



OpenScape Desk Phone IP 55G HFA OpenScape Key Module 55 OpenScape Business

User Guide

A31003-D5530-U100-1-7619

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

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Reference No.: A31003-D5530-U100-1-7619

The information provided in this document contains merely general descriptions or characteristics of performance which in case of actual use do not always apply as described or which may change as a result of further development of the products. An obligation to provide the respective characteristics shall only exist if expressly agreed in the terms of contract.

Availability and technical specifications are subject to change without notice.

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Important information

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

Trademarks



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

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

The correct disposal and separate collection of your old appliance will help prevent potential negative consequences for the environment and human health. It is a precondition for reuse and recycling of used electrical and electronic equipment.



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

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

Location of the telephone

- The telephone should be operated in a controlled environment with an ambient temperature between 5°C and 40°C.
- To ensure good speakerphone quality, the area in front of the microphone (front right) should be kept clear. The optimum speakerphone distance is 50 cm.
- Do not install the telephone in a room where large quantities of dust accumulate; this can considerably reduce the service life of the telephone.
- Do not expose the telephone to direct sunlight or any other source of heat, as this is liable to damage the electronic components and the plastic casing.
- Do not operate the telephone in damp environments, such as bathrooms.

Software update



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

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

Product support on the Internet

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

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

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

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

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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.

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


These instructions should be read and followed by every person installing, operating or programming the OpenScape Desk Phone.

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

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

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

Service

 The Unify 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 gladly help you.
For queries regarding connection of the telephone, please contact your network provider.

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

Intended use

The OpenScape Desk Phone is a desktop unit designed for voice transmission and for connection to the LAN. Any other use is regarded as unintended.

Telephone type

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

Please always have this information to hand when you contact our service department regarding faults or problems with the product.

Voice encryption

On OpenScape Business (from R 4), your OpenScape Desk Phone supports voice encryption from software release 2 (V1 R2.xxxx).

This allows you to use your OpenScape Desk Phone to conduct calls without the risk of eavesdropping. Voice transmission is encrypted and then decrypted again on the call partner's phone and vice versa.

If "Secure Mode" is enabled on your phone (consult your administrator) and a connection is established to a phone that does not support voice encryption, the call is not encrypted and is thus not secure.

Your administrator can define in your communication system whether you are notified of unencrypted calls and how → Page 94.

Speakerphone quality and display legibility

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

Multi-line telephone, executive/secretary functions

Your OpenScape Desk Phone IP 55 G is a "multi-line telephone". This means that multiple lines can be configured by your administrator, which is not the case with single-line phones. Each line is assigned an individual phone number that you can use to make and receive calls.

The programmable sensor keys on multi-line phones function as trunk keys → Page 116.

When using a multi-line phone to make and receive calls, certain particularities must be taken into account → Page 117 ff.

The executive-secretary configuration is a special case. This is a multi-line telephone with special features (e.g. "Ring transfer" and "Pick up call"), configured especially for executive/secretary use → Page 115 ff.

Group functions

For even more efficient telephone functionality, your administrator can configure various team functions such as call pickup, hunt groups and call distribution groups.

Getting to know the OpenScape Desk Phone

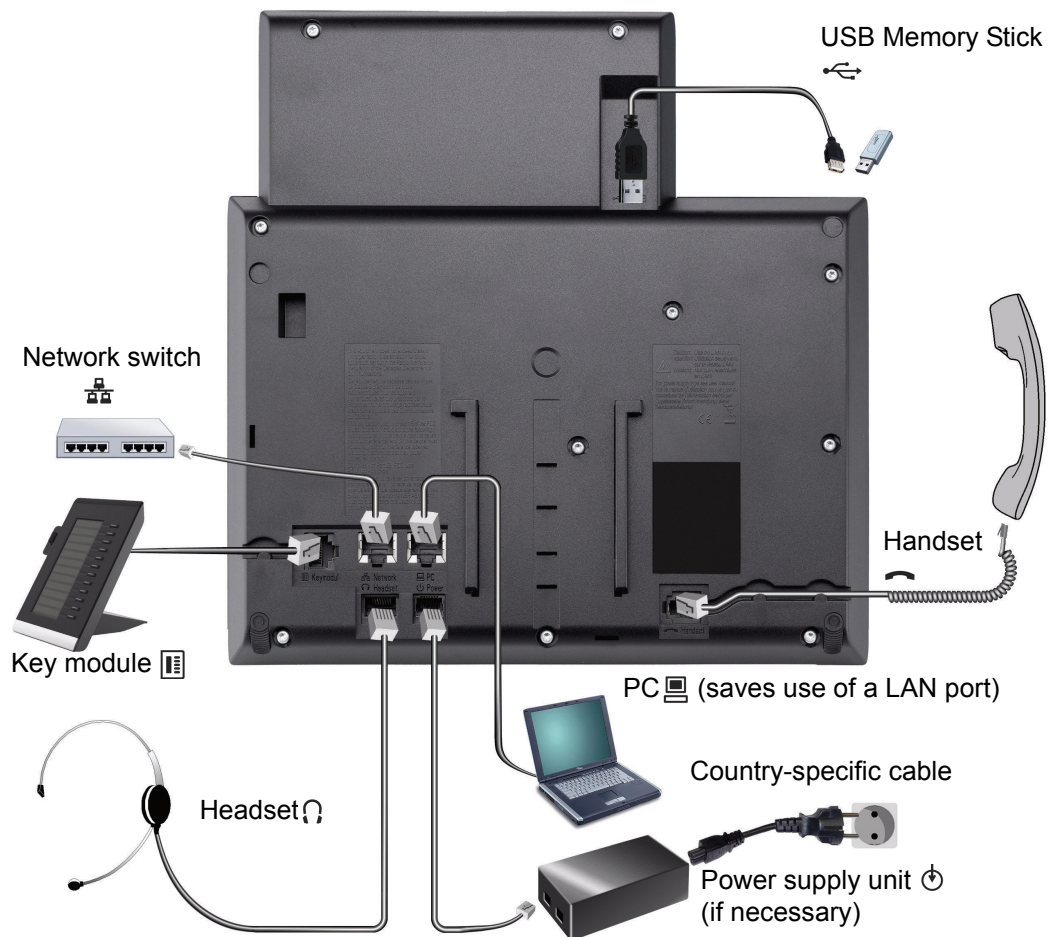
The following sections describe the most frequently used controls and displays.

The user interface of your OpenScape Desk Phone IP 55G



1	You can make and receive calls as normal using the handset .
2	The large graphic display permits intuitive operation of the phone → Page 25.
3	The mode keys allow easy operation of the applications featured on your telephone. To select a tab within a function press the relevant key repeatedly until the required tab is displayed → Page 19.
4	Use the navigation block to navigate conveniently through the applications on your telephone → Page 20.
5	You can customize your telephone by assigning phone numbers and functions to the programmable keys → Page 22.
6	The function keys allow you to call up the most frequently used functions during a call (e.g. Disconnect/Release) → Page 19.
7	Audio keys are also available, allowing you to optimally configure the audio features of your telephone → Page 19.
8	The softkeys allow you to call up other situation-dependent functions (e.g. release/disconnect) → Page 27.
9	Incoming calls are visually signaled via the call display .
10	The dialpad can be used to enter phone numbers and write text → Page 24.

Ports on the underside of the phone



Properties of your OpenScape Desk Phone IP 55G

Display type	Color TFT 320x240 pixels
Illuminated display	✓
Programmable keys	8
Full-duplex speakerphone function	✓
Headset	✓
USB master	✓
10/100/1000 Mbps switch → Page 17	✓
Interface for key modules	✓
Web-Based Management (WBM)	✓

➡ We recommend you use the C39195-Z7704-A5 adapter cable for larger style USB Sticks.
Use of USB hubs is not supported.

Using network ports more efficiently

The OpenScape Desk Phone IP 55 G has a built-in 10/100 Mbps Ethernet switch. The OpenScape Desk Phone has a 1000 Mbps Ethernet switch. This means that you can connect a PC to the LAN directly via the phone. The option for connecting the telephone and PC must first be activated on the telephone by your administrator.



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

OpenScape Key Module 55

The OpenScape Key Module 55 is a key module attached to the side of the phone that provides an additional 12 illuminated, programmable keys.

Like keys on the phone, these keys can be programmed and used according to your needs
→ Page 22.

You can attach up to two OpenScape Key Module 55 modules to your OpenScape Desk Phone IP 55 G.



The diagram shows an OpenScape Key Module 55 for OpenScape Desk Phone IP 55 G.

OpenStage Manager

This program offers you an additional option for tailoring your OpenScape Desk Phone IP 55 G to your personal needs.

Your OpenStage Manager is suitable for the following models:

- OpenScape Desk Phone IP 55 G
- OpenStage 60 (SIP/HFA)
- OpenStage 60 T
- OpenStage 80 (SIP/HFA)
- OpenStage 80 T
- OpenStage 60 G / 80 G (SIP/HFA)

Features

- Phonebook management
- Assignment of images to contacts
- Synchronization of contacts
- Save and restore
- Key programming
- Screensaver
- Ring tones

 Contact your administrator for the latest version of OpenStage Manager.

Keys

Function keys

Key	Function when key is pressed (6)
Forward	Activate/deactivate call forwarding ¹ → Page 70
Conference	Start conference → Page 65
Transfer	Transfer a call → Page 48
Hold	Hold active call → Page 64

¹ If the key LED on your phone is flashing, your station has been set up as a forwarding destination.

Audio controls

Audio keys

Key	Function when key is pressed (7)
Speaker	Activate/deactivate the loudspeaker → Page 43
Headset	Activate/deactivate the headset → Page 43
Vol.+	Adjust the speaker volume → Page 42
Vol.-	Adjust the speaker volume → Page 42
Mute	Activate/deactivate microphone (also for speakerphone mode) → Page 46


Mode keys











You can switch to the relevant application using these mode keys. To select a tab within an application press the relevant key repeatedly until the required tab is displayed.

Key	Function when key is pressed (3)
Phone	Display telephony interface → Page 32. The LED lights red.
Directory	Display phonebooks → Page 33. The LED lights red.
Call Log	Display call lists → Page 36. The LED lights red.
Messages	Display messages → Page 38. The LED lights red.
Services	Display user/applications menu → Page 39. The LED lights red.

The selected function is indicated by the icon on the display → Page 30.

Navigation block





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


Operation	Functions when key is pressed
 Press the  key.	<p>In idle mode:</p> <ul style="list-style-type: none"> • Open the idle menu → Page 27 <p>In lists and menus:</p> <ul style="list-style-type: none"> • Go to next level <p>Entry selected:</p> <ul style="list-style-type: none"> • Perform action <p>You can now access a context menu:</p> <ul style="list-style-type: none"> • Open the context menu <p>On the tab row:</p> <ul style="list-style-type: none"> • Move to the right
 Press the  key.	<p>In lists and menus:</p> <ul style="list-style-type: none"> • One level back <p>Entry selected:</p> <ul style="list-style-type: none"> • Cancel action <p>In input fields:</p> <ul style="list-style-type: none"> • Delete character to the left of the cursor
 Press the  key.	<p>In lists and menus:</p> <ul style="list-style-type: none"> • Scroll down • Hold down: Jump to the end of the list/menu
 Press the  key.	<p>In lists and menus:</p> <ul style="list-style-type: none"> • Scroll up • Hold down: Jump to the start of the list/menu
 Press the  key.	<p>Entry selected:</p> <ul style="list-style-type: none"> • Perform action • Initiate call <p>In idle mode:</p> <ul style="list-style-type: none"> • Open the idle menu → Page 27

Browsing in the call list and phonebook tabs

If you are in the phonebook, you normally navigate between the "Personal" and "Corporate phonebook" tabs using the **Directory** key or if you are in the call lists you navigate between the "Missed ({1})", "Received ({1})", "Dialled ({1})" and "Forwarded ({1})" tabs using the **Call Log** key.

Alternatively you can also use the TouchGuide to navigate between the tabs.

Firstly use the  key to enter the tab row and move left or right using the  and  keys. Once you have reached the required tab, click the  or **OK** key to change to the associated selection list.

If you are in one of the phonebook or caller lists or in one of the settings menus, you can go back to the telephony interface by repeatedly pressing the  key.

Softkeys

The Softkey-Liste at the lower margin of the display is operated using the four corresponding keys (see also → Page 30). The Softkey-Liste may have different options or functions depending on the situation (e.g. in idle or talk mode or in the Program/Service menu).




If the situation requires more than four options, you can use the fourth softkey "More..." to display additional options.



If you do not select any option or press the "More..." softkey again or choose a setting function, the first options will be displayed again.

Programmable keys


Your OpenScape Desk Phone IP 55G features eight keys that you can program on two levels. You can assign functions and phone numbers at the first level and only phone numbers at the second level.

 Increase the number of programmable keys by connecting a key module → Page 18.



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

- Function keys → Page 77
- Redial keys → Page 81
- Procedure keys → Page 80

 You can program internal and external station numbers on the second level for all programmable keys (except the Shift key). The LED function is not available for internal station numbers at the second level. The programmable keys on multi-line phones function as trunk keys → Page 116.




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

Press and hold a function key or redial key to open a menu for programming it. Direct station selection (DSS) keys can only be programmed via the Program/Service menu.

A label indicating the key's function is displayed to the left of the key; it cannot be changed. You can change the labels for redial keys according to your requirements → Page 82.

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

Meaning of LED displays on function keys



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


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

Text input


Example: Changing the key label → Page 82.

Enter the required characters using the dialpad.













Choose the functions using the  and  keys.

Confirm with .



[1] Alternatively, press the key .

Character overview (depends on the current language setting)


Key	1x	2x	3x	4x	5x
	1	1			
	a	b	c	2	
	d	e	f	3	
	g	h	i	4	
	j	k	l	5	
	m	n	o	6	
	p	q	r	s	7
	t	u	v	8	
	w	x	y	z	9
	+	.	-	0	
	2				
	3				



- 1 Space
- 2 Next letter in uppercase
- 3 Delete character

Dialpad

Text input

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













Example: To enter the letter "h", press the number  key on the keypad twice. When entering the text, all available characters for this key are displayed. After a short while, the character in focus is displayed in the input field.

 To speed up input, you can confirm your entry by pressing  on the TouchGuide after you have selected the required character.

To enter a digit in an alphanumerical input field, press the relevant key and hold it down. You no longer need to scroll through the entire list of possible characters.

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).

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
	1	2	;	=	\$	\	&	[]	{	}	%				
	a	b	c	2	ä											
	d	e	f	3												
	g	h	i	4												
	j	k	l	5												
	m	n	o	6	ö											
	p	q	r	s	7	ß										
	t	u	v	8	ü											
	w	x	y	z	9											
	0	+														
	.	*	#	,	?	!	'	"	+	-	()	@	/	:	_
	3															

1 Special characters (not in 123 mode)

2 Space

3 Toggle between uppercase and lowercase and number entry

Multi-function keys

Function			
Press and hold	Turn ring tone on/off → Page 96.	Turn phone lock on/off → Page 99.	
Key label → Page 23.	Next letter in uppercase.	Delete character.	
Display editor → Page 26	Type special characters	Switch between upper- case and lowercase text and number entry.	Type special characters (not in 123 mode).

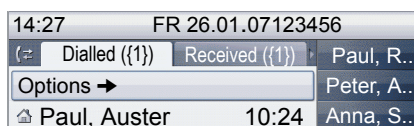
Graphic display

Your OpenScape Desk Phone IP 55G is equipped with a tilt-and-swivel color display → Page 17.

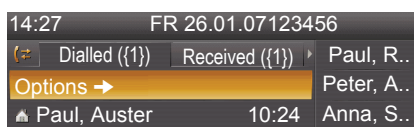
Appearance

You can customize your display to suit your personal requirements:

- Angle the display as required → Page 13.
- Select your preferred display design → Page 135.



Crystal sea



Warm grey

Status bar

The time, weekday, date and your phone number are displayed in the status bar.

In addition, different icons represent different situations and options:

Icon	Meaning
	The ring tone is deactivated → Page 96
	The "Do not disturb" function is activated → Page 97
	The phone lock is activated → Page 99
	A mobility user is logged on to the phone → Page 106
	Save data of logged off user → Page 109
	Data will be fetched for new user → Page 108
	User changes will be saved → Page 108
	DLS server transmission error → Page 108
	Transmission of caller list interrupted → Page 109

Display editor

Enter text using the dialpad, see → Page 24.

The softkeys in the display editor are assigned different options depending on the context. For example, if you opened the name field in the phonebook with "Edit", the softkeys will be assigned as follows:



Press "More" to see additional options:



You operate the display editor using the softkeys (→ Page 21), the keypad (→ Page 24) and the navigation block (→ Page 20):

Softkey	Meaning
Abc->abc	Upper/lowercase notation for first letter of words is activated (initial letter uppercase, all subsequent letters lowercase)
abc->ABC	Lowercase characters with numbers is activated
ABC->123	Uppercase characters with numbers is activated
123->Abc	Only numbers is activated
* Δ	Use this dialpad key to select special characters
↩	Use this navigation block key to delete characters from right to left
<- Cursor	Move cursor one character to the left
Cursor ->	Move cursor one character to the right
Copy	Copy entire content of the active field to the clipboard
Paste	Insert clipboard content at cursor position. Existing content is not overwritten
Cancel	Cancel an action without saving
Done	Confirm changes

Context-dependent functions

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

Idle mode

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

In addition to the status bar and the programmable key list in the graphic display, a wide range of context-dependent functions are offered when you select the relevant softkeys.



Status bar → Page 25

Label for the programmable keys list → Page 22

Context-dependent softkeys → Page 27

Idle menu

The softkey functions are displayed when you press the  or  key in idle mode → Page 20.

The softkeys can be assigned as follows:

- Caller list
- Forwarding on
- Lock telephone
- DND on
- Absence text o...
- Silent ringing...
- ISend Message
- View callbacks¹
- Phonebook
- HF answerback ...
- Join hunt grou...
- Suppress call ...
- Waiting tone o...
- DISA internal

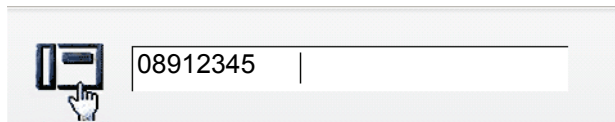
You can access functions that are not currently visible by selecting the "More..." softkey.

1. Only appears if callback requests are saved.

Telephony dialogs

The dialogs in the lower area of the display prompt you to input data or provide you with information about the call states.

Example: In idle mode, enter a phone number using the dialpad.



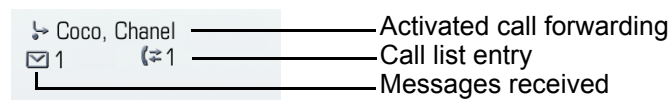
Once you have entered the first digit, options corresponding to the situation are offered in the softkeys, each of which you can confirm → Page 29.

Messages

The messages displayed in the upper left area of the display advise you of current settings or events.

Example:

- Call forwarding is activated for all calls. All calls are forwarded to the party named "Coco Chanel"¹.
- You received a message while you were absent.
- A call list contains a new entry



Explanation of all message icons:

Icon	Meaning
	You have received one or more new messages.
	One or more new entries have been added to the call lists.
	Call forwarding is active.

1. The display depends on whether you defined a party from the personal phonebook or the system phonebook as the forwarding destination.

Softkey-Liste

The designation "More..." on the fourth softkey means that additional levels or selection options are available.



The following options are displayed, for example, when you select this softkey:



When a connection has been set up – you are called or you make a call – the Softkey-Liste is reassigned automatically.

Softkey-Liste in idle mode

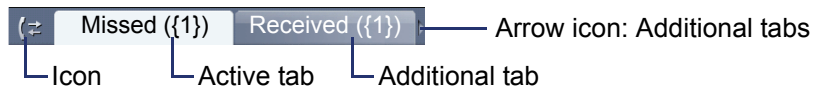
The following functions are displayed (if configured) when the telephone is in idle mode:



"Redial" is only offered if a station number was dialed previously.

Application tab

In many cases you can select further content within an application using tabs.



Example: Press the **Call Log** mode key to open the call lists → Page 19. Press this key repeatedly to switch between the various tabs.

The icon displayed to the left of the tab indicates the application you are currently working in.

Icon	Meaning
	Telephony interface ¹ → Page 32
	Phonebooks → Page 33
	Call lists → Page 36
	Messages → Page 38
	Menu → Page 39

¹ Platform-dependent; please contact the responsible administrator.

Applications available on your OpenScape Desk Phone

The following descriptions provide an overview of the various applications available on your phone.

Application navigation

Activating an application

You can switch to the relevant application using the mode keys → Page 19.

Scrolling through application tabs

If an application has more than one tab, you can select the tab you want by pressing the mode key repeatedly → Page 30.

Scrolling through lists

You can use the navigation block to scroll through entries and confirm the functions you want → Page 20.

Softkey-Liste

The Softkey-Liste changes depending on the situation. An option is selected using the respective softkey → Page 29.

Telephony interface

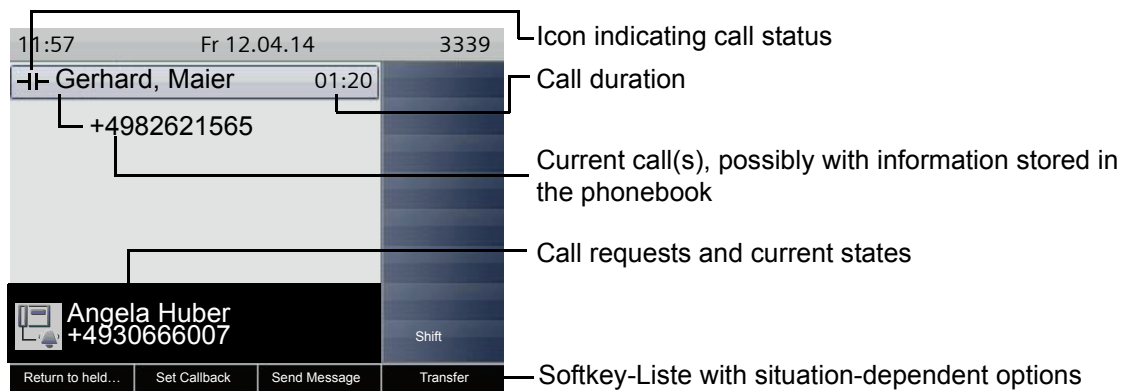
Additional information is displayed in the telephony interface, for example when your phone rings, when you dial a number or during a call.



The same information is available on multi-line telephones for the selected line in the line overview.

To access: Press the **Phone** key.

Example:



Icons for frequent call states

Icon	Meaning
	The call is active.
	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.
	You are conducting a call over a secure connection.
	You are conducting a call over a non-secure connection.



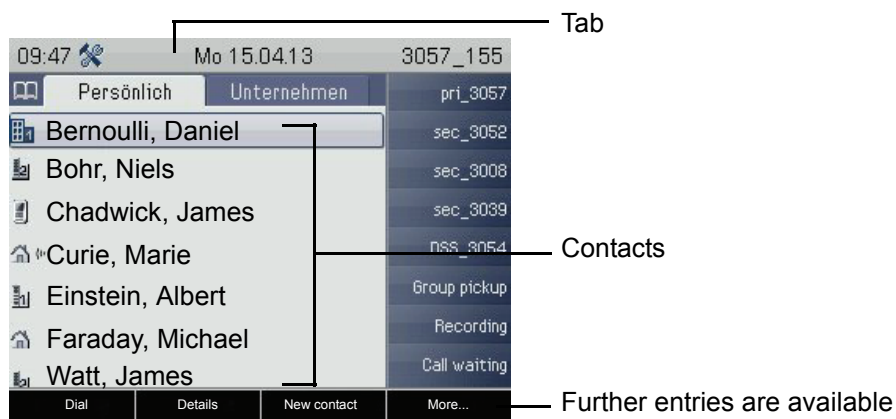
Detailed descriptions of the various functions can be found in the sections "Basic functions" → Page 42 and "Enhanced phone functions" → Page 50.

Phonebooks

In addition to the personal phonebook, this application also contains entries from other directory services, such as an LDAP corporate directory and the company's internal phonebook.

To access: Press the **Directory** key until the required tab is active.

Example:



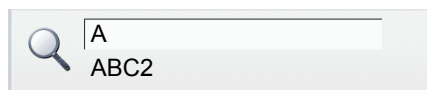
Phonebook icons

Icon	Meaning
	Primary business number
	Secondary business number
	Mobile phone number
	Private phone number
	The phone number is not saved in the personal phonebook

Search contacts

When in the personal phonebook list view, press the dialpad key that corresponds to the first letter of your search term.

A field opens for you to enter the search term:



Enter your search term using the dialpad → Page 24.

The cursor jumps to the first entry in the list that matches the character you entered in the search field.

Personal phonebook

The "Personal" tab contains your personal phonebook. You can store up to 1,000 contacts in this phonebook. The entries are sorted in alphabetical order in the phonebook list and displayed with the icon for the specified default phone number.

There are two ways of creating new contacts:

- Via the phonebook list softkeys → Page 83
- Accept entry from LDAP search → Page 89

Contact details

The type of data displayed for a call in the telephony interface → Page 32 is dependent on the information you have stored for this contact in your personal phonebook.

A contact consists of an entry in the "First name" or "Last name" fields and at least one phone number → Page 83.

In addition, you can store non-telephony-specific data (e.g. address, function, etc.) for each entry.

You can store several phone numbers for each contact. In this case, however, you should define a preferred number → Page 83.

Classify your contacts into groups → Page 86.

Save a picture of the contact → Page 84.

Managing contacts

All saved contacts are listed in alphabetical order on the "Personal" tab.

You can use the softkeys to

- create new contacts → Page 83,
- define the contact display format → Page 85,
- sort contacts into groups → Page 86,
- delete the entire phonebook list → Page 85.



To manage your contact data professionally and to synchronize your data with the Outlook e-mail program, we recommend using **OpenStage Manager** → Page 18.

Using contacts

The following functions are available via the softkeys of a selected contact:

- Calling a contact → Page 54
- Editing a contact → Page 84
- Deleting a contact → Page 85

LDAP directory

If you have access to an LDAP directory (consult the responsible administrator), you can search for contacts in a company-wide directory.

Both a simple and an advanced search function are available for this on the "Corporate phonebook" tab. You can transfer any contacts found to your local phonebook for further use.

Searching for a contact

- Simple search → Page 88
- Quick search → Page 89

Using a contact

- Calling a contact → Page 56
- Importing an entry into the personal phonebook → Page 89

System phonebook

The "Phonebook" tab contains the system speed-dial directory, which is configured and maintained by your administrator. This directory contains all internal phone numbers and speed-dial numbers that were assigned a name.

