Unify OpenScape Desk Phone CP200/CP205

OpenScape 4000

User Guide HFA
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Mitel

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Important information

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

Trademarks

The device conforms to the EU Directive as attested by the CE marking. The CE Declaration of Conformity and, where applicable, other existing declarations of conformity as well as further information on regulations that restrict the usage of substances in products or affect the declaration of substances used in products can be found in the Unify Expert WIKI at http://wiki.unify.com/
http://wiki.unify.com in the section "Declarations of Conformity".

The adjacent symbol indicates that any electrical and electronic products installed and sold in countries of the European Union to which the WEEE2 Directive 2012/19/EU applies should be disposed of separately from the municipal waste stream in appropriate collection systems.

Information concerning the proper disposal of your Unify product in the business-to-business market segment is available from your local sales representative in Unify or partner sales.

Software update

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

Care and cleaning instructions

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

Online documentation

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

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

Location of the telephone

- The telephone may only be operated using the LAN cabling internally in the building. The device should be connected to the IP infrastructure using a shielded LAN cable: Cat-5 for 100 Mb/s or Cat-6 for 1000 Mb/s. Make sure in the building installation that this cable shielding is earthed.
- The telephone is designed for operation in a protected environment within a temperature range of 5 °C to 40 °C.
- Do not install the telephone in a room where large quantities of dust accumulate; this can considerably reduce the service life of the telephone.
- Do not expose the telephone to direct sunlight or any other source of heat, as this is liable to damage the electronic components and the casing.
- Do not install the telephone in bathrooms or shower rooms.

Product-oriented environmental protection

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

	ENERGY STAR is a U.S. Environmental Protection Agency voluntary program that helps businesses and individuals save money and protect our climate through superior energy efficiency.
	Products that earn the ENERGY STAR prevent greenhouse gas emissions by meeting strict energy efficiency criteria or requirements set by the U.S. Environmental Protection Agency.
	Unify is an ENERGY STAR partner participating in the ENERGY STAR program for Enterprise Servers and Telephony.
	The Unify product OpenScape DeskPhone CP200 has earned the ENERGY STAR.
	Learn more at energystar.gov.

License information

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

Contents

General information

About this manual

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

This document contains general descriptions of the technical options, which may not always be available in individual cases. If a function is not available as described on your telephone, then it cannot be configured for you and your phone – please contact your Administrator.

Icons used in the manual

Tips

Indicates important additional information in relation to handling.

Indicates required intervention by the Administrator.

Displays for describing operation

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

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

The "Displaykontrast" option is selected in the next example and then changed.

Selecting and confirming the required option

Required operating steps with display text

Press the key on the left or right side.

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

The required option is selected.

Confirm the selected option.

Shortened illustration in the user guide

Press the key on the left or right side.

Select and confirm the option shown (e.g. display contrast).

Setting the required option

Required operating steps with display text

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

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

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

Shortened illustration in the user guide

Keep pressing the keys until the desired result is achieved.
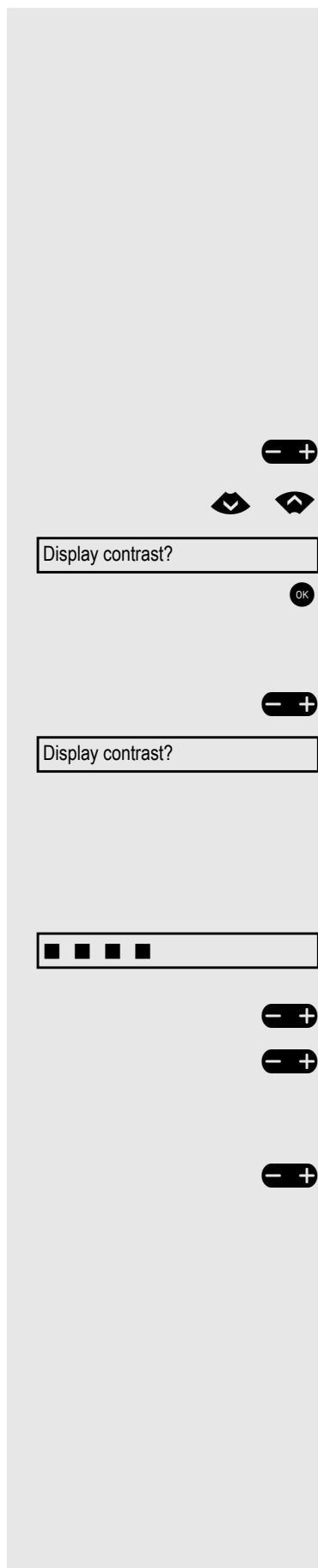
Intended use

