UN**I**FY Harmonize
your enterprise

OpenStage 5 SIP
OpenScape Voice

User Guide

A31003-S2000-U153-3-7619

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

unify.com

Safety Precautions

Important Notes

⚠️ Do not operate the telephone in environments where there is a danger of explosions.

⚠️ Use only original accessories. Using other accessories may be dangerous, and will invalidate the warranty and the CE mark.

⚠️ Never open the telephone or a key module. If you encounter any problems, contact the administrator.

Trademarks

CE The device conforms to the EU guideline 1999/5/EG, as attested by the CE mark.

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

Proper disposal and separate collection of your old appliance will help prevent potential 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 which is installed and sold in the countries of the European Union and is covered by the directive 2002/96/EC. Countries outside the European Union may 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 (41 °F and 104 °F).
- 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 equipment and the plastic casing.
- Do not operate the telephone in damp environments such as bathrooms.

Product support on the Internet

Information and support for our products can be found on the Internet at:
http://www.unify.com/.

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

Contents

General Information

About These Operating Instructions

These operating instructions help familiarize you with OpenStage 5 SIP and its functions. The instructions contain important information for safe and proper operation of the OpenStage 5 SIP. Follow them carefully to avoid improper operation and get the most out of your multi-function telephone in a network environment.

Everybody involved in installing, operating or programming the OpenStage 5 SIP must read these operating instructions.

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

The layout of these operating instructions is extremely user-friendly, offering a step by step guide to the operation of OpenStage 5 SIP. Administrative tasks are described in a separate manual. The quick reference guide provides concise explanations of frequently used functions.

Intended Use

The OpenStage 5 SIP telephone is a desktop unit designed for voice transmission and for connection to a LAN. Any other use is regarded as not prescribed.

Product Identification

The characteristics of the telephone – precise product name and serial number – are displayed on the nameplate on the underside of the telephone. Please have these at hand when you contact our service department regarding problems or defects on the unit itself.

Service

> The Unify service department can only help you in the event of problems or faults with the telephone unit.
> Should you have any questions regarding the operation, your specialist retailer or network administrator will gladly help you with the right answers.
> For any questions regarding the telephone connection, please contact your network provider.

In the case of any trouble or defects on the unit itself, please dial the service number of your country.

Notes and Symbols

Safety

Information that is important for preventing injury or damages is marked specially, as they are important instructions for correct use of the unit.
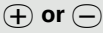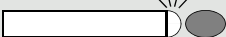
⚠ This symbol indicates a hazard. Failure to follow the instructions given may result in injury or in damage to the unit.

▥➡ This symbol indicates the following:

- Key information important for the proper use of the telephone
- Important information concerning the differences between single-line and multiline operation.

Symbols in the Manual

Operating steps are explained in a logical sequence using graphics in the left-hand column. Below is an explanation of the symbols:

➤ Lift the handset.

➥ Replace the handset.

☎ Conduct a call.

▦ Enter a telephone number or code.

❶❶ Enter the code.

⊕ or ⊖ Press volume controls on the telephone.

Press the key.

Press the illuminated key.

Press the blinking key.

Introduction

Overview

The OpenStage 5 SIP is a modern multi-function IP telephone. It is designed for connection to data networks and is not directly connected an ISDN system or to the PSTN.

> This manual describes how to use the OpenStage 5 SIP when it is connected to the OpenScape Voice.
>
> Some of the features described in this manual are only available because they are provided by OpenScape Voice. If you are not using the OpenStage 5 SIP in a OpenScape Voice environment, ask the service team to provide you with the corresponding operating instructions.

The OpenStage 5 SIP enables voice communication via the standard Internet Protocol (IP). It is compatible with the signaling stack in compliance with the SIP (Session Initiation Protocol) protocol specification.

The OpenStage 5 SIP can be used just like a conventional telephone – the only difference being that your calls are directed via a data network. The telephone has an Ethernet interface so that when using the TCP/IP protocol, you can make the telephone calls both via your own intranet and via the worldwide Internet.

The OpenStage 5 SIP also supports other standard protocols, which optimizes the data and voice transmission and simplifies the administration of the unit. For example, the administrator can download updates for equipment software or feature enhancements to the OpenStage 5 SIP via the FTP server.

A wide variety of features and programmable keys enable you to configure the OpenStage 5 SIP to meet most requirements.

Secure Voice Transmission

Prerequisite: To be able to use secure voice transmission, this feature must be actiuvated by service personnel.

You can set up a secure connection withOpenStage 5 SIP phones if the receiving phone also has the capability. The voice transmission is encrypted; it is decrypted in the receiving party's telephone. Even the signaling for call setup and the exchange of encryption information occur over a secure connection. The phones must have valid registration on an SIP server. You can set whether a short tone can be heard if the connection is not secure (see → Page 41).

Telephone Types

The administrator can set up the OpenStage 5 SIP as:
• a single-line telephone.
• a multiline telephone

Operating the Telephone

OpenStage 5 SIP Control panel

1	You can make and receive calls as normal using the **handset**.
2	Loudspeaker for open listening (under the handset – here not visible)
3	**Audio keys** are also available, allowing you to optimally configure the audio features on your telephone → Page 34.
4	The **keypad** is provided for input of phone numbers/codes.
5	The 8 **programmable keys** can be programmed with functions → Page 38.
6	The **LEDs** indicate the status of the feature

Features

- Loudspeaker
- Repeat dialing
- On-hook dialing
- 8 function keys (support dual-level programming)
- Consultation, Call Transfer, Call Holding
- Variable ringer tone, volume, and sequence
- Simultaneous ringing, which alerts you to incoming calls at more than one location (server based)

Programmable Keys

The OpenStage 5 SIP is equipped with 8 function keys all of which are user-programmable on two levels (the "Shift" keys should be retained). Two of these keys are pre-assigned in the first level.
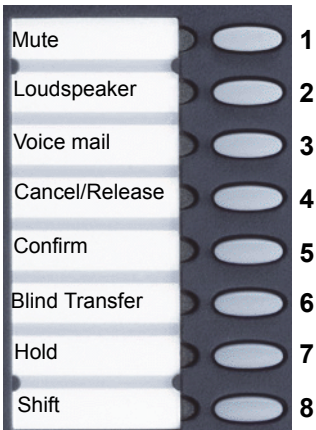
Function Key	Function
7	Cancel the current action.
8	Shift to the second key level.