- Dialing from the system phonebook → Page 56
- Dialing with system speed-dial numbers → Page 57

Call lists

All calls and numbers dialed on your phone are logged in chronological order in call lists.

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

The following call lists are displayed individually on separate tabs:

- "Missed ({1})" tab: missed calls
- "Received ({1})" tab: answered calls
- "Dialled ({1})" tab: dialed numbers

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

When new entries are added to the call lists, a message appears → Page 28 on the idle display and the LED of the mode key **Call Log** → Page 19 lights up white.

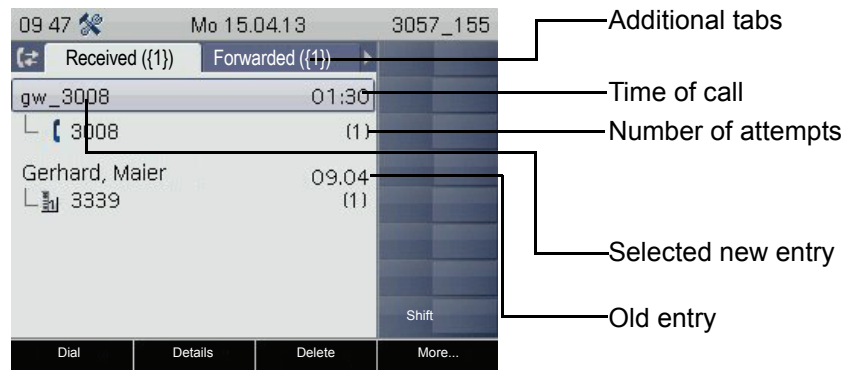
To access: Press the **Call Log** key until the required tab is active.

Managing call lists

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 number of call attempts is logged in the "Details" context menu.

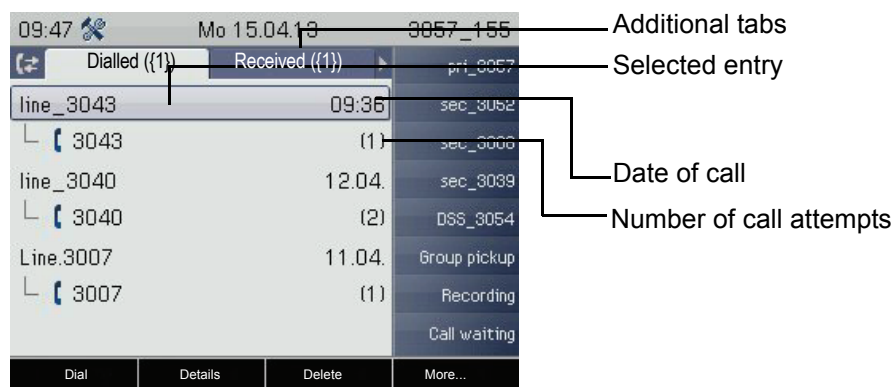
Example – "Received ({1})" tab:



The following options are available, which you can select via the softkeys:

- Dial
- Details
- Delete → Page 90
- Copy
- Delete all → Page 90

Example – "Dialled ({1})" tab:



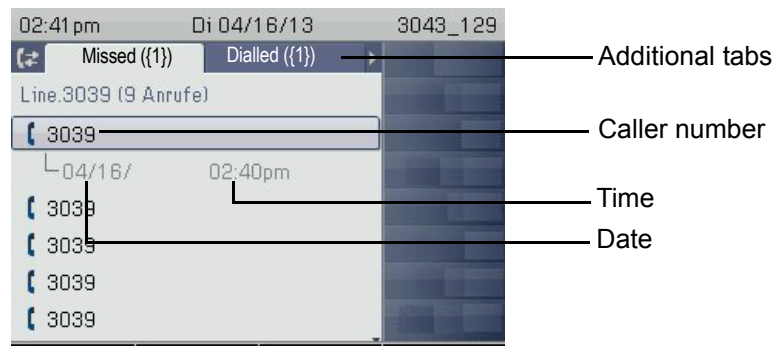
The following functions are available via the softkeys of a marked entry:

- Dial → Page 54
- Details → Page 90
- Delete → Page 90
- Copy
- Delete all → Page 90
- Transferring the entry to the personal phonebook → Page 91

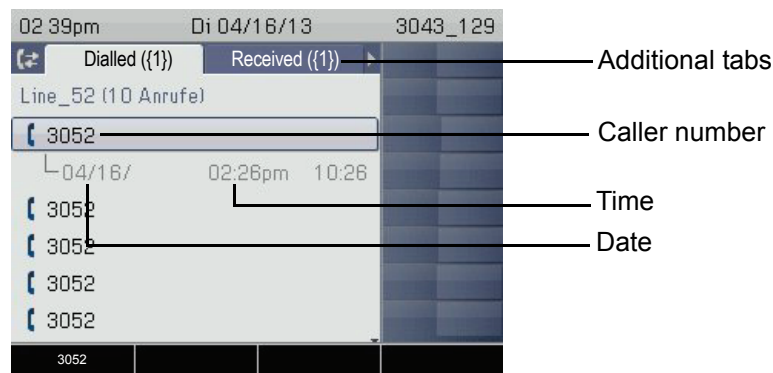
Entry details

Up to ten call attempts/calls can be stored under "Details" for each entry.

Example – Entry on "Missed ({1})" tab:



Example – Entry on "Dialled ({1})" tab:



You can dial the number directly using the first softkey.

➡ If a caller is already entered as a contact in the local phonebook, the data stored there is displayed.

Mailbox

Depending on the type and configuration of your communication platform (consult the relevant administrator), messages from services, such as HiPath Xpressions, are displayed in this application in addition to messages received.

"Messages" and/or "Voicemail" are displayed on the "Messages" tab.

Messages

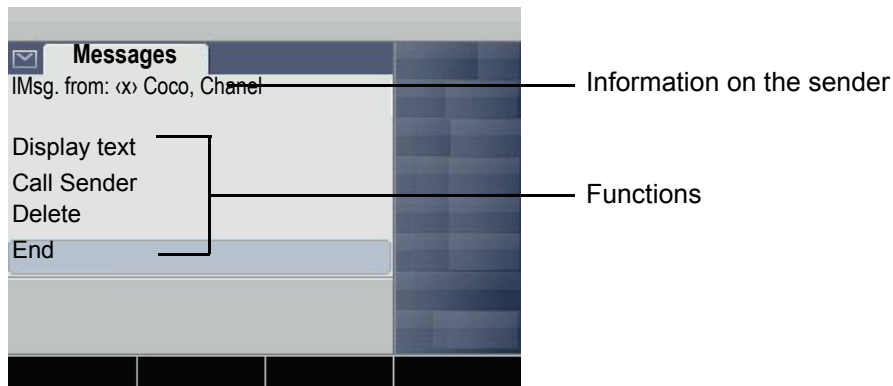
You can send short text messages to individual internal stations or groups.

In idle mode (→ Page 27), the following signals alert you to the presence of new messages:

- **Messages** key LED lights up
- Display → Page 28.

To access: Press the **Messages** key. The "Messages" tab is active.

Example:



➡ For a description of how to edit the entries → Page 102.

Voicemail

If your telephone is connected to a voicemail system (such as Entry Voice Mail), the **Messages** key will also light up to alert you to any messages that have arrived.

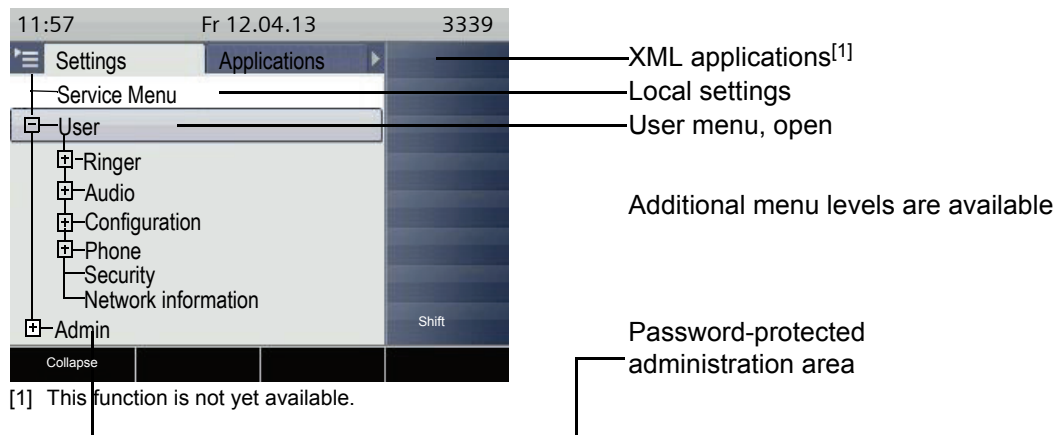
An appropriate message also appears on the display (for instance, in Entry Voice Mail: "X new messages").

To listen to your voicemail, follow the instructions on the display.

Menu

This menu includes a configuration area for users and administrators as well as an area for any available applications (consult your administrator).

To access: Press the **Services** key.



Service Menu

Open the Program/Service menu in your communication system and use the comprehensive functions it offers.

To access: Press the **Services** key until the "Settings" tab is active.

Confirm the "Service Menu" entry by pressing **OK**.

➡ An overview of the maximum functions available can be found on → Page 167.

Settings – Telephone user menu

You can configure settings for your OpenScape Desk Phone here.

To access: Press the **Services** key until the "Settings" tab is active.

Select and confirm the "User" entry using the TouchGuide → Page 20.

You may have to enter the user password → Page 95.

The menu structure consists of several levels.

➡ You can also configure some of the settings using the web interface → Page 155 of your OpenScape Desk Phone.
Go to the page references next to the menu entries below to view descriptions of the corresponding parameters.

Audio

Optimize the volumes, audio settings and ring tones of your OpenScape Desk Phone for your environment and according to your personal requirements.

Volumes



Adjust the settings on your telephone → Page 139.

Settings



Adjust the settings on your telephone → Page 140.



Make settings via the web interface → Page 155.

Configuration

Call forwarding

Set up call forwarding for your telephone.



Adjust the settings on your telephone → Page 70.



Adjust the settings on your telephone → Page 139

Phone

Adjust the display design settings and program the keys on your OpenScape Desk Phone.

Backup/Restore



Adjust the settings on your telephone → Page 151.

Screensaver



Adjust the settings on your telephone → Page 133.



Make settings via the web interface → Page 156.

Display



Adjust the settings on your telephone → Page 133.



Make settings via the web interface → Page 156.

Key programming



Adjust the settings on your telephone → Page 77.

Security

Protect your settings and data by assigning a password.



Adjust the settings on your telephone → Page 95.



Make settings via the web interface → Page 155.

Network information

View status information for the network environment.



View the settings on your telephone → Page 147.

Reset user data

Delete all personal settings here → Page 148.

Settings – Administration

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

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

Applications¹

You can start a number of practical XML applications on the "Applications" tab. These XML applications must first be configured by your administrator.

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

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

1. This function is not yet available.


Basic functions

 Please read the introductory chapters "Getting to know your OpenScape Desk Phone IP" → Page 15 and "Applications available on your OpenScape Desk Phone IP" → Page 31 carefully before performing any of the steps described here on your phone.


Accepting a call

Your OpenScape Desk Phone IP rings with the tone signal set when an incoming call is received. The call is also visually signaled on the call display.

- When you receive an internal call, your telephone rings every four seconds (single-tone sequence).
- When you receive an external call, your telephone rings twice in rapid succession every four seconds (dual-tone sequence).
- When you receive a call from the entrance telephone, your telephone rings three times in rapid succession every four seconds (triple-tone sequence).
- If a call is waiting, you hear a short tone (beep) every six seconds.

 Your administrator can adjust the ring cadence for external and internal calls for you. In other words, different ring cadences can be set for different internal callers.

If information on the calling party (name, phone number) is transmitted, it will appear on the graphic display.

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

Accepting a call via the handset

The phone rings. The caller is displayed.

Pay attention to the notes on voice encryption → Page 94.

Lift the handset.

Adjust the call volume.

if nec. **Vol.+** or **Vol.-**



Accepting a call via the loudspeaker (speakerphone mode)

Notes on using speakerphone mode

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

The phone rings. The caller is displayed.

Pay attention to the notes on voice encryption → Page 94.

Press the key shown. The LED lights up.

Confirm the option shown.

The speakerphone function is activated.

Adjust the call volume.

Ending the call

Press the key shown. The LED goes out.

Press the "Disconnect" key (if configured → Page 77)

Accepting a call via the headset

Prerequisite: A headset is connected.

 Make sure your headset port is set up properly → Page 144.

The phone rings. The **Headset** key flashes.

Press the key shown.

Adjust the call volume.



Switching to speakerphone mode

People present in the room can participate in your call.

Prerequisite: You are conducting a call via the handset.

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

Adjust the call volume.

U.S. mode

If your communication system is set to U.S. mode (consult your administrator), you do not have to hold down the speaker key when replacing the handset when switching to speakerphone mode.

Press the key shown.

Replace the handset. Proceed with your call.

Adjust the call volume.

Switching to the handset

Prerequisite: You are conducting a call in speakerphone mode.

Lift the handset.

The key LED goes out.

Open listening

People present in the room can silently monitor your call.


Prerequisite: You are conducting a call via the handset.

Activating

Press the key shown. The LED lights up.

Deactivating

Press the illuminated key. The LED goes out.

Speaker 

if nec. Vol.+ or Vol.-

Speaker



if nec. Vol.+ or Vol.-



Speaker

Speaker

Speaker

Making calls

Off-hook dialing



Lift the handset.



Internal calls: Enter the phone number.

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

Pay attention to the notes on voice encryption → Page 94.

The called party does not answer or is busy



Replace the handset.

On-hook dialing



Internal calls: Enter the phone number.

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



Your system may also be programmed so that you have to press the "internal" key before you dial the internal number.

You then do not have to enter an external code to call the external party (automatic trunk seizure/prime line is not active; consult your administrator).

Pay attention to the notes on voice encryption → Page 94.

The other party answers with speaker:



Lift the handset.

or

On-hook dialing: Speakerphone mode.

The called party does not answer or is busy:

Speaker

Press the key shown. The LED goes out.

Dialing with the headset connected

Prerequisite: The headset is connected.



Internal calls: Enter the phone number.

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

The headset key lights up.

The connection is set up as soon as your input is complete.



Make sure your headset port is set up properly → Page 144.

Pay attention to the notes on voice encryption → Page 94.

Headset

Dialing with redial keys

Prerequisite: You have saved a number on a sensor key → Page 81.

Press the programmed redial key.

If the required phone number is on a different level, first press the programmed sensor key "Level X" to shift levels.



You can also press the redial key during a call and automatically initiate a callback → Page 47.

Pay attention to the notes on voice encryption → Page 94.

Ending the call

Replace the handset.

Press the "Disconnect" key (if configured → Page 77)

or

Speaker

Press the key shown.

Rejecting a call

The phone rings. The caller is displayed.

Press the softkey.

The connection is cleared down. The caller receives the message "Currently not possible".

Turning the microphone on and off

To prevent the other party from listening in while you consult with someone in your office, you can temporarily switch off the handset microphone or the handsfree microphone. You can also switch on the handsfree microphone to answer an announcement via the telephone speaker → Page 51.

Prerequisite: A connection is set up, the microphone is activated.

Press the key shown. The LED lights up.

or

Mute

Press the illuminated key. The LED goes out.

Reject call

Enquiry**Return to held...**

or

Quit and retur...**Toggle/Connect****Conference****Withdraw...**

Calling a second party (consultation)

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

Press the softkey.

Call the second party.

Pay attention to the notes on voice encryption → Page 94.

Return to the first party, the second party does not answer:

Press the softkey.

End the consultation:

Press the softkey.

Switching to the held party (alternating)

Press the softkey.

Pay attention to the notes on voice encryption → Page 94.

Initiating a three-party conference

Press the softkey.



If voice encryption is not activated or not available on a conference party's phone, the entire conference is not secure. It may be indicated that the call is not secure → Page 94.

Leaving a conference

Press the softkey.



For more information on conferences, see → Page 65.

Enquiry



Transfer

Set Callback

Speaker

Answer

Transferring a call

If the person you are speaking to wants to speak to another colleague of yours, you can transfer the call to that colleague.

Press the softkey.

Enter the number of the party to whom you want to transfer the call.

Announce the call, if necessary.

Replace the handset.

Press the softkey¹.

Using callback

You can request a callback if the station called is busy or if nobody answers. This feature saves you from having to make repeated attempts to reach the user. You receive a callback:

- When the other party is no longer busy
- When the user who did not answer has conducted another call



When configured (consult your administrator), all callback requests are automatically deleted overnight.

Saving a callback

Prerequisite: You have reached a busy line or no one answers.

Press the softkey.

Accepting a callback

Prerequisite: A callback was saved. Your telephone rings and the following message appears on the display "Callback: ...".

Lift the handset.

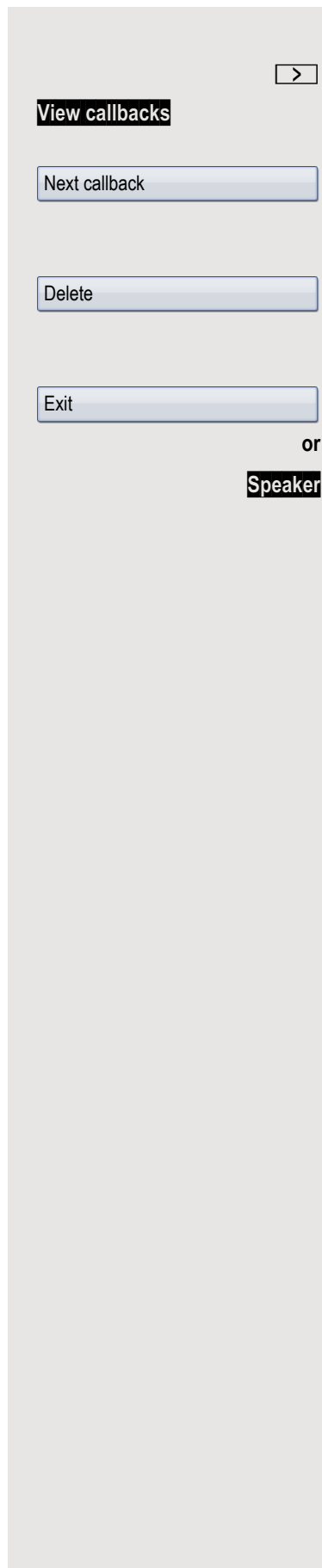
Press the key shown. The LED lights up.

Press the softkey.

You hear a ring tone.

Pay attention to the notes on voice encryption → Page 94.

1. "Differing display views in a HiPath 4000 environment" → Page 153



Viewing and deleting a saved callback

Open the idle menu → Page 27.

Press the softkey¹.

Select and confirm to display additional entries.

Deleting a displayed entry

Confirm the option shown.

Ending retrieval

Select and confirm the option shown.

Press the key shown. The LED goes out.

1. "Differing display views in a HiPath 4000 environment" → Page 153

Enhanced phone functions

Accepting calls

Accepting a call via the headset

Prerequisite: A headset is connected.

 Make sure your headset port is set up properly → Page 144.

The LED flashes when a call is received.
Press the key shown.

Press the softkey.

Adjust the call volume.

Pay attention to the notes on voice encryption → Page 94.

Ending the call

Press the key shown. The LED goes out.

Press the "Disconnect" key (if configured → Page 77)

Picking up a call for another phone

You hear another telephone ring.

Press the flashing key.

Open the Service Menu → Page 39.

Select and confirm the option shown¹.


Select and confirm the option shown.

Confirm the displayed line.

Select and confirm the option shown.

Enter the number of the ringing telephone.

Pay attention to the notes on voice encryption → Page 94.

 Picking up a call in a team → Page 123.

1. "Differing display views in a HiPath 4000 environment" → Page 153

Using the speakerphone

A colleague addresses you directly over the speaker with a speaker call. You hear a tone before the announcement. The other party's name or station number appears on the screen.

You can conduct the call with the handset or in speakerphone mode.

Lift the handset and answer the call.

Press the "OK" key to confirm your selection and answer the call.

Press the key and answer.



If handsfree answerback is enabled (see below), you do not need to switch on the microphone - you can answer directly. You can answer immediately in speakerphone mode.

If handsfree answerback is disabled (default setting), follow the procedure described above.

Placing a speaker call to a colleague → Page 58.

Enabling and disabling handsfree answerback

Open the idle menu → Page 27.

Select and confirm the option shown.

Select and confirm the option shown.



or

Mute off

or

Speaker



HF answerback on

or

HF answerback off

Accepting calls from the entrance telephone and opening the door

If an entrance telephone has been programmed, you can use your telephone to speak to someone at the entrance telephone and to activate a door opener. If you have the proper authorization (consult your administrator), you can activate the door opener, enabling visitors to open the door themselves by entering a 5-digit code (e.g. using a DTMF transmitter or the keypad installed).

Speaking to visitors via the entrance telephone

Prerequisite: Your telephone rings.

Lift the handset within thirty seconds. You are connected to the entrance telephone immediately.

Lift the handset and answer the call.

Dial the entrance telephone number.

Opening the door from your telephone during a call from the entrance telephone

Confirm the option shown.

Opening the door from your telephone without conducting a call with the entrance telephone

Open the Service Menu → Page 39.

Select and confirm the option shown.

Dial the entrance telephone number.



Special features must be taken into consideration if your telephone operates with system networking via LAN → Page 132!

Opening the door with a code (at the door)

After ringing the bell, enter the five-digit code (using the keypad or a DTMF transmitter). Depending on how the door opener has been programmed, a doorbell call signal may or may not be forwarded.

Activating the door release

Open the Service Menu → Page 39.

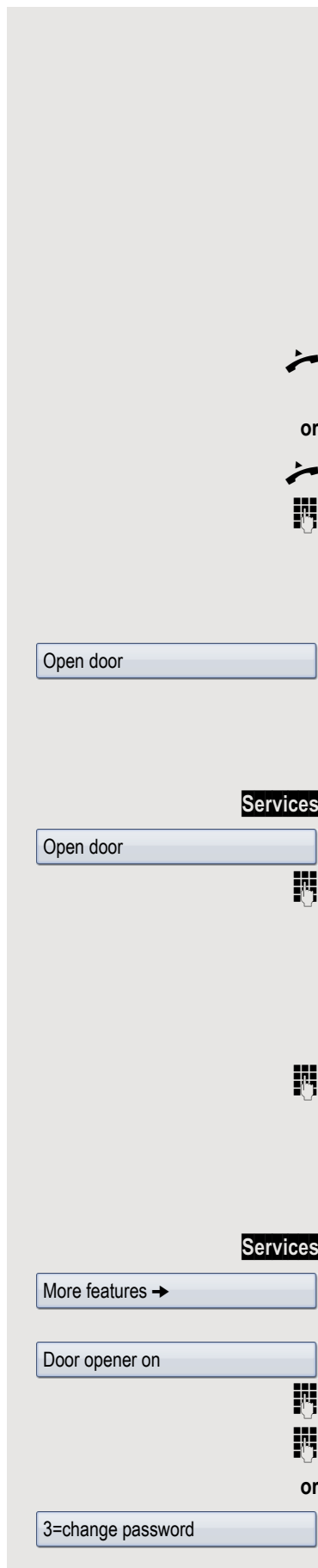
Select and confirm the option shown.

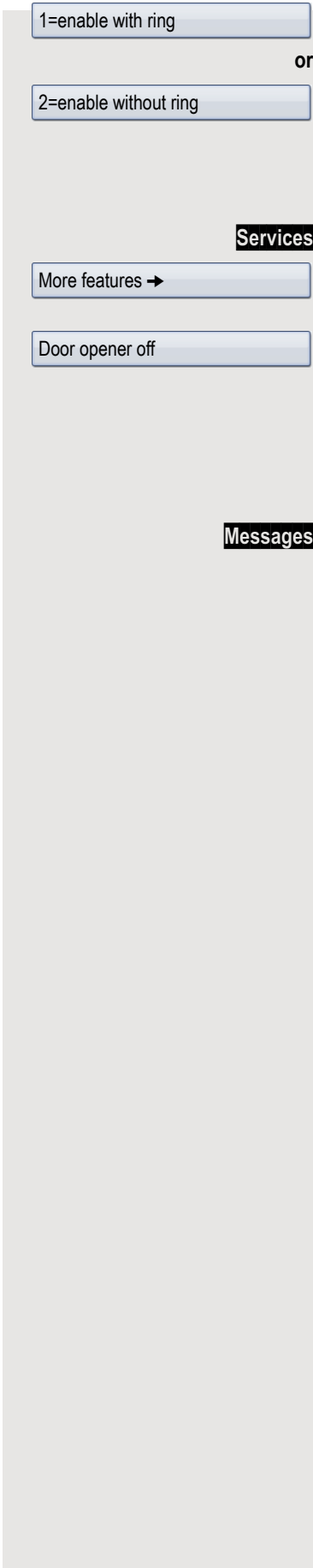
Select and confirm the option shown.

Dial the entrance telephone number.

Confirm the five-digit code to change the code.

Select the displayed function and press "OK" to change the code.





1=enable with ring

or

2=enable without ring

Services

More features →

Door opener off

Messages

Select and confirm the option shown.

Select and confirm the option shown. You can also open the door without a doorbell ring.

Deactivating the door opener

Open the Service Menu → Page 39.

Select and confirm the option shown.

Select and confirm the option shown.

Accepting a call from an answering machine

Prerequisite: An answering machine is configured (consult your administrator).

The LED lights up. Press the key shown.

For a more detailed description of how this function works, refer to → Page 38.

Making calls

Redialing from a call list

For information about the call lists as well as sample entries, refer to → Page 36.

Press the key until the call list you want is active.

Select and confirm the entry you want.
The phone number is dialed immediately.

Press the softkey.
The phone number is dialed.

Press the softkey.

Press the softkey for the selected phone number.
The phone number is dialed.

Pay attention to the notes on voice encryption → Page 94.

Using a personal phonebook

For information about the personal phonebook as well as sample entries, refer to → Page 33. For a description of how to create contacts, refer to → Page 83.

Calling a contact from the phonebook list

Press the key shown until the "Personal" tab is active.

Search for a contact → Page 33.

Select the party.