The OpenScape Desk Phone phone is a desktop or wall-mounted unit designed for voice transmission and for connection to a 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 underside of the base unit.
Specific details concerning your communication platform can be obtained from your Administrator.
Please have this information ready when you contact our service department regarding faults or problems with the product.

Speakerphone quality and display legibility

• To ensure good speakerphone quality, the area in front of the microphone (front right) should be kept clear. The optimum speakerphone distance is 50 cm.
• Proceed as follows to optimize display legibility:
    – Turn the phone to tilt the display to ensure you have a frontal view of the display and avoid light reflections.
    – Adjust the contrast as required → Page 22.

Getting to know the OpenScape Desk Phone CP200/CP205

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

The user interface of the telephone

1	You can make and receive calls as normal using the **handset**.
2	The **Display** permits intuitive use of the phone (2-line).
3	Incoming calls and new voicemails are visually signaled via the Signaling LED.
4	You can customize your telephone by assigning phone numbers and functions to the **programmable keys**. Preset default values: • Call lists • Display phonebook • Call forwarding? • Saved number redial?
5	The **dialpad** can be used to enter phone numbers and write text.
6	Use the **navigation keys**, for example, to open the idle menu, to move conveniently through the different menus with telephone functions, applications and configurations or to execute an action.
7	Use the **function keys** to launch the following functions: ⏸ : hold an active call with the hold key. ↪ : transfer a call to another subscriber with the call transfer key. ☏ : initiate a conference with the conference key. ✉ : check information and voicemails with the mailbox key. ☰ : open the service menu with the service key. ◀)) : switch the handsfree function on/off with the speaker key. 🎧 : answer/end calls via the headset with the headset key. − + : adjust or browse the volume, brightness or contrast with the rocker button. 🔇 : switch the microphone on/off with the mute key. This function is useful to prevent the other party from listening in under certain circumstances, for example when consulting with someone else in the room or in case of annoying background noise.

Display

Your OpenScape Desk Phone CP200/CP205 comes with a black-and-white LCD display. Adjust the contrast to suit your needs (→ Page 22).

Idle mode

If there are no calls taking place or settings being made, your OpenScape Desk Phone CP200/CP205 is in idle mode.

Example:

```
                                        ─────── Time
┌──────────────────────────────┐
│ 10:59              We 08 01.17 │ ─────── Date
│ 📄📄🗂👆⌨🗂           ▲        │
│                        ▼        │
└──────────────────────────────┘
                                  ─────── Icon for opening the idle menu
                                  ─────── Own phone number
```
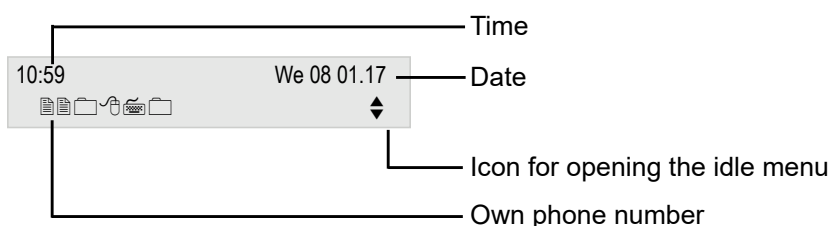
Idle menu

If you press the Navigation keys ⬇ ⬅ or ⬆ → Page 18, the idle menu is displayed. You can call up various functions here. Entries may vary.