Each feature key has a corresponding visual indicator (LED) to indicate the status of the feature.

Standard Telephone Functions

> All the features described in this section are available for both single-line and multiline telephones.

The numeric keypad is used for dialing phone numbers. You can choose to dial a normal phone number (E.164 phone number) or a URL. The number of digits in an E.164 number is restricted to 20 digits. Other numbers such as phone numbers to be dialed are restricted to 24 digits.

Dialing aids and enhanced functions can be activated using individually programmable function keys.

Examples of dialing aids and enhanced functions:

• Repeat dialing
• Selected dialing
• Mute
• Last number redial

Multiline Functions

Some functions and features are only available to you if the administrator configured your telephone to support multiple lines. The following are some examples of special multiline telephone features:

• Dialing Using a Line Key
• Manual hold
• Multiline priority
• Visual indicators for line key status

> Most features are common to single-line and multiline telephones, but some features function in a slightly different manner depending on the telephone type. In this manual, these differences are described in the same section that describes single-line telephone features.

Incoming Calls

Basic Functions

▥➤ All the features described in this section are available for both single-line and multiline telephones.

Answering a Call

The telephone rings.

☎ Lift the handset.

⊕ **or** ⊖ Set call volume. To raise or lower the volume, press the relevant key until the desired volume is set.

Open Listening During a Call

You can allow other people in the room to join the telephone conversation. Inform the party at the other end of the line that you are switching to loudspeaker.

Prerequisite: You are conducting a call. The function key "Loudspeaker" is configured, see → Page 39.

Activating the Loudspeaker Function

`Loudspeaker` ▭◯ Press the key. The LED lights up, the loudspeaker is activated.

Deactivating the Loudspeaker Function

`Loudspeaker` ▭◯ Press the key. The LED goes out, the loudspeaker is deactivated.

▥➤ You can enable or disable an audible warning if the phone is configured for payload security, but the connection falls back to an unencrypted call. (see → Page 41).

Switching to Mute During a Call

You can consult with other people in the room without the person on the other end of the line hearing what is said.

Prerequisite: You are conducting a call. The function key "Mute" is configured, see → Page 45.

Activating the Mute Function

`Mute` ▭◯ Press the Mute key. The LED lights up, the microphone on the handset is deactivated.

Deactivating the Mute Function

`Mute` ▭◯ Press the Mute key. The LED goes out, the microphone on the handset is reactivated.

Ending a Call

➜ Replace the handset.

or
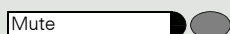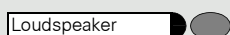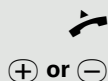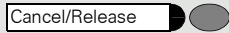
Cancel/Release ⬭ Press the Cancel/Release key, if this key is configured (→ Page 45). The call is cleared down.

Call Pickup to a Line Key

Prerequisite: A line key with a separate telephone number is configured on your telephone (consult the administrator).

The telephone rings. The LED for the line key blinks rapidly.
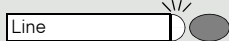
➚ Lift the handset.

Line ⬭ Press the key. The LED lights up.

Placing a call on hold

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

Prerequisite: You are on a call and the "Hold" key must be configured, see → Page 39.

Hold ⬭ Press the "Hold" key. The call is on holod. The party on hold hears music.

Following a configured period of time a double beep reminds you that the party is still on hold,
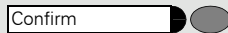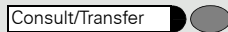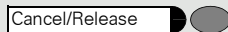
Hold ⬭ Press the "Hold" key to resume the held call. You can now make a consultation call or end the call.

Transferring a call

You can transfer your current call to another party with or without consultation. The features "Transfer on Hangup" and "Transfer on Ring" must be activated by service personnel.

The following function keys should be configured, see → Page 39:

• Blind Transfer
• Consult/Transfer
• Confirm

Blind transfer

Prerequisite: You are conducting a call.

Press the "Blind Transfer" key.

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

Press the "Confirm" key or wait until the autodial delay expires (→ Page 41).

The call is transferred to a second station. You can hang up the handset or redial.

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

Transferring with consultation

Prerequisite: You are conducting a call.

Press the „Consult" key.

Enter the number of the second station to which you want to transfer the call.

Press the "Confirm" key or wait until the autodial delay expires (→ Page 41).

Announce the transfer to the party.

Replace the handset.

The call is transferred to the second station.

If the called party does not answer

Press the "Cancel/Release" key, you are reconnected with the first party.

Outgoing Calls

Dialing and Making Calls

▮▮▶ All the features described in this section are available for both single-line and multiline telephones.

Off-Hook Dialing

➤ Lift the handset.

▦ Enter the phone number.

The called party does not answer or is busy:

➤ Replace the handset.

On-Hook Dialing

▦ Enter the phone number. After the auto Dial Timer has timed out the number will be dialed (see → Page 41).

The other party answers over loudspeaker:

➤ Lift the handset.

The called party does not answer or is busy:

Loudspeaker ▭◯ Press the key. The LED goes out.

▮▮▶ You can enable or disable an audible warning if the phone is configured for payload security, but the connection falls back to an unencrypted call. (see → Page 41).

▮▮▶ If you are using a dial plan and have set **Hot-Keypad** (see → Page 41), dialing takes place automatically as soon as the character string entered matches an entry in the dial plan.

Dialing Using a Line Key

Prerequisite: A line key with a separate telephone number is configured on your telephone (consult the administrator).

Line ▬◯ Press the line key. The LED lights up.

▦ Enter the phone number.

➤ Lift the handset.

▮▮▶ If you pick up the handset before dialing or dial a number while the handset is still on the hook, the main line or the next available line will be busy immediately.

Repeat Dialing

Prerequisite: The "Repeat dialing" function key is configured, see → Page 45.

The last number dialed is **always** automatically stored for repeat dialing.

Lift the handset.

Repeat dialing ⬭ Press the key. The last number dialed is redialed.

Dialing using the hot or warm line function

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

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

• with a hot line immediately or
• with a warm line after a defined period of time,

a number specified by service personnel is dialed.

Examples:

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

Selected Dialing

You can store frequently dialed numbers to a function key. There are two types of selected dialing:

• Selected dialing: direct dialing of a telephone number, see → Page 17.
• Repertory dial: direct dialing of a telephone number using dialing control functions, see → Page 18.

