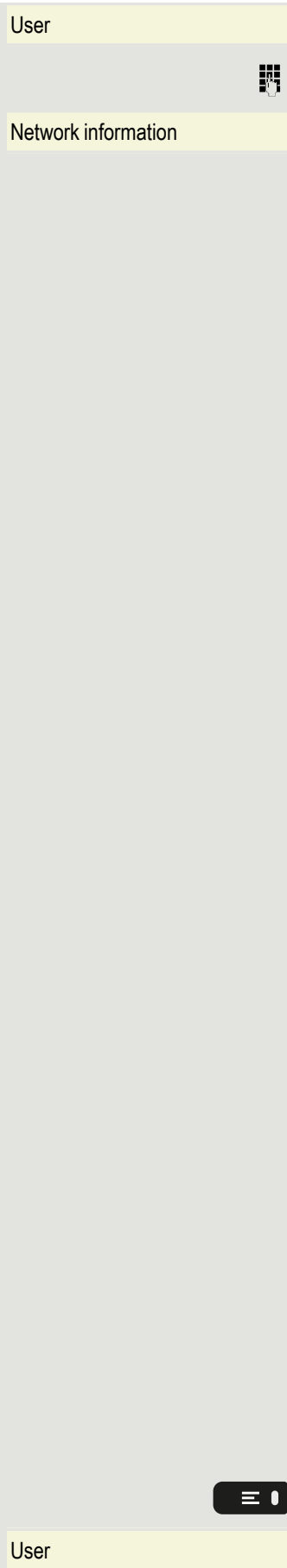
User

Select and confirm the option shown.

Enter and confirm the user password, if required.

Network information

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

- **Phone address:** Name or number of telephone.
- **Web address**: HTTP address of WEBM interface. This address is specified in the address line of the Internet browser and is used to call the WEBM interface of the phone in the browser.
- **IP address**: Displays the IP address or name that was assigned to the phone in the Network.
- **Global address:** Displays the global IPv6 address
- **LAN/PC-RX**: The Network or PC interface data packets received are illustrated dynamically as columns.
- **LAN/PC-TX**: The Network or PC interface data packets sent are illustrated dynamically as columns.
- **LAN/PC autonegotiated: [Yes|No]**: Displays whether the Network or PC interface data transfer rate is set to automatic (**Yes**) or manual (**No**).
- **LAN/PC information: [10|100|1000] Mbit/s**: Data transfer rate of the Network or PC interface. If an interface is not in use, **Link down** is displayed.

Resetting user data

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

- Display contrast
- Language setting
- Audio settings
- Volumes
- Settings
- Call lists
- All entries are deleted.
- Programmable keys
- All personalized programming is deleted (see also "Resetting programmed keys" → page 68).

Note   All listed data is reset without a warning tone.

Initiating the reset

Press the key shown.

User

Confirm the option shown.

Enter and confirm the user password, if required.

Reset

Select and confirm the option shown.

Reset all user data?

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

Programming call forwarding

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

> The Forwarding function must be approved by the administrator.

Standard call forwarding

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

> On multi-line telephones, you can only configure call forwarding for the primary line (see "MultiLine" → page 72).

Three forwarding conditions can be programmed in the forwarding menu:

1. Uncond'l destination phone number
2. Busy Destination phone number
3. No reply destination phone number

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

If active, "Uncond'l" call forwarding is indicated on the display when the phone is idle. Forwarded calls can be logged in a call list (see "Call logging" → page 28).

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

Alternatively, call forwarding can be programmed on one or more keys with a fixed destination and a predefined forwarding or call type (see "Configuring a fixed forwarding key" → page 65).

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

Prerequisite

The forwarding key for "Built-in forwarding" is configured (see "Configuring the "Built-in forwarding" key" → page 66).

Otherwise, the settings for call forwarding can be configured via the user menu (see "Configuring call forwarding" → page 54).

> The configuration is recommended to make use of the following enhanced functions.

| | Select the label "Forwarding".
| :--- |
| **Forwarding** |
| ● | Press the function key below the label.

Deactivating call forwarding

If call forwarding was activated for Uncond'l, it is automatically deactivated.

Activating forwarding to last destination

The message "Set forward on to" is displayed with the number of the last forwarding destination. The following options are available:

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

Using last forwarding destination

Accept?

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

Activating with variable destination phone numbers

Set a forwarding destination

To use a new forwarding destination, select and confirm the option shown **within 3** seconds.

- Enter and confirm the new destination phone number.
- Optionally, confirm the last destination phone number saved (it will be displayed).

Call forwarding to this destination is immediately activated and the key illuminates.

Saving destination phone numbers for call forwarding

You can enter the call forwarding settings via the user menu (see "Configuring call forwarding" → page 54).

📇 You can also configure this setting via the WEBM interface (see "General" → page 134).

⬛ Press the function key to open forwarding. "Set forward on to" is displayed with the number of the last forwarding destination. The following options are available:

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

Edit call forwarding?

Select and confirm the option shown **within 3** seconds. The following types of call forwarding are available in the settings menu:

- Uncond'l
- Busy
- No reply

⫸ You can check at this point if Busy or No reply call forwarding is already activated.

Saving a destination phone number

Uncond'l

Select and confirm the forwarding type, e.g. Uncond'l.

Enter destination?

Select and confirm the option shown.

🔢 Enter or edit and confirm the destination phone number.

Editing favourites

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

Uncond'l

Select and confirm the forwarding type (e.g. Uncond'l).

Edit favourites?

Select and confirm the option shown.

1 = 12345

Select and confirm the destination, e.g. "12345".

🔢 Enter or edit and confirm the destination phone number. If required, define additional destination phone numbers.

Save & Exit?

Select and confirm the option shown.
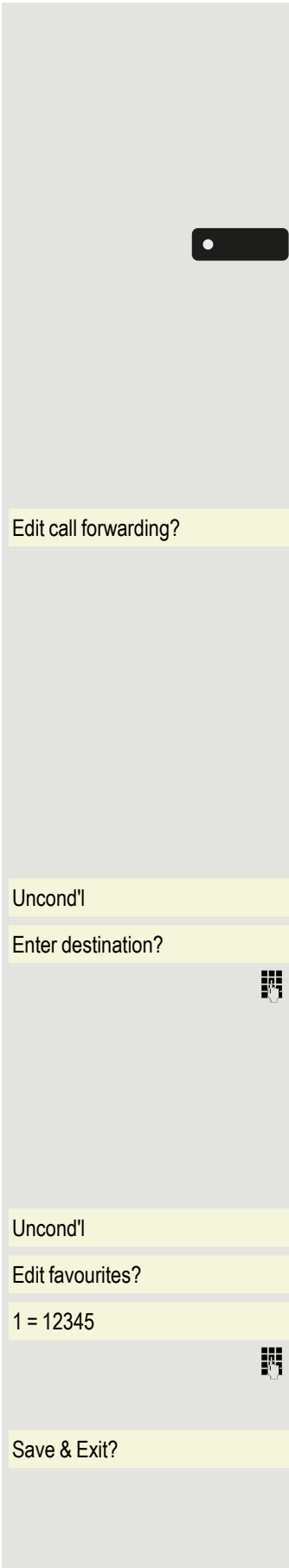
Copying and pasting destination phone numbers

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

▬ Press the function key to open forwarding.

Edit call forwarding?

Select and confirm the option shown **within 3** seconds. The following types of call forwarding are available:

- Uncond'l
- Busy
- No reply

Copy

Uncond'l: 3339

Select and confirm the forwarding type, e.g. Uncond'l.

Copy?

Select and confirm the option shown.

Paste

No reply

Select and confirm the type of destination forwarding, e.g. "No reply".

Paste?

Select and confirm the option shown.

No reply: 3339

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

Assigning a destination phone number for call forwarding

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

▬ Press the function key to open forwarding. "Set forward on to" is displayed with the number of the last forwarding destination. The following options are available:

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

Edit call forwarding?

Select and confirm the option shown **within 3** seconds. The following types of call forwarding are available:

- Uncond'l
- Busy
- No reply

Uncond'l: 3339

Select and confirm the forwarding type, e.g. Uncond'l.

3336

Select and confirm a saved destination.
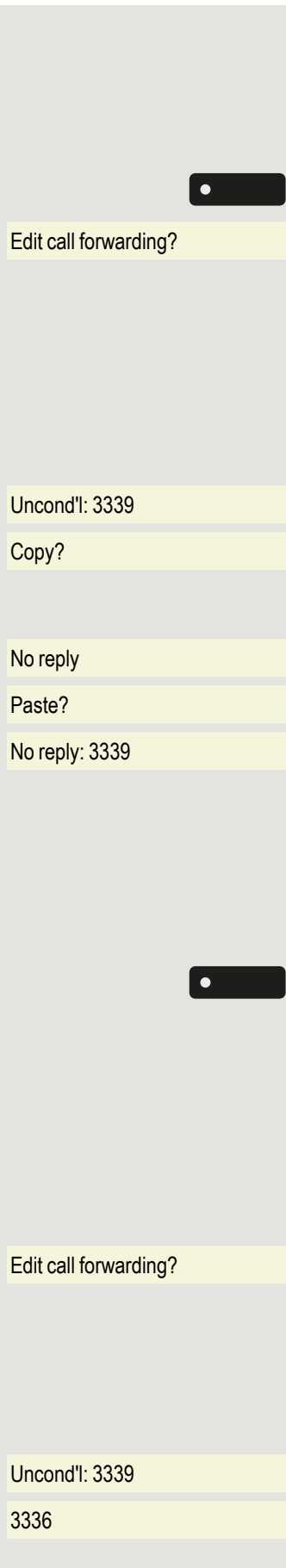
Uncond'l: 3336

The forwarding type 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 icon and the Forwarding key illuminates.