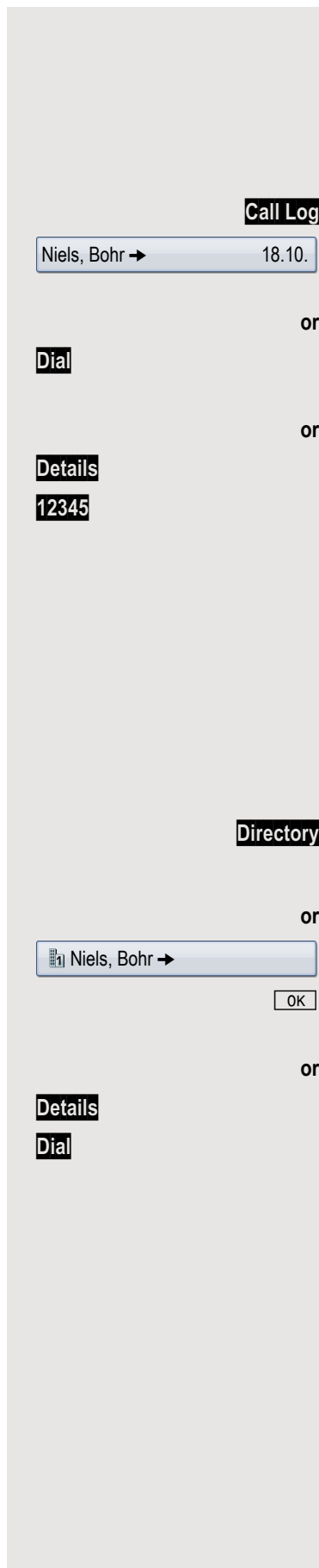
Confirm the option shown. The phone number defined as the default number (→ Page 83) is dialed.

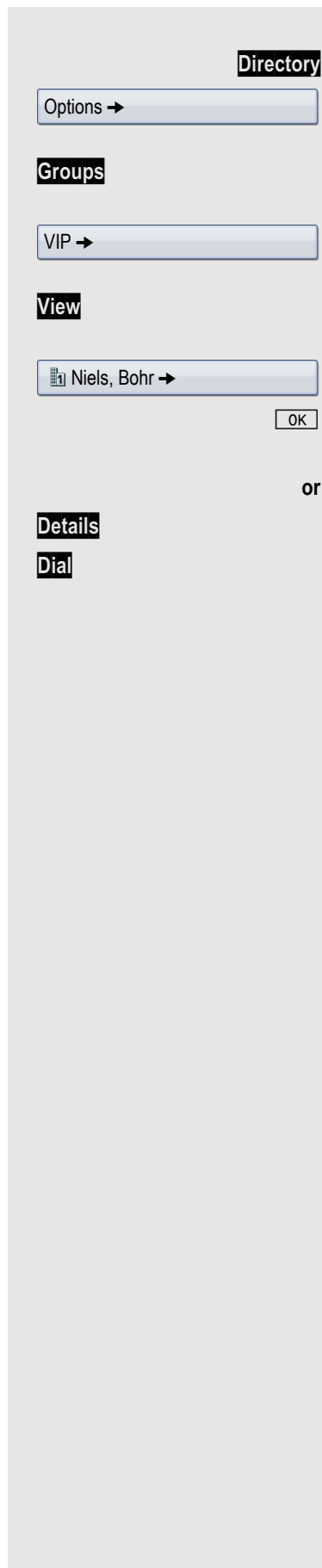
Press the softkey.

Select and confirm the required phone number using the icons and press the softkey.

Explanation of the icons → Page 33.

Pay attention to the notes on voice encryption → Page 94.  





Calling a contact from a group

Press the key shown until the "Personal" tab is active.

Select and confirm the option shown.

Press the softkey.

Select the required group.

Press the softkey.

Select a group member.

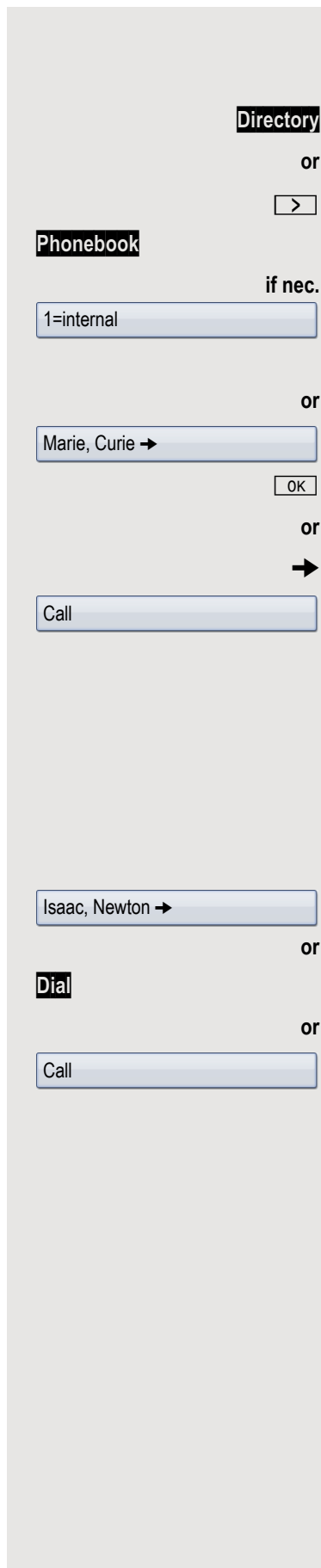
Confirm the option shown. The phone number defined as the default number (→ Page 83) is dialed.

Press the softkey.

Select and confirm the required phone number using the icons and press the softkey.

Explanation of the icons → Page 33.

Pay attention to the notes on voice encryption → Page 94.



Using a system phonebook

For information about the system phonebook, refer to → Page 35.

Press the key shown until the "Phonebook" tab is active.

Open the idle menu → Page 27.

Press the softkey.

If the system phonebook contains multiple directories:

Confirm the option shown.

Search for a contact → Page 33.

Select the option shown using the navigation block → Page 20.

Confirm the option shown. The phone number is dialed immediately.

Open the context menu.

Select and confirm the option shown.

Pay attention to the notes on voice encryption → Page 94.

Using the LDAP directory

For information about the LDAP directory, refer to → Page 35.

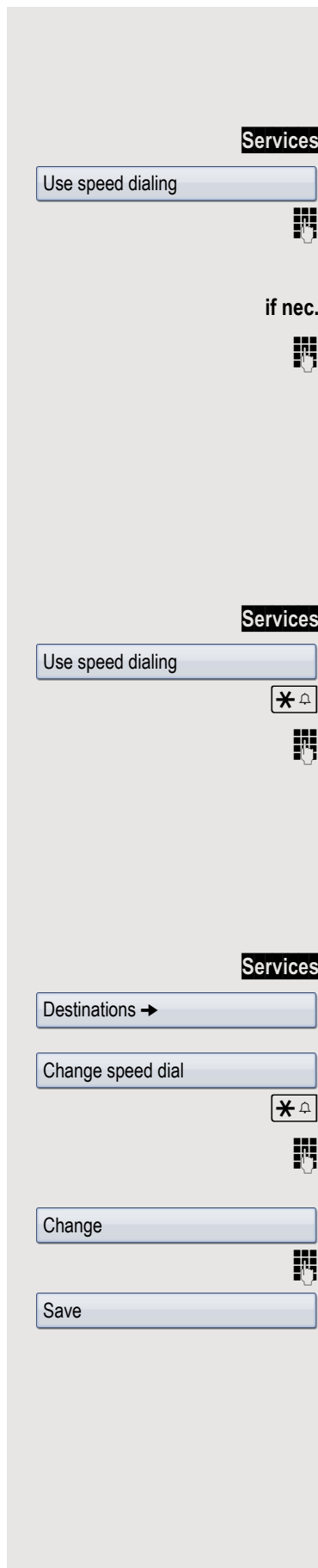
Prerequisite: You searched for and selected a contact in an LDAP database → Page 88.

Confirm; the phone number is dialed immediately.

Press the softkey.

Select and confirm the option shown.

Pay attention to the notes on voice encryption → Page 94.



Making calls using system speed-dial numbers

Prerequisite: You know the system speed-dial numbers (consult your administrator).

Open the Service Menu → Page 39.

Select and confirm the option shown¹.

Enter a three-digit speed-dial number.

Pay attention to the notes on voice encryption → Page 94.

Suffix dialing

If necessary, you can suffix-dial additional digits (for example, the user's extension) at the end of the saved station number.

If this feature is configured, a suffix is automatically dialed (for example, "0" for the exchange) if no entries are made within 4 or 5 seconds.

Dialing with speed-dial keys

Prerequisite: You have configured speed-dial keys → Page 57.

Open the Service Menu → Page 39.

Select and confirm the option shown^[1].

Press the key shown.

Press the required speed-dial key.

Pay attention to the notes on voice encryption → Page 94.

Configuring a speed-dial key

You can program the keys  to  with ten frequently used phone numbers.

Open the Service Menu → Page 39.

Confirm the option shown.

Select and confirm the option shown^[1].

Press the key shown.

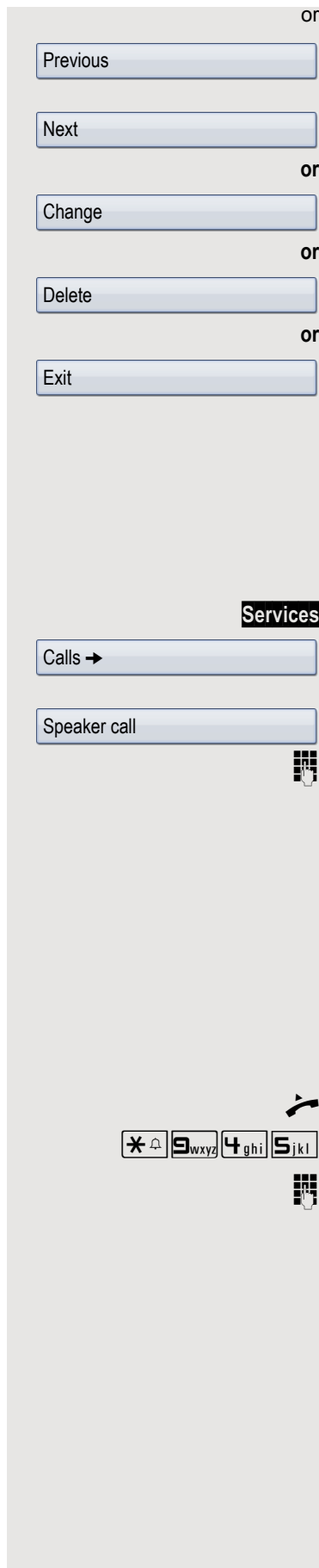
Press the required speed-dial key. If the key is already in use, the programmed phone number appears on the screen.

Confirm the option shown.

First enter the external code and then the external station number.

Confirm the option shown.

1. "Differing display views in a HiPath 4000 environment" → Page 153



If you make a mistake

Select and confirm the option shown.
This deletes all numbers entered.

Confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Talking to your colleague with a speaker call

You can make a speaker announcement through a loudspeaker if connected (consult your administrator) or to an internal user with a system telephone without any action on their part.

Open the Service Menu → Page 39.

Select and confirm the option shown.

Select and confirm the option shown¹.

Enter the phone number.

Responding to a speaker call → Page 51.

Talking to your colleague with discreet calling

If this function has been configured (consult your administrator), you can join an ongoing call conducted by an internal user on a system telephone with display. You can listen in unnoticed and speak to the internal user without being overheard by the other party (discreet calling).

Lift the handset.

Enter the code.

Enter your internal station number.

Your administrator can protect your telephone against discreet calling.

1. "Differing display views in a HiPath 4000 environment" → Page 153

Automatic connection setup (hotline)

If this function is configured (consult your administrator), the system automatically sets up a connection to a preset internal or external destination.

Lift the handset.

Depending on the setting, the connection is either set up **immediately** or only **after** a preset **period of time** (= hotline after a timeout).

Reserving a trunk

If configured (consult your administrator), you can reserve an occupied line for yourself.

When the line is free, you receive a call and a note on the display.

Prerequisite: "Currently busy" appears on the display.

Confirm the option shown.

Reserve trunk

Reserved line becomes free

Your phone rings. "Trunk is free" appears on the display.

Lift the handset.

You will hear the dial tone.

Enter the external phone number.



Assigning a station number (not for U.S.)

If this function has been configured (consult your administrator), you can selectively assign a specific number (DID number) to your telephone before making an external call. The assigned number then appears on the called party's display.

Open the Service Menu → Page 39.

Select and confirm the option shown.

Select and confirm the option shown.

Enter the DID number you wish to use.

Enter the external phone number.

Associated dialing/dialing aid

If this function has been configured (consult your administrator), you can use a dialing aid to dial numbers and set up calls for your telephone.

The operating procedure depends on whether the dialing aid is connected to the **S₀ bus** or the **a/b (T/R) port**.

You can also use your system telephone as a dialing aid for other telephones.

Dialing aid on the S₀ bus:

On the PC, select a destination and start dialing.

The speaker on your telephone is switched on. Lift the handset when the other party answers.

Dialing aid at the a/b (T/R) port:

On the PC, select a destination and start dialing.

"Lift the handset" appears on the PC screen.

Lift the handset.

Dialing aid from your telephone for another telephone

Open the Service Menu → Page 39.

Select and confirm the option shown.

Enter the internal station number ("Call for:").

Enter the number you wish to dial.



During a call

Using call waiting (second call)

You can still be reached by a caller even if you are already conducting a call.

The call waiting tone signals a second call.

You can ignore or accept the second call.

When you accept the waiting call, you can either end the first call or place it on hold and resume the call later on.

You can also block the second call or the signal tone → Page 62.

Prerequisite: You are conducting a call and hear the camp-on tone (approx. every six seconds).

Ending the first call and answering the second call

Replace the handset. Your phone rings.

Pay attention to the notes on voice encryption → Page 94.

Answer the second call. Lift the handset.

Placing the first call "on hold" and accepting the second call

Press the softkey.

Pay attention to the notes on voice encryption → Page 94.

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

Ending the second call and resuming the first one

Press the softkey.

Replace the handset.

Recall the first party.

Lift the handset.

You are reconnected with the first party.

Call waiting

Quit and retur...

↩ • 23189 Coco

Preventing and allowing a second call (call waiting)

If this function has been configured (consult your administrator), you can prevent or allow a second call → Page 61 from being signaled by automatic camp-on during an ongoing call.

Open the Service Menu → Page 39.

Select and confirm the option shown¹.

Select and confirm the option shown.

Activating/deactivating the camp-on tone

You can suppress the camp-on tone (approx. every six seconds) for second calls. A single special dial tone then alerts you to the waiting call.

Activating the call waiting tone

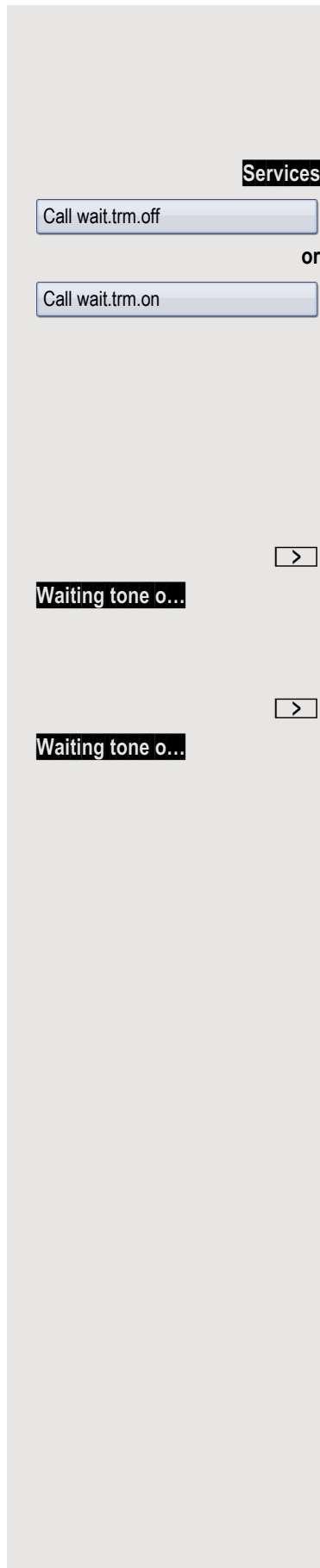
Open the idle menu → Page 27.

Press the softkey.

Deactivating the call waiting tone

Open the idle menu → Page 27.

Press the softkey.



1. "Differing display views in a HiPath 4000 environment" → Page 153

Parking a call

You can park up to ten internal and/or external calls. Parked calls can be displayed and picked up on another telephone. This feature is useful, for example, if you want to continue a call at another phone.

Prerequisite: You are conducting a call.

Open the Service Menu → Page 39.

Select and confirm the option shown.

Select and confirm the option shown.

Enter the number of the park position (0 - 9) and make a note of it. If the park position number you entered is not displayed, it is already in use; enter another one.

Retrieving a parked call

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

Open the Service Menu → Page 39.

Select and confirm the option shown.

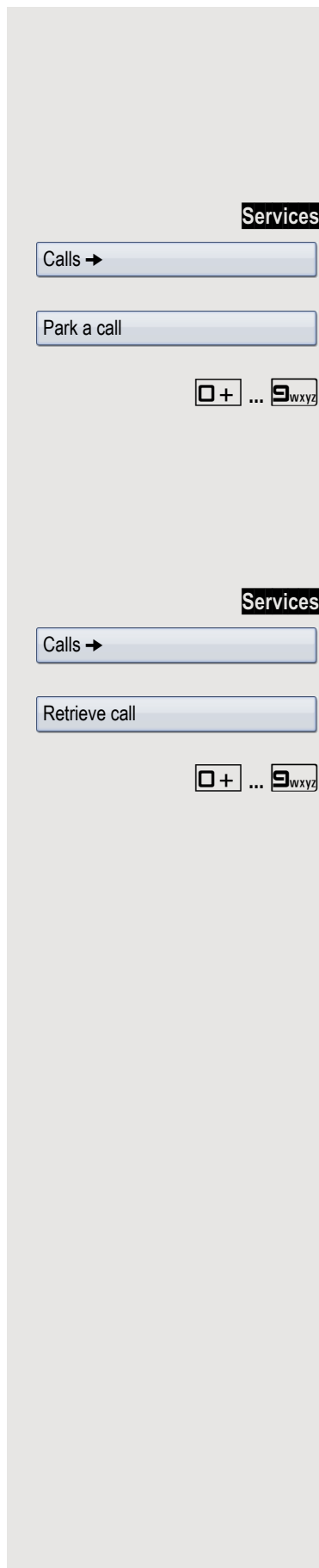
Select and confirm the option shown¹.

Enter the park position number you noted earlier.

If the park position number you enter is not in use, you cannot retrieve the call.



If a parked call is not picked up, the call is returned to the telephone from where it was parked (recall) after a specific period of time.



1. "Differing display views in a HiPath 4000 environment" → Page 153

Placing an external call on hold

You can place external calls on hold. All other stations can then pick up the call on the assigned line.

Press the key shown.

The message of the relevant trunk appears (e.g. 801); note the trunk number. If available, the LED of the assigned trunk key flashes slowly.

Replace the handset.

Press the "Disconnect" key (if configured → Page 77). Depending on the configuration, this may be necessary so other members can also pick up the call on hold.

Picking up a held call

Prerequisite: One or more calls are on hold. The phone is idle.

Open the Service Menu → Page 39.

Select and confirm the option shown.

Select and confirm the option shown.

If the "Retrieve" key → Page 77 is available, press it.

Enter the noted trunk number.

If there is a "Line:" key available for the relevant trunk, the LED flashes slowly. Press the key shown.

Hold

Held on line: 801

if nec.



or



Services

Calls →

Retrieve line

or



or



Conference

In a conference call, you can talk to as many as four other parties at the same time. These may be internal or external users.



You can only add parties to or remove them from a conference if you initiated the conference.

You are conducting a call.

Press the softkey.

Call a third party.

If the third party does not answer:

Press the softkey.

Inform this party that you are initiating a conference.

Press the softkey.

A tone sounds every 30 seconds to indicate that a conference is in progress (can be disabled, consult your administrator).



If voice encryption is not activated or not available on a conference party's phone, the entire conference is not secure. It may be indicated that the call is not secure → Page 94.

Adding up to five parties to a conference

Press the softkey.

Call the new party.

Press the softkey.

Removing parties from the conference

Select a station.

Press the softkey.



If a participant who was connected to the conference via an unencrypted line leaves, the conference remains unsecured.

Ending a conference

Press the softkey.

Replace the handset if this feature is configured (consult your administrator).

Leaving a conference

Press the softkey.

Replace the handset if this feature is configured (consult your administrator).

Start conferen...



if nec.

Return to held...

Conference



Add party



Conference



Drop last conf...

End conference

or



Withdraw

or




 Services

Calls →

DTMF dialing

Activating tone dialing/DTMF suffix-dialing

You can transmit dual-tone multifrequency (DTMF) signals during a call to control devices, such as an answering machine or automatic information system.

Open the Service Menu → Page 39.

Select and confirm the option shown.

Select and confirm the option shown.

You can use the keys through , and to transmit DTMF signals.



Ending the call also deactivates DTMF suffix dialing.

Your system may be configured so that you can start DTMF suffix dialing immediately after setting up a connection.

Recording a call

If configured (consult your administrator for details), you can record an active call.

Prerequisite: You are on a call, the "Recording" key is configured → Page 77.

Press the "Recording" key. The LED lights up.

You and the other party hear an acoustic announcement, indicating that recording has started, and an acoustic signal is emitted approx. every 15 seconds during the entire recording session.



During recording, it is not possible to add further call parties.

Stopping recording

Press the illuminated "Recording" key. The LED goes out.

Listening to a recording

Playback of the recording depends on the voice recording system used (see the relevant user manual).

Transferring a call after a speaker call announcement in a group

If this function has been configured (consult your administrator), you can use a speaker call (announcement → Page 58) to announce a call in progress to a group of users → Page 123.

Once a member of the group has accepted the call request, you can transfer the waiting party.

Prerequisite: You are conducting a call.

Press the softkey. The other party is placed on hold.

Open the Service Menu → Page 39.

Select and confirm the option shown.

Select and confirm the option shown.

Enter the group's station number.

Announce the call.

When a member of the group answers the call → Page 51, you are connected to this party.

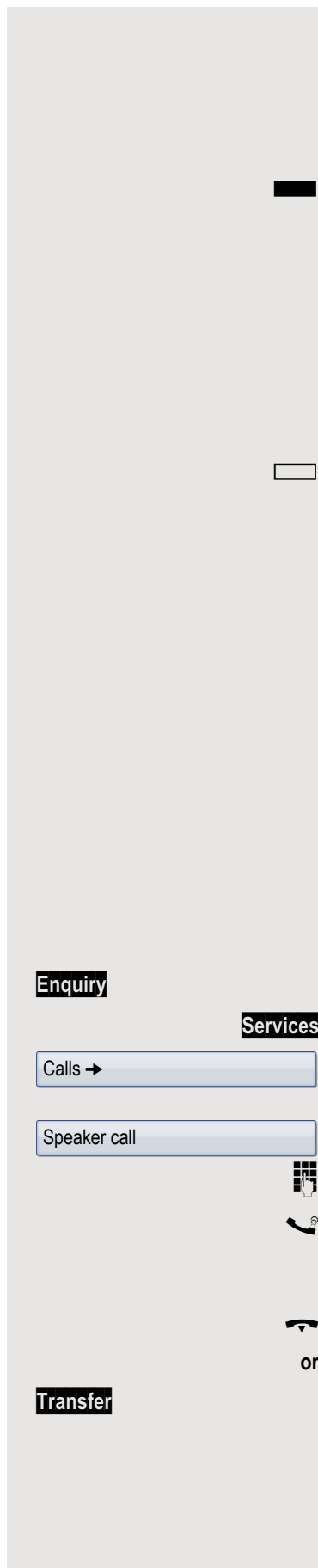
Replace the handset.

Press the softkey¹.



If the connection between the two other parties is not established within 45 seconds, the call from the first party returns to you (=recall).

1. "Differing display views in a HiPath 4000 environment" → Page 153



Sending a trunk flash

To activate ISDN-type services and features through the network carrier's analog trunks or those of other communication platforms (such as "consultation hold"), you must send a signal to the trunks before dialing the service code or telephone number.

Prerequisite: You have set up an external connection.

Open the Service Menu → Page 39.

Select and confirm the option shown.

Select and confirm the option shown¹.

Enter the service code and/or telephone number.

If you cannot reach a destination

Call waiting (camp-on)

Prerequisite: You have dialed an internal number and hear a busy signal. It is important that you reach the called party.

Wait (approx. 5 seconds) until "Camp-on" appears on the display and the busy tone is followed by the ring tone.

The called party can then respond → Page 61.



The called party can prevent this automatic call waiting → Page 62.

If this feature is configured (consult your administrator), you will hear the ring tone and the message "Camp-on" is immediately displayed.

Busy override - joining a call in progress

This function is only possible if it has been configured by your administrator.

Prerequisite: You have dialed an internal number and hear a busy signal. It is important that you reach the called party.

Select and confirm the option shown.

The called party and person to whom this party is talking hear an alerting tone every two seconds.

If the called party has a system telephone with display, the following appears on the screen: "Override: (Number or name)".

You can now start talking.

Services

Calls →

Trunk flash



Camp-on

Override

1. "Differing display views in a HiPath 4000 environment" → Page 153

Using night answer

When night answer mode is active, for example during a lunch break or after office hours, all external calls are immediately forwarded to a specific internal telephone (night station). The night station can be defined by your administrator (= standard night answer service) or by you (= temporary night answer service).

Activating

Select and confirm the option shown.

Press the "OK" dialog key to confirm (= standard night answer service).

Enter the destination number (= temporary night answer service).

Confirm the option shown.

Deactivating

Select and confirm the option shown.

The administrator can also configure an "automatic night answer service". The automatic night answer service activates at specific times for your telephone depending on how it is programmed.

You can deactivate the automatic night answer service or replace it with a night answer service you configured.

Night answer on

*=default

or



Save

Night answer off

Call forwarding

You can immediately forward internal or external calls to different internal or external telephones (destinations). (External destinations require special configuration in the system.)

Select your preferred method:

- "Call forwarding key" → Page 71
- "Activating call forwarding via the Program/Service menu" → Page 73

You can program additional call forwarding instructions via the Program/Service menu "Using system forwarding instructions" → Page 74.



When call forwarding is active, a special dial tone sounds when you lift the handset.

If DID DTMF is active (consult your administrator), you can also forward calls to this destination.

If you are a call forwarding destination, the call forwarding key will flash → Page 19.

Active call forwarding indication

An active call forwarding instruction is indicated on the display when your phone is idle → Page 27:

Forward

The key LED lights up.

The call forwarding icon, the phone number and, where applicable, the name of the forwarding destination are displayed on the first line below the status bar. The name of the party is used if stored in the phonebook.