Using Selected Dialing

You can store the function "Selected dialing" to the second level of a function key, see → Page 38.

Prerequisite: The "Selected dialing" function key is configured with a corresponding phone number, see → Page 39.
In order to assign "Selected dialing" to the second level, the function key "Shift" must also be configured, see → Page 38.

Lift the handset.

If req. Shift ⬭ Press the Shift key.

Selected dialing ⬭ Press the "Selected dialing" function key. The stored number is dialed.

Using Repertory Dial

You can store the function "Repertory dial" to the second level of a function key, see → Page 38.

The "Repertory dial" function is similar to selected dialing. However, it can also incorporate dialing control functions at any point within the repertory dialing sequence. The OpenScape Voice automatically detects whether the digits represent a number or a URL.

Control Function	Action During Dialing
OK	Deactivates the Auto Dial Timer, for example, and dials immediately.
Pause	Waits 3 seconds before sending any characters following this control function.
Consult	Consultation is not supported by OpenStage 5 SIP.
Clear	Can be used to end calls if only this command has been entered.

Prerequisite: The "Repertory dial" function key is configured with a corresponding phone number and corresponding dialing control characters, see → Page 39.

In order to assign "Repertory dial" to the second level, the "Shift" function key must also be configured, see → Page 38.

Lift the handset.

If req. Shift ● Press the Shift key.

Repertory dial ● Press the "Repertory dial" function key. The stored phone number is dialed with corresponding dialing control characters.

Callback

If the other party is busy, you can place a request for callback. Callback is a OpenScape Voice function and has to be programmed by service personnel.

Prerequisite: The callback function must be activated

Lift the handset

Enter the number

Placing a callback request

The other party is busy.

Callback ● Press the Callback key (this must be programmed (→ Page 45)

The callback request is stored in the system

Callback is activated

You are called by the system as soon as the party becomes free.

Lift the handset
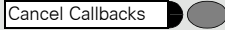
The connection to the callback party is set up.

Canceling callback requests

If for any reason callback requests are no longer required, you can cancel them.

Prerequisite: The telephone is in idle mode.

Cancel Callbacks ◯

Press the Cancel Callbacks key (this must be programmed (→ Page 45)

All callback requests are then cancelled.

Consultation call with a second station

During a call you can contact another station and put the call with the first station on hold.

You can also transfer the held call to a second station, even if the party has not yet picked up the handset (see → Page 15).
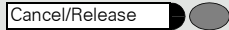
Start consultation

Prerequisite: You are conducting a call.

Consult/Transfer ◯

Press the "Consultation" key.

Enter the number of the second station with which you want to make the consultation.

Confirm ◯

Press the "Confirm" key or wait until the autodial delay expires (→ Page 41). The connection is set up and you can now make the consulation.

Ending a consultation call

Cancel/Release ◯

Press the "Cancel/Release" key, you are reconnected with the first party.

Do Not Disturb

If you do not want to be disturbed by an incoming call ringing, you can deactivate the ringer. The following options are available for selection:

• Ringer off, see → Page 20
• Do not disturb, see → Page 20
• Phone lock, see → Page 21

Ringer Off

Prerequisite: The "Ringer off" function key is configured, see → Page 45.

Activating the Ringer Off Function

Press the "Ringer off" function key. The LED lights up.

| Ringer off |

▌▌▌▶ Incoming calls are signaled by a blinking "Ringer off" LED.

Deactivating the Ringer Off Function

| Ringer off |

Press the "Ringer off" function key. The LED goes out.

Accepting a Call

| Ringer off |

The LED blinks.

Lift the handset.

Activating Do Not Disturb

Prerequisite: The "Do not disturb" function key is configured, see → Page 45.

Activating the Do Not Disturb Function

| Do not disturb |

Press the "Do not disturb" function key. The LED lights up.

▌▌▌▶ If there is an incoming call, the caller hears the busy tone.

Deactivating the Do Not Disturb Function

| Do not disturb |

Press the "Do not disturb" function key. The LED goes out.
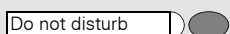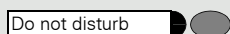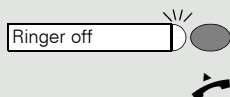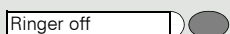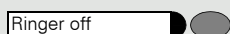
Phone Lock

You can use this option to lock your telephone. Then unauthorized persons cannot make calls from your telephone or modify your user settings.

Prerequisite: The function keys "Phone lock" and "Confirm" are configured, see → Page 45.

You can only lock the telephone if you have set a user password, see → Page 37.

Activating the Phone Lock Function

Phone lock

Press the "Phone lock" fuction key. The LED lights up.

Deactivating the Phone Lock Function

Phone lock

Press the "Phone lock" fuction key.

Enter the user password.

Confirm

Press the Confirm key. The telephone is unlocked.
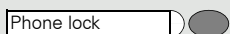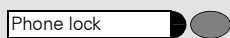
Using Group Features

Group Pickup

Your administrator can combine several telephones to form a pickup group. If your telephone belongs to a pickup group, you can pick up calls for another group member. You can only belong to one pickup group at a time.

Using Group Pickup

You can answer a colleague's telephone, for example, if they are away from their desk.

Prerequisite: The "Group pickup" key is configured, see → Page 45.
Your colleague receives an incoming and belongs to your pickup group (consult the administrator):

Lift the handset.

Press the blinking key. You have taken over the call to your phone.
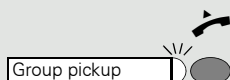
Hunt Group

The administrator can merge several telephones to form a hunt group. If your telephone belongs to a hunt group, the OpenScape Voice routes calls for members of your group according to rules defined by the administrator. Hunt groups provide a simple way to distribute calls among a group of stations.

Accepting Calls in a Hunt Group

Prerequisite: A line key with a hunt group telephone number is configured on your telephone (consult the administrator).

The telephone rings. The line key LED blinks.

Lift the handset.

Press the line key. The LED lights up.

Taking a break in a Hunt Group

Prerequisite: The "Make line busy" function key is configured (→ Page 24).

If you want another group member to handle a call, you can also make your telephone appear busy to the hunt group. After you do so, your telephone does not receive hunt group calls.

Activating the Make Line Busy Function

Press the "Make line busy" function key. The LED lights up. Your telephone is set to busy within the hunt group.
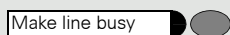
Deactivating the Make Line Busy Function

Make line busy

Press the "Make line busy" function key. The LED goes out. Your telephone can be reached within the hunt group.