The Busy and No reply types of call forwarding are not displayed.

Activating or deactivating call forwarding

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

Press the function key to open forwarding. "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

Edit call forwarding?

Select and confirm the option shown **within 3** seconds.

Uncond'l: 3339

Select and confirm the option shown. The following options are available:

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

Turn on

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

Press the illuminated key to open the call display.

If Uncond'l was activated, the forwarding destination is displayed with the forwarding icon and the **Forwarding** key illuminates.

> The Busy and No reply types of call forwarding are not displayed.

Defining the ring duration before call forwarding on no reply

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

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

> You can also configure this setting via the WEBM interface (see "General" → page 134).

Press the function key to open forwarding.
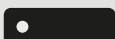
Edit call forwarding	Select and confirm the option shown **within 3** seconds.
No reply: 3335	Select and confirm the type of call forwarding.
Set delay	Select and confirm the option shown.

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

Press the illuminated key to open the call display.

Call forwarding chain

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

The following information is displayed:

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

You can set whether the subscriber who forwarded first or last is displayed (see "Setting alerts" → page 55).

Call forwarding by call type

If use of system-assisted functions has been enabled by the administrator and the **Forwarding Int/Ext** function activated, call forwarding by call type functionality will be available to you. Forwarding in this case is dependent on the forwarding type and additionally on the call type. The menu layout therefore deviates from that for standard forwarding (see "Standard call forwarding" → page 99). You can also change, activate and deactivate call forwarding during a call.

Forwarding menu

The Forwarding menu is opened using one of the following options:

- The "Built-in forwarding" key (see "Configuring the "Built-in forwarding" key" → page 66).
- The user menu ("Configuring call forwarding" → page 54)

The menu contains the three forwarding types:

- Unconditional
- Busy
- No reply

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

If active, "Uncond'l" call forwarding is indicated on the display when the phone is idle. Forwarded calls can be logged in a call list (see "Functions during a call" → page 27).

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

- Uncond'l
  - All calls
  - External
  - Internal
- Busy
  - All calls
  - External
  - Internal
- No reply
  - All calls
  - External
  - Internal

CTI calls

Beep on auto-answer

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

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

[icon]   You can also configure this setting via the WEBM interface (see "General" → page 134).

[icon]   The CTI option was programmed by your administrator.
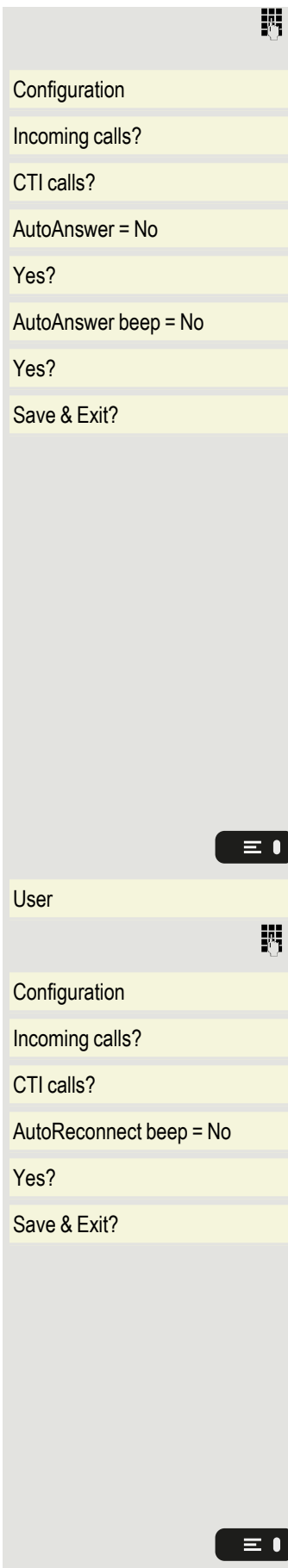
[key icon]   Press the key shown.

User   Select and confirm the option shown.

	Enter and confirm the user password, if required.
Configuration	Select and confirm the option shown.
Incoming calls?	Select and confirm the option shown.
CTI calls?	Select and confirm the option shown.
AutoAnswer = No	Select and confirm the option shown.
Yes?	Select and confirm the option shown.
AutoAnswer beep = No	Select and confirm the option shown.
Yes?	Select and confirm the option shown.
Save & Exit?	Select and confirm the option shown.

Beep on auto-reconnect

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

> The CTI option was programmed by the administrator.

> You can also configure this setting via the WEBM interface (see "General" → page 134).

	Press the key shown.
User	Select and confirm the option shown.
	Enter and confirm the user password, if required.
Configuration	Select and confirm the option shown.
Incoming calls?	Select and confirm the option shown.
CTI calls?	Select and confirm the option shown.
AutoReconnect beep = No	Select and confirm the option shown.
Yes?	Select and confirm the option shown.
Save & Exit?	Select and confirm the option shown.

Activating and deactivating the hold reminder tone

> You can also configure this setting via the WEBM interface (see "General" → page 134).

	Press the key shown.
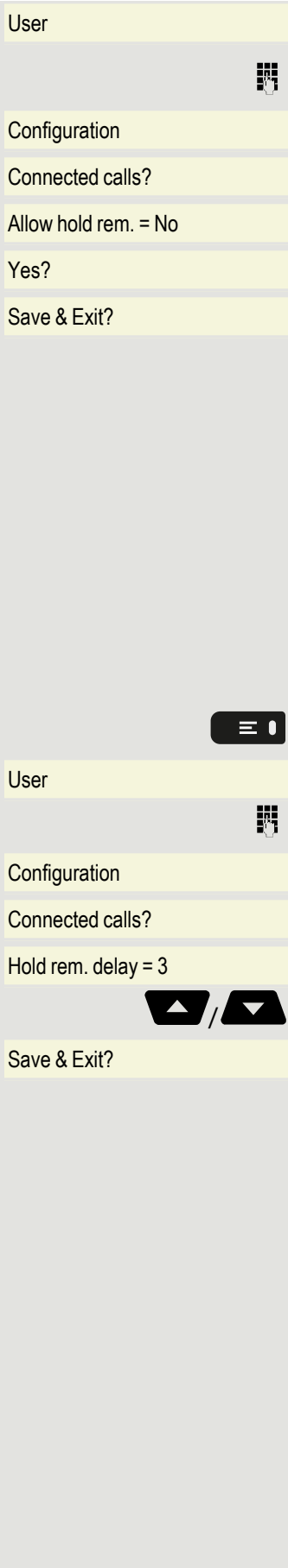
User	Select and confirm the option shown.
🎹	Enter and confirm the user password, if required.
Configuration	Select and confirm the option shown.
Connected calls?	Select and confirm the option shown.
Allow hold rem. = No	Select and confirm the option shown.
Yes?	Select and confirm the option shown.
Save & Exit?	Select and confirm the option shown.

Setting the hold reminder time

Use the "Hold rem. delay" function to set the time after which you want to receive an automatic reminder about a held call.
The minimum value is 1, i.e. the reminder is displayed after one minute.
The maximum value is 15 minutes.

📋   You can also configure this setting via the WEBM interface (see "General" → page 134).

⬛▬	Press the key shown.
User	Select and confirm the option shown.
🎹	Enter and confirm the user password, if required.
Configuration	Select and confirm the option shown.
Connected calls?	Select and confirm the option shown.
Hold rem. delay = 3	Select and confirm the option shown.
⬆/⬇	Select a value between 1 and 15 and confirm.
Save & Exit?	Select and confirm the option shown.