220870 Dalai Lama

If call forwarding is activated for internal or external calls, the number is preceded by the abbreviation "INT" or "EXT".



INT Dalai, Lama

Overview of call forwarding types

Different input screens are displayed depending on how you program call forwarding (call forwarding key → Page 71 or Program/Service menu → Page 73). The entries in the relevant menus correspond as explained in the following table:

Call forwarding key	Program/Service menu	Action
Variable: All calls	1=all calls	All calls are forwarded, the saved phone number is deleted after deactivation.
Variable: External calls	2=external calls only	Only external calls are forwarded.
Variable: Internal calls	3=internal calls only	Only internal calls are forwarded.

Call forwarding key

The call forwarding key offers a quick way to activate/deactivate call forwarding instructions → Page 73 and open the "Forwarding" page where you can edit these instructions → Page 71.

Editing call forwarding instructions

A selection of softkeys is displayed when you press the call forwarding key. The **Settings** softkey displays an overview of all call forwarding types (see table above).

You can select a call forwarding type here and set station numbers as forwarding destinations.

You can also configure this setting via the web interface → Page 154. Press the key briefly. The LED lights up.

Press the softkey.

The "Forwarding" page opens.

Select a call forwarding type → Page 71.

Press the softkey.

Enter the forwarding destination. Any numbers saved will be offered to you on softkeys with the call forwarding type "all calls".

Press the softkey.

Press the key to switch to the call view.

Press the softkey.

Enter the forwarding destination.

Press the softkey.

Press the key to switch to the call view.

Forward

Forward

Settings

☐ Variable: All calls

Enter dest.

Save

Phone
or

Enable

Save

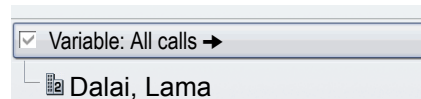
Phone

Saving a phone number as a favorite for call forwarding

You can save up to five phone numbers as favorites. These phone numbers are then offered to you on softkeys when you are programming a call forwarding destination.

If you use a station number for a contact that is already stored in the personal phonebook, the submenu for the call forwarding type selected shows the relevant name with the appropriate icon rather than the station number.

Example:



You can also configure this setting via the web interface → Page 156.

Press the key shown.

Press the softkey.

The "Forwarding" page opens.

Select a call forwarding instruction of your choice.

Press the softkey.

The "Edit favourite numbers" page opens. Existing phone numbers are displayed.

Select and confirm the phone number input field, for example "1".

Select profile (1 to 5).

Press the softkey.

Enter the phone number.

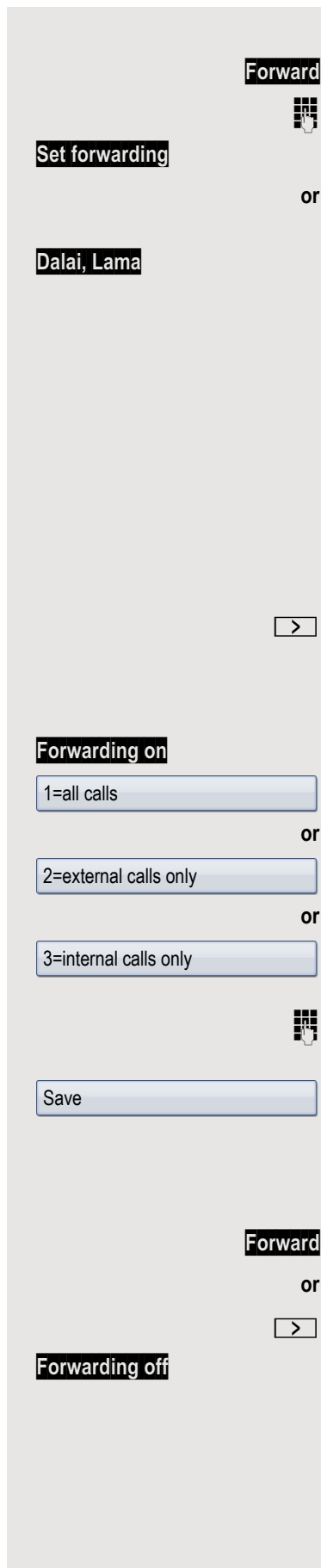
The following softkeys are available to you for input:

- 123->Abc
- Cancel
- <- Cursor
- Cursor ->
- Copy
- Paste

Press the softkey to conclude input of the phone number.

Press the softkey to save the list of favorites.





Forwarding express activation for "all calls"

Press the key briefly. The LED lights up.

Enter the forwarding destination.

Press the softkey.

The last forwarding destination saved for "all calls" is offered to you on the first softkey:

Press the softkey.

Call forwarding is now active for all calls. The forwarding destination is automatically deleted when call forwarding is deactivated → Page 73.

Activating call forwarding via the Program/Service menu

Configuring via the Service Menu

Open the idle menu → Page 27.



Special features must be taken into consideration if your telephone operates with system networking via LAN → Page 129!

Press the softkey.

Confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter the destination number.

Confirm the option shown.

Deactivating call forwarding

Press the illuminated key. The key LED goes out.

Open the idle menu → Page 27.

Press the softkey.

Using system forwarding instructions

Call forwarding no reply (CFNR)

Calls that are not answered after three rings (=default, can be adjusted by administrator) or that are received while another call is ongoing can be automatically forwarded to a specified telephone.

Open the Service Menu → Page 39.

Confirm the option shown.

Select and confirm the option shown.

If a phone number is already entered:

Confirm the option shown.

Enter the destination phone number.

- Enter the internal station number for internal destinations.
- Enter the external code and the external station number for external destinations.

Confirm the option shown.

Deactivating call forwarding/deleting a destination:

Open the Service Menu → Page 39.

Confirm the option shown.

Select and confirm the option shown.

Confirm to deactivate and delete the forwarding destination.

Select and confirm to return to idle mode and not deactivate call forwarding.



If CFNR is activated, "CFNR on" appears briefly on the display after you hang up.

Services

Destinations →

CFNR on

if nec.

Change



Save

Services

Destinations →

CFNR off

Delete

or

Exit

Call forwarding in the event of telephone failure (CFSS)

If configured (consult your administrator), you can define an internal or external call forwarding destination that activates in the event of telephone failure.

Open the Service Menu → Page 39.

Confirm the option shown.

Select and confirm the option shown.

If a phone number is already entered:

Confirm the option shown.

Enter the destination number.

Confirm the option shown.

Deactivating call forwarding/deleting a destination

Open the Service Menu → Page 39.

Confirm the option shown.

Select and confirm the option shown.

Confirm to deactivate and delete the forwarding destination.

Select and confirm to return to idle mode and not deactivate call forwarding.

The screenshot shows a vertical menu interface with a grey background. At the top, there is a black button labeled 'Destinations →'. Below it is a button labeled 'Forward Line: CFSS on'. To the right of this button is the text 'if nec.'. Below that is a button labeled 'Change'. To the right of this button is a small icon of a grid with a cursor. Below that is a button labeled 'Save'. Further down, there is another black button labeled 'Destinations →'. Below it is a button labeled 'Forward Line: CFSS off'. Below that is a button labeled 'Delete'. To the right of this button is the text 'or'. At the bottom is a button labeled 'Exit'.

Call forwarding in the carrier network and forwarding multiple subscriber numbers (MSN) (not for U.S.)

If this function has been configured (consult your administrator), you can forward calls to your assigned multiple subscriber number MSN (DID number) directly within the carrier network.

For example, you can forward your phone line to your home phone after business hours.

Trunk FWD on

1=immediate

or

2=on no answer

or

3= on busy



Save

Trunk FWD off

or

1 or 2 abc or 3 def



Select and confirm the option shown.

Select and confirm the call forwarding type required.

Enter your DID number.

Enter the destination number (without the external code).

Confirm the option shown.

Deactivating call forwarding

Select and confirm the option shown.

Confirm the displayed call forwarding type.

Enter the activated call forwarding type.

Enter your DID number.

Programming keys

You can program frequently used functions, phone numbers or procedures onto the keys on your OpenScape Desk Phone IP 55 G.

Configuring function keys

See also → Page 22.

Example: Programming the Shift key

Press and hold the required sensor key.

Press the softkey.


Open the Program/Service menu → Page 39.

Select and confirm the option shown.

Press the required sensor key.

If the key is already in use, the programmed phone number appears on the display.

Confirm the option shown.

 A list of all available functions is displayed, see the overview → Page 78.


Select and confirm the option shown.

Confirm the option shown.

Select and confirm the option shown.

Some functions (e.g. with "Call forwarding") can be saved even if incomplete. This means that when later initiating the function by pressing the button, further inputs are required.

Confirm the option shown.

 Pressing the key initiates the programmed function. For functions that can be switched on/off such as "Do not disturb", press once to switch the function on and press again to switch the function off. When the function is switched on, the LED lights up.

The label appears automatically and cannot be changed for the Shift key. It can be changed for all other functions → Page 82.

The LED displays show the status of the function → Page 22 and → Page 78.

Assign function

or

Services

Prog. feature key

Change key

More features →

Shift key

if nec.

Save incomplete

Save

Overview of functions

The functions are split into the following menus:

- Destinations
- Control Relay
- PIN and Authorization
- Calls
- More Features



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

Saved function LED displays

Call forwarding, Forwarding - trunk, Forward line, Night answer, Do not disturb, Telephone lock, Advisory message, Ringer cutoff, HF answerback on/off, Join/leave group, Caller ID suppression, Call wait.trm., Waiting tone off, Ring transfer, Recording, Door opener on/off, Control relay (only for OpenScape Business), Ringing group on, Shift key, UCD (Available on/off, Work on/off), Night answer on/off, MULAP Privacy Release:



Saved function is not activated.



Saved function is activated.

Callback:



You have no entry for callback.



You have an entry for callback.

Redial key (internal), direct station select:



Party not on a call.



Party is on a call or has activated DND.



Flashing quickly - I'm being called, please accept.

Flashing slowly - another party is being called and has not yet accepted the call.

Call key, General call key, Trunk key, MULAP key, Temporary MSN:



No call via the corresponding trunk.



Active call via the corresponding trunk.



Flashing quickly - call on the corresponding trunk, call pickup is possible by pressing the key.

Flashing slowly - a call is placed on hold on the relevant trunk.

Trunk group key:



At least one trunk is free.



All lines in this trunk group are occupied.

View call charges:



No chargeable calls have been set up since the last check.



Chargeable calls have been set up since the last check.

Call forwarding, Forward line:



Flashing slowly - your line is a call forwarding destination.

Fax/answering machine details:



No fax received or no message on the answering machine.



Fax received or message on the answering machine.

View the number of calls:



No waiting callers.



Flashing quickly - callers waiting (certain number is exceeded).

Flashing slowly - callers waiting (certain number is reached).

Data I/O service:



No connection to an application.



Active connection to an application.



Flashing slowly - connection to an application is temporarily interrupted.

The following functions programmed on keys do not have a LED function:

Redial key (external), Procedure key, Trace call, Speed dial, Disconnect, Clear, Lock all phones, Send message, Phonebook (1=internal, 2=LDAP), Call waiting, Toggle/Connect, Conference, Speaker call, Retrieve line, Reserve trunk, Release trunk, Temporary phone, Override, Park a call, Pickup - directed, Pickup - group, Account code, Show call charges, Page, Answer page, Timed reminder, Open door, DTMF dialing, Recall key, Room monitor, Hold key, Consult internal, Consultation, Associated dial, Associated serv., Tel. data service, Relocate/Change number, Mobile login, Discreet call.

Programming a procedure key

Numbers and functions that require further input, i.e. which contain several operating steps, can be saved on a key on your telephone.

Press and hold the required sensor key.

Press the softkey.

Open the Program/Service menu → Page 39.

Select and confirm the option shown.

Press the required sensor key.

If the key is already in use, the programmed phone number appears on the display.

Confirm the option shown.

Select and confirm the option shown.

Confirm the option shown.

Enter procedure. Example:

Code for associated dialing.

Number of the phone for which the call should be made.

The number to be dialed.

Press the "Pause" key to enter pauses (a "P" appears on the display).

Confirm the option shown.

If you make a mistake:

Select and confirm the option shown.

This deletes all numbers entered.

Select and confirm the option shown → Page 82.

Confirm the option shown.

Select and confirm the option shown.



Select the stored procedure by pressing the sensor key.
Procedures with activatable/deactivatable functions are activated by pressing the sensor key once and deactivated by pressing it again.

You can press the procedure key during a call to automatically send the saved digits as DTMF signals → Page 66.

Assign function

or

Services

Prog. feature key

Change key

More features →

Procedure key

* 6 mno 7 pqrs

2 abc 3 def 1

0+ 1 2 abc 3 def 4 ghi

if nec.

Save

or

Previous

if nec.

Key label

Exit

or

Another key

Configuring repdial keys

You can also program internal and external station numbers at the second level. The LED function is not available for internal station numbers at the second level.

To program the second level, you have to program a "Shift" key → Page 77.

See also → Page 22.

Press and hold the required sensor key.

Press the softkey.

Open the Program/Service menu → Page 39.

Select and confirm the option shown.

Press the required sensor key.

If the key is already in use, the programmed phone number appears on the display.

Select and confirm to save the phone number on the second level.

Confirm the option shown.

Confirm the option shown.

Confirm the option shown.

Enter the phone number.

Select and confirm the option shown.

Enter the speed-dial number (the speed-dial numbers correspond to the system phonebook → Page 35).

Select and confirm the option shown → Page 82.

Confirm the option shown.

Select and confirm the option shown.

Assign function

or

Services

Prog. feature key

if nec.

Next level

Change key

Destinations →

Repdial key

or

Speed dial

if nec.

Key label

Exit

or

Another key

Changing the label retrospectively

The label set when a repdial key was programmed can also be subsequently changed.

Changing the label

Open the Program/Service menu → Page 39.

Select and confirm the option shown.

Press the required sensor key.
The assignment is displayed on the screen.

Confirm the option shown.

Select and confirm to make the change on the second level.

Select and confirm the option shown.

Confirm the option shown.

Enter the required key label text → Page 23.

Confirm the option shown.

Select and confirm to reset to the default label.

Select and confirm the option shown.

Select and confirm to cancel the entry.

Confirm the option shown.

Deleting key programming

Hold down the required key.

Press the softkey.

Select and confirm the option shown to delete the entries on the second level.

Select and confirm the option shown.

Select and confirm the option shown.

Services

Prog. feature key

Change key

Next level

Key label

Change

Change

Default label

Save

Previous

Exit

Assign function

if nec.

Phonebooks and call lists

Personal phonebook

For a detailed description of this function, refer to → Page 33.

Creating a new contact

Press the key shown until the "Personal" tab is active.

Press the softkey.

The form for entering contact data opens.

Confirm the option shown.

Enter and confirm text → Page 26.

Select and confirm the option shown.

Enter the phone number → Page 24 and confirm.

Select and fill out additional fields.

Press the softkey to save the new contact.

Press the softkey to cancel the action.

Defining the default number

If you have multiple numbers saved for a contact, you can define the default number here that should be used automatically when dialing directly using the phonebook → Page 54.

Press the key shown until the "Personal" tab is active.

Select a contact.

Press the softkey.

Select the "Default No." entry.

The phone displays the current setting.

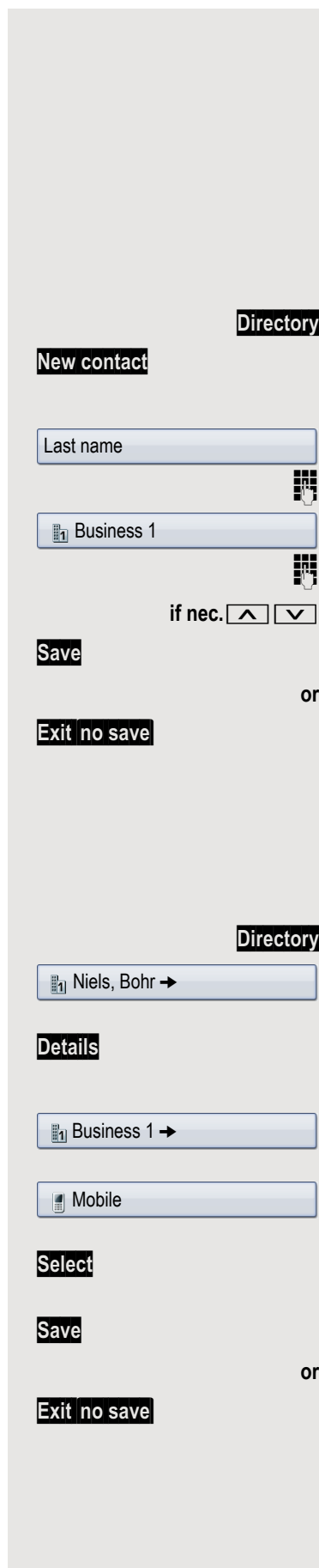
Confirm the option shown. A list of available phone numbers is displayed.

Select the required telephone number.

Press the softkey.

Press the softkey to save the changed contact.

Press the softkey to cancel the action.





Saving a picture for a contact

Prerequisite: Your administrator has uploaded pictures to the OpenScape Desk Phone.

Press the key shown until the "Personal" tab is active.

Select a contact.

Press the softkey.

Select the "Picture" entry.

The phone displays the current setting.
Confirm the option shown.

Select the required picture.

Press the softkey.

Press the softkey to save the changed contact.

Press the softkey to cancel the action.

Changing contact data

Press the key shown until the "Personal" tab is active.

Select a contact.

Open the context menu.

Press the softkey.

Select the required field.

Delete existing text.

Enter the new text → Page 26 and confirm.

Select and edit additional fields.

Press the softkey to save the changed contact.

Press the softkey to cancel the action.

Managing the phonebook

Defining the contact display format

Press the key shown until the "Personal" tab is active.

Press the softkey.

Select a display format.

Example	Option
Miller, Peter	Lastname, Firstname
Peter Miller	firstname lastname
Miller, P	lastname f
P Miller	f lastname

Press the softkey.

Exit the selection. The display format is changed immediately.

Deleting contacts from the phonebook

Press the key shown until the "Personal" tab is active.

Select a contact.

Press the softkey.

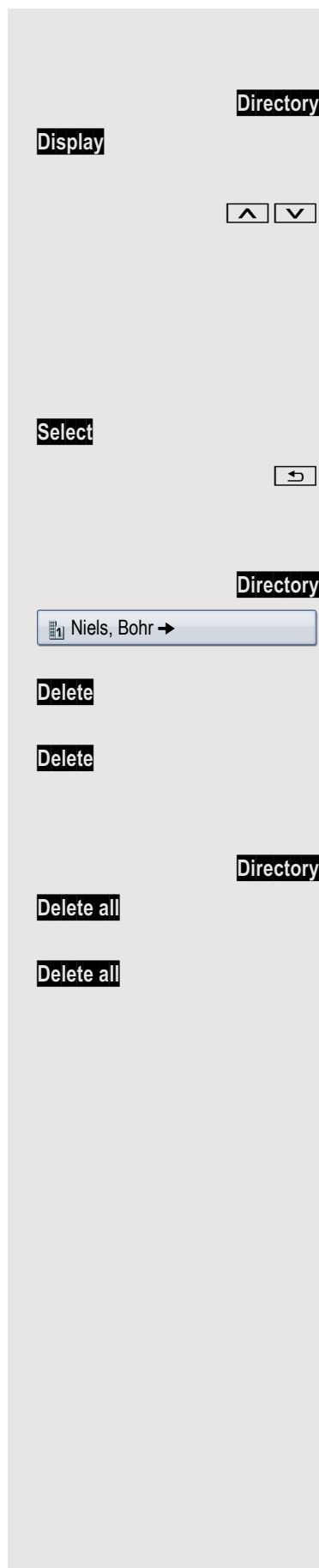
Press the softkey again. The selected entry is deleted.

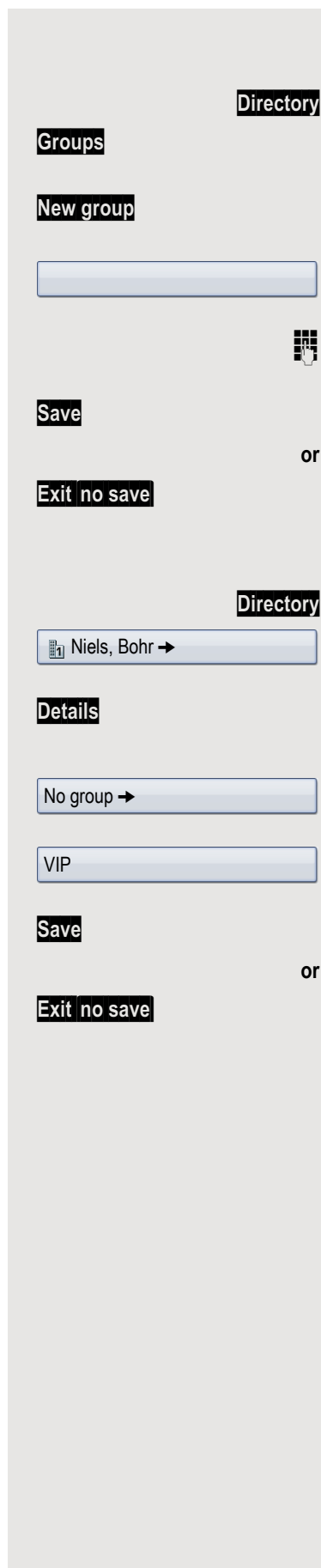
Deleting all phonebook entries

Press the key shown until the "Personal" tab is active.

Press the softkey.

Press the softkey. All entries are deleted.





Managing groups

Creating a group

Press the key shown until the "Personal" tab is active.

Press the softkey. "Manage Groups" opens.

Press the softkey.

Confirm the "Group Name".

Give the group a name → Page 26.

Press the softkey. The new group is saved.

Press the softkey to cancel the action.

Adding a contact to a group

Press the key shown until the "Personal" tab is active.

Select a contact.

Press the softkey.

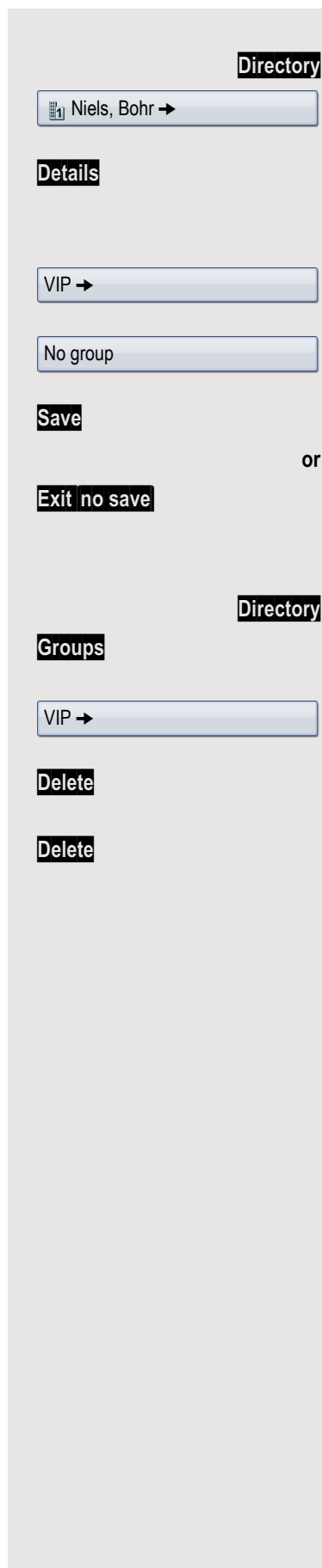
Select the "Groups" entry.

Confirm the option shown.

Select and confirm a group in the context menu.

Press the softkey. The entry is saved.

Press the softkey to cancel the action.



Deleting a contact from a group

Press the key shown until the "Personal" tab is active.

Select a contact.

Press the softkey.

Select the "Groups" entry.

For example, confirm "VIP".

Select and confirm the option shown in the context menu.

Press the softkey. The contact no longer belongs to a group.

Press the softkey to cancel the action.

Deleting a group

Press the key shown until the "Personal" tab is active.

Press the softkey.

.

For example, confirm the "VIP" group.

Press the softkey.

.

Press the softkey again. The group is deleted and, if necessary, any assigned contacts remain saved in the phonebook.

LDAP database

For information about the LDAP directory, refer to → Page 35.

Finding an LDAP entry

Pay attention to the notes on voice encryption → Page 94.

Press the key shown until the "Corporate phonebook" tab is active.

Press the softkey.

Scroll to the required search field (for example, "First name").

Confirm the option shown.

Enter search text → Page 26.

Press the softkey.

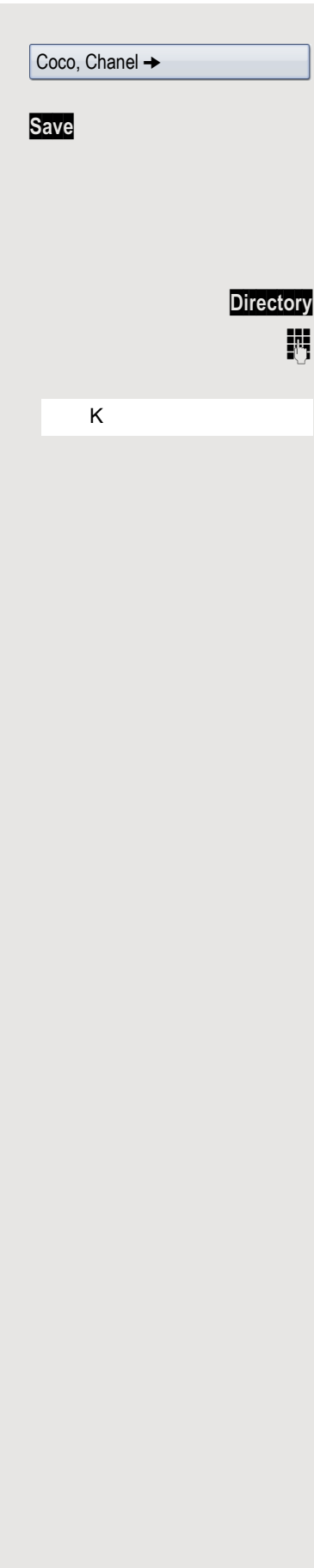
If several entries match your search criteria, all are displayed in alphabetical order.

Viewing information about an LDAP entry

Select an entry.

Press the softkey. All available information is displayed.





Importing an LDAP entry into the local phonebook

Select an entry.




Press the softkey. The entry is copied with all details into the personal phonebook. The "Contact created" message appears.


Quick search

Press the key as often as required until the "Corporate" (LDAP) tab is active.

Enter the initial letter of the last name you need in the single-line search window at the lower edge of the display.