Removing a Phone Number from the Hunt Group

Prerequisite: The "Stop hunt" function key is configured (→ Page 24).

You can remove your telephone from the hunt group. Incoming calls will no longer be routed to your telephone via the hunt group.

Activating the Stop Hunt Function

Stop hunt

Press the "Stop hunt" function key. The LED lights up. Your telephone cannot be reached within the hunt group.

Deactivating the Stop Hunt Function

Stop hunt

Press the "Stop hunt" function key. The LED goes out. Your telephone can be reached within the hunt group.

Messages Function

Prerequisite: The "Voice Messages" function key is configured.

Callers who attempt to contact you in your absence can leave messages in your mailbox.

Retrieving Messages

Lift the handset.

Voice Messages

The "Voice Messages" LED lights up: New, unretrieved messages are waiting in your mailbox.

Voice Messages

Press the "Voice Messages" function key: The voice message server answers. Please follow the voice guidance.

OpenScape Voice Functions

The OpenScape Voice system supports a number of functions, which you can activate or deactivate via the telephone. With a multiline telephone each function relates to the prime line.

Toggle Key

To invoke the functions "make line busy" and "stop hunt" one of the function keys can be defined and programmed as feature toggle key.

By pressing the function key, you can activate or deactivate the corresponding OpenScape Voice function on the server.

You can only assign function keys on the first level because the LED associated with the key is used to indicate the function's status as either **On** (LED on) or **Off** (LED off). The LED indicates the status of a function on the server. It can therefore change regardless of whether a function key is pressed or not.

Example:

Switching between "Line busy" and "Line free".

Precondition: Your service personnel has set up a key for the function "Busy" (switch line "Busy" for the hunt group).

Press the "Make line busy" function key. The LED lights up. Your telephone is set to busy within the hunt group.

Press the "Make line busy" function key. The LED goes out. Your telephone can be reached within the hunt group.

Using Call Forwarding

This section describes the call forwarding functions supported by the OpenScape Voice. These functions can be called up using the feature code. You can also assign a frequently used function to a programmable key or a selected repdial key.

Call Forwarding – Busy Line

With **Call forwarding busy line** (CFBL), you can use a feature code to activate or deactivate forwarding for calls received on a busy line and define a forwarding destination.

Your administrator may also have configured a permanent forwarding destination so that calls are automatically forwarded to this fixed phone number as soon as you activate CFBL forwarding.

Activating

📞 Lift the handset.

⌨ Enter the code (see the table of codes → Page 31)

or if you also want to set the forwarding destination

⌨ enter the code with a phone number, for example, *901234567 to activate call forwarding.

🎵 You hear a confirmation tone.

Deactivating

📞 Lift the handset.

⌨ Enter the code (see the table of codes → Page 31) to deactivate call forwarding.

🎵 You hear a confirmation tone.

Call forwarding don't answer

With **Call forwarding don't answer** (CFDA), you can use a feature code to activate call forwarding to another number if the handset is not picked up after a certain number of rings (eight).
You can use the feature code to activate/deactivate this function and define a forwarding destination.

▮▮➡ Your administrator may also have configured a permanent forwarding destination so that calls are automatically forwarded to this fixed phone number as soon as you activate CFDA forwarding.

Activating

📞 Lift the handset.

⌨ Enter the code (see the table of codes → Page 31)

or if you also want to set the forwarding destination

⌨ enter the code with a phone number, for example, *901234567 to activate call forwarding.

🎵 You hear a confirmation tone.

Deactivating

📞 Lift the handset.

⌨ Enter the code (see the table of codes → Page 31) to deactivate call forwarding.

🎵 You hear a confirmation tone.

Call forwarding unconditional

With **Call forwarding unconditional** (CFV), all incoming calls are forwarded to a different destination.
 You can use the feature code to activate/deactivate this function and define a forwarding destination.

Activating

➤ Lift the handset.

▦ Enter the code (see the table of codes → Page 31) and the number of the phone where you want to forward the calls.

♫ You hear a confirmation tone.

If the "Courtesy call" function is active, the OpenScape Voice dials the phone to which you forwarded your calls.

- If the party at this phone answers, you can inform him or her that your calls are being forwarded to his or her phone.
- If the forwarded-to party does not answer or is busy, repeat the activation procedure. As long as you do so within two minutes, you hear the confirmation tone followed by dial tone. The OpenScape Voice does not attempt to alert the party at the forwarding destination that the feature has been reactivated.

While **unconditional call forwarding** is activated, calls forwarded while the line is in idle state are signaled by a brief ring on the phone to which they are forwarded (approx. 0.5 seconds). This serves as a reminder that this particular feature is activated.

Deactivating

➤ Lift the handset.

▦ Enter the code (see the table of codes → Page 31). You receive a confirmation tone.

Making anonymous calls

Your administrator decides whether or not your caller ID (name and phone number) is displayed on a called party's station. **Anonymous** calling is when your data is not transmitted. The settings configured can be deactivated, however, for specific calls.

➤ - If your caller ID is transmitted: your caller ID is displayed.
  - If your caller ID is suppressed: "unknown" is displayed.

Deactivating

If your administrator permanently activated **anonymous calling** for your phone, you can deactivate this setting as follows:

➤ Lift the handset.

▦ Enter the code (see the table of codes → Page 31) to transmit the caller information.

♫ You hear a confirmation tone.

Activating

If your administrator activated caller ID transmission for your phone, you can deactivate this setting as follows:

➤ Lift the handset.

▦ Enter the code (see the table of codes → Page 31) to suppress the caller ID.

♫ Wait until you hear the confirmation tone.

Caller ID transfer is suppressed. "unknown/Anonymous" appears on the called party's display instead of the caller ID.

Temporarily activating anonymous calling for the next call

If your administrator activated caller ID transmission for your phone, you can deactivate this setting for the next call as follows:

➤ Lift the handset.

▦ Enter the code (see the table of codes → Page 31).

♫ Wait until you hear the confirmation tone.

▦ Dial the phone number of the party you want to contact.

Caller ID transmission is reactivated after this call.

Temporarily deactivating anonymous calling for the next call

If your administrator suppressed caller ID transmission for your phone, you can enable this setting for the next call as follows:

➤ Lift the handset.