Activating or deactivating Hold and hang-up

This function works in the following call scenarios:

- You have placed a call on hold and hang up.
- You are conducting a consultation call and the second party hangs up.
- You have answered a second call and you or the second party hangs up.
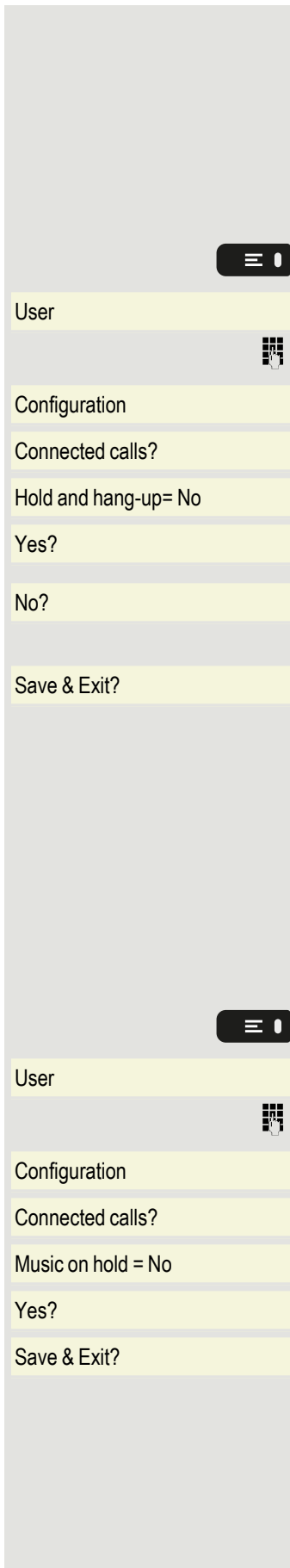
You can use "Hold and hang-up" to determine whether you will be prompted immediately or after a defined time to retrieve the held call.

> ▌█▶ This function **cannot** be used on multi-line phones.

🗎 You can also configure this setting via the WEBM interface (see "General" → page 134).

⊜ Press the key shown.

User Select and confirm the option shown.

🔢 Enter and confirm the user password, if required.

Configuration Select and confirm the option shown.

Connected calls? Select and confirm the option shown.

Hold and hang-up= No Select and confirm the option shown.

Yes?
- Select and confirm the option shown to activate the function.

No?
- Optionally, select and confirm the option shown to deactivate the function. The function is always deactivated by default.

Save & Exit? Select and confirm the option shown.

Music on hold

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

🗎 You can also configure this setting via the WEBM interface (see "General" → page 134).

⊜ Press the key shown.

User Select and confirm the option shown.

🔢 Enter and confirm the user password.

Configuration Select and confirm the option shown.

Connected calls? Select and confirm the option shown.

Music on hold = No Select and confirm the option shown.

Yes? Select and confirm the option shown.

Save & Exit? Select and confirm the option shown.

Allowing call joining

▭ You can also configure this setting via the WEBM interface (see "General" → page 134).

Press the key shown.

User

Confirm the option shown.

Enter and confirm the User password, if required.

Configuration

Select and confirm the option shown.

Connected calls?

Select and confirm the option shown.

Allow call joining = No

Select and confirm the option shown.

Yes?

Select and confirm the option shown.

Save & Exit?

Select and confirm the option shown.

Permitting call deflection

▭ You can also configure this setting via the WEBM interface (see "General" → page 134).

⚒ "Deflect" must be authorized by the administrator.

Press the key shown.

User

Select and confirm the option shown.

Enter and confirm the user password, if required.

Configuration

Select and confirm the option shown.

Incoming calls?

Select and confirm the option shown.

Deflecting?

Select and confirm the option shown.

Allow deflection = No

Select and confirm the option shown.

Yes?

Confirm the option shown.

Default destination =

Select and confirm the option shown.

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

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

Deflecting to a DSS number

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

Deflect to DSS = Yes

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

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 WEBM interface (see "General" → page 134).

▬▮ Press the key shown.

User Select and confirm the option shown.

▤ Enter and confirm the user password, if required.

Configuration Select and confirm the option shown.

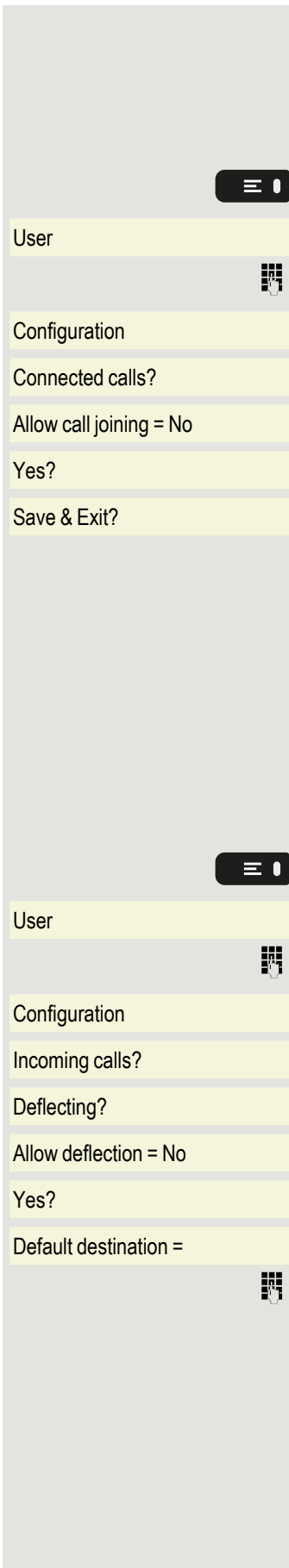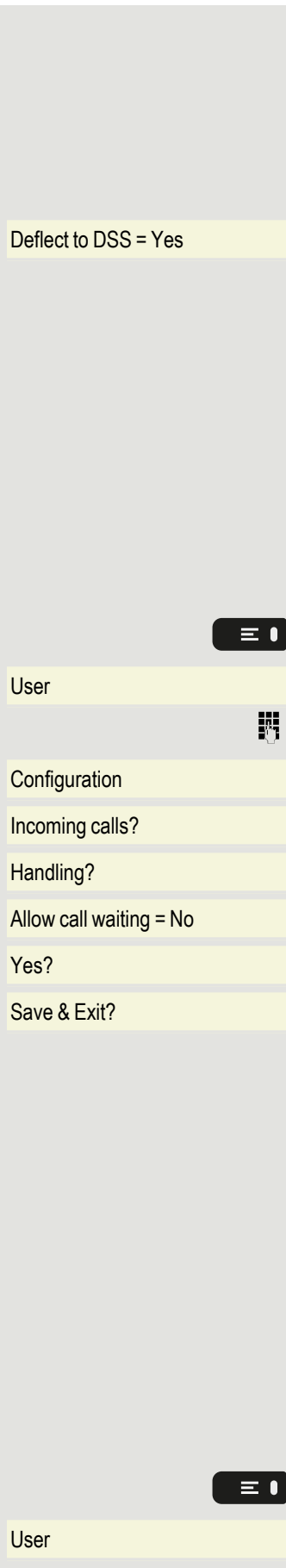**Incoming calls?** Select and confirm the option shown.

Handling? Select and confirm the option shown.

Allow call waiting = No Select and confirm the option shown.

Yes? Select and confirm the option shown.

Save & Exit? Select and confirm the option shown.

⫿⯈ Assuming **Allow call waiting** is activated, you can toggle a configured key to switch call waiting on or off (see "Example 2: Activating/deactivating Call Waiting toggle " → page 67).

## Connecting subscribers by hanging up

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

▤ You can also configure this setting via the WEBM interface (see "General" → page 134).

▬▮ Press the key shown.

User Select and confirm the option shown.

📱 Enter and confirm the User password, if required.

Configuration

Select and confirm the option shown.

Connected calls?

Select and confirm the option shown.

Toggle associate = No

Select and confirm the option shown.

Yes?

Select and confirm the option shown.

Save & Exit?
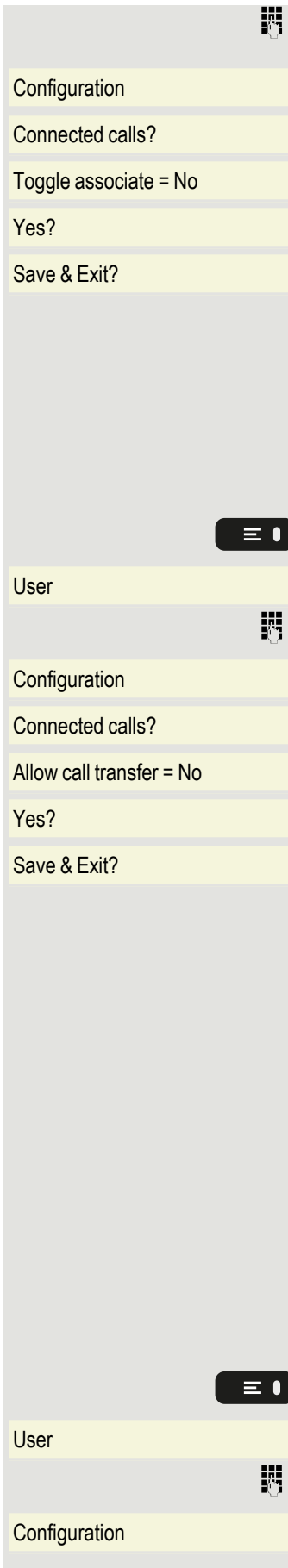
Select and confirm the option shown.

Allowing call transfer

📋 You can also configure this setting via the WEBM interface (see "General" → page 134).

▬ Press the key shown.

User

Select and confirm the option shown.

📱 Enter and confirm the user password, if required.

Configuration

Select and confirm the option shown.

Connected calls?

Select and confirm the option shown.

Allow call transfer = No

Select and confirm the option shown.

Yes?

Select and confirm the option shown.

Save & Exit?

Select and confirm the option shown.