For example "K"

Do not enter any further characters. After a predefined period of time or after pressing the  key, all available names with the corresponding initial letter are displayed. You can restrict the output by entering the second and other letters. The  key is used to switch between letters and numbers. The  key is used to delete individual characters.

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

Rule list:

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

Call lists

For a detailed description of this function, refer to → Page 36.

Viewing details

Press the key until the call list you want is active.

Select the entry you want.

Press the softkey.

For illustrated examples and descriptions of the displayed information, refer to → Page 37.

Deleting entries

Deleting an individual entry

Press the key until the call list you want is active.

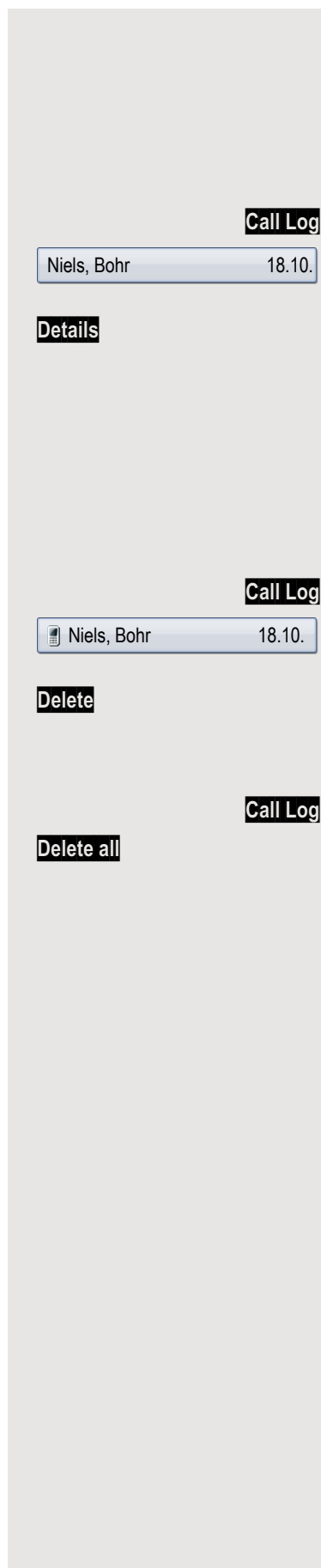
Select the entry you want.

Press the softkey. The entry is deleted.

Deleting all entries in a list

Press the key until the call list you want is active.

Press the softkey. All entries are deleted (Warning: no security check question appears).



Copying entries from the call lists into the personal phonebook

Press the key until the call list you want is active.

Select the entry you want.

Press the softkey.

You are offered the following softkeys for "Create contact":

- **Save & edit**
- **Saving**
- **Cancel**

Save and change

Press the softkey.

The screen to edit a contact opens. Fill in the relevant fields accordingly.

Press the softkey. The "Contact created" message appears.

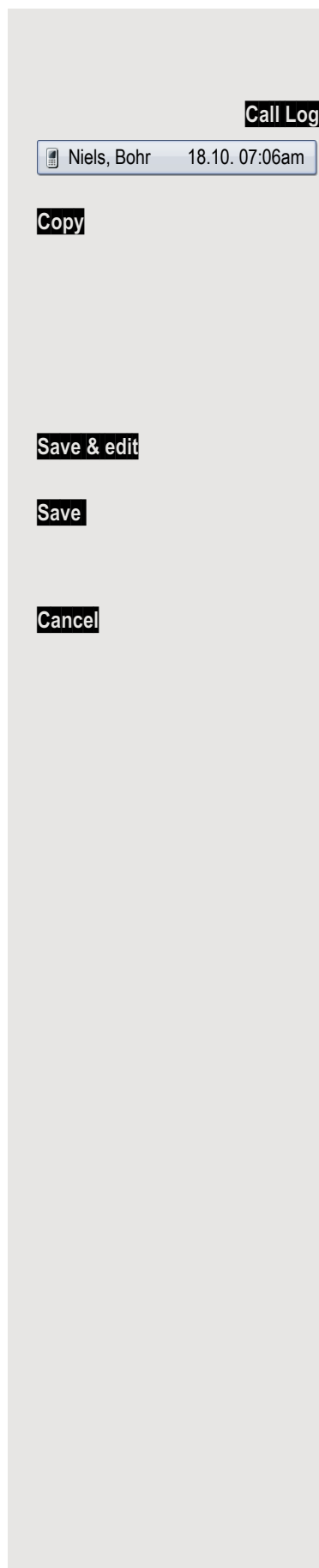
Save without changing

Press the softkey.

An entry is created and the message "Contact created" is displayed.

If you open the phonebook, you will be prompted to update the directory.

A "Copied contacts" group is created for such entries so that you can find them more easily.



Displaying and assigning call charges

Displaying call charges (not for U.S.)

For the current call

Call charges are shown by default on the display when a call ends.

If you want to display call charges as they occur during a chargeable call, your administrator must request this option from the network operator.

Call charge display must be requested from the network operator and configured by the relevant administrator.

Depending on the setting, call charges are displayed during or after a call.

Depending on the network operator, free external calls are also displayed.

The message "Free of Charge" appears on the display either before or during the call.

If the cost indication facility has not been installed, the display will show the dialed number and/or the duration of the telephone call.



If a call is forwarded, call charges are assigned to the destination of the call transfer operation.

For all calls and for the last call

Connection charges for the last chargeable call made are displayed first. After five seconds, the accumulated connection charge (total) is displayed.

Open the Service Menu → Page 39.

Select and confirm the option shown.

Select and confirm the option shown¹.

Services

More features →

Show call charges

1. "Differing display views in a HiPath 4000 environment" → Page 153

Displaying call charges for another telephone (not for U.S.)

If configured (consult your administrator), you can also display and print information on chargeable calls for other phones (such as a pay phone).

Prerequisite: You have programmed the function "Show call charges" on a key → Page 77.

The LED lights up to indicate that you have conducted a chargeable call since the last time you viewed the charges.

Press the "Call Charges" key. Chargeable calls are displayed.

Select a connection.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Dialing with call charge assignment

You can assign external calls to certain projects.

Prerequisite: Your administrator has defined account codes for you.

Open the Service Menu → Page 39.

Select and confirm the option shown.

Select and confirm the option shown.

Enter the account code.

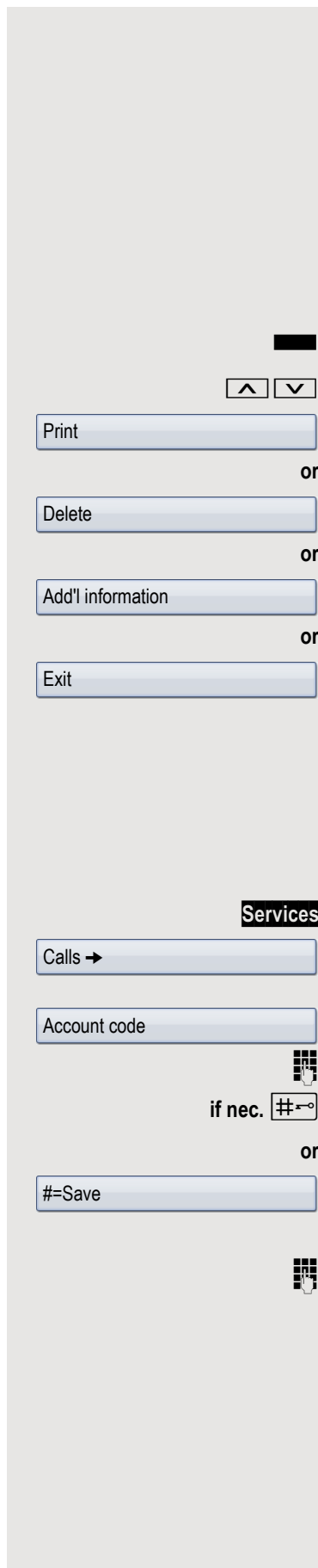
Press the key shown.

Confirm the option shown.

Depending on configuration (please consult your administrator):


Enter the external phone number.

 You can also enter the account code during an external call.



Privacy/security

Voice encryption

 Please see also the explanations on → Page 13.

Notes on voice encryption

Warning about an unencrypted connection

Your administrator can define in the communication system whether and how you are notified of unencrypted calls.

Warning tone

This message appears on the display.

You will then receive a warning tone and/or a message on the display when you accept a call, accept a consultation call or are connected to a conference and the connection to a call partner is unencrypted.

Notification of an encrypted connection



A closed padlock icon appears next to the subscriber ID.



Notification of an unencrypted connection

A struck-through padlock symbol appears next to the caller ID.


and/or

Unencrypted call

 23189 Coco →  01:39

 23133 Yves →  01:63

User password

You can protect access to the user menu with the user password → Page 39.

You can also configure this setting via the web interface → Page 154.

Press the key shown until the "Settings" tab is active.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

Enter the current password (at least six characters) and confirm your entry.

Select and confirm the option shown.

Enter the new password (at least six characters) and confirm your entry.

Select and confirm the option shown.

Enter the password again and confirm.

Press the softkey. The entry is saved.

Press the softkey to cancel the action.

Services

User

if nec.

Change user password

Current Password

New user password

Confirm new user password

Save

Cancel

Turning ringer cutoff on and off

If you do not wish to take calls, you can activate the ringer cutoff function. Calls are only identified by **one** ring signal, an indication on the display and a key that has been programmed to flash (such as a trunk key).

Activating

Open the idle menu → Page 27.

Press the softkey¹.

Deactivating

Open the idle menu → Page 27.

Press the softkey.

Deactivating the ringtone

You can deactivate your ringtone if you do not want to be disturbed by your phone ringing.

Deactivating

Press the key shown until the icon for the deactivated ring tone appears on the display → Page 25.

Activating

Press the key shown until the icon for the deactivated ring tone disappears from the display.

Silent ringing...




Silent ring. o...



1. "Differing display views in a HiPath 4000 environment" → Page 153

Do not disturb

If you do not wish to take calls, you can activate do not disturb. Internal callers hear the busy tone, external callers are connected to another phone, which you can specify (consult your administrator).

 With multi-line telephones, "Do not disturb" can only be used for the primary line → Page 115.

Activating


Open the idle menu → Page 27.

Press the softkey. The DND icon appears on the status bar → Page 25.

Deactivating

Open the idle menu → Page 27.

Press the softkey.

 When you lift the handset, you will hear a special tone (continuous buzzing) reminding you that "Do not disturb" is activated.

Authorized internal callers automatically override the DND feature after five seconds.

Suppressing your phone number on the called party's phone

You can prevent your station number or name from appearing on the displays of external parties you call. This setting remains active until you deactivate it.

Activating


Open the idle menu → Page 27.

Press the softkey.

Deactivating

Open the idle menu → Page 27.

Press the softkey.

 Your administrator can activate/deactivate caller ID suppression for all phones.

DND on



DND off



Suppress call ...



Restore caller...



Monitoring a room

You can use a phone to monitor a room. This function must be enabled on the monitoring phone.

When you call this phone, you can immediately hear what is happening in that room.

Activating the telephone to be monitored

Open the Service Menu → Page 39.

Select and confirm the option shown.

You can either leave the telephone in speakerphone mode or lift the handset and leave it directed towards the noise source.

Deactivating the telephone to be monitored

Press the illuminated key. The LED goes out.

Replace the handset.

Monitoring the room

Enter the internal station number of the phone located in the room that you wish to monitor.

Trace call – identifying anonymous callers (not for U.S.)

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

Open the Service Menu → Page 39.

Select and confirm the option shown.



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

Services

Room monitor

Services

or



Services

Trace call

Locking the telephone to prevent unauthorized use

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

Locking the phone

Open the idle menu → Page 27.

Press the softkey.

Press the key shown.

Enter code (telephone lock) → Page 100.

The lock icon appears on the status bar → Page 25.

When the phone is locked, a special dial tone sounds when the handset is lifted. Internally, users can make calls as normal.

Your phone can also be locked or unlocked by an authorized party → Page 100.

The following keys are locked additionally:

Directory	Display phonebooks → Page 33.
Call Log	Display call lists → Page 36.
Messages	Display messages → Page 38.
Services	Display user/applications menu → Page 39.
Forward	Call forwarding → Page 70.
	Program keys → Page 77.

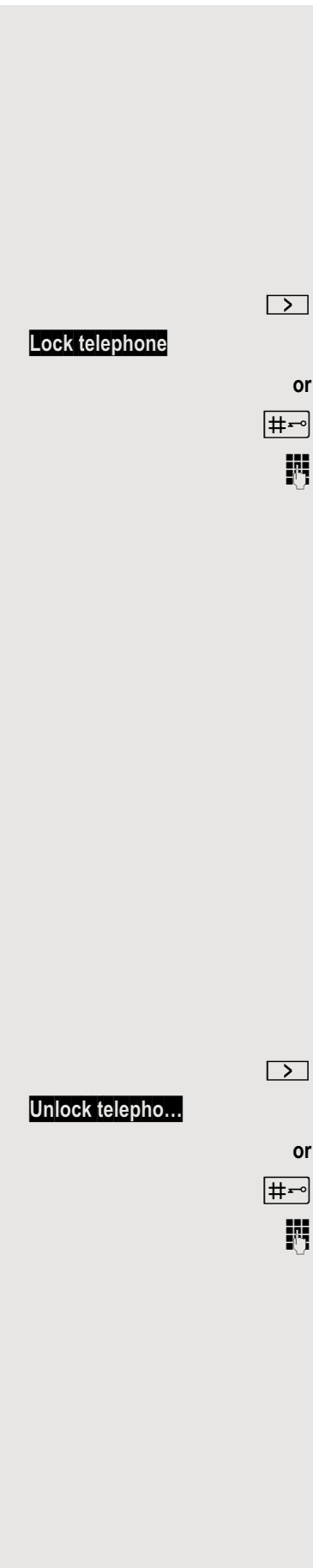
Unlocking the phone

Open the idle menu → Page 27.

Press the softkey.

Press the key shown.

Enter code (telephone lock) → Page 100.



Locking another telephone to prevent unauthorized use

If configured (consult your administrator), you can lock and unlock other telephones to prevent unauthorized access.

If a phone user locks his or her phone and forgets the PIN code, you can use this function to unlock the phone again.

Open the Service Menu → Page 39.

Confirm the option shown¹.

Enter the internal station number of the phone you wish to lock/unlock.

Confirm the option shown.

Select and confirm the option shown.

Saving your PIN code

Enter a PIN code to use the functions

- for locking the phone → Page 99
- for using another telephone like your own → Page 105

You can change this lock code on your own.



If you forget your code, contact your administrator to have the default code restored.

The default code is "00000".

Open the Service Menu → Page 39.

Select and confirm the option shown.

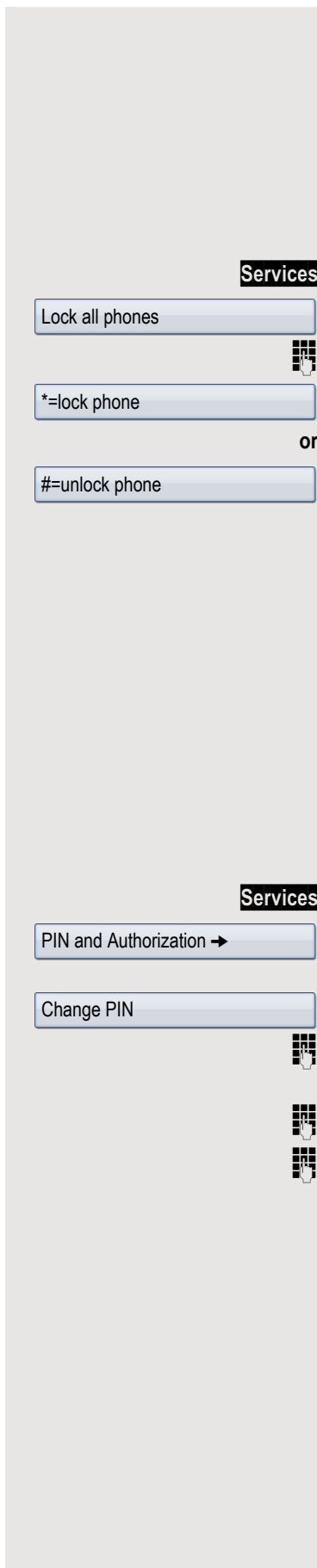
Select and confirm the option shown².

Enter the current five-digit code.

If you have not yet set a code, use "00000" the first time.

Enter the new code.

Re-enter the new code.



1. "Differing display views in a HiPath 4000 environment" → Page 153

2. "Differing display views in a HiPath 4000 environment" → Page 153

More functions/services

Appointments function

You can program your telephone to send you a timed reminder call.

For this to happen, you need to save the time at which you wish to be reminded. You can enter a single appointment that will take place in the next twenty-four hours or you can enter a daily recurring appointment.

Saving appointments

Open the Service Menu → Page 39.

Select and confirm the option shown.

Enter a 4-digit time such as 0905 for 9.05 (= 9.05 a.m.) or 1430 for 14.30 (= 2.30 p.m.).

If the selected language is "US English" → Page 145 you can enter the code 2 for "am" or 7 for "pm" (default = "am").

Confirm the option shown.

Select and confirm the option shown.

Confirm the option shown.

Deleting and checking a saved appointment

Open the Service Menu → Page 39.

Select and confirm the option shown.

Confirm the option shown.
The reminder is deleted.

Select and confirm the option shown.
The reminder is not deleted.


The screenshot shows a vertical menu titled "Services" at the top. The menu options are as follows:

- Timed reminder on**: A button with a small icon of a telephone handset.
- if nec. 2abc or 7pgrs**: A line of text with two small icons, one showing "2abc" and the other "7pgrs".
- One time only**: A button.
- or**: A small text label.
- Daily**: A button.
- Save**: A button.
- Services**: A header for the second section of the menu.
- Timed reminder off**: A button.
- Delete**: A button.
- or**: A small text label.
- Exit**: A button.

Using timed reminders

Prerequisite: You have saved a reminder → Page 101. The saved time arrives. The phone rings. The appointment time is displayed. Press the key twice.

Lift the handset and replace it again.

 If you do not answer the timed reminder, it is repeated five times and then deleted.

Sending a message

You can send short text messages to individual stations or groups of stations with system telephones.

Creating and sending a message

Open the idle menu → Page 27.

During a call

Press the softkey.

Enter the internal station number of the recipient or group.


Select predefined text (can be changed by the administrator) and confirm.

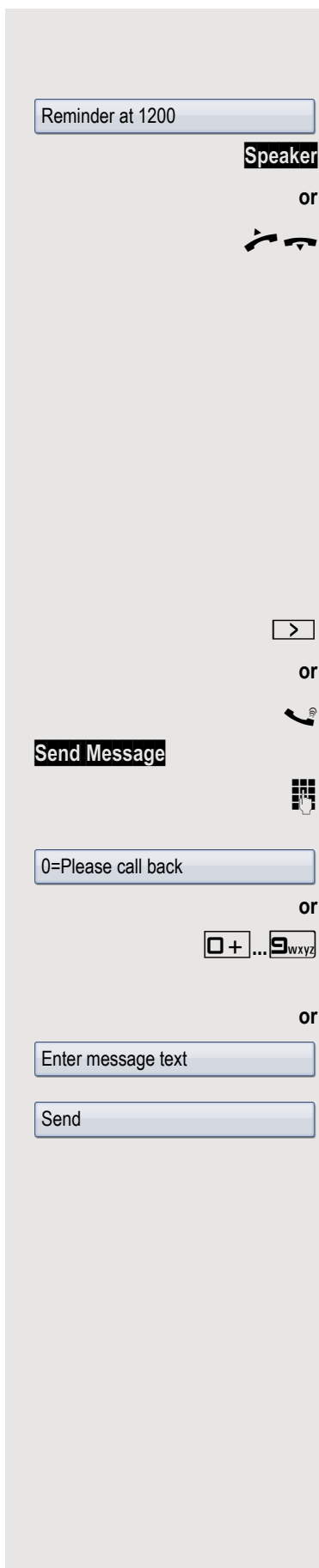
Enter the code.

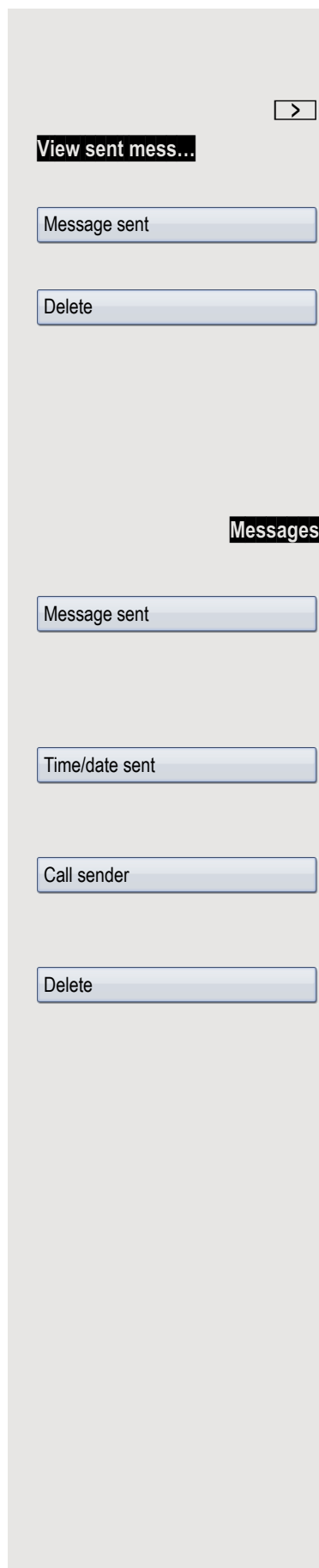
The code is shown on your display with the corresponding message.

Select and confirm, for information on how to enter text → Page 24.

Confirm the option shown.

 Transmitted text messages are saved as callback requests on system telephones with no display and on ISDN, pulse or tone dialing telephones.





Displaying and deleting messages you have sent

Prerequisite: The recipient has not yet accepted a sent message.

Open the idle menu → Page 27.

Press the softkey.

Confirm the option shown.

The text message is displayed.

Select and confirm the option shown.

The message is deleted.

Viewing and editing incoming messages

Pay attention to the notes on → Page 38.

The LED is flashing. Press the key shown.

The sender's caller ID appears on the display.

Confirm the option shown.

The text message appears on the display.

Viewing the transmission time

Confirm the option shown.

Calling the sender

Select and confirm the option shown.

Deleting messages

Select and confirm the option shown.

Leaving an advisory message

You can leave messages/advisory messages on your phone's display for internal callers who wish to contact you in your absence. When you receive a call, the message appears on the caller's display.

Open the idle menu → Page 27.

Press the softkey.

Select predefined text (can be changed by the administrator) and confirm.

Enter the code directly.

The code is shown on your display with the corresponding message.



Predefined messages with a colon can be completed by entering a digit.

Select and confirm, for information on how to enter text → Page 24.

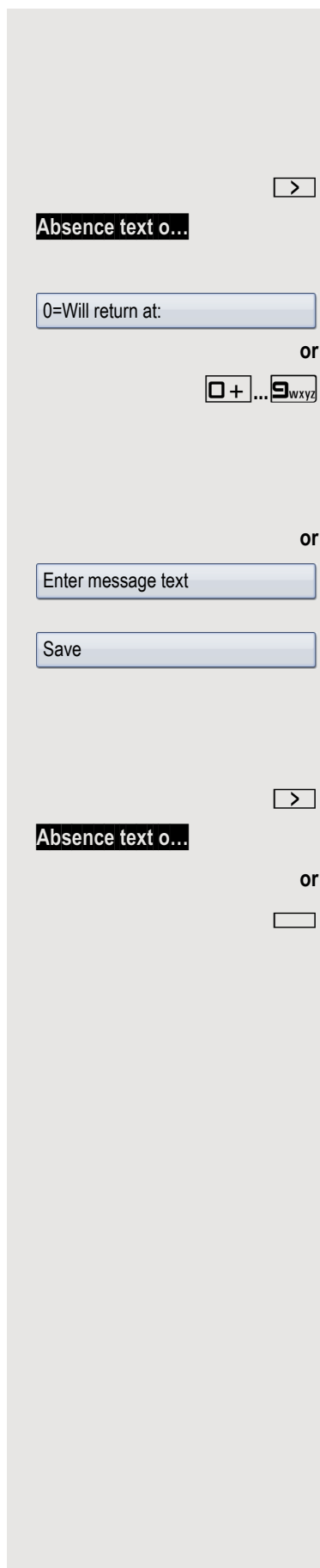
Confirm the option shown.

Deleting advisory messages

Open the idle menu → Page 27.

Press the softkey.

When the "Advisory message" key is available → Page 77, the LED lights up. Press the key shown.



Displaying the number of waiting calls/ overload display

You can show the number of external waiting calls on the display if you programmed a key with "View number of calls" → Page 77.

Press the "Calls in Q" key.

If the number of waiting calls exceeds a preset limit while you are conducting another call (overload), the LED on the key lights up.

LED off: There are no waiting calls.

- LED is flashing slowly:
The set limit has been reached.
- LED is flashing quickly:
The limit has been exceeded (overload).

Using another telephone like your own for a call

Other parties can temporarily use your phone like their own for an outgoing call.

Open the Service Menu → Page 39.

Select and confirm the option shown.

Select and confirm the option shown¹.

Enter the number of the other user.

Enter the other user's lock code → Page 95.

If the other user has not set a PIN, he or she is prompted to do so on his or her phone.

Enter the external phone number.

Services

PIN and Authorization →

Temporary Phone



if nec.

Change PIN



1. "Differing display views in a HiPath 4000 environment" → Page 153

Using a mobile connection at another phone

You can configure a mobile phone connection that was set up especially for you by your administrator on an OpenScape Desk Phone prepared for this purpose in the system. The original "guest telephone" setting is deactivated. The mobile connection remains available until you log off from the "guest telephone".

Once you have logged on, most of the functions and features (phone number, key assignments, authorizations) of your mobile connection are available to you.

Mobility variants

Three mobility variants are available:

- Basic
- Data privacy
- Data mobility

Configuration is performed by your administrator. In the case of the OpenScape Desk Phone IP 55 G, data backup to a USB Memory Stick is generally recommended (see → Page 149), in order to prevent possible loss of data.

Basic

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

- Key assignments
- Authorizations
- Call forwarding

Waiting messages are also signaled (mailbox lamp or MWI).

The phonebook and the caller list for the "guest telephone" are displayed and can be used.

Data privacy

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

- Key assignments
- Call forwarding
- Authorizations (other than user password)

Waiting messages are also signaled (mailbox lamp or MWI).