▦ Enter the code (see the table of codes → Page 31).

♫ Wait until you hear the confirmation tone.

▦ Dial the phone number of the party you want to contact. When you end this call, caller ID transmission is suppressed once again for the next call.

Using abbreviated dialing

Abbreviated dialing gives you access to a central list of frequently dialed phone numbers.

You can dial a specific phone number by simply entering a digit string. As these are three-digit numbers, you can store up to 1000 phone numbers. This list is stored centrally and managed by your administrator.

↗ Lift the handset.

📟 Enter the code (see the table of codes → Page 31) followed by a number between 0 and 999 for the phone number you want to dial.

The number is automatically dialed.

Voice calling function

With voice calling, the loudspeaker or speakerphone function of a destination phone is activated automatically when the connection is established. Use of these functions is conceivable for example between shop floor and spare part storage.

Possible functions include:
- Voice calling
  – with variable input of member number
- Voice calling
  – to a saved member number

Prerequisites:
- The team member belongs to the same collective group as you and has likewise been assigned a member number.
- The team member's phone has a loudspeaker.
- Automatic answering is activated for the team member.
- The team member's phone is idle.
- The member numbers of the callers are known for the voice calling functions.

You can cancel voice calling or two-way voice calling by replacing the handset or - during a consultation - resume the held call.

Voice calling connections can be established from the following states:
- In idle status
- During manual call holding
- In a consultation

▐▐▶ Functions such as "call forwarding" or "do-not-disturb" are temporarily disabled on the destination caller's phone by the voice calling functions.

Voice calling

From your phone, you can directly call any team member whose telephone has a loudspeaker.

Voice calling with variable input of member number

Lift the handset.

Enter the code for voice calling (see code table → Page 31) followed by the one or two-digit member number of the respective team member.

As soon as the connection has been established, you will hear a confirmation tone and can speak to the other party via the loudspeaker.

To end the call, simply hang up.

Voice calling to a saved member number

Prerequisite: The code for voice calling and the member number are programmed on a sensor key.

Press the programmed sensor key. A connection to that member's loudspeaker will immediately be established: You can speak to the destination caller via your speakerphone.

Announcing the local phone number

You can use this function in order, for example, to identify the phone number of a phone in a conference room if it is not indicated on the display.

Lift the handset.

Enter the code for "Announcing the local phone number" (see code table → Page 31). The phone number is announced.

Then hang up.

Dialling the last caller

You can retrieve and dial the phone number of the last answered or dialled caller.

Retrieving and dialling the last answered caller

The following phone numbers can be saved for retrieval:
• The last answered call
• The last missed call
• The last picked up call (group call)

Lift the handset.

Enter the code for dialling the last answered caller (see code table → Page 31). The phone number is dialled and the connection is established.

Retrieving and dialling the phone number of the last caller dialled

Instead, you can also use the normal redial functions of your phone as usual.

➤ Lift the handset.

⌨ Enter the code for dialling the last caller dialled (see code table → Page 31). The phone number is dialled and the connection is established.

Picking up out-of-hours calls

If your switchboard is no longer attended after a certain time, an out-of-hours call function can be configured on one or more phones for this period.

For example, if you hear one of the phones that has an out-of-hours call function configured ringing when the office is closed, you can pick up the call early from your phone.

You can also forward your phone to the phone with the out-of-hours call function before leaving the office so that colleagues who have not yet left can pick up calls for you.

➤ Lift the handset.

⌨ Enter the code (see code table → Page 31) for the out-of-hours call pickup in order to pick up the ringing call.

▌▌▌➤ You can also configure a key for picking up out-of-hours calls.

Table of codes for OpenScape Voice functions

Ask your administrator to enter the latest codes in the following table. Print this page as an overview.

Function	Code	Description
Call forwarding busy line on		→ Page 25
Call forwarding busy line off		→ Page 25
Call forwarding don't answer on		→ Page 25
Call forwarding don't answer off		→ Page 25
Call forwarding unconditional on		→ Page 26
Call forwarding unconditional off		→ Page 26
Making anonymous calls off		→ Page 26
Making anonymous calls on		→ Page 27
Making anonymous calls temporarily on		→ Page 27
Making anonymous calls temporarily off		→ Page 27
Using abbreviated dialing		→ Page 28
Voice calling		→ Page 29
Announcing the local phone number		→ Page 29
Last answered caller		→ Page 29
Last dialled caller		→ Page 30
Picking up out-of-hours calls		→ Page 30

Multiline

Types of Lines

The following are the types of lines:

- **Private line:** A line that is only accessible to one telephone.
- **Shared line:** A line that is accessible to multiple telephones.
- **Direct Station line**: A line with a direct connection to another telephone.

The LED associated with the line key indicates the status of a call on the line regardless of whether the call is conducted on this particular multiline phone or on another multiline phone. The LED associated with the **Direct Station Select** key indicates 3 different states (→ Page 33).

Line Types

You can use the available lines as described below. Regardless of the line usage, all of these lines can be either private or shared.

- **Prime line:** Every multiline telephone has one prime line. This line uses your public number so that you can receive incoming calls on this line. You can use a prime line either privately or as a shared line. Certain functions are only available for the prime line, in order to prevent conflicts with the corresponding secondary lines of other multiline telephones.
- **Secondary line:** You can use the prime line of a multiline telephone as a secondary line for another multiline telephone.
- **Phantom line:** A phantom line does not have a prime line at any telephone. A typical application for a phantom line is a hunt group.

Line Key Status Indication

LED	Line status	Description
OFF	Idle	No connected calls.
BLINK-ING SLOWLY	Idle (forwarded)	The line is forwarded immediately (prime line only) [1]
ON	Busy (local) [2]	The line is busy with a connection to the MultiLine telephone, or, respectively, an outgoing call is issued from the MultiLine telephone.
	Busy (remote station) [4]	The line is busy with a connection at another MultiLine telephone, or, respectively, an outgoing call is issued from another MultiLine telephone.

1   The LED indicator on the prime line key indicates immediate forwarding instead of an idle line.
2   An active call is connected to the multiline telephone. A call is connected to the other telephone.

Direct Station Select key Status Indication

LED	Line status	Description
OFF	Idle	The line assigned is not used.
ON	Busy	The main line of the target telephone is busy.
BLINKING	Incoming call	An incoming call is waiting on the main line of the target telephone.