Settings for autodial delay

⯈ The setting does not affect automatic emergency number dial-ling.

If you select "Autodial delay", you must either confirm the "Dial" option, press the loudspeaker or headset key.

Pick up the handset or wait until the autodial delay expires to set up a call when dialing with the handset on hook.

📋 You can also configure this setting via the WEBM interface (see "General" → page 134).

▬ Press the key shown.

User

Select and confirm the option shown.

📱 Enter and confirm the user password, if required.

Configuration

Select and confirm the option shown.

Outgoing calls?	Select and confirm the option shown.
Autodial delay = 8	Select and confirm the option shown.
▲/▼	Select a value between 1 and 9 and confirm.
Save & Exit?	Select and confirm the option shown.

Allowing Busy when dialling

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

📋 You can also configure this setting via the WEBM interface (see "General" → page 134).

Press the key shown.

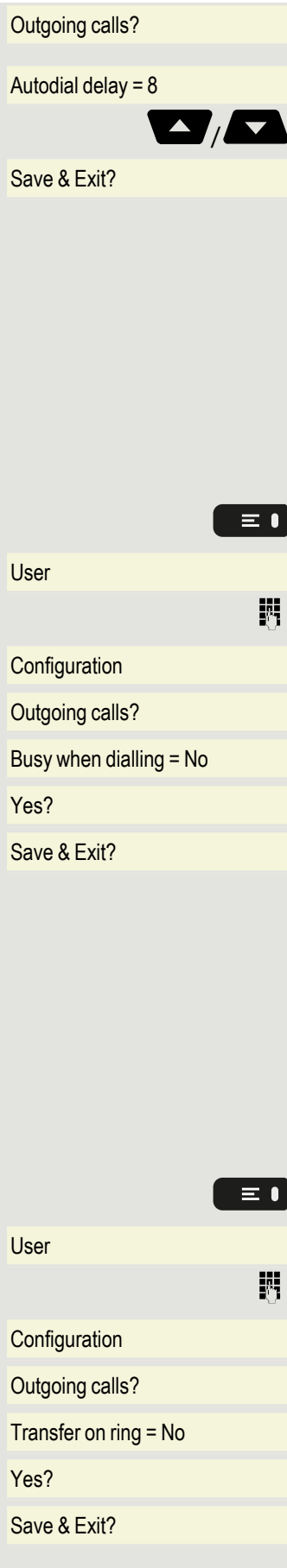|	
User	Select and confirm the option shown.
	Enter and confirm the user password, if required.
Configuration	Select and confirm the option shown.
Outgoing calls?	Select and confirm the option shown.
Busy when dialling = No	Select and confirm the option shown.
Yes?	Select and confirm the option shown.
Save & Exit?	Select and confirm the option shown.

Allowing Transfer on ring

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

📋 You can also configure this setting via the WEBM interface (see "General" → page 134).

Press the key shown.

User	Select and confirm the option shown.
	Enter and confirm the user password, if required.
Configuration	Select and confirm the option shown.
Outgoing calls?	Select and confirm the option shown.
Transfer on ring = No	Select and confirm the option shown.
Yes?	Confirm the option shown to activate the callback function.
Save & Exit?	Select and confirm the option shown.

Activating or deactivating Immediate dialling

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

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

You can also configure this setting via the WEBM interface (see "General" → page 134).

Press the key shown.

User   Select and confirm the option shown.

Enter and confirm the User password, if required.

Configuration   Select and confirm the option shown.

Outgoing calls?   Select and confirm the option shown.

Immediate dialling = No Select and confirm the option shown.

Yes?   Select and confirm the option shown.

Save & Exit?   Select and confirm the option shown.

Permitting a Callback

The Callback function is approved by the administrator.

You can also configure this setting via the WEBM interface (see "General" → page 134).

Press the key shown.

User   Confirm the option shown.

Enter and confirm the user password, if required.

Configuration   Select and confirm the option shown.

Outgoing calls?   Confirm the option shown.

Callback = No   Select and confirm the option shown.

Yes?   Select and confirm to activate the callback function.

Save & Exit?   Select and confirm the option shown.
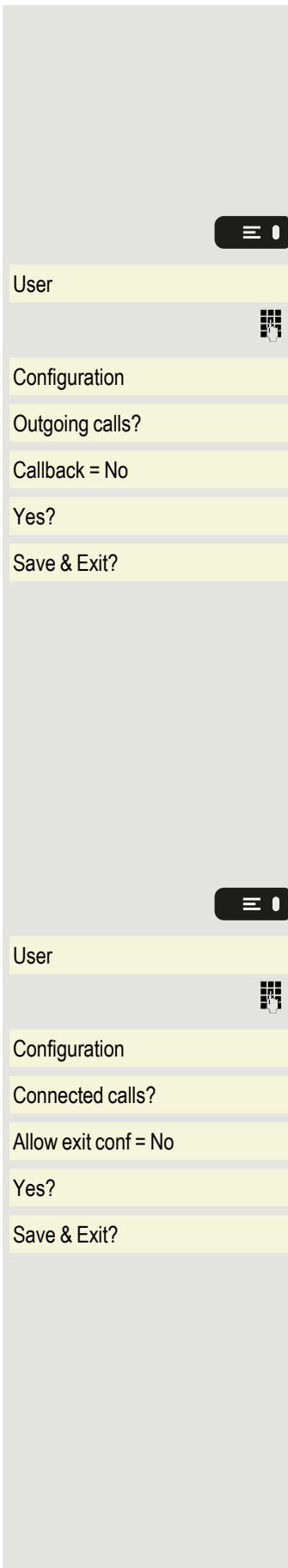
Allowing a Conference

This option allows or blocks the "Conference" function.

▤   You can also configure this setting via the WEBM interface (see "General" → page 134).

Press the key shown.

User
Select and confirm the option shown.

Enter and confirm the user password, if required.

Configuration
Select and confirm the option shown.

Outgoing calls?
Select and confirm the option shown.

Callback = No
Select and confirm the option shown.

Yes?
Select and confirm the option shown.

Save & Exit?
Select and confirm the option shown.

Allowing joining in a conference call

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 WEBM interface (see "General" → page 134).

Press the key shown.

User
Select and confirm the option shown.
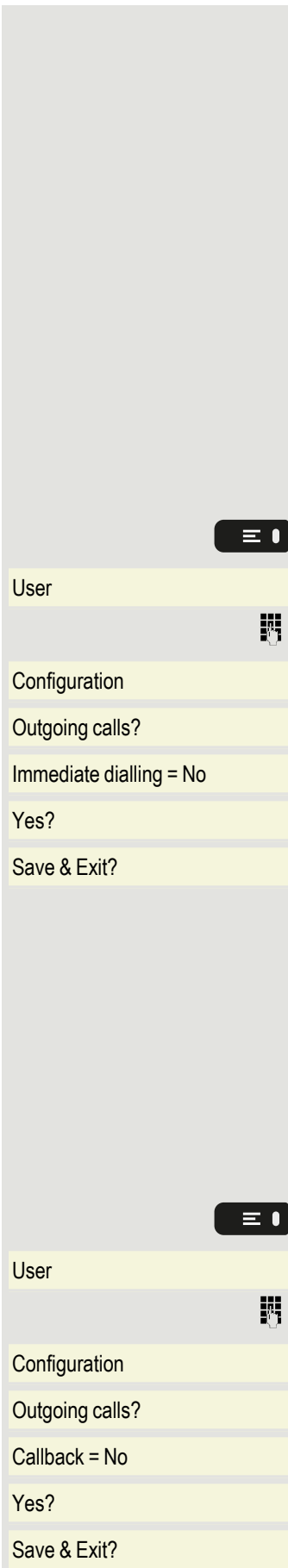
Enter and confirm the user password, if required.

Configuration
Select and confirm the option shown.

Connected calls?
Select and confirm the option shown.

Allow exit conf = No
Select and confirm the option shown.

Yes?
Select and confirm the option shown.

Save & Exit?
Select and confirm the option shown.

Call logging

The Call logging function must be activated in order to view and manage call lists, otherwise the message "Key function unavailable" is displayed (see "Activating or deactivating Call logging" → page 115).

For a detailed description of the different call lists, see "Call logging" →
page 28.

Dialing an entry

Select the label "Call log".

Press the function key below the label.

Select and confirm the list of missed calls. The list is sorted chro-
nologically, 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 of the
entry is dialled.

Deleting all entries

Select the label "Call log".

Press the function key below the label.

Select and confirm the list of dialed numbers.

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

Activating or deactivating Call logging

The function can be disabled to prevent unauthorized third parties gain-
ing information on the other party involved in the call from the call lists.
When disabled, no further calls or conversations are logged. The function
is always activated by default.

> When you deactivate Call logging, note that the customary
> last number redial function will also be affected. You can then
> no longer redial the last number dialed (see "Redialling with
> the function key" → page 42).

You can also configure this setting via the WEBM interface (see
"General" → page 134).

Press the key shown.

Select and confirm the option shown.

Enter and confirm the User password, if required.