The user password is not transferred. For this reason, you must create a new password on the telephone if you wish to use OpenStage Manager, for example. An empty phonebook and an empty caller list are available. The phonebook and the caller list of the "guest telephone" are not displayed. You can load your own phonebook and caller list via the restore function from a USB Memory Stick (see → Page 149). Data modified in the phonebook and caller list is lost when you log off. You should therefore repeat data backup to a USB Memory Stick before logging off.

Data mobility

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

- Key assignments
- Call forwarding
- Authorizations
- User password
- Directory
- Group designation
- Images (phonebook)
- Caller list
- Canonical settings

Waiting messages are also signaled (mailbox lamp or MWI).

The user password, the canonical settings, the group designation, caller list and images for the phonebook are saved to a DLS server for the "guest telephone". The data for the mobile connection is always saved to the DLS server and regularly updated. The saved data for the mobile connection is then transferred from the DLS server to the "guest telephone". The transfer status is shown in the display or can be read from an icon on the status bar (see → Page 25).

Logging on to the "guest telephone"

Log on to the "guest telephone" with a mobile phone number.

Prerequisite: A mobile connection with a separate phone number and a password has been configured for you (consult your administrator). The "Mobile Login" key is configured on your OpenScape Desk Phone if appropriate.

Press the "Mobile Login" key.

If a key is not configured

Enter the code for "Mobile Login (Log on)", (see → Page 167).

You see the prompt "New number".

Enter the mobile phone number.

You are prompted to enter the "Code for **nnn**" (e.g. 834):

Enter the password and confirm.

Press the key shown.

Confirm the option shown.

The logon procedure begins.

Your mobile phone number will appear, preceded by the mobility icon, on the status bar when you are correctly logged on → Page 25.

Basic

You can no longer see the original user settings for the "guest telephone", however you can now use your connection, with the exception of your personal phonebook and the call lists.

Data privacy

You can no longer see the original user settings for the "guest telephone", however you can now use your connection, an empty phonebook and an empty caller list.

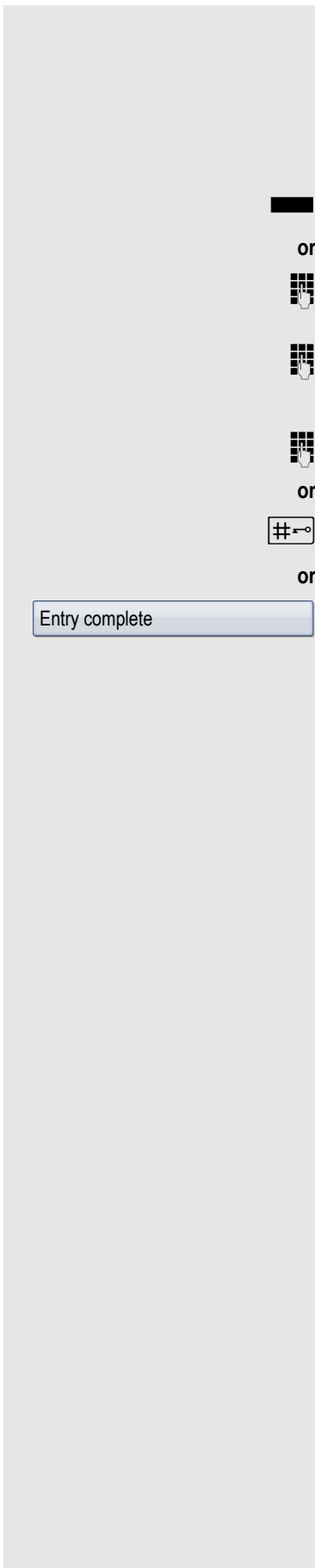
Data mobility

Your connection and your "Mobility phonebook and caller list" are now available. If you modify your phonebook for example, or its images, these are immediately updated on the server (see status bar → Page 25). Changes to the caller list are not saved until logoff.

Moving the connection to the next telephone

If you want to move your connection from the first "guest telephone" to a second "guest telephone", log on to the second "guest telephone" in the usual fashion (see → Page 108). The following message appears on the first "guest telephone": "Saving data relating to previous user".

Where required, save current changes to the phonebook or caller list and settings beforehand to the USB Memory Stick (see → Page 149).



Logging off from the "guest telephone"

If you no longer need your connection on the "guest telephone" or if you want to switch to another telephone, log off from the "guest telephone". Where required, save current changes to the phonebook or caller list to the USB Memory Stick (see → Page 149).

Press the "Mobile Login" key.

or



If a key is not configured

Enter the code for "Mobile Login (Log off)" (see → Page 167).

The logoff procedure begins.

The "guest telephone" is now available again with its original phone number, features and functions.

In the case of the "Data Mobility" variant, the caller list from the "guest telephone" is only now transferred to the DLS server. The "guest telephone" data is restored via the DLS server. It is now available again with its original phone number, features and functions. Any call forwarding instruction set can now be deleted.

If transfer of the caller list is interrupted, for example because the server is temporarily unavailable, you can cancel the procedure completely.

A corresponding icon is shown on the status bar → Page 25. If the cause of the interruption cannot be resolved, you should cancel the procedure. In this case, an empty caller list is available.

Fax details and message on answering machine

If a fax or answering machine is connected to your system and you have assigned the "Fax details" function to a programmable key → Page 77, the key lights up when a fax or a message has been received.

Deactivating signaling



Press the illuminated "Fax service" key. The LED goes out.

Resetting services and functions (system-wide cancelation for a telephone)

A general reset procedure is available for initiated functions. The following functions are deleted, if enabled:

- Forwarding on
- Advisory msg. on
- Ringing group on
- Hunt group off
- Suppress caller ID
- Waiting tone off
- DND on
- Ringer cutoff on
- Received messages
- View callbacks

Open the Service Menu → Page 39.

Select and confirm the option shown.

Select and confirm the option shown¹.

Activating functions for another telephone

If configured (consult your administrator), you can activate and deactivate the following functions for other phones (associated service):

- Do not disturb, code *97/#97 → Page 97
- Call forwarding, code *11, *12, *13/#1 → Page 73
- Lock and unlock phone, code *66/#66 → Page 99
- Ringing group, code *81/#81 → Page 123
- Leave message/advisory message, code *69/#69 → Page 102
- Group call, code *85/#85 → Page 123
- Reset services and functions, code #0 → Page 110
- Control relays, code *90/#90 → Page 113
- Night answer, code *44/#44 → Page 69
- Timed reminders, code *46/#46 → Page 101

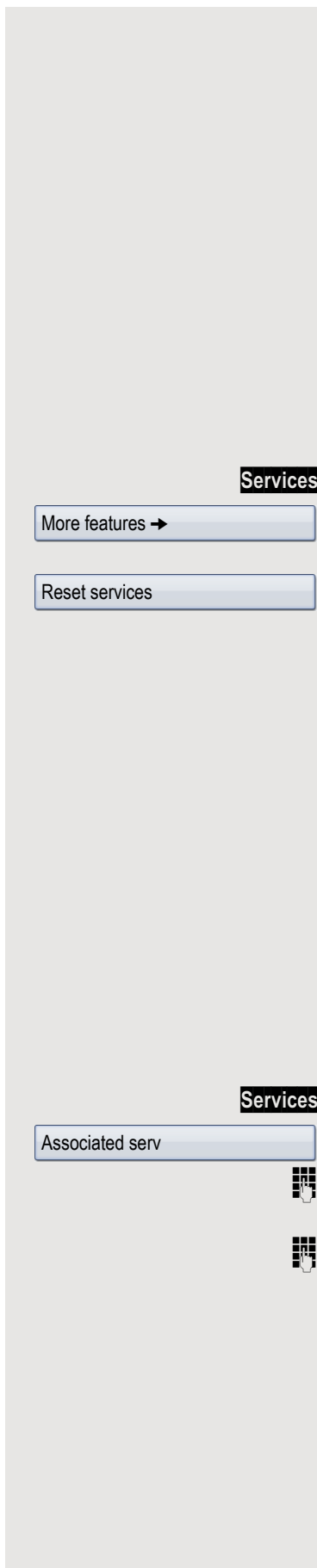
Open the Service Menu → Page 39.

Select and confirm the option shown.

Enter the internal station number of the phone for which you wish to activate the function.

Enter code (for example, *97 for "Do not disturb on").

For any additional input, follow the instructions on your display.



1. "Differing display views in a HiPath 4000 environment" → Page 153

Using system functions from externally DISA (Direct Inward System Access)

If configured (consult your administrator), you can use an external phone like an internal station to set up an outgoing external connection via the system. You can also activate or deactivate the following system functions:

- Reset services and functions,
code #0 → Page 110
- Call forwarding, code *1/#1 → Page 73
- Lock and unlock phone,
code *66/#66 → Page 99
- Save your PIN code,
code *93 → Page 100
- Send a message,
code *68/#68 → Page 102
- Leave an advisory message,
code *69/#69 → Page 104
- Ringing group, code *81/#81 → Page 123
- Group call, code *85/#85 → Page 123
- Caller ID suppression,
code *86/#86 → Page 97
- Camp-on tone, code *87/#87 → Page 62
- Open door, code *61 → Page 52
- Release door opener, code *89/#89 → Page 52
- Control relays, code *90/#90 → Page 113
- Do not disturb, code *97/#97 → Page 97
- Ringer cutoff, code *98/#98 → Page 96
- Dial using speed dial, code *7 → Page 57
- Associated service, code *83 → Page 110

Prerequisite: Your phone supports tone dialing (DTMF) or you can switch your phone to tone dialing. The phone is not connected to the system.

Establish a connection to the system. Enter the station number (consult your administrator).

Wait for the continuous tone (if necessary, switch phone to tone dialing) and enter the internal number assigned to you and the corresponding PIN code.

Enter the code (only required if programmed in the system).

Wait for the dial tone and enter the code for example, *97 for Do not disturb on. If necessary, make further entries; refer also to the user guide for dial pulse/DTMF phones.

Dial the external number.



You can only perform one function/establish one outgoing connection at a time.

The connection is cleared as soon as the function is successfully activated.

In the case of an external call, the connection is cleared as soon as one of the call partners hangs up.

Using functions in ISDN via code dialing (keypad dialing)

If authorized (consult your administrator), you can access ISDN functions in some regions using codes.

Open the Service Menu → Page 39.

Select and confirm the option shown.

Enter the required trunk number (consult your administrator).

Enter a code for the required ISDN function (consult your administrator).



Contact your network provider to find out which ISDN functions can be code-operated in your country.

Unify GmbH & Co. KG shall not be liable for damages/costs that may be incurred by fraudulent activities or remote operation (such as toll fraud).

Controlling connected computers or their programs/telephone data service

If this function has been configured (consult your administrator), you can control connected computers or programs running on them, such as hotel services or information systems, from your telephone.

Prerequisite: You have set up a connection.

Open the Service Menu → Page 39.

Confirm the option shown.

For entering data, you are guided by the connected computer. However, depending on the configuration (consult your administrator), you have to enter your data in one of the following ways:

Input in en-bloc mode

Enter data.

Complete entry.

Select and confirm the option shown.

Input in online mode

The connected computer processes your entries directly.

Complete entry.

Enter data.



Communicating with PC applications over a CSTA interface

If configured (consult your administrator), you can use your phone to communicate with PC applications (CSTA = **C**omputer **S**upported **T**elecommunications **A**pplications). You send information to the application and receive information from the application, for example, via your phone display.

Press the "Data I/O" key, key programming → Page 77.

Enter the three-digit ID for the application you wish to control.

Use the navigation block and the dialpad for communication with the application.

Temporarily interrupting communication with the application

The phone rings. You accept the call.

The LED on the "Data I/O" key flashes: Communication with the application was automatically interrupted.

Resuming communication with the application

Press the flashing "Data I/O" key. The LED lights up.

Ending communication with the application

Select and confirm the relevant CSTA message.

Lift the handset and replace it again.

Controlling relays (only for OpenScape Business)

If this function has been configured (consult your administrator), you can use up to four relays to enable/disable different devices (such as a door opener). Depending on how you program the relays, you can activate and deactivate them manually or configure them to activate and deactivate automatically (after timeout).

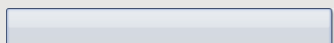


Special features must be taken into consideration if your telephone operates with system networking via LAN → Page 132!

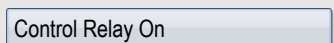
Select and confirm the option shown.

Select and confirm the option shown.

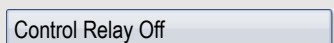
Enter the relay.



or



or



Sensors (HiPath 33x0/35x0 only)

If configured (consult your administrator), sensors are able to recognize signals, call your phone and display an appropriate message on the display.

Paging persons (not for U.S.)

If radio paging equipment (PSE) is connected to your system (consult your administrator), you can locate people via their pocket receivers.

Pocket receivers signal a call request to the person you want to page. This person can then answer the page at the nearest phone.

Paging persons

To ensure that you can be found, you must have enabled a ringing group
→ Page 123, call forwarding → Page 70 or call forwarding-no answer to the internal station number of your PSE.

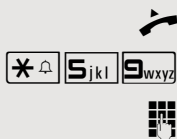
A call request is signaled automatically.

Answering the page from the nearest telephone

Lift the handset.

Enter the code.

Enter own station number.



Making calls in the team/executive/secretary configuration

If configured (consult your administrator), you belong to a team of subscribers with multiple lines (MultiLine → Page 14). Your phone features trunk keys (MULAP keys) → Page 116.

Lines

A distinction is made between primary and secondary lines. Each of these line types can be used on a private or shared basis → Page 115.

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.

Secondary line

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

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 configured). If, for example, a shared line is being used by a telephone, a status message indicating that this line is busy is displayed on all other telephones that share this line.

Direct call line

A line with a direct connection to another telephone.

You can see the status of the line from the LED display.

Line seizure

Line seizure must be configured (consult your administrator). If automatic line seizure is configured, a trunk is automatically assigned when you lift the handset or press the speaker key.

Line/trunk keys




The programmable keys on multi-line phones function as line or trunk keys. Every sensor key programmed as a "Trunk key" (key label: Transfer Trk) corresponds to one trunk with the result that you can configure up to nine trunks in OpenScape Desk Phone IP 55 G and up to eight trunks in OpenScape Desk Phone IP 35 G.

As a team member, you can independently program the following functions on keys → Page 77:


- Direct station select
- Join/leave group
(not available on executive phone in an executive / secretary team)
- Ring transfer: On/Off
(only in an executive/secretary team)

You can also program a sensor key with the function "Forward Line" (call forwarding) for each line.

LED displays on trunk keys

LED		Meaning
	Off	– The line is in idle mode.
	Flashing ¹	– Incoming call on the line. – Hold reminder is activated. – The line is on "Hold".
	On	– The line is busy.

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

if nec. 



or

Accepting calls with the trunk keys

Prerequisite: You can see an incoming call on a trunk.

Press the trunk key that is flashing quickly.
(only if automatic trunk seizure → Page 115 is not configured).

Lift the handset.

Speakerphone mode.

if nec. 



or

Dialing with trunk keys

Select a line (only if automatic trunk seizure → Page 115 is not configured).

Enter the phone number.

Lift the handset.

Speakerphone mode.

Placing a call on hold on a trunk key and retrieving the held call

Prerequisite: You are conducting a call via one of your group's trunks. The "Hold" key has been programmed on your telephone → Page 77.

Holding



if nec.



or



Press the "Hold" key.

Replace the handset.

Press the "Disconnect" key (if configured → Page 77). Depending on the configuration (consult your administrator), this may be necessary so other team members can also pick up the call on hold.



Retrieving the call

Press the trunk key that is flashing slowly.

Making calls on multiple lines alternately

Prerequisite: You are conducting a call via one of your group's trunks. Another trunk key is flashing.



Press the flashing line key. The first call party is on hold on the other trunk.



Press the trunk key that is flashing slowly. The second call party is on hold.

You can switch between lines as often as you wish. Press the trunk key flashing slowly each time.

MULAP privacy release

If configured (consult your administrator), you can program a sensor key on your phone with the function "MULAP Privacy Release" → Page 77. The default label is "Priv Release".

If you program this key, you do not have to use the menu to set up a conference. Your team partner only has to press the flashing trunk key associated with your trunk on his or her phone to immediately join the conference.



You are conducting a call.

Press the "Priv Release" key. The LED lights up.

Up to three team members can now join the conference.




Prerequisite: The trunk on which you are speaking is configured on the other phone as a trunk key.

Press the flashing line key.

DSS keys

Your phone features a programmable sensor key configured for direct station selection for every team member.

Meaning of LED displays on DSS keys

LED		Meaning of function key
	Off	Team party not on a call.
	Flashing ¹	Quickly: I am being called, please accept. Slowly: Another party is being called and has not yet answered.
	On	Team party is on a call or has activated DND.


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

Using DSS keys to answer calls

Prerequisite: Your telephone rings or the DSS key flashes.

Press the flashing DSS key.

Lift the handset.

if nec. 



or

 **Speaker**

Press the key shown.

Calling a team member directly



Press the DSS key.

or



If the team member you wish to reach is conducting another call, the DSS key on your telephone lights. You can still make the call in this case.



Lift the handset.

or

Speakerphone mode.

Transferring a call in progress



Press the DSS key and announce the call if necessary.



Replace the handset.

or



Press the "Disconnect" key (if configured → Page 77)

Picking up a call for another team member



Press the flashing DSS key or trunk key.



Lift the handset.

or

Speakerphone mode.

Forwarding calls on trunks

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

Activating call forwarding for one trunk activates the function for all trunk keys assigned to this trunk in your group.

Open the Service Menu → Page 39.

Confirm the option shown.

Select and confirm the option shown.

Press the required line key.

Enter the required trunk number.

If available. Press the "CFW MULAP" key.

(You have programmed a key with the incomplete "CFW MULAP" function, excluding the call forwarding type and destination → Page 77).

Confirm the option shown.

Select and confirm the option shown.

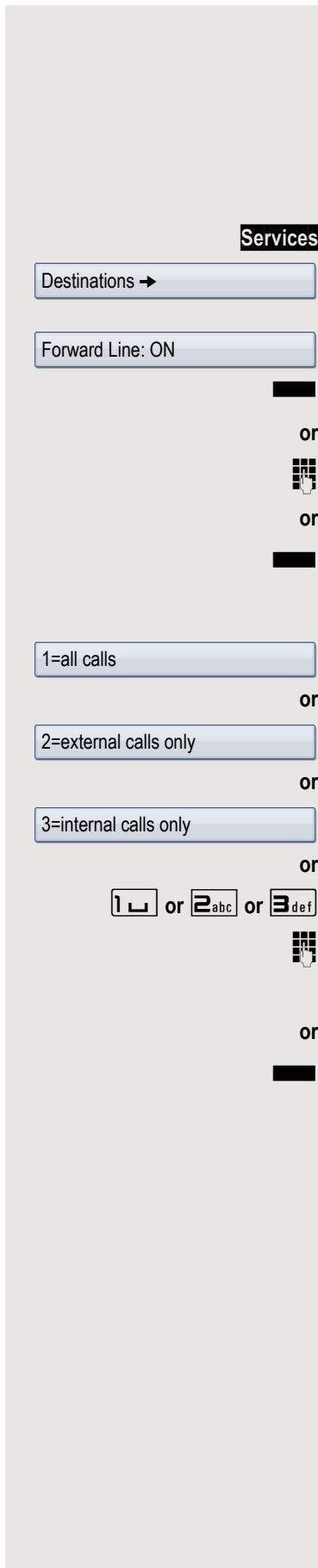
Select and confirm the option shown.

Enter the code.

Enter the destination phone number.

Confirm the option shown.

If available. Press the "CFW MULAP" key. (You have stored the call forwarding type and destination on the "CFW MULAP" key → Page 77.)



Services

Destinations →

Forward Line: Off



or



or

**Deactivating call forwarding**

Open the Service Menu → Page 39.

Select and confirm the option shown.

Select and confirm the option shown.

Press the required line key.

Enter the required trunk number.

If available. Press the "CFW MULAP" key.



If you have activated call forwarding for a trunk, a special dial tone sounds when the line is seized.

Understanding the LED displays on the sensor key for "CFW MULAP"

The LED on the "CFW MULAP" key is off – call forwarding is not active for this trunk.



The LED on the "CFW MULAP" key lights up – call forwarding is active for this trunk.


The LED on the "CFW MULAP" key flashes **slowly** - the trunk is the destination of call forwarding.

Transferring calls directly to the executive phone

Normally, all calls for the executive are audibly signaled only by the secretary phone.

You can set audible signaling so calls are only signaled acoustically by the executive phone or by a second phone assigned to it.

Prerequisite: There is a sensor key programmed with the function "Ring Transfer" on your phone. The default label is "Ring xfer".

 This function is only available for the executive/secretary configuration.

Activating

Press the "Ring xfer" key. The LED lights up.

Open the Service Menu → Page 39.

Select and confirm the option shown.

Press the required line key.

Enter the required trunk number.

Deactivating

Press the "Ring xfer" key. The LED goes out.

Open the Service Menu → Page 39.

Select and confirm the option shown.

Press the required line key.

Enter the required trunk number.



Using team functions

If configured (consult your administrator), your telephone is part of a team. The team consists of internal phones that are able to use certain functions.

Activating/deactivating a group call

If configured (consult your administrator), you belong to one or more groups of stations, which can be reached via hunt group or group call station numbers. Incoming calls are signaled one after the other (= hunt group) or simultaneously (= group call) on all phones in the group, until a group member answers the call. You can also belong to a team (including executive/secretary configurations) in which station numbers are programmed on trunk keys → Page 115.

Every group member can still be reached at his or her personal phone number.

You can activate and deactivate the audible signal for a hunt group, group call or individual trunks in a group (including executive/secretary).

If the LED on a programmed "Group call" key is illuminated → Page 77, this means that the audible tone was activated for at least one group.



This function is not available for the executive phone in team/executive/secretary configurations.



Special features must be taken into consideration if your telephone operates with system networking via LAN → Page 128!



Open the idle menu → Page 27.

Leave hunt gro...

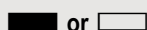
Press the softkey¹.

or

Join hunt grou...

Press the softkey.

or



Press the "Group call" key.

1. "Differing display views in a HiPath 4000 environment" → Page 153

You belong to multiple groups or to one group with trunk keys (including executive/secretary configuration)

Open the idle menu → Page 27.

Press the softkey¹.

Press the softkey.

Press the "Group call" key.

If an "X" appears between group/trunk number (such as 301) and group name, the audible tone is active for this group or trunk.

No "X" means that the audible tone is deactivated.

Confirm the option shown. The next group/trunk number is displayed with a group name.

Select and confirm the option shown^[2].

The audible tone for the group/trunk displayed is deactivated.

Select and confirm the option shown^[2].

The audible tone for the group/trunk displayed is activated.

Select and confirm the option shown².

The audible tone for all groups and trunks is deactivated.

Select and confirm the option shown^[2].

The audible tone for all groups and trunks is activated.



If you have activated the audible tone for another group/trunk or deactivated the audible tone for all groups/trunks you belong to, you will hear a special dial tone when you lift the handset.

1. "Differing display views in a HiPath 4000 environment" → Page 153

2. "Differing display views in a HiPath 4000 environment" → Page 153

Picking up a call for another member of your team

You can use your own telephone to pick up calls for other telephones in your team, even while on a call (call pickup groups; consult your administrator).

Prerequisite: Your telephone rings briefly. "Call for:" appears on the upper display line with the phone number/name of the initiator and number/name of the caller in the lower line.

Press the softkey.

Ringing group

You can have calls for your telephone signaled audibly at up to five other internal phones. The phone that answers the call first receives the call.

➡ Special features must be taken into consideration if your telephone operates with system networking via LAN → Page 131!

Saving, displaying and deleting telephones for the ringing group

Open the Service Menu → Page 39.

Confirm the option shown.

Select and confirm the option shown¹.

Follow the display prompts (enter the internal station number).

➡ If your phone belongs to a ringing group, your display will show the station number or the name of the initiator on the upper line and that of the caller on the lower line.

Removing all telephones in a call ringing group

Open the idle menu → Page 27.

Press the softkey.

Pickup - group

Services

Destinations →

Ringing group on

>

Ringing group ...

1. "Differing display views in a HiPath 4000 environment" → Page 153

Uniform Call Distribution (UCD)

If configured (consult your administrator), you may belong to a group of stations (agents), to which calls are distributed.

An incoming call is always assigned to the agent idle the longest.

Logging on and off at the beginning and end of your shift

Open the Service Menu → Page 39.

Confirm the option shown.

Select and confirm the option shown¹.

Confirm the option shown.

Select and confirm the option shown.

To log on, enter your identification number ("Agent:"). Consult your administrator to find out what it is.

Logging on and off during your shift

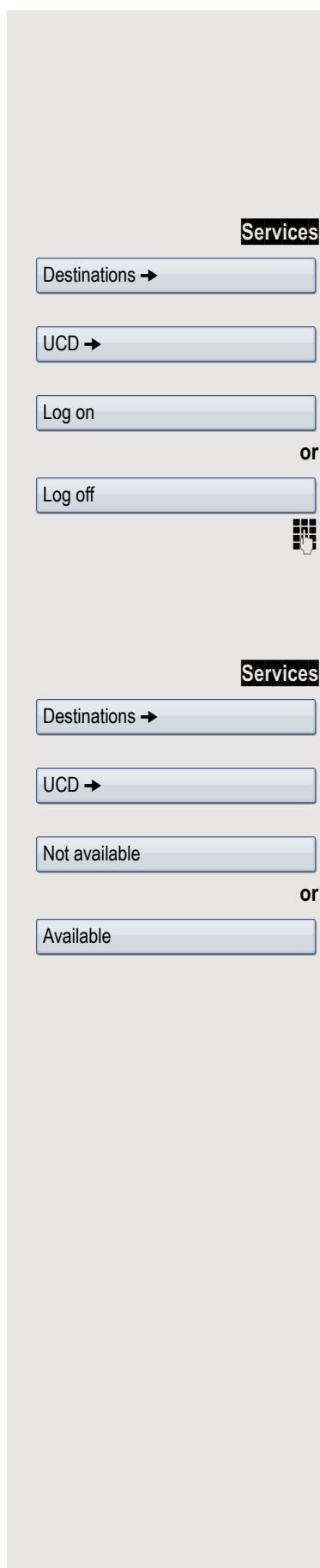
Open the Service Menu → Page 39.

Confirm the option shown.

Select and confirm the option shown^[1].

Confirm the option shown.

Select and confirm the option shown.



1. "Differing display views in a HiPath 4000 environment" → Page 153

Requesting and activating work time

You can request/activate work time to ensure you have enough time to wrap up the last call. Your phone is excluded from call distribution for a set period or until you log back on.

Open the Service Menu → Page 39.