Multiline Calls

While you are on a call, an incoming call is signaled by the LED on another line key.

Line 2

Press the blinking line key. The first line switches to manual hold mode and you are connected with the caller on another line, e.g. **Line 2**.

Once the call has been concluded and the second line connection cleared down, you can return to the first call by pressing the line key, e.g. **Line 1**.

or

Line 1

Press the line key with the lit LED to put the current call on manual hold, e.g. **Line 1**.

Once the call has been concluded and the line connection, e.g. for **Line 2**, has been cleared down, you can return to the first call by pressing the corresponding line key, e.g. **Line 1**.
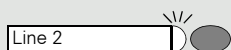
Using the Direct Station Select key

Using a set up **Direct Station Select key (DSS)** you can call the target telephone directly or pick up a call for the target telephone.

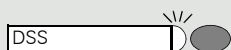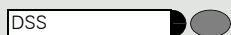### Direct Station Select – Call other party

DSS

Press the **Direct Station Select key** to call the other party. The other party's telephone rings.

Pick up a call for a Direct Station Select User

DSS

Press the blinking **Direct Station Select key**. The call is forwarded to the main line of your telephone. You are connected to the caller.

Telephone Settings

Temporary Ringer Volume

Prerequisite: The telephone rings.

⊕ **or** ⊖   Adjust volume. To raise or lower the volume, keep pressing the keys until the desired volume is set.

Temporary Handset Volume

Prerequisite: You are conducting a call.

⊕ **or** ⊖   Adjust volume. To raise or lower the volume, keep pressing the keys until the desired volume is set.

▌▌▌➤ Additional settings can be configured using the web interface → Page 35.

Restart the phone

If the phone for any reason is not working properly, you can try to fix the error by restarting.

⊖ ⊕ ✱ ② ☑   Press the keys one after the other. The phone is restarted after 30 seconds.

Web Interface

General Information

OpenStage 5 SIP is equipped with an HTTP web server which enables information to be mapped from the telephone to a web browser installed on a PC integrated into the LAN ("Web-based Management Tool").

The IP data for the OpenStage 5 SIP and the PC must be configured correctly for this.

The web interface contains the following form elements:

User   Click this link to access the relevant page.

Submit   Click this button to incorporate the changes into the current form. This transfers the changes to the OpenStage 5 SIP.

Reset   Click this button to reset the changes in the current form to the former OpenStage 5 SIP values.

Login   Click this button to perform an action (such as "Save", "Download", "Invoke" and "Restart"). A message is displayed in the event of an error.

United Kingdom   Select an option from the List field.

☑   Click the checkbox to activate or deactivate a function.

Preparatory Steps

Opening the Web Interface

To evoke the interface, open a web browser and enter the following URL:

https://[IP of the telephone]

Where [IP of the telephone] stands for the IP address of the OpenStage 5 SIP that you want to map.

A host name has been assigned to your telephone; you can evoke the web interface using this host name in the browser. Please check the name with your service personnel. You can then access the web interface for your telephone e.g. in the following format:

https://hostname.domainname

If applicable, confirm an advisory message of the browser with "Yes":

The homepage appears:
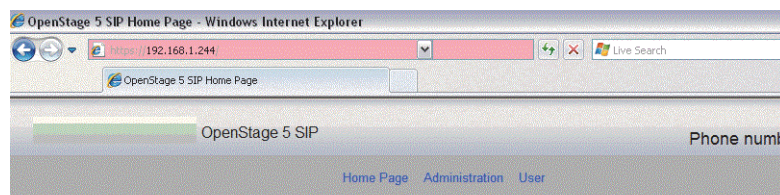
Call up the user interface

User   Click here to access the user area.

Enter the user ID for the OpenStage 5 SIP telephone (maximum length: 24) and click "Login". If a user ID has not been specified, enter the default value "000000".

> The administrator can set a minimum length (between 6 and 24 characters) for the user password. If the minimum length was changed in the meantime so that your password is too short now, you are asked to change your password (→ Page 37). Only after you have changed your password you can log on to the user interface.

Menu Structure

▌▌▌➡ 🖱 Click a field in one of the interface images to obtain more information about the field.

User menu
- Change user password
- Function keys
  - ○ Phone
- Country Settings
- Audio Settings
- Call-related parameters
- Secure Call setting

Home

Changing the User Password

Enter your current password and your new password and confirm the new password. The minimum length set by the administrator is shown in the dialog.

Change user password

Current password:

New password:

Confirm new password:

Note: To be valid the password must consist of exactly 6 numeric digits

Submit   Reset

Function Keys

Phone

Phone function key assignments				
Key	**Normal function**		**Shifted function**	
1:	Mute	Edit		Edit
2:	Loudspeaker	Edit		Edit
3:	Voice Messages	Edit		Edit
4:	Cancel/Release	Edit		Edit
5:	Confirm	Edit		Edit
6:	Blind Transfer	Edit		Edit
7:	Hold	Edit		Edit
8:	Shift	Edit	Shift	Edit

Parameters

Function 'Mute' assigned to Key 1 has no parameters

Name	Value

The possibility of programming a key may be blocked by your service personnel. In this case the "Edit" button is deactivated.
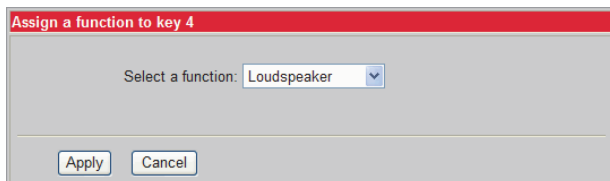
Selecting Function Keys

A list of all possible functions that can be assigned to a key is shown on page → Page 45.

> ⫸ The possibility of programming a key may be blocked by your service personnel. In this case you get the message "Locked by administrator" if you try to assign a function to this key.