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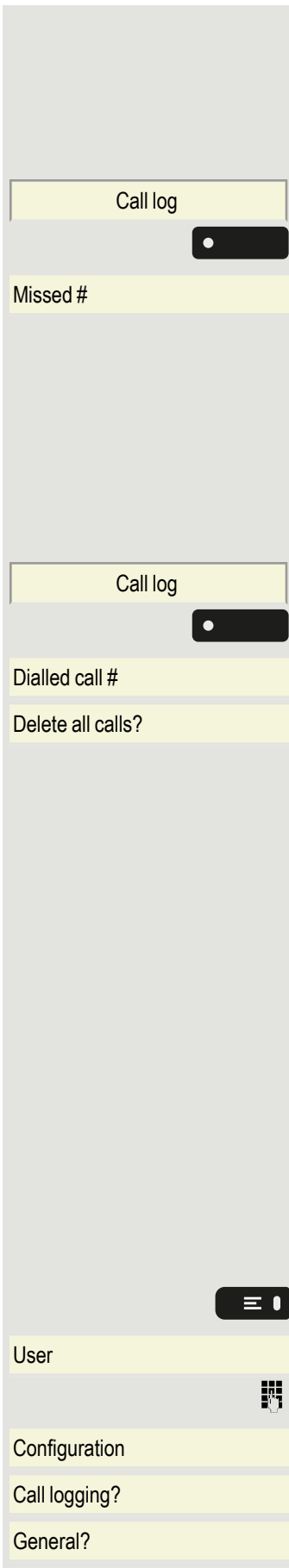
Select and confirm the option shown.

Select and confirm the option shown.

Left margin labels:

Call log

Missed #

Call log

Dialled call #

Delete all calls?

User

Configuration

Call logging?

General?

Enable call log = Yes

Select the option shown.

No?

- Select and confirm the option shown to disable the call log. The message "Call log is disabled" is displayed.
- Optionally, select and confirm the option with "Yes" to reactivate the call log.

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

Save & Exit?

Select and confirm the option shown.

Logging missed calls

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

- Include answered elsewhere
- Delete entry

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

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

> You can also configure this setting via the WEBM interface (see "General" → page 134).

Press the key shown.

User

Select and confirm the option shown.

Enter and confirm the User password, if required.

Configuration

Select and confirm the option shown.

Call logging?

Select and confirm the option shown.

Missed calls?

Select and confirm the option shown.

Displaying missed calls that were answered elsewhere

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

Answered elsewhere = Include

Select and confirm the option shown.

Exclude?	Confirm to prevent calls answered by other subscribers being displayed in the list.
Save & Exit?	Select and confirm the option shown.

Deleting missed calls when called

Delete entry = When called	Select and confirm the option shown.
Manually?	Confirm to delete entries manually when called.
Save & Exit?	Select and confirm the option shown.

Call recording

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

You should configure a recording button in order to simplify handling of manual call recording (see "Programming a key" → page 63).

> 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
- Auto start
- All calls
- Disabled

The following settings are possible to audibly signal the recording:

- Repeated
- Single Shot
- Off

> Check with your administrator 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.

About 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 not relevant whether a call is set up directly via the telephone or via an application.

- Outgoing calls
- Incoming calls
- Consultation
- Pickup
- Reconnect
- Second call
- Connected calls
- Conference (server-based conference only)
- Automatic call acceptance
- Secured or unsecured line

Non-recordable calls

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

Enhanced functions

- A conference can be set up or cleared down during recording (Server-based conference only).
- A consultation can be performed during recording.
- Call transfer is also available during recording.
- A second call can be accepted during recording.

Recording tips

You will receive the following information 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 information can also be switched off. Consult your administrator.

MultiLine

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

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 continued (but a new recording may be started).

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

Recording calls

Automatic call recording

This is the simplest mode. If you have accepted a call or called a subscriber and the subscriber answers, the call is recorded automatically (see "About recordable calls" → page 118).

As soon as the recording starts, you will see the recording symbol and hear a beep (see "Recording tips" → page 119).

> 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.

Recording On?

Recording   ⬛
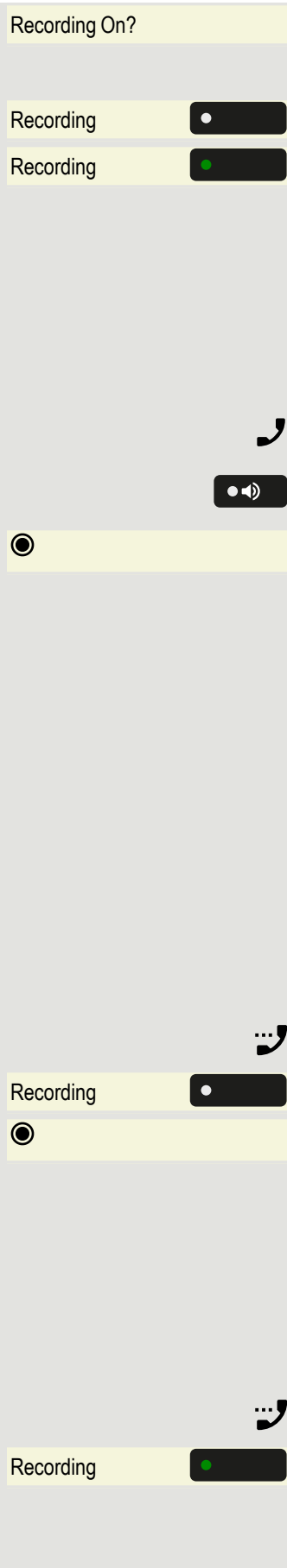
Recording   ⬛

Select the option shown in the telephone's context menu to enable the option.

Press the recording button to enable the option - the LED lights up.

Optionally, press the key shown to disable the option - the LED extinguishes.

Call recording with Auto start

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.

- Optionally, press the key shown.

The subscriber answers. You hear a beep, the recording symbol is displayed and the recording button LED ⬛ remains green. The call is now being recorded (see "Recording tips" → page 119).

You can pause the recording at any time and continue it later.

After you end the call, the process "Auto start" 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 "About recordable calls" → page 118).

Recording   ⬛   Press the recording button to start the recording - the LED key lights up.

You hear a beep and the recording symbol is displayed. The call is now recorded (see also "Recording tips" → page 119).

Pausing call recording manually during a call

Prerequisites:

- Manual mode or Auto start mode is selected.
- Recording has started. The recording button LED lights up.

You are conducting a call (also "About recordable calls" → page 118).

Recording   ⬛   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

Prerequisites:

- You are conducting a call.
- Recording has started. The recording button LED ▮●▮▮▮ lights up.

The recording ends 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 (Multi-line).

The LED extinguishes and the recording symbol ◉ on the display disappears.

Consultation during call recording

Prerequisites:

- 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 displayed.

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 and the recording is continued.

Second call during call recording

Prerequisites:

- You are conducting a call.
- Recording has started. The recording button LED is lighting.

You hear a beep and the recording symbol is shown on the display. The call is now being recorded.
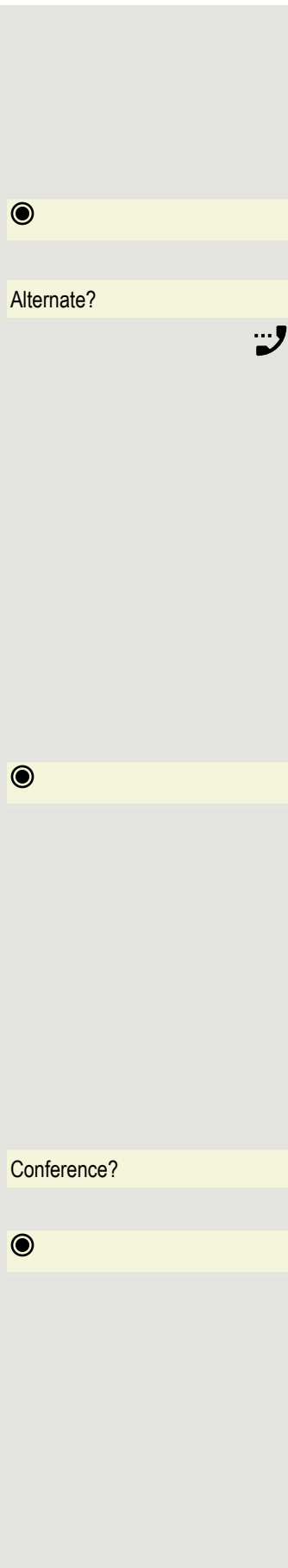
A second call party camps on (see "Answering a second call" → page 50).

Select and confirm the option shown.
You are connected with the second party. You hear a beep and the recording symbol ◉ is shown in the line for the second call – this call is now being recorded. The first party is placed on hold.

Call recording while alternating

Prerequisites:

- You have an active or held consultation or second call.
- Recording has started. The recording button LED is illuminated.

◉

You are connected with the second party. You hear a beep and the recording symbol is shown in the line for the second call.

Alternate?

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

📞 You are switched to the main call. You hear a beep and the recording symbol ◉ is shown in the line for the main call – this call is now being recorded.