Confirm the option shown.

Select and confirm the option shown¹.

Confirm the option shown.

Select and confirm the option shown.

Turning the night service on and off for UCD

Open the Service Menu → Page 39.

Confirm the option shown.

Select and confirm the option shown^[1].

Confirm the option shown.

Select and confirm the option shown.

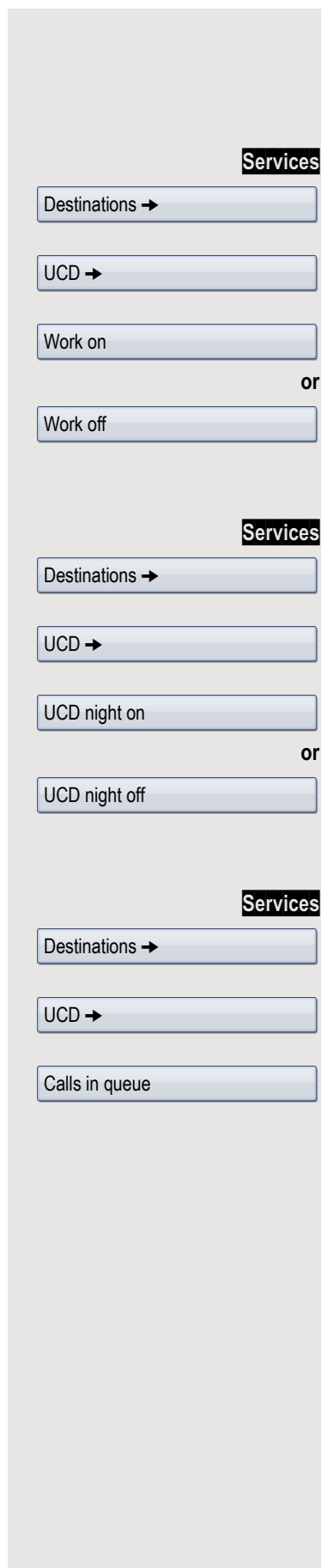
Displaying the number of waiting calls

Open the Service Menu → Page 39.

Confirm the option shown.

Select and confirm the option shown^[1].

Confirm the option shown.



1. "Differing display views in a HiPath 4000 environment" → Page 153

Special functions in the LAN

If your telephone is operating in an environment in which multiple OpenScape Office MX/LX are interconnected via a LAN (Local Area Network, such as a proprietary PC network), you are conducting a call via the LAN (PC network). In this instance, you must note certain particularities for some functions. These are described in this section.

Leaving hunt group/group call

Prerequisite: You are part of a hunt group/group call → Page 123 in another OpenScape Business/OpenScape Business or OpenScape Office MX/LX.

Open the idle menu → Page 27.

Press the softkey.

Enter the (DISA) call number of the other OpenScape Business/OpenScape Business or OpenScape Office MX/LX.

Confirm your entry.

Enter the (DISA) station number of your phone.

Confirm your entry.

Confirm the option shown.

Select and confirm the option shown.

You belong to multiple groups associated with another OpenScape Business/OpenScape Business or OpenScape Office MX/LX

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



Setting up "follow me" call forwarding

You can activate/deactivate call forwarding → Page 73 for your phone from other phones in the LAN.

Open the idle menu → Page 27.

Press the softkey.

(DISA) station number of your OpenScape Business/OpenScape Business or OpenScape Office MX/LX.

Confirm your entry.

Enter the (DISA) station number of your phone.

Confirm your entry.

Activating

Open the idle menu → Page 27

Press the softkey.

Confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

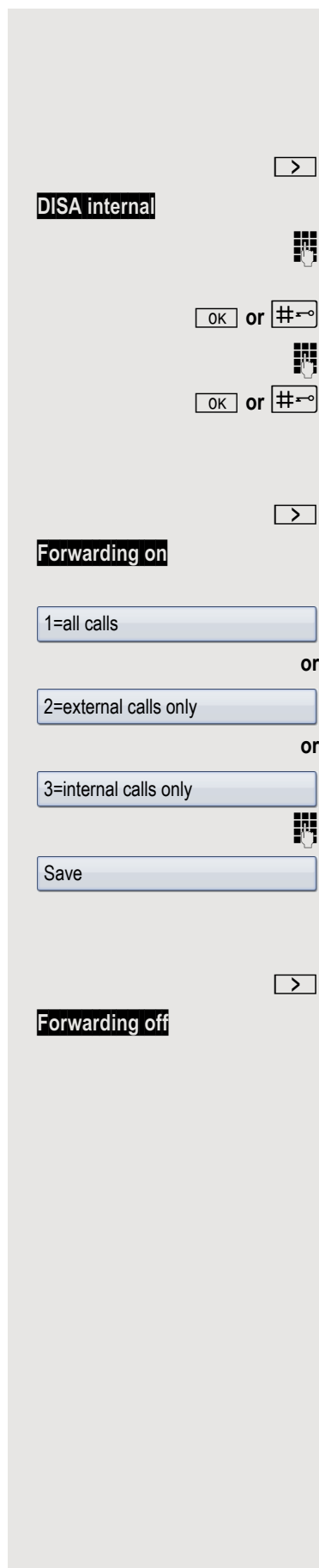
Enter the destination phone number.

Confirm the option shown.

Deactivating

Open the idle menu → Page 27.

Press the softkey.



Using night service

If authorized (consult your administrator), you can define telephones in other OpenScape Business/OpenScape Business or OpenScape Office MX/LX communication platforms as the night answer → Page 69.

Open the idle menu → Page 27.

Press the softkey.

Enter the (DISA) number of the OpenScape Business/OpenScape Business or OpenScape Office MX/LX to which the night answer phone is connected.

Confirm your entry.

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

Confirm your entry.

Activating

Open the idle menu → Page 27.

Press the softkey.

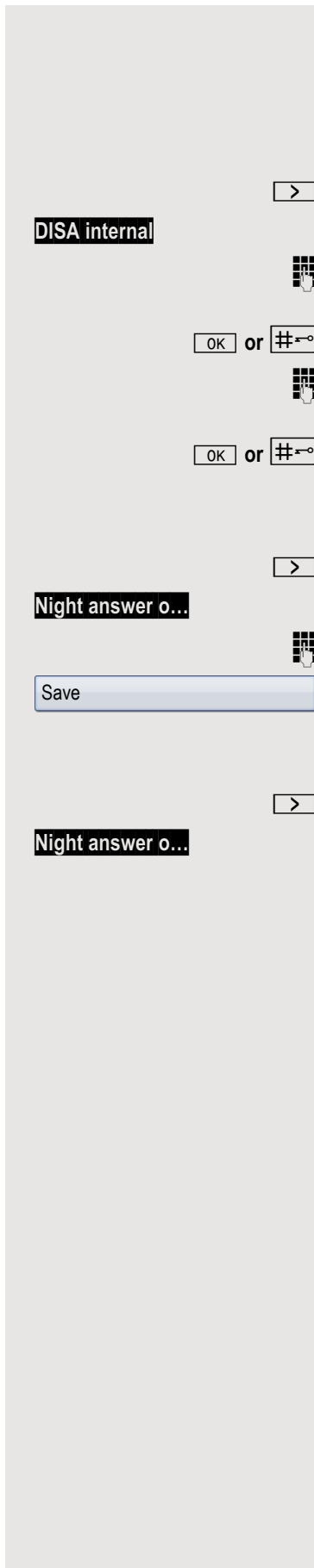
Enter the destination number (= temporary night answer service).

Select and confirm the option shown.

Deactivating

Open the idle menu → Page 27.

Press the softkey.



Ringing group

You can have calls for your telephone signaled audibly at external telephones or at telephones in other OpenScape Business/OpenScape Business or OpenScape Office MX/LX communication platforms → Page 123.

Saving, displaying and deleting telephones for the ringing group

Open the Service Menu → Page 39.

Confirm the option shown.

Select and confirm the option shown.

Confirm the option shown.

Select and confirm the option shown.

Select and confirm, then follow the operating instructions.

Enter the phone number.

Confirm the option shown.

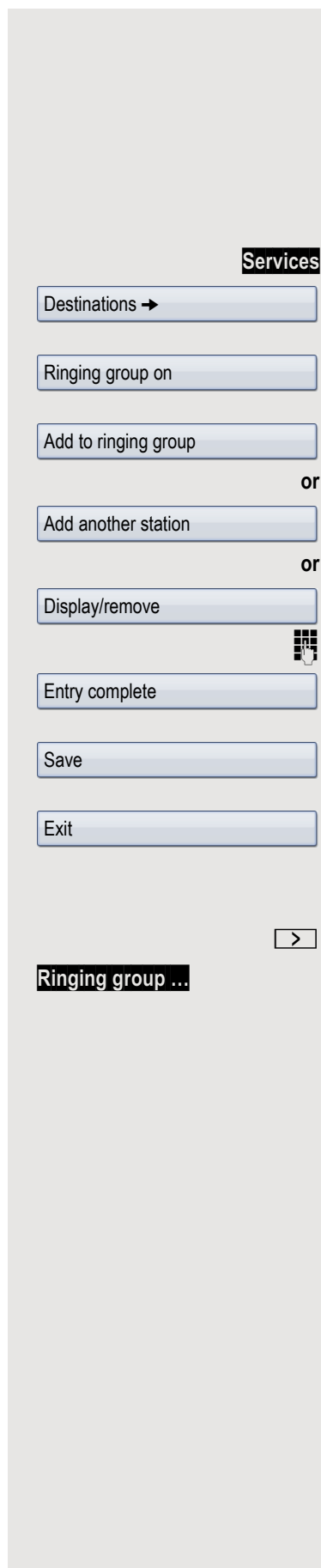
Confirm the option shown.

Select and confirm the option shown.

Removing all telephones in a call ringing group

Open the idle menu → Page 27.

Press the softkey.



Controlling relays

If this feature is configured (consult your administrator), you can also control relays → Page 113 in other OpenScape Business communication platforms.

Open the idle menu → Page 27.

Press the softkey.

Enter the (DISA) station number of the OpenScape Business where you wish to control the relay.

Confirm your entry.

Enter the (DISA) station number of the phone you wish to use to control the relay.

Confirm your entry.

Confirm the option shown.

Select and confirm the option shown.

Enter the relay.

Opening a door

If this feature is configured (consult your administrator), you can also activate the door opener → Page 52 in other OpenScape Business/OpenScape Business or OpenScape Office MX/LX communication platforms.

Open the idle menu → Page 27.

Press the softkey.

Enter the (DISA) station number of the OpenScape Business where you wish to control the relay.

Confirm your entry.

Enter the (DISA) station number of the phone you wish to use to control the relay.

Confirm your entry.

Select and confirm the option shown.

Dial the entrance telephone number.



Individual phone configuration

Adjusting display settings

Adjusting the display to a comfortable reading angle

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

Screensaver

Activate a screensaver for the telephone idle state.

You can also configure this setting via the web interface → Page 156.

Activating the screensaver

Prerequisite: Your administrator has uploaded pictures to the OpenScape Desk Phone.

Press the key shown until the "Settings" tab is active.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

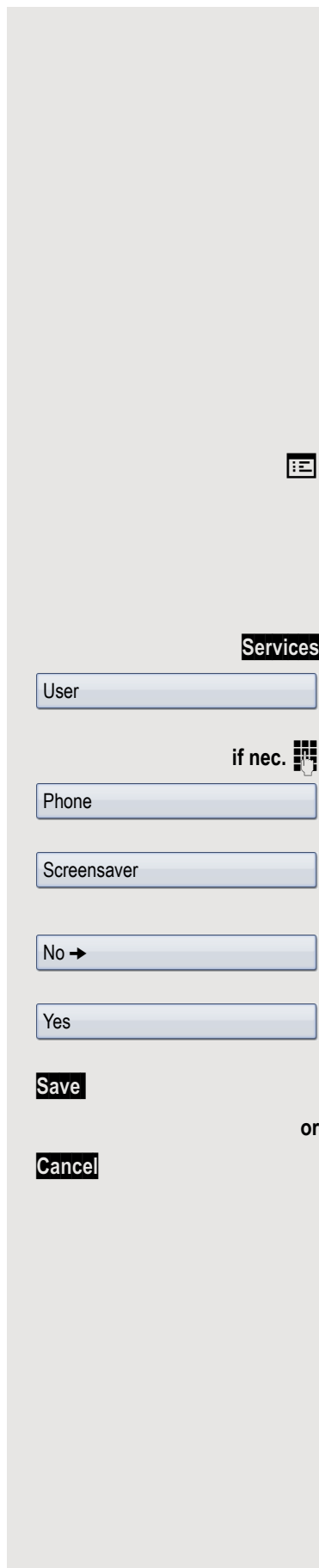
Select the "Enabled" entry.

The phone displays the current setting.
Confirm the option shown.

Select and confirm the option shown in the context menu.

Press the softkey.

Press the softkey to cancel the action.



The screenshot shows the 'Automatic screensaver activation' settings on a phone's configuration screen. At the top, there is a 'Services' tab icon. Below it, the 'User' field is highlighted. A note 'if nec.' with a keyboard icon is present. The 'Phone' field is also highlighted. The 'Screensaver' field is highlighted. The 'Inactivity delay (mins)' field is set to '30'. Below this, there is an 'or' separator, followed by a field set to '20'. At the bottom, there are 'Save' and 'Cancel' buttons, with an 'or' separator between them. The same configuration screen is shown again at the bottom of the page.

Automatic screensaver activation

Set how long OpenScape Desk Phone should be idle before the screensaver automatically activates.

You can also configure this setting via the web interface → Page 156.

Press the key shown until the "Settings" tab is active.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

Select the option shown.

Confirm the option shown^[1].

Select and confirm the value you want in the context menu.

Press the softkey.

Press the softkey to cancel the action.

Screensaver fade-in time

Set the intervals at which the screensaver images change here (5 - 60 seconds).

Press the key shown until the "Settings" tab is active.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

Select the "Picture time (secs)" entry.

The phone displays the current setting.

Confirm the option shown.

Select and confirm the value you want in the context menu.


Press the softkey.

Press the softkey to cancel the action.

1. The phone displays the current setting.

Color scheme

Select your preferred appearance for the menu display here.

 For sample display themes, refer to → Page 25.

You can also configure this setting via the web interface → Page 156.

Press the key shown until the "Settings" tab is active.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

Select the "Display theme" entry.

The phone displays the current setting.
Confirm the option shown.

Select and confirm the option shown in the context menu.

Press the softkey.

Press the softkey to cancel the action.



The screenshot shows a vertical menu on a light gray background. At the top right is a small icon of a list. Below it is a black button labeled "Services". Under "Services" are four light blue buttons with rounded corners: "User", "Phone", "Display", and "Helligkeit". To the right of the "Phone" button is the text "if nec." followed by a small icon of a hand pointing at a screen. Below the "Helligkeit" button are five black buttons with white text: "Decrease", "Increase", "Done", "Save", and "Cancel". To the right of the "Decrease" and "Increase" buttons is the word "or". To the right of the "Save" button is the word "or".

Display brightness

Adjust the brightness to suit your requirements.

You can also configure this setting via the web interface → Page 155.

Press the key shown until the "Settings" tab is active.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

Select the option shown.

Adjust the brightness.

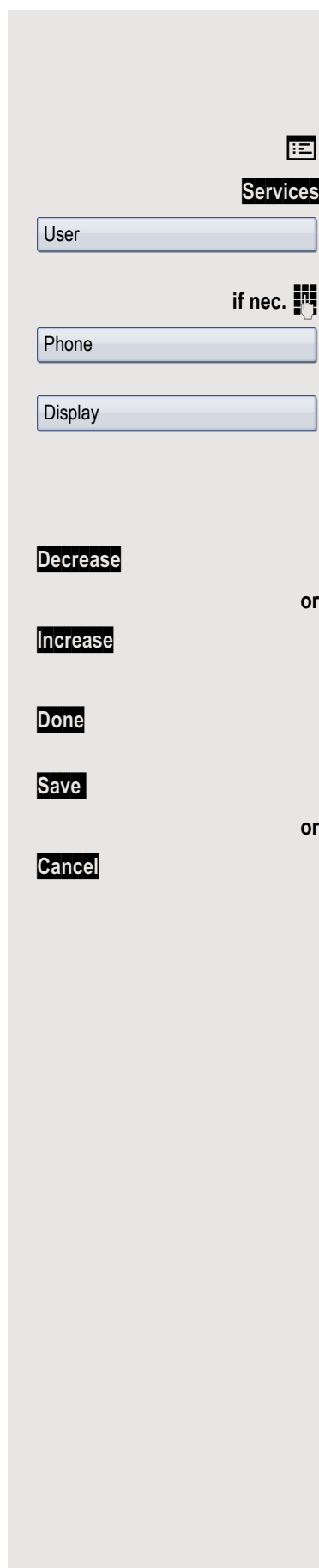
Press the softkey.

Press the softkey.

Press the softkey to conclude the setting.

Press the softkey.

Press the softkey to cancel the action.



Contrast for the OpenScape Key Module

If you have connected an OpenScape Key Module, you can adjust the key label contrast to suit your ambient lighting.

You can also configure this setting via the web interface → Page 155.

Press the key shown until the "Settings" tab is active.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

Select the "Key mod. contrast" entry.

Adjust the contrast.

Press the softkey.

Press the softkey.

Press the softkey to conclude the setting.

Press the softkey.

Press the softkey to cancel the action.

Audio

Setting the ringer mode

You can use the two ringer mode options

- HiPath
- Local ringer

to decide how the ring tone is generated on the telephone. With the setting "HiPath", the system sends the ring tone type and the dependent ring tone, which you can adjust subsequently → Page 139.

If "Local ringer" is selected, the system sends the ring tone type and you select which ring tone is required for the respective ring tone type in the "Local ringers" menu → Page 142.

You can also configure this setting via the web interface → Page 155.

Press the key shown until the "Settings" tab is active.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Press the softkey.

Press the softkey to cancel the action.

The screenshot shows a vertical menu with the following elements from top to bottom:

- A small icon of a list or menu.
- A tab labeled **Services**.
- A text input field containing "User".
- The text "if nec." followed by a small icon of a keypad.
- A text input field containing "Ringer".
- A text input field containing "Ringer mode".
- A text input field containing "HiPath".
- The word "or" centered between two options.
- A text input field containing "Local.ringer".
- A softkey labeled **Save**.
- The word "or" centered between two softkeys.
- A softkey labeled **Cancel**.

Adjusting audio settings

Optimize the audio settings on your OpenScape Desk Phone for your work environment and according to your personal requirements.

Volumes

You can preset different volumes for the following microphones and signals in eight levels:

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

Press the key shown until the "Settings" tab is active.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

Select the entry you want (e. g. "Ringer").

Adjust the volume.

While setting the volume, you will hear corresponding audio feedback.

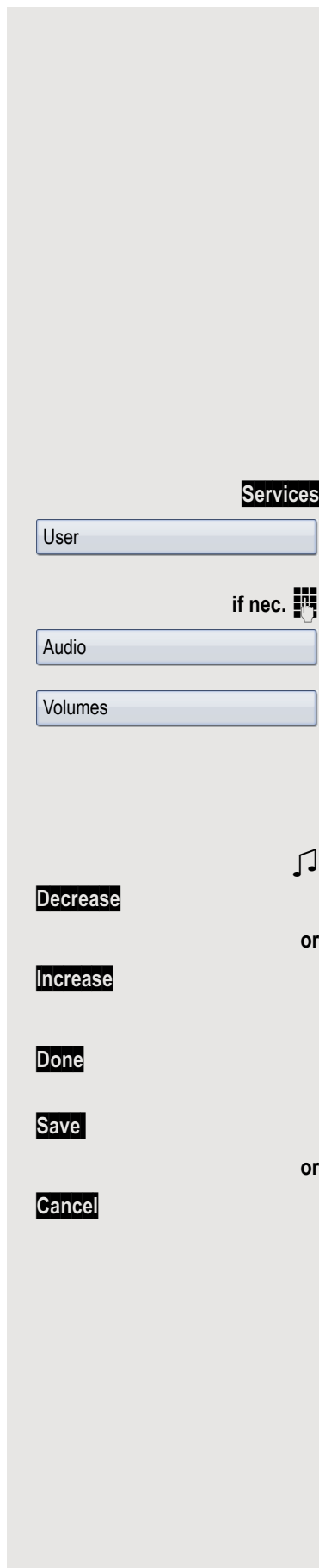
Press the softkey.

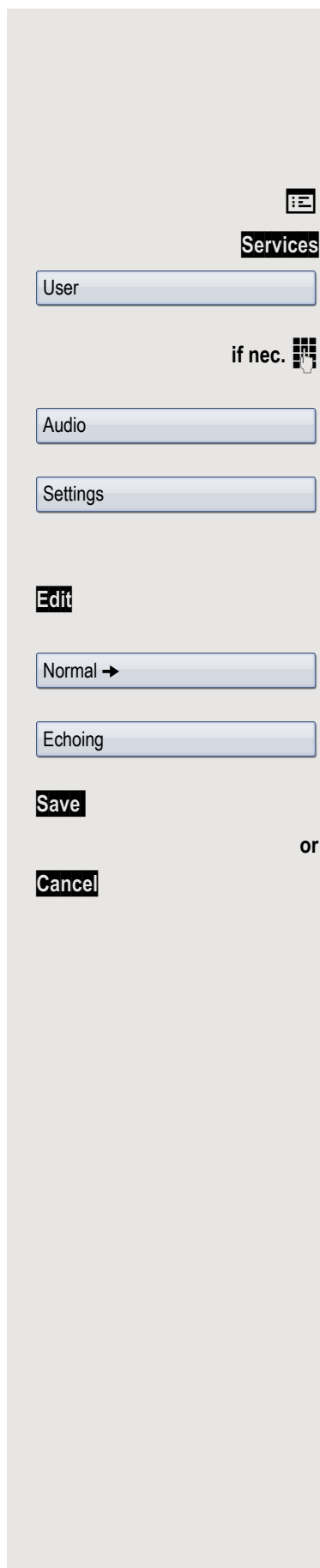
Press the softkey.

Press the softkey to conclude the setting.

Press the softkey.

Press the softkey to cancel the action.





Room character

Configuring the appropriate acoustic settings for your environment:

- Normal
- Echoing
- Muffled

You can also configure this setting via the web interface → Page 155.

Press the key shown until the "Settings" tab is active.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

Select the "Room character" entry.

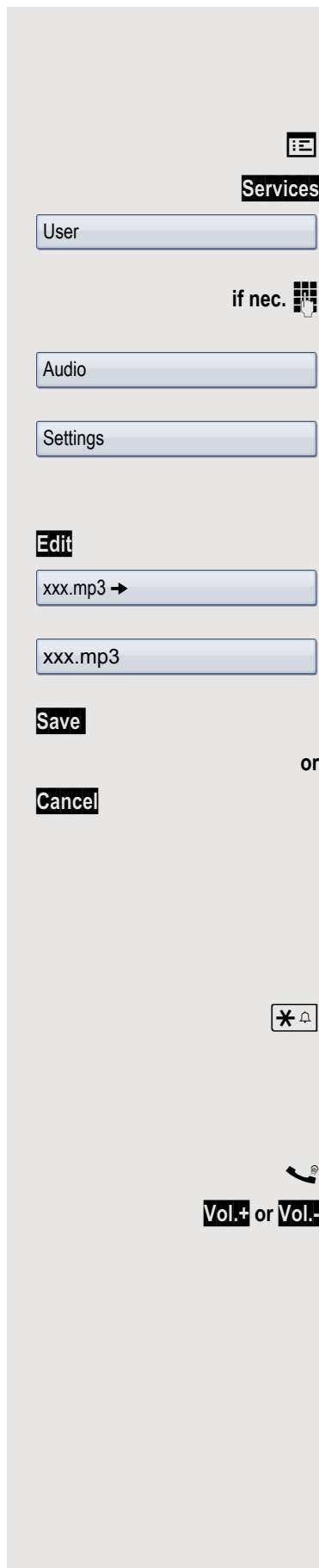
Press the softkey.

The phone displays the current setting.
Confirm the option shown.

Select the required setting (e.g. "Echoing") and confirm.

Press the softkey.

Press the softkey to cancel the action.



Ring tone

Select your preferred ring tone from the available audio files. To upload your own files in ".mp3" or ".wav" format, please consult your administrator.

You can also configure this setting via the web interface → Page 155.

Press the key shown until the "Settings" tab is active.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

Select the "Ringer file" entry.

Press the softkey.

The phone displays the current setting.
Confirm the option shown.

Select and confirm the required file in the context menu. You will immediately hear the associated ringer melody. Confirm the selected ringer file.

Press the softkey.

Press the softkey to cancel the action.

Activating/deactivating the ring tone

You can see whether the function is activated or deactivated from the corresponding icon in the status bar on the display → Page 25.

Hold down the key shown.

Adjusting the volume during a call

You are conducting a call.

Adjust the call volume.

Setting local ring tones

Selecting and configuring the call type

The ringer mode "Local ringer" is set. Different ring tone types are sent by the OpenScape Business/OpenScape Business. Not all of the following types will necessarily be used in your system configuration:

- 1: 1: Internal
- 2: External Call
- 3: Attention Ringer

Select the required call type and adjust to suit your requirements.

You can also configure this setting via the web interface → Page 155.

Press the key shown until the "Settings" tab is active.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

For instance, select "1: Internal" and confirm the option shown.

Select the option shown.

Press the softkey.

Select the required ringer file^[1] or "pattern". You will hear the associated ring tone melody. Confirm the current ringer file.

Press the softkey if no further settings are needed.

Press the softkey to cancel the action.

The screenshot shows a phone's settings menu. At the top, there is a 'Services' tab. Below it, the 'User' field is visible. Further down, the 'Ringer' field is shown, followed by 'Local ringers'. The '1: Internal' option is selected. Below this, the 'Ringer file' field shows 'ABC.wav'. At the bottom, there are 'Edit', 'Save', and 'Cancel' softkeys. The 'or' softkey is also visible.

1. The phone displays the current setting

Settings for the ring tone "pattern"

If you selected "Pattern" as the ring tone, you can still make settings for the pattern melody and the pattern sequence:

Select the option shown.

Pattern melody

Edit

4

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

Pattern sequence

Select the option shown.

Edit

2

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

Save

Press the softkey.

or

Cancel

Press the softkey to cancel the action.

Setting headset port use

Here you set whether you are using a wired or cordless DECT headset.

You can also configure this setting via the web interface → Page 155.

Press the key shown until the "Settings" tab is active.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

Select the option shown.