> ⫸ 🖑 Click a field in one of the interface images to obtain more information about the field.
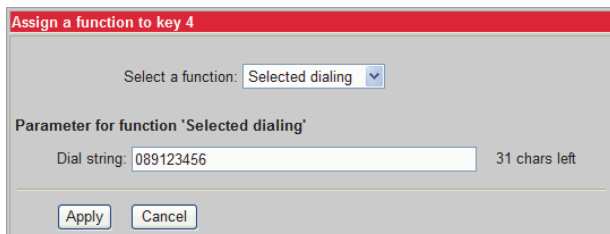
"Loudspeaker" function key

Assign a function to key 4

Select a function: Loudspeaker ▾

[Apply] [Cancel]

"Selected dialing" function key
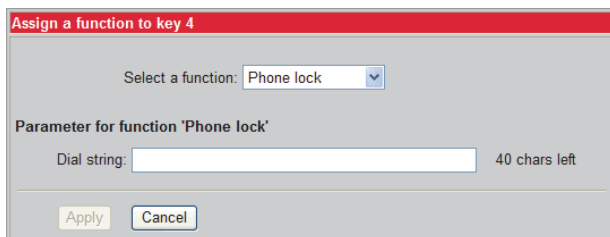
Assign a function to key 4

Select a function: Selected dialing ▾

Parameter for function 'Selected dialing'

Dial string: 089123456   31 chars left

[Apply] [Cancel]

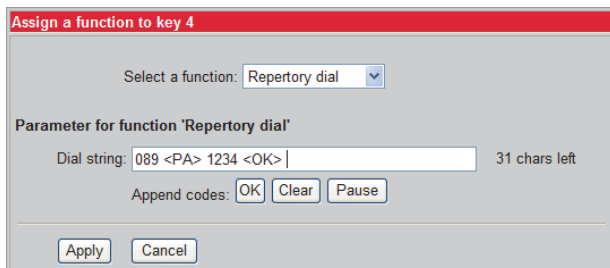### "Phone lock" function key

Assign a function to key 4

Select a function: Phone lock ▾

Parameter for function 'Phone lock'

Dial string: 40 chars left

[Apply] [Cancel]

"Repertory dial" function key

Assign a function to key 4

Select a function: Repertory dial ▾

Parameter for function 'Repertory dial'

Dial string: 089 <PA> 1234 <OK> | 31 chars left

Append codes: [OK] [Clear] [Pause]

[Apply] [Cancel]

"Feature toggle" function key

Assign a function to key 4

Select a function: Feature toggle ▼

Parameters for function 'Feature toggle'

Feature Code: [_____]   48 chars left

Description: [_____]

[Apply] [Cancel]

Info message

Microsoft Internet Explorer ⊠

⚠ The function key definitions have been saved.

[OK   ]

The function keys have been assigned the selected functions.

Country Settings

▊▊▶ 🖑 Click a field in one of the interface images to obtain more information about the field.

Country Settings

Country: United Kingdom ▼

[Submit]   [Reset]

Audio Settings

▊▊▶ 🖑 Click a field in one of the interface images to obtain more information about the field.

Audio Settings

Volume settings

Handset Volume: [4 ▼]

Loudspeaker Volume: [2 ▼]
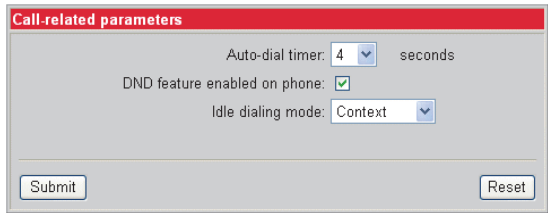
Key Click Volume: [0 ▼]

Rollover Volume: [2 ▼]

Ringer settings

	Ringer Volume:	Melody:	Tone Sequence:
Standard	3 ▼	2 ▼	2 ▼
9770	0 ▼	0 ▼	0 ▼

NOTE: To customise the ringing for a Line or DSS key, all three parameters must be set to non-zero values. To use standard ringing, set all three parameters to zero. If there is a combination of zero and non-zero values on a row, the Submit button will be disabled.
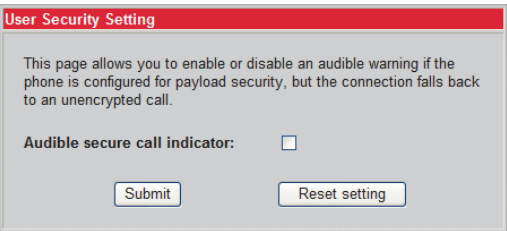
[Submit]   [Reset]

Call-Related Parameters

▌▌▌➡ 👆 Click a field in one of the interface images to obtain more information about the field.

Call-related parameters

Auto-dial timer: 4 ▾ seconds
DND feature enabled on phone: ☑
Idle dialing mode: Context ▾

[Submit]   [Reset]

User Security Setting

If the function is activated, you hear an acoustic signal if the voice connection is not secure.

User Security Setting

This page allows you to enable or disable an audible warning if the
phone is configured for payload security, but the connection falls back
to an unencrypted call.

Audible secure call indicator: ☐

[Submit]   [Reset setting]

Alphabetic Reference

This glossary provides administrators with basic information for performing configuration and diagnostics on the OpenStage 5 SIP.

• The section "Alphabetic Reference" explains terms found in the menus in alphabetic order.
• Clicking the icons will bring you to the relevant function descriptions:
    – 📖 Using the icons on the OpenStage 5 SIP
    – 📇 Using the icons via the web interface
• This is followed by the chapter "Abbreviations and Technical Terms".

Append codes

Append codes are control functions that are accepted at any position within the repertory dialing sequence.

The following options are available for selection:

Function	Status Indication
OK	Any characters following this function are sent immediately as DTMF signals after the call has been answered.
Clear	Clear the current call at this point.
Consult	This function is not supported by optiPoint 410 entry.
Pause	Any characters following this function are sent after three seconds.

📇 → Page 39

Audible secure call indicator

If the function is activated, you hear an acoustic signal if the voice connection is not secure.

📇 → Page 41

Auto-dial timer

Timeslot (in seconds) between the last digit input and the start of the dialing procedure.

- Minimum value: 1
- Maximum value: 8
- Default value: 6

Country

From the list field, select the country where you would like to install the OpenStage 5 SIP. Country-specific settings such as ringer or busy tone, for example, are configured with this option.

The following options are available for selection:

- Argentina
- Austria
- Belgium
- Brazil
- Chile
- China
- Croatia
- Czech Republic
- Denmark
- Estonia
- Finland
- France
- Germany
- Hungary
- India
- Ireland
- Italy
- Latvia
- Lithuania
- Luxembourg
- Mexico
- Netherlands
- Norway
- Poland
- Portugal
- RSA
- Singapore
- Slovakia
- Spain
- Sweden
- Switzerland
- Thailand
- United Kingdom
- United States

DND

With this function you can allow a user to activate "Do not disturb".