You can pause and restart the recording at any time in Manual mode and Auto start mode.

The call is paused and reconnected

Prerequisite: You are conducting a call that is being recorded.

Your call partner has placed the call on hold. You hear the music on hold. The recording is paused and the recording symbol ◉ has disappeared from the display.

◉

Your call partner resumes the call. You hear a beep and the recording symbol is shown on the display.

Setting up a conference during recording

Prerequisite: You are conducting a consultation call (see "Consulting a second party" → page 45). Alternatively, you have accepted a second call and the "System conference" feature was configured by your administrator (see "Call waiting (second call) " → page 50) .

Recording has started. The main call is placed on hold. The recording button LED ▭ is illuminated.

Conference?

Select and confirm the option shown. You are connected to both parties at once. The conference is displayed with the current participants.

◉

You hear a beep and the recording symbol is shown in the line for the conference call.

Adding conference participants during the recording

Prerequisites:

- You have set up a conference.
- The "system conference" feature was configured by the admin-

istrator.
- The conference call is now being recorded.

You have performed a consultation or accepted a second call (see "Consulting a second party" → page 45 or "Call waiting (second call) " → page 50). 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 displayed in the line for the conference call.

Your call is included in a conference during the recording

Prerequisites:

- You are conducting a call that is being recorded.
- Your call partner is to include you in a conference.
- You are placed on hold while the conference is being set up.

You hear the music on hold while your call partner is setting up the conference. The recording is paused and the recording symbol ◉ has disappeared from the display.

Your call partner answers again and you are connected to the conference.

◉

You hear a beep and the recording symbol is shown in the "Conference" line. The conference call is now being recorded.

Putting a line on hold manually during the recording

There are two options for placing a line manually on hold:

- You place the active line on hold during the call recording and then resume the call on this line.
- You seize a different line during call recording. The first line is placed on manual hold.

Prerequisite: The telephone has more than one line configured. The active call is being recorded. The recording button LED is lighting.
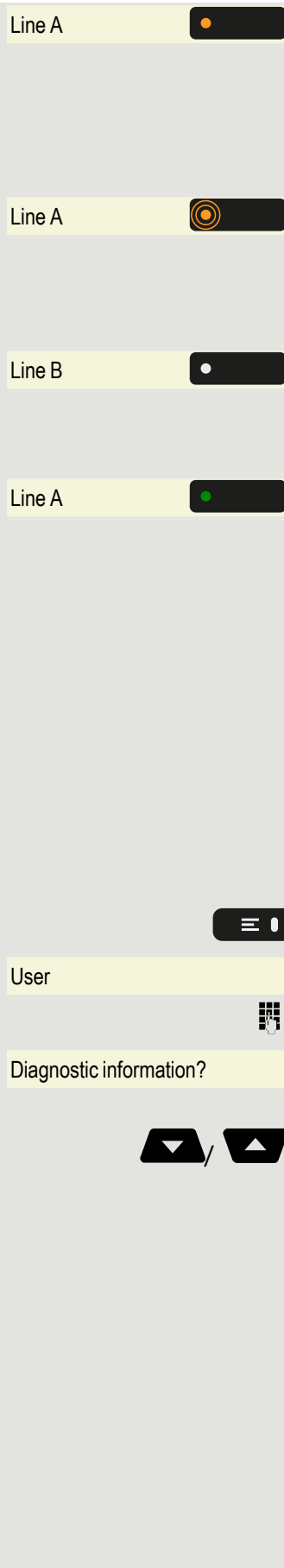
Holding and retrieving the call on the line

☎

You are conducting a call, for example on line A. You hear a beep and the recording symbol ◉ is shown on the display. The call is now being recorded.

Line A	⬛

Press line key A. The line key LED turns amber. The call is now on hold. The recording is stopped when the call is placed on manual hold. The recording symbol◉ on the display disappears.

Retrieving a held call

Line A	◉

Press line key A. The line key LED starts <mark>flashing</mark>. The call is retrieved.

The retrieved call is treated as a new call for call recording.

Holding a call on the line and conducting a call on a different line

Line B	⬛

Press line key B – the LED lights up. This call is treated as a new call for call recording.

Line A is placed on hold, call recording of line A has been terminated.

Line A	⬛

Press line key A to resume the call. This call is treated as a new call for call recording.

Diagnostic data

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

Prerequisite

The admin has configured that the user is allowed to see the diagnostic information

Press the key shown.

| User | |

Select and confirm the option shown.

Enter and confirm the user password.

| Diagnostic information? | |

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

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

You can see a more structured view of the list via the WEBM interface (see "General" → page 134).

Example

Diagnostic information	
2021-10-13 11:24:32	

Diagnostic information		
01	SIP Server	10.12.70.16
02	SIP Port	5060
03	SIP Registrar	10.12.70.16
04	SIP Registrar Port	5060
05	SIP Gateway	0.0.0.0
06	SIP Gateway Port	5060
07	SIP Transport	TCP
08	TLS Renegotiation	Secure (RFC5746)
09	SIP local port	5060
10	Server features	No
11	DNS Results	None
12	MultiLine	No
13	Keyset Lines	None
14	Backup Active	Yes
15	Backup Proxy	0.0.0.0
16	Use secure calls	No
17	SRTP.Status	Disabled
18	SIP Server Cert. Check	No Certificate Check
19	Software Version	V1R8.7.214 SIP 210927
20	Display Message	None
21	Last Restart	1-10-2021 19:17:58
22	Memory free	55169K free
23	Protocol Mode	IPv4_IPv6
24	IPv4 IP Address	10.12.138.14
25	IPv4 subnet Mask	255.255.255.0
26	IPv4 default route	10.12.138.1
27	Primary DNS	10.12.0.2
28	Secondary DNS	172.25.4.22
29	IPv4 Route 1 - IP	None

Diagnostic information		
30	IPv4 Route 1 - gate-way	None
31	IPv4 Route 1 - mask	None
32	IPv4 Route 2 - IP	None
33	IPv4 Route 2 - gate-way	None
34	IPv4 Route 2 - mask	None
35	IPv6 address	None
36	IPv6 prefix length	None
37	IPv6 global gateway	None
38	IPv6 link local address	None
39	IPv6 Route 1 - des-tination	None
40	IPv6 Route 1 - prefix length	None
41	IPv6 Route 1 - gate-way	None
42	IPv6 Route 2 - des-tination	None
43	IPv6 Route 2 - prefix length	None
44	IPv6 Route 2 - gate-way	None
45	MAC Address	001ae875e054
46	LLDP	Yes
47	VLAN Discovery	LLDP-MED
48	DHCPv4	Yes
49	DHCPv4 re-use	No
50	DHCPv6	Yes
51	lan.port.status	100 Mbps full duplex
52	lan.port.speed	0
53	pc.port.speed	0
54	pc.port.mode	0

Diagnostic information		
55	PC port autoMDIX	No
56	VLAN-ID	None
57	QoS Layer 2	Yes
58	QoS Layer 2 Language	5
59	QoS Layer 2 Signaling	3
60	QoS Layer 2 Standard	0
61	QoS Layer 3	Yes
62	QoS Layer 3 voice	EF / 46
63	QoS Layer 3 Signaling	AF31 / 26
64	LLDP-MED Operation	Sent: Wed Oct 13 11:24:31 2021 Chassis ID TLV Data .Subtype = Network address .IANA_TYPE = IPv4 Address .ID = 10.12.138.14 Port ID TLV Data .Subtype = MAC address .ID = 00:1A:E8:75:E0:54 TTL TLV data .seconds = 120 System Caps TLV Data .Supported = Bridge, Telephone, .Enabled = Telephone, MAC_Phy config TLV data .Auto-set supported = Yes .Auto-set enabled = Yes .PMD = 0x6c00 .PMD1 = 10BASE-T half duplex mode .PMD2 = 10BASE-T full duplex mode .PMD3 = 100BASE-TX half duplex mode .PMD4 = 100BASE-TX full duplex

Diagnostic information		
		mode .MAU = 100BaseTXFD : 0x10 LLDP-MED Caps TLV Data .Caps - LLDP-MED = Yes .Caps - Network Policy = Yes .Caps - Location ID = No .Caps - Extended Power Mdi PD = Yes .Caps - Extended Power Mdi Pse = No .Caps - Inventory = No .Type = Endpoint Class III Network policy (Voice) TLV data .Policy unknown = Yes .Tagged = No .VLAN ID = 0 .Layer 2 priority = 5 .DSCP = 46 Network policy (Voice Signalling) TLV data .Policy unknown = Yes .Tagged = No .VLAN ID = 0 .Layer 2 priority = 3 .DSCP = 26 Network policy (Video conferencing) TLV data .Policy unknown = Yes .Tagged = No .VLAN ID = 0 .Layer 2 priority = 0 .DSCP = 0 Extended Power TLV data .Type = PD .Source = PSE .Priority = Critical .Power value = 31 Inventory - Hardware Revision TLV data .Hardware revision = S30817-S7720-