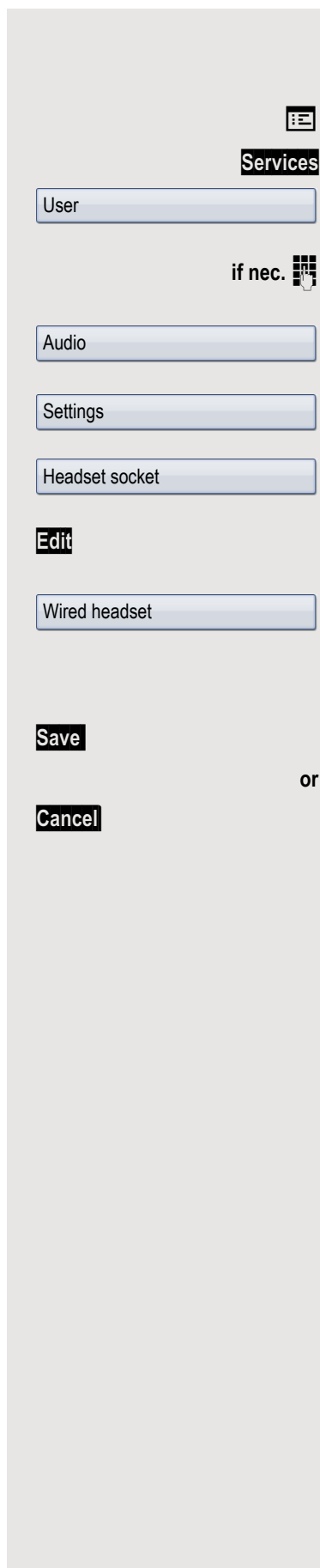
Press the softkey.

Select and confirm the relevant option¹ shown in the context menu:

- Wired headset
- Cordless headset
- Conference unit

Press the softkey.

Press the softkey to cancel the action.



1. The phone displays the current setting

En-bloc dialing

This function is not supported by OpenScape Business.

If en-bloc dialing is activated, you can delete characters with the backspace key as you enter a phone number and then enter new characters. The connection is only established when you confirm "Dial".

You can also configure this setting via the web interface → Page 154.

Press the key shown until the "Settings" tab is active.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

The current setting is shown on the display.

Select and confirm the option shown in the context menu.

Press the softkey.

Press the softkey to cancel the action.

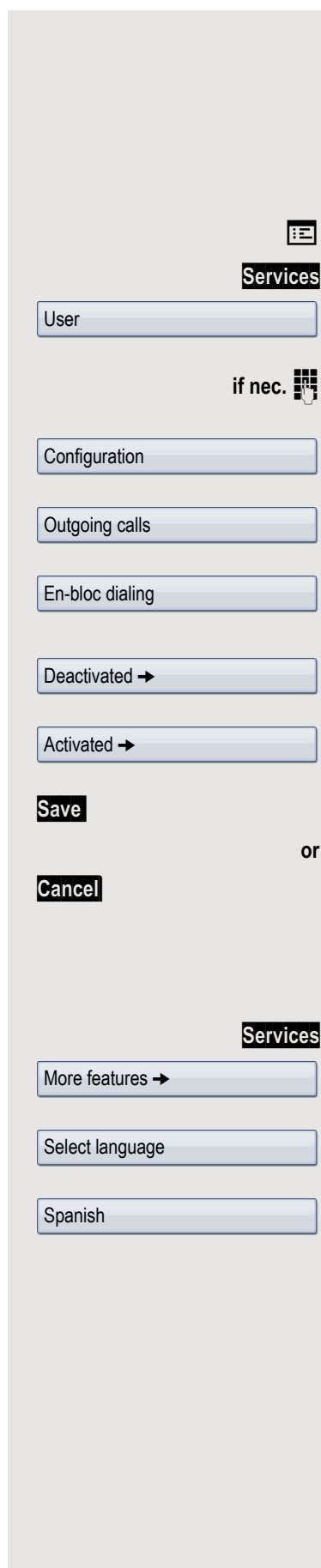
Language for system functions

Open the Service Menu → Page 39.

Select and confirm the option shown.

Confirm the option shown.

Select the language you wish to use (e. g. "Spanish") and confirm.



Tone and indication with an unsecured voice connection

The pop-up menu that indicates 1087 can be switched on and off with this option (→ Page 94).

Prerequisite: Your administrator has activated the notification about unencrypted connections for this phone.

Press the key shown until the "Settings" tab is active.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

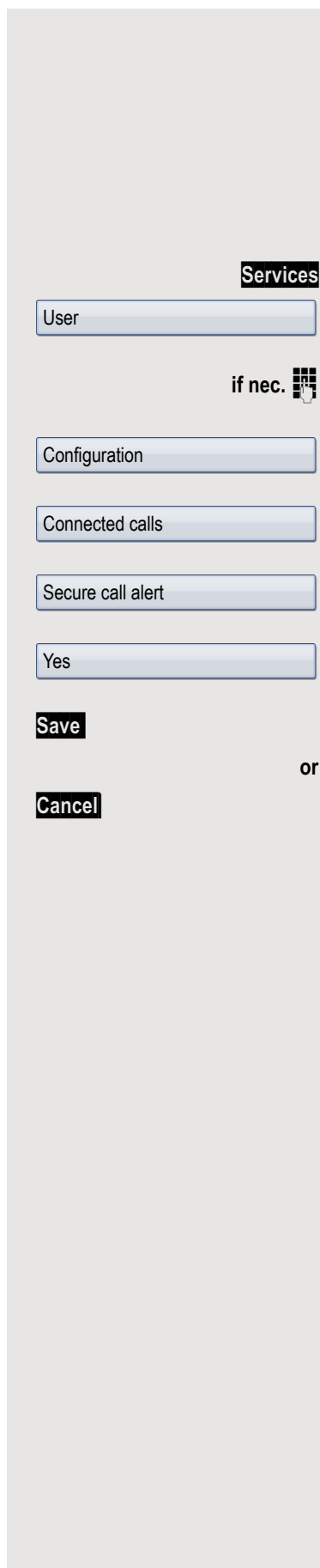
Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown in the context menu.

Press the softkey.

Press the softkey to cancel the action.



Viewing network information

The information you need to launch the web interface → Page 154 can be found here.

In addition, you will find real-time information on network activity that may be important for the administrator for troubleshooting purposes.

Press the key shown until the "Settings" tab is active.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

Entry "Web address":

Address for launching the web interface^[1].

Entry "IPv4 address":

IP address or name of the phone ¹.



For information on the other parameters, consult your administrator or refer to the administration manual.

Services

User

if nec.



Network information

https://192.168.1.15

192.168.1.15

1. The display texts shown here are simply examples.

Resetting user data

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

- Display settings
- Screensaver



Personal images for the screensaver are deleted and deleted default images are restored (administration e.g. using OpenStage Manager).

- Audio settings
 - Volumes
 - Settings



Personal ringer files are deleted or deleted default ringer files are restored (can be managed, for example, via the OpenStage Manager).

- Directory
 - All entries are deleted.
- Call lists
 - All entries are deleted.

Press the key shown until the "Settings" tab is active.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.



Important: All listed data is reset without a warning tone. If necessary back up your data on a USB Memory Stick (→ Page 149).

Select and confirm the option shown in the context menu. The user data listed above is reset to factory settings.

Phone test

To check the functionality of your phone, you can perform a phone test. The function key LEDs, the display and the ring tone are tested in succession.

Prerequisite: The phone is in idle mode → Page 27.

Open the Program/Service menu → Page 39.

Select and confirm the option shown.

Services

User

if nec.

Resetting

All data

Services

Phone test

Data backup to USB Memory Stick

You can save your OpenScape Desk Phone IP 55 G user settings and personal phonebook entries as files on a USB Memory Stick and download (restore) all or, where applicable, selected data to your or another OpenScape Desk Phone IP 55 G.

Every backup is given a separate name and is password-protected. Setting the password encrypts the content of the backup. Data can only be restored after entering the set password.

Backup scope

- Entries and referenced data (e.g. image) from the personal phonebook → Page 34
- Call list entries → Page 36
- User menu settings → Page 39
- Screensavers → Page 133
- Photos
- Ring tones
- Call forwarding instructions with default destinations → Page 70



The settings must be enabled for your phone.

Connecting a USB Memory Stick

Use a USB extension cable to connect the USB Memory Stick to the USB master port on the underside of the phone → Page 16. The following message appears briefly.



The phone returns to idle mode after a few seconds and you can start to back up/restore your data → Page 150, → Page 151.

The following steps are only necessary if you respond to the pop-up menu before the automatic timeout.

Confirm the option shown.

Enter and confirm the user password.

You can remove the USB Memory Stick by simply pulling it out.

Backup/Restore

if nec.



Services

User

if nec.

Phone

Backup/Restore

New

Backup name

17.08.07 14:42 3770 →

Replace

Backup password

Confirm password

Start

Saving user data

Prerequisite: The USB Memory Stick is correctly inserted → Page 149.

Press the key shown until the "Settings" tab is active.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

Creating a new backup

Press the softkey.

Select and confirm the option shown.

Enter and confirm a name for the backup.

Replacing an existing backup

Select the required backup.

Press the softkey.

Select and confirm the option shown.

Enter a password and confirm.

Select and confirm the option shown.

Re-enter the password to confirm.

Press the softkey.

You can follow the transfer status on the display. A confirmation message appears in a pop-up window when the transfer operation is complete.

Restoring user data

Selecting a backup

Prerequisite: The USB Memory Stick is correctly inserted → Page 149 and you have created at least one data backup → Page 150.

Press the key shown until the "Settings" tab is active.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the backup you want.

Restoring all user data

This operation overwrites all current user settings → Page 149 with the selected backup irrespective of the status → Page 152.



This can result in the loss of settings made since the last backup.

Prerequisite: You have selected a backup and opened the context menu → Page 151.

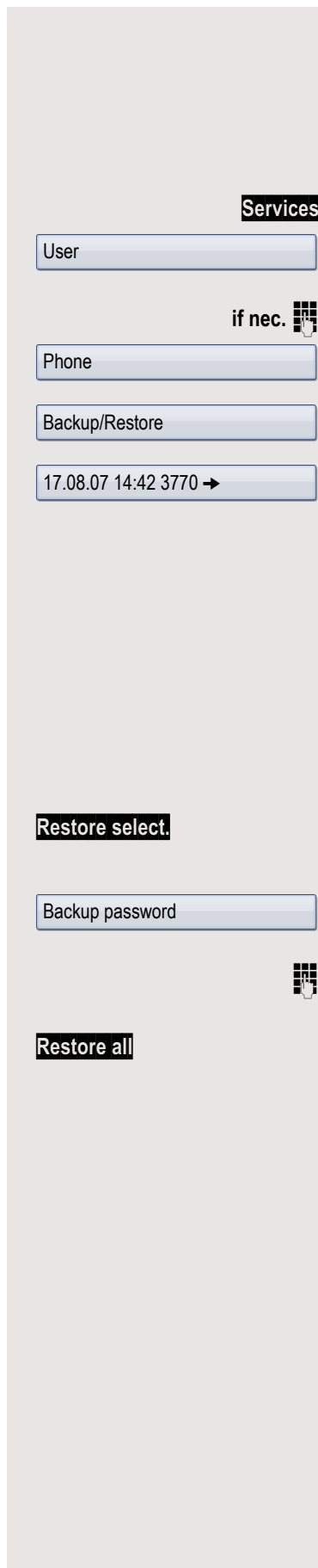
Press the softkey.

The "Restore {1}:" page is displayed.

Select and confirm the option shown.

Enter the password set during the backup.

Press the softkey.



Restore

Ignore →

Restore

Restore select.

Backup password



Restore select.

Restoring selected user data

This operation only overwrites data in "Restore" status with the selected backup.

Prerequisite: You selected a backup → Page 151.

Press the softkey.

The "Restore {1}:" page is displayed.

Select an entry, such as **"Phone book"**.

The phone displays the current setting.
Confirm the option shown.

Select and confirm the option shown in the context menu.

Press the softkey to replace the phonebook data with the saved data.

Set or check the status for all other options:

- "Call logs" (for call lists)
- "Menu data" (for the user menu, incl. call forwarding)
- "Screensaver images"
- "All clip images"
- "All ringer tones"
- "All XML data"¹

Select and confirm the option shown.

Enter the password set during the backup.

Press the softkey to start the data transfer.

You can follow the transfer status on the display. You will receive confirmation if the transfer is successful.

1. No midlets available yet.

Full ID**Delete****Delete**

Checking backups

Check which backups are stored on the USB Memory Stick.

Prerequisite: You selected a backup → Page 151.

Press the softkey.

The available information is indicated in a pop-up message.

Deleting backups

You can delete invalid or old backups on your USB Memory Stick.

Prerequisite: You selected a backup → Page 151.

Press the softkey.

A security prompt is displayed.

Press the softkey.

Deletion of backups is the responsibility of the user and is therefore not password-protected.

Differing display views in a HiPath 4000 environment

Depending on the system configuration, some functions may not always be offered in the display as described in this document.

In addition, display texts may differ from those described in this document depending on the system configuration.

The following table provides an overview:


HiPath 3000 HiPath Open Office OpenScape Business display	HiPath 4000 display	Description
In/Out of hunt group	All hunt groups on/off	→ Page 123
Call waiting trm.	Second call release?	→ Page 62
Call wait.trm. on/off	Second call on/off?	→ Page 62
Join/leave group	Hunt group on/off?	→ Page 123
Use speed dialing	Use speed dialing?	→ Page 57
Change speed dial	Speed dial?	→ Page 57
Transfer trunk	Transfer trunk?	
View callbacks	Show callback destinations?	→ Page 49
Ringer cutoff on/off	Ringer cutoff on/off?	→ Page 96
Transfer	Transfer?	→ Page 48 → Page 67

Web interface

General

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

Launching the web interface

 For more information about the IP address, the web interface address and how to connect the telephone to the network, refer to the section entitled "Network information" → Page 147.

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


https://[IP address of the phone]

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

or

https://[Name of the phone]

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

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

You will be prompted to configure a user password → Page 95 the first time you call up the web interface. You must log in with this password in future every time you want to open the User Pages.

Administrator Pages

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

User Pages

All entries in the web interface user menu can also be found in your phone's user menu
→ Page 39.



You will be prompted to configure a user password → Page 95 the first time you call up the web interface. You must log in with this password in future every time you want to open the User Pages.

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

Button functions

- "Login": Log in to the phone after you have entered the user password
- "Submit": Apply changes
- "Reset": Reset original values
- "Refresh": Update the values
- "Logout": Log out from the phone



User menu

User login  → Page 95



Authentication

- Old password
- User password  → Page 95
- Confirm password



Ringer

- Ringer mode ( → Page 138)
 - HiPath
 - Local ringer
- Local ringers  → Page 142
 - Name
 - 1: Internal
 - Ringer file
 - Pattern melody
 - Pattern sequence
 - External Call
 - Ringer file
 - Pattern melody
 - Pattern sequence
 - Attention Ringer
 - Ringer file
 - Pattern melody
 - Pattern sequence






Audio

- Settings
 - Ringer file  → Page 141
 - Room character  → Page 140
 - Headset socket → Page 144

Configuration

- Outgoing calls
 - Block dialing  → Page 145 (not supported)
- Incoming calls
 - Forwarding Favourites → Page 72
 - Forwarding  → Page 70
 - CF immediate ☐
 - on not set
 - Forward internal calls allowed ☐
 - on not set)
 - Forward external calls allowed ☐
 - on not set

Phone

- Display
 - Display settings
 - Display brightness  → Page 136
 - Key mod. contrast  → Page 137
 - Miscellaneous
 - Display theme  → Page 135
- Screensaver
 - Screensaver enabled  → Page 133
 - Start (minutes)
 - Picture time (secs)  → Page 134

Fixing problems

Responding to error messages on the display

Incorrect input

Possible causes:

Station number is incorrect.

Possible reactions:

Enter correct station number.

Not authorized

Possible causes:

Locked function selected.

Possible reactions:

Apply to the administrator for authorization for relevant function.

Currently not possible

Possible causes:

Dialed a non-existent station number. Called phone is unplugged.

Possible reactions:

Enter correct station number. Call this station again later.

Invalid station number

Possible causes:

Dialed your own station number.

Possible reactions:

Enter correct station number.

Key memory is full

Possible causes:

The system currently has no free space for external station numbers.

Possible reactions:

Try again later.

Key affects other level

Possible cause 1:

If "Clear other level" appears on the menu:
you tried to program a function or internal station number with LED on a key that is already programmed on the second level (for example, external station number).

Possible reactions:

Confirm "Clear other level" to save the station number/ function.

Possible cause 2:

If "Clear LED support" appears in the menu:
you tried to program a station number without LED display or an external station number on a key that is already programmed with an internal phone number with LED display.

Possible reactions:

Confirm "Clear LED support" to save the station number. The existing internal station number remains on the other level without LED display.

Contact partner in case of problems

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

Troubleshooting

Pressed key does not respond:

Check if the key is stuck.

Telephone does not ring:

Check whether the "Do not disturb" function is activated on your telephone ("Do not disturb" icon appears on the screen → Page 25). If so, deactivate it.

You cannot dial an external number:

Check whether your telephone is locked (The following message appears on the screen: "Not authorized"). If the phone is locked, enter your PIN to unlock it → Page 99.

To correct any other problems:

First consult your administrator. If the problem still cannot be resolved, the administrator has to contact Customer Service.

Care and cleaning instructions

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

Local user menu

Opening the user menu on the phone

Press the **Services** key until the "Settings" tab is active.

Select and confirm the **User** menu option. You are prompted to enter the User password. Confirm your input with **OK**. The options of the user menu are available.

User menu display

The majority of settings that can be made via the user menu on the phone can also be made via the web interface → Page 156.








Changes are usually confirmed using the **Save & exit** option or discarded using the **Exit (no save)** option.

⊕ **User**

⊕ **Ringer**

- Local Ringers → Page 142
 - 1: 1: Internal
 - Option Save & exit
 - Name 1: Internal
 - Ringer sound Ring file
 - Pattern melody 2
 - Pattern sequence 2
 - 2: External Call
 - Option Save & exit
 - Name External Call
 - Ringer sound Ring file
 - Pattern melody 2
 - Pattern sequence 2
 - 3: Attention Ringer
 - Option Save & exit
 - Name Attention Ringer
 - Ringer sound Ring file
 - Pattern melody 2
 - Pattern sequence 2
- Ringer mode → Page 138
 - Option Save & exit
 - Mode HiPath
 - Local.ringer?
 - Back?

⊞ Audio

- Volumes? → Page 139
 - Option Save & exit
 - Loudspeaker 
 - Ringer 
 - Handset 
 - Headset 
 - Handsfree 
 - Rollover 
 - Warning tone 
- Settings
 - Option Save & exit
 - Ringer file Ringer2.mp3 → Page 141
 - Room character Normal → Page 140
 - Normal
 - Echoing
 - Muffled
 - Headset socket Cordless headset → Page 144
 - Wired headset
 - Cordless headset
 - Conference unit

⊞ Configuration

- Outgoing calls?
 - Option Save & exit
 - Block dialing Deactivated (not supported) → Page 145
 - Activated
- Call forwarding → Page 70
 - ☐ Variable: All calls
 - ☐ Variable: External calls
 - ☐ Variable: Internal calls
- Connected calls
 - Option Save & exit
 - Secure call alert → Page 94

☒ Phone

- Backup/Restore → Page 149
 - Restore → Page 151
 - Restore selected → Page 152
 - Replace → Page 150
 - Full ID → Page 153
 - Delete → Page 153
- Screensaver → Page 133
 - Option Save & exit
 - Enabled Yes
 - Yes
 - No
 - Start (mins) 30 → Page 134
 - 0
 - 5
 - 10
 - 20
 - 30
 - 60
 - Picture time (secs)10 → Page 134
 - 0
 - 5
 - 10
 - 20
 - 30
 - 60
- Display settings? → Page 133
 - Option Save & exit
 - Display theme Crystal sea
 - Crystal sea
 - Warm grey
 - Helligkeit ☐ ☒
 - Key mod. contrast ☐ ☒
- Key programming? → Page 77
 - 5210 → Page 81
 - Assign telephony function → Page 77
 - Cancel

Change user password

→ Page 95

- Current password
- New user password
- Confirm password

Network information

→ Page 147

- Leave option
- Phone address
- Web address
- IPv4 address
- LAN RX ☐ ☒
- LAN TX ☐ ☒
- PC RX ☐ ☒
- PC TX ☐ ☒
- LAN autonegotiated Yes
- LAN information 100 Mbps full duplex
- PC autonegotiated Yes
- PC information Link down

Reset

- Option Cancel
- Cancel
- Reset all user data

[→ Page 148](#)

Back?

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Overview of functions and codes (alphabetical)

The following table lists all available functions, as shown on the display. If configured (consult your administrator), functions can be activated interactively (select and confirm), via the Program/Service menu (select and confirm or enter a code) or by means of keys configured as function keys.






























Functions (=display)	... Interact- ively	... Via the Program/Service menu → Page 39 Services		...With key
	 	 	Code	
Account code		✓	*60	X
Advisory msg. on	✓	✓	*69	X
Advisory msg. off	✓	✓	#69	X
Associated dialing		✓	*67	X
Associated services		✓	*83	X
Call waiting	✓	✓	*55	X
Waiting tone off	✓	✓	*87	X
Waiting tone on	✓	✓	#87	X
Call wait.trm.on		✓	*490	X
Call wait.trm.off		✓	#490	X
Callback	✓	✓	*58	X
View callbacks/delete	✓	✓	#58	
Conference	✓	✓	*3	X
Start conference	✓			
Add party	✓			
End conference	✓	✓	#3	
Remove party	✓	✓		
Drop last conf. party			*491	
Consultation	✓			X
Return to held call	✓	✓	*0	
Quit and return	✓	✓	*0	
Transfer/Pick up call	✓			
Control Relay on (only for HiPath 3000)		✓	*90	X
Control Relay off (only for HiPath 3000)		✓	#90	X
Data I/O service			*494	X
Directory				
1=internal	✓		*54	X
2=LDAP	✓		*54	X
DISA				
DISA internal	✓	✓	*47	X
Discreet calling			*945	

Functions (=display)	... Interact- ively	... Via the Program/Service menu → Page 39 Services	Code	...With key
	 	 		
DND on	✓	✓	*97	X
DND off	✓	✓	#97	X
Door opener		✓	*61	X
Door opener on		✓	*89	X
Door opener off		✓	#89	X
DTMF dialing		✓	*53	X
Forwarding on	✓	✓	*1	X
1=all calls	✓	✓	*11	X
2=external calls only	✓	✓	*12	X
3=internal calls only	✓	✓	*13	X
Forwarding off	✓	✓	#1	X
CFNR on		✓	*495	X
CFNR off		✓	#495	X
Trunk FWD on	✓	✓	*64	X
Trunk FWD off	✓	✓	#64	X
Forward Line: MULAP on		✓	*501	X
Forward Line: MULAP off		✓	#501	X
Headset				X
Answer call	✓			
HF answerback on	✓	✓	*96	X
HF answerback off	✓	✓	#96	X
Hot line				
Join group	✓	✓	*85	X
Leave group	✓	✓	#85	X
Rejoin all groups	✓	✓	*85*	X
Leave all groups	✓	✓	#85#	X
Key assignments		✓	*91	X
Keypad dialing		✓	*503	
Lock all phones		✓	*943	X
Lock phone	✓	✓	*66	X
Unlock phone	✓	✓	#66	X
Change PIN		✓	*93	
Mobile Login (log off)			#9419	✓
Mobile Login (log on)			*9419	✓
Mute on			*52	X
Mute off			#52	X

Functions (=display)	... Interact- ively	... Via the Program/Service menu → Page 39 Services		...With key
	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	Code	
Night answer on	✓	✓	*44	X
Night answer off	✓	✓	#44	X
Override	✓	✓	*62	X
Page				
Answer page (not for U.S.)		✓	*59	
Park call		✓	*56	X
Retrieve call		✓	#56	
Phone test		✓	*940	
Pickup - directed		✓	*59	X
Pickup - group	✓	✓	*57	X
Pick up call	✓			
Recording				X
Redial	✓			
Reject calls	✓			
Release				X
Reserve trunk	✓			X
Reset services		✓	#0	X
Retrieve line		✓	*63	X
Ring Transfer: On		✓	*502	X
Ring Transfer: Off		✓	#502	X
Ringer cutoff on	✓	✓	*98	X
Ringer cutoff off	✓	✓	#98	X
Ringing group on		✓	*81	X
Ringing group off		✓	#81	X
Room monitor		✓	*88	X
Select language		✓	*48	
Send message	✓	✓	*68	X
View sent message	✓	✓	#68	X
View messages	✓	✓	#68	X
Mailbox				X
Shift				X
Show call charges (own phone)		✓	*65	X
Query call charges (third-party phone)				X
Speaker call		✓	*80	X
Suppress caller ID	✓	✓	*86	X
Restore caller ID	✓	✓	#86	X
Telephone data service		✓	*42	
Temporary MSN (not for U.S.)	✓	✓	*41	X

Functions (=display)	... Interact- ively	... Via the Program/Service menu → Page 39 Services		...With key
	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	Code	
Temporary phone		✓	*508	X
Timed reminder on		✓	*46	X
Timed reminder off		✓	#46	X
Toggle/connect	✓	✓	*2	X
Trace call		✓	*84	X
Transferring	✓			
Trunk flash		✓	*51	X
Uniform Call Distribution				
Log on		✓	*401	X
Log off		✓	#401	X
Available		✓	*402	X
Not available		✓	#402	X
Work on		✓	*403	X
Work off		✓	#403	X
UCD night on		✓	*404	X
UCD night off		✓	#404	X
Calls in queue		✓	*405	X
Use speed dialing		✓	*7	X
Speed-dial (station)		✓	*92	X

Display icons

Application tab	
	Telephony interface → Page 32
	Phonebooks → Page 33
	Call lists → Page 36
	Messages → Page 38
	Menu → Page 39
Status bar	
	The ring tone is deactivated → Page 96
	Operating data is sent to the server → Page 41
	The "Do not disturb" function is activated → Page 97
	The phone lock is activated → Page 99
	A mobility user is logged on to the phone → Page 106
	Save data of logged off user → Page 109
	Data will be fetched for new user → Page 108
	User changes will be saved → Page 108
	DLS server transmission error → Page 108
	Transmission of caller list interrupted → Page 109
Messages	
	You have received one or more new messages
	One or more new entries have been added to the call lists
	Call forwarding is active
Connection status	
	The call is active
	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
	You are conducting a call over a secure connection
	You are conducting a call over a non-secure connection
Phonebook entries	
	Primary business number
	Secondary business number
	Mobile phone number
	Private phone number
	Phone number is not saved in personal phonebook