Feature code

Enter the code for the required OpenScape Voice feature, which you would like to assign to the function key. OpenScape Voice supports the following features for example:
- Make line busy: the phone number is treated as busy for the hunt group.
- Stop hunt: the phone number is removed from the hunt group.

Handset volume

Handset volume setting.
- Minimum value: 1 (quiet)
- Maximum value: 8 (loud)
- Default value: 4

Idle dialing mode

You should only change this function if you are using a dial plan (programmed by administrator). If the function is activated, you have the choice of two settings:
- Context
- Hot-Keypad

Context is the default setting. When on-hook dialing with this setting you must either confirm the option "Dial", press the loudspeaker key or wait until the Auto Dial Timer has timed out in order to set up the connection. If **Hot-Keypad** has been set, dialing takes place automatically as soon as the character string entered matches an entry in the dial plan.

Key click volume

Key click volume setting on the dialing keypad.
- Minimum value: 1 (quiet)
- Maximum value: 8 (loud)
- Default value: 2

Loudspeaker volume

Setting the loudspeaker volume for OpenStage 5 SIP.
- Minimum value: 1 (quiet)
- Maximum value: 8 (loud)
- Default value: 2

Melody

Setting the ringer melody for incoming calls.
• Minimum value: 1 (Melody 1)
• Maximum value: 8 (Melody 8)
• Default value: 2

In case of a multiline telephone, this setting can be set individually for each line. Please note the message shown on the display.

Parameters for "Phone lock"

Select this option to lock the telephone (only available if a user password has been configured → Page 37)

Parameters for "Repertory dial"

Enter the control functions that are accepted at any position within the repertory dialing sequence, see → Page 41.

Parameters for "Selected dialing"

Enter the phone number for selected dialing here.

Ringer volume

Setting the ringer volume.
• Minimum value: 1 (quiet)
• Maximum value: 5 (loud)
• Default value: 3

In case of a multiline telephone, this setting can be set individually for each line. Please note the message shown on the display.

Rollover Volume

While you are busy on one line of a multiline telephone, the "Rollover" function shows you whether another call is coming in on another line. You can set the volume level using the following values (1-5):
• Minimum value: 1 (quiet)
• Maximum value: 5 (loud)
• Default value: 3

Selecting a Function

Select the required functions for both first and second level function keys.

The following options are available for selection:

Function Key	Explanation
Blind Transfer	Transfer call without consultation
Callback	Set up a callback
Cancel Callbacks	Cancel all Callbacks
Cancel/Release	Function key to abort a function or ending calls.
Clear definition[1]	Clears the current definition.
Confirm/Tick Key	Used to confirm entries.
Consult/Transfer	Transfer call with consultation
Do not disturb	Defines a function key for activating/deactivating Do not disturb.
DSS	Defines a function key as a Direct station select key.
Feature toggle	Special functions OpenScape Voice.
Group pickup	Defines a function key for answering calls for your pickup group.
Hold	Assign a function key for holding calls.
Line	Defines a function key as a line key.
Loudspeaker	Configures a function key as a loudspeaker key.
Mute	Defines a function key for muting the microphone.
Phone lock	Defines a function key for locking and unlocking the telephone.
Repeat dialing	Configures a function key as a redial key.
Repertory dial[1]	Configures a function key as a repertory dialing key and programs a telephone number with control functionality.
Ringer off	Defines a function key to switch ringer on/off.
Selected dialing[1]	Configures a function key as a selected dialing key and programs a telephone number.
Shift	Defines a function key for accessing the second level of function keys.
Voice Messages	Defines a function key for displaying voice messages.

1   Function keys are also available at a second level.

Tone Sequence

Setting the ringer sequence for incoming calls.

• Minimum value: 1 (Sequence 1)
• Maximum value: 3 (Sequence 3)
• Default value: 2

In case of a multiline telephone, this setting can be set individually for each line. Please note the message shown on the display.

User Password

Password input for the web interface user area.

• Current password: enter currently valid password here.
• New password: enter new password here. The new password should be different from the default "000000".
• Confirm new password: confirm new password here.
• Default: 000000

Labeling and Documentation

Attaching a Station Number Label

Self-adhesive station-number labels are also provided with your optiPoint 410 entry SIP V7.

Write numbers on the label (fire department, police, other telephone numbers), then peel it off and affix it, with the handset lifted, in the recess on the telephone.

Labeling keys

The following options are available for labeling keys of the OpenStage 15 and/or OpenStage Key Module 15 with the functions assigned to them or the saved numbers on them:

Labeling

- By hand:
  Labeling strips are supplied with your OpenStage 15 and OpenStage Key Module 15. Note the function or name in the white field on the strip and insert the strip on your OpenStage 15 or OpenStage Key Module 15.
- With a computer via the Internet:
  You can find the "online labeling tool" together with the user interface at
  http://wiki.unify.com/index.php/Key_Labelling_Tool.
- Select the appropriate key labeling tool in your language. You can use the tool online via the browser or you can download it for local use.

Tips and Tricks

Telephone Maintenance

- Always use a damp or antistatic cloth to clean the telephone. Never use a dry cloth.
- If the telephone is very dirty, clean it with a diluted neutral cleansing agent containing surfactants, such as dishwashing liquid. Afterwards remove all traces of the cleansing agent with a damp cloth moistened with water only.
- Never use cleaners containing alcohol, cleaners that corrode plastic, or abrasive powders.

Troubleshooting

Pressed key does not respond:

Check whether the key is stuck.

Telephone does not ring:

Verify whether you have activated "Do not disturb". If yes, deactivate the "Do not disturb" function.

For other problems:

First contact your administrator. In case of irreparable faults, you must contact customer service.

Contacts for Resolving Problems

If you encounter a problem that lasts longer than five minutes, contact your service personnel.

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Important Functions at a Glance

Making Calls:
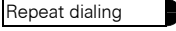
Either: 📞 + ⌨️.
Or: ⌨️ + when the called party answers 📞.
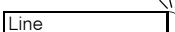
Making Calls Using The Line Key:
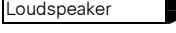
| Line | ⬭ | + ⌨️ + 📞.

Redialing the Previous Number:

📞 + | Repeat dialing | ⬭ | + ⌨️.

Accepting Calls Using The Line Key:

| Line | ⬭ | + 📞.

Activating the Loudspeaker Function:

📞 + | Loudspeaker | ⬭ |.