Diagnostic information		
		A101-03 Inventory - Firmware Revision TLV data .Firmware revision = U-Boot 2.0.0.1.200616 Inventory - Software Revision TLV data .Software revision = V1 R8.7.214 SIP 210927 Inventory - Serial Number TLV data .Serial number = 00:1a:e8:75:e0:54 Inventory - Manufacturer Name TLV data .Manufacturer name = Unify SW&Sol GmbH&Co.KG Inventory - Model Name TLV data .Model name = Desk Phone CP200 Inventory - Asset ID TLV data .Asset ID = 1631707220 Received: Wed Oct 13 11:24:32 2021 TTL TLV data .seconds = 120 Network policy .TLV not available
65	NG911 Position	Disabled
66	FIPS enabled	No
67	Media.Negotiation	Single IP
68	ICE connectivity pairs max	10
69	ICE connectivity max timer	5000
70	ICE gathering timeout	5000
71	ICE gathering Ta timer	20

Diagnostic information		
72	ICE connectivity Ta timer	20
73	ICE connectivity Tr timer	15000
74	ICE connectivity RTO timer	100
75	Device Certificate	Not installed
76	Installed Certificates	Secure file transfer Not installed Secure send URL Not installed Secure SIP server Not installed Secure 802.1x Not installed LDAP via TLS Not installed Secure DMS server Not installed Secure XSI server Not installed Secure auto configuration server Not installed
77	DMS Client Status	Configuration already in sync
78	Device Certificate	Installed

Individual settings that impact energy efficiency

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

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

Importing contacts via WBM

You can import your contacts into your phone through WBM interface (for more information, see "General" → page 134). The contact file can be exported from Outlook or OSM (discontinued).

See the products documentation for instructions on how to export contacts from an Outlook client or OSM.

| ▐▌▶ | Files previously exported by this or another phone may also be imported. |

| ▐▌▶ | Log on to the User Pages on WBM using your password (for more information, see "User pages" → page 134) |

Downloading a contact list via the browser

User Pages	Administrator pages	Logout

User login
Date and Time
Audio
Configuration
Phone
Locality
Security
File transfer
  Slideshow images
  Contacts
Diagnostic information

Contacts
Import contact data

Choose the Comma Separated file
you wish to import

Choose file   No file chosen

Import   Cancel

Press to see import results

Phone screen may be impacted during import

Export contact data

Generate Contacts File

Download Contacts File

Closing or navigating away from
this page will cancel the Import or
Export

1. Click on the "Choose file" button and a window will open onto your PCs file system to allow you to navigate to a local or remote folder and select a file to be imported.
   - The default format is ".csv".
   - You can use comma or a semi-colon as a value separator for the imported CSV file.
   - When exporting from Outlook, do not change the mapped header field names.
2. Select destination and confirm. The path to the file will be displayed on the page next to the button "Choose file" when you select the destination and close the window.
3. Press "Import". While the import is in progress you may notice some deterioration in the phones performance.

| ▐▌▶ | Picture clips (avatars) are not included as part of the import. |

The progress and outcome of the import will be indicated to you

- A completion message is displayed when the "Press to see import results" button is pressed.
- A successful import will be indicated by a "Import completed" text message below the panel on the page.

- A message "Import contacts completed" will also be displayed on the phone's screen when the import is completed.
- Failures will be indicated by a suitable text message below the panel on the page.

Exporting contacts via WBM

You can export your contacts from your phone through WBM interface, so you can use them elsewhere, store them, etc (see "General" → page 134).

> Log on to the User Pages on WBM using your password (for more information, see "User pages" → page 134).

Downloading a contact list from the phone via the browser

> When exporting contacts via Internet Explorer browser, the contacts file "*.CSV" is written directly on to the browser page and must be copied and pasted.

1. Once you are logged on the WBM, go to "User Pages", then to "File transfer" and "Contacts".
2. Click on the "Generate Contacts File" button and a new internal file containing all the valid contacts will be created. The default format is ".csv".
3. Click on the "Download Contacts File" button. The .csv file will be downloaded to your PC with the file name "CP_contacts.csv."
4. You can then move and rename the file via PC.
5. Navigating away from this page will remove the internal file and the "Download Contacts File" link becomes inactive.

USB port management

The USB port settings of the OpenScape Desk Phone CP210 are managed by the administrator.

However, the following limitations apply:

- Only specific USB devices are supported (see below).
- When a supported device is connected, an icon is shown in the top line of the idle screen.
- An unsupported USB device can still be connected to get power from the phone but if the device attempts to draw too much power, the USB port is disabled and a prompt tells the user to remove the device (the USB port stays disabled until the user confirms that the device is removed).
- A USB hub for multiple USB devices is not supported and any device connected via the hub will be treated as unsupported.

Supported USB devices are:

- A USB headset: A USB headset behaves similar to a wired headset. The admin determines which headset will be used if multiple types of headset are connected at the same time.
- A CP10 Wi-Fi stick (the phone must be powered separately, not via PoE): Wi-Fi may be used to provide a wireless LAN connection as an alternative to Ethernet. This is possible when a CP10 device is connected to the USB port and the admin has enabled and configured the use of Wi-Fi. The user is informed of the status of Wi-Fi via popup messages
When activated, an icon is displayed in the top line of the idle screen to indicate the following information (see "Icons in the idle menu" → page 25):
  - A CP10 is connected and operational
  - The signal strength
  - Whether the connection is secure
- An ION handset (the phone must be powered separately, not via PoE): An ION handset behaves similar to a wired headset. Admin determines which headset will be used if multiple types of headset are connected at the same time.
  - The DECT dongle of the ION handset may be plugged in to the USB port.
  - Alternatively the cable of ION handset cradle may be connected to the USB port

Web interface (WBM)

General

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

Administrator settings

This area lets you configure settings for administering your phone and the Network environment. Access to the Administrator settings is protected by the admin password.

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

User pages

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

1. Click a menu heading to display the individual menu entries. Click the menu heading again to close the menu.
2. Click a menu entry to open the corresponding form.
3. Make the desired changes.
4. Click the corresponding button to save or discard your changes.

Button functions

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

Licenses

This area provides you with the information about EULA (End User License Agreement) and Open Source licenses. For further information,

consult your administrator or refer to the administration manual.

User menu

▐▐▐➡ All settings in the user menu of the WEBM interface can also be made via the user menu on the telephone.

User settings

User login, see "User password" → page 85

Date and time

- Local time, see "Setting the time" → page 97
- Local date, see "Setting the date" → page 97
- Daylight saving, see "Setting daylight saving time" → page 95
- Difference (minutes), see "Setting the difference between daylight saving and standard time" → page 96
- Auto time change, see "Automatic daylight saving time" → page 96

Audio

- Standard ringer
  - Ringer melody, see "Pattern melody" → page 89
  - Ringer sequence, see "Pattern sequence" → page 89
  - Ringer, see "Ringer" → page 88)
  - Room character, see "Room character" → page 88)
  - Open listening, see "Opening listening mode" → page 90
  - Headset socket, see "Setting headset port use " → page 90
- Special ringers, see "Special ringers" → page 90)
  - Internal
  - External
  - Recall (e.g. callback)
  - Emergency
  - Special 1
  - Special 2
  - Special 3

User Configuration

- Outgoing calls
  - Autodial delay (seconds), see "Using autodial delay" → page 43
  - Callback, see "Permitting a Callback" → page 113
  - Busy when dialling, see "Allowing Busy when dialling" → page 112

- Transfer on ring, see "Allowing Transfer on ring" → page 112
- Immediate dialling, see "Activating or deactivating Immediate dialling" → page 113
- Incoming calls
  - Deflecting
    - Allow deflection, see "Permitting call deflection" → page 109
    - Default destination, see "Permitting call deflection" → page 109
    - Deflect to DSS, see "Permitting call deflection" → page 109
  - Forwarding, see "Call forwarding by call type" → page 104)
  - Settings
    - Favourites > Forwarding Favourites, see "Saving destination phone numbers for call forwarding" → page 101
    - All calls, see "Activating or deactivating call forwarding" → page 103
    - Favourites / recently used, see "Assigning a destination phone number for call forwarding" → page 102
    - Direct destination, see "Activating with variable destination phone numbers" → page 100
    - Busy, see "Activating or deactivating call forwarding" → page 103
    - No reply, see "Activating or deactivating call forwarding" → page 103
    - Set delay (seconds) (only if "Server features" was deactivated by the administrator), see "Defining the ring duration before call forwarding on no reply" → page 103
    - Privacy mode, see "Privacy and security" → page 84
  - Alerts
    - Visual alert, see "Setting alerts" → page 55
    - Audible alert, see "Setting alerts" → page 55
    - Forwarding party, see "Call forwarding chain" → page 104
  - Handling
    - Allow call waiting, see "Allowing call waiting" → page 110
    - Allow DND, see "Allowing "Do not disturb"" → page 84
    - Busy when dialling, see "Allowing Busy when dialling" → page 112
  - CTI calls
    - Auto-answer, see "Beep on auto-answer" → page 105
    - Beep on auto-answer, see "Beep on auto-answer" → page 105
    - Auto-reconnect, see "Beep on auto-reconnect" → page 106
    - Beep on auto-reconnect, see "Beep on auto-reconnect" → page 106

- Connected calls
    - Allow call transfer, see "Allowing call transfer" → page 111
    - Allow call joining, see "Allowing call joining" → page 109
    - Allow exit conference, see "Allowing joining in a conference call" → page 114
    - Allow hold reminder, see "Activating and deactivating the hold reminder tone" → page 106
    - Hold reminder delay (minutes), see "Setting the hold reminder time" → page 107
    - Hold and hang-up, see "Activating or deactivating Hold and hang-up" → page 107
    - Music on hold, see "Music on hold" → page 108
    - Allow conferences, see "Allowing a Conference" → page 114
    - DTMF digits, see "Display of DTMF digits" → page 45
    - Insecure call alert, see "Tone and indication with an unsecured voice connection " → page 92
    - Toggle associate, see "Connecting subscribers by hanging up" → page 110
    - Lower IL alert, see "Setting alerts" → page 55
- Notification LED
    - Voicemail messages, see "Listening to voicemail" → page 60
    - Missed calls, see "Call logging" → page 114
- Keyset
    - Lines
        - Ring delay (seconds), see "Setting the time for a delayed ringer" → page 80
        - Address (read only)
        - Primary line (only if "Server features" was deactivated by the administrator)
        - Ring on/off (only if "Server features" was deactivated by the administrator)
        - Ringer melody, see "Setting the ringer for lines" → page 81
        - Ringer sequence, see "Setting the ringer for lines" → page 81
        - Ringer, see "Setting the ringer for lines" → page 81
        - Hot line/Warm line (read only)
        - Hot/Warm line destination, see "Lines with hot or warm line function" → page 79
    - Overview
- Call logging
    - General
        - Enable call log, see "Activating or deactivating Call logging" → page 115
    - Missed logging (function of the call log function "Missed calls" or the setting for "Answered elsewhere" depends on the support provided by the SIP server, see "Logging missed calls" → page

116
- Answered eleswhere
- Delete entry

Phone

- Display settings
  - Contrast, see "Setting the display contrast" → page 35
- Program keys
  - Normal
    - Edit, see "Programming a key" → page 63
  - Shifted
    - Edit, see "Programming a key" → page 63.
- Download paper label
- Key click
  - Volume
  - Active for:
    - Keypad only
    - All keys

Locality

- Country, see "Country-specific settings" → page 94
- Language, see "Display language" → page 92
- Date format, see "Date display format" → page 94
- Time format, see "Time display format" → page 93

Security

- Password
  - Current password
  - New password, see "User password" → page 85
  - Confirm password

Directory Settings

- Contact list, see "Editing a contact" → page 56
- New contact, see "Creating a new contact" → page 56
  - Last name
  - First name
  - Number
- Delete all contacts, see "Deleting all contacts" → page 57
  - Confirm delete
- Contacts transfer
  - Import contact data, see "Importing contacts via WBM" → page 130

- Export contact data, see "Exporting contacts via WBM" → page 132

Diagnostic information, see "Diagnostic data" → page 124

Fixing problems

Caring for your telephone

- Never allow the telephone to come into contact with coloring, oily or aggressive agents.
- Always use a damp or antistatic cloth to clean the telephone. Never use a dry cloth.
- If the telephone is very dirty, clean it with a diluted neutral cleaner containing surfactants, such as a dish detergent. Afterwards remove all traces of the cleaner with a damp cloth (using water only).
- Never use cleaners containing alcohol, cleaners that corrode plastic or abrasive powders!

Troubleshooting

Pressed key does not respond

Check if the key is stuck.

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

Check if your telephone is locked when the following message is displayed: "Phone locked. To unlock enter the PIN.".

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

Keys with modified functions

The following keys may have been reprogrammed by your administrator:

- Start conference ![key], see "Conference" → page 46
- Transfer call ![key] , see "Transferring a call" → page 53
- Hold active call ![key] , see "Placing a call on hold" → page 48

Ask your administrator about the modified functions.

The phone does not ring

Check whether the ringer is deactivated (see icon in the status bar on the display (see "Do not disturb" → page 84). If it is deactivated, activate the ringer.

You cannot dial a number

Check if the telephone is locked when the following message is displayed: "Phone locked. To unlock enter the PIN. ".

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

Other problems

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

Repair and recycling concept, extending performance capability

This section includes additional user instructions in accordance with the basic award criteria for the Blue Angel eco-label pursuant to RAL-UZ 150. Obligations for Unify arising from this section are only valid in Germany.

Recycling and disposal of equipment in the OpenScape Desk Phone family

Return of OpenScape Desk Phone waste equipment.

a) Legal and other foundations

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

- EU Directive 2002/96/EC (WEEE),
- the German "Act Governing the Sale, Return and Environmentally Sound Disposal of Electrical and Electronic Equipment" (ElektroG),
- the criteria of the Blue Angel RAL UZ 150 for "Corded Voice-Over IP Telephones".

b) Separate collection according to ElektroG

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

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

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

In addition to the legal requirements governing take-back of electrical and electronic equipment, Unify Software and Solutions GmbH & Co. KG takes back the OpenScape Desk Phone CP200 SIP, OpenScape Desk Phone CP400 SIP and OpenScape Desk Phone CP600 SIP telephones introduced on the market in Germany and manufactured after March 2014. Insofar as no direct collection of this waste equipment has been agreed, the OpenScape Desk Phone end-of-life telephones can be returned free of charge to the following address:

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

d) Reuse, recycling and recovery

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

- Reuse: The waste equipment is repaired and refurbished and introduced into the spare parts cycle where it is then reused.
- Recycling and recovery of OpenStage equipment that is no longer usable: The equipment is roughly disassembled and introduced into various recovery operations prior to further treatment. The various metals are separated using special shredder equipment for electronic scrap. Copper and precious metals are processed by refining. Aluminum and iron are separated and supplied for melting.

Repair reliability and spare part supply

Unify Software and Solutions GmbH & Co. KG guarantees repair support and spare part supply for up to 5 years following product discontinuation of the OpenScape Desk Phone telephones.

Extending performance capability

The functionality of all OpenScape Desk Phone telephones can be extended fundamentally by means of software updates.

> For help, contact your administrator or system support or your sales partner at Unify Software and Solutions GmbH & Co. KG.

Local user menu

Opening the user menu on the phone

To open the user menu, press the key shown.

On the **Settings** tab, select the **User** menu option. You are prompted to enter the User password (see "User password" → page 85).

Confirm your input. The options of the user menu are available.

User menu display

The majority of settings that can be made via the user menu on the phone can also be made via the web interface (see "General" → page 134).

- Changes are confirmed with "Save & Exit" or discarded using the option "Exit (no save)".
- The options grayed out are not available on the OpenScape Desk Phone or have no function.

Key functions

You can program the following functions at the function key level:

Selected dialling	Shift
Repeat dialling	Conference
Forward all calls	Headset
Forward no reply	Do not disturb
Forward busy	Group pickup
CF unconditional - any	Repertory dial
CF unconditional - ext.	Feature toggle
CF unconditional - int.	Show phone
CF busy - any	Directed pickup

CF busy - int.	Release
CF busy - ext.	Callback
CF no reply - any	Cancel callbacks
CF no reply - int.	Consultation
CF no reply - ext.	Call waiting
Ringer off	Immediate ring
Hold	PreView
Alternate	Call recording
Blind transfer call	Built-in forwarding
Transfer call	Pause callbacks
Deflecting	Resume callbacks
	AICS ZIP tone

Special features for operation on an OpenScape 4000

Not all functions are supported fully when operating an OpenScape Desk Phone on OpenScape 4000 as is the case for OpenScape Voice.

Passively supported functions

Some of the functions are only available to you as a passive user. The restrictions are listed below:

- An OpenScape Desk Phone on an OpenScape 4000 cannot actively park a user in the system. The OpenScape Desk Phone can be parked by a different user however.
- If an OpenScape Desk Phone is called on an OpenScape 4000 and a call is already being conducted or the user does not answer, the caller can enter a callback. Such a callback request in the case of busy or no reply cannot be entered from the OpenScape Desk Phone. To initiate a callback, see "Requesting callback " → page 43.
- The telephone can only be the passive user in the case of third-party monitoring.
- The telephone can be captured but cannot capture a connection itself.

Functions not supported by OpenScape Voice

The following functions are not available on an OpenScape Desk Phone:

- Direct station selection keys cannot be configured "Direct station selection (DSS) keys" → page 70.
- Line keys cannot be configured "MultiLine" → page 72.
- The telephone cannot be configured as an executive / secretary team member "Making calls in an executive / secretary team" → page 1.

Index

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C

Provide feedback to further optimize this document to edoku@atos.net.

As reseller please address further presales related questions to the responsible presales organization at Unify or at your distributor. For specific technical inquiries you may use the support knowledge base, raise - if a software support contract is in place - a ticket via our partner portal or contact your distributor.

Our Quality and Environmental Management Systems are implemented according to the requirements of the ISO 9001 and ISO 14001 standards and are certified by an external certification company.