The idle menu may contain the following entries:
* Unanswered calls[1]
* Incoming calls[1]
* Outgoing calls[1]
* Deact call forwarding[2]
* Act. FWD-FIXED[3]
* Act. FWD-VAR-ALL-BOTH
* Display callbacks[4]
* Direct call pickup
* Voice encryption[5]
* Program/Service

1. Shown optionally if entries exist
2. Shown optionally if fixed or variable forwarding is activated
3. Shown optionally if a phone number is saved for fixed forwarding
4. Shown optionally if a callback is saved
5. Shown optionally if voice encryption is activated

Programmable function keys

Your OpenScape Desk Phone CP200/CP205 has four fixed function keys (with LED), which you can reprogram with different functions or phone numbers at any time.

The icons represent the following preset functions:

• Call lists
• Display phonebook
• Call forwarding?
• Saved number redial?

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

• Function keys → Page 26
• Selected dialing keys → Page 27

A function can be programed for each key as well as a phone number at the second level.

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

Meaning of LED displays on function keys

LED		Meaning of function key
	Off	The function is deactivated.
	Flashes[1]	Indicates the function status.
	Lights up green/red	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.

Signaling LED

When the OpenScape Desk Phone CP200/CP205 is idle (on-hook), the Signaling LED state and color depends on the state of the Mailbox/Call log LED (see table below). Call log key must be configured on the phone to have the following functionality.

Maibox LED	Call log LED	Signaling LED
ON	ON	ON - flashing red light
ON	OFF	ON - flashing red light
OFF	ON	ON - solid red light
OFF	OFF	OFF

When the OpenScape Desk Phone CP200/CP205 is not idle, the Signaling LED shows a:

- Solid green light if the phone is off-hook, dialing, calling, ringing (outgoing) or connected.
- Flashing green light if there is an incoming call.
- Solid amber light if there is a call on hold.
- Flashing amber light in case of recall.

Dialpad

You can only use the digits 1 to 9 and 0 as well as the * and # characters when dialing a number. To delete digits press ⬑.

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

Example: To enter the letter "h", press the number 4 GHI key on the keypad twice.

▶ To enter a digit in an alphanumerical input field, hold down the relevant key.

Navigation keys

This control allows you to move between input fields, navigate in lists and menus or open the idle menu. You use the ⊙K button to confirm options and launch functions:

Key	Functions when key is pressed
↩	Open the idle menu → Page 15 or browse back in the menu.
⌃	Open the idle menu → Page 15 or browse back in the menu from the end.
⌄	Open the idle menu → Page 15 or browse forward in the menu from the start.
OK	Perform action

Mailbox

Depending on your communication platform and its configuration (consult your administrator), you can use the ✉ key to access messages from services.
The following messages are saved:

• Callback requests
• Voicemail

Messages (callback requests)

New or as yet unheard messages are signaled as follows:

✉ The key LED lights up.

▌▌▶ These announcements remain active until all messages have been viewed or deleted.

To access: Press the ✉ key. The most recent entry is displayed.

Example:

```
                                                    Caller ID
10168 PETER            Call  N
We08.01.               16:25  ⬍        Type of message

                                        Function menu
                                        Time
                                        Date
```
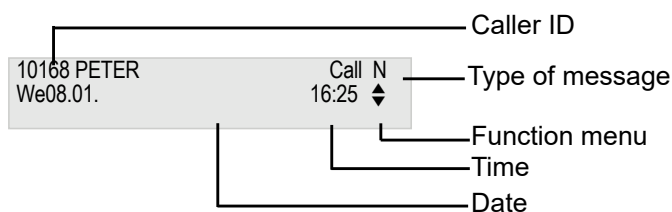
▌▌▶ For a description of how to edit the entries → Page 52.

Voicemail

Press the ✉ mailbox key.

If your system is appropriately configured, you can call the voice mailbox directly and immediately play back the messages saved.

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

Call lists

Calls to your phone, unanswered calls and dialed phone numbers are saved in call lists. To call subscribers from the call lists, press the function key with the 🗗 icon or search a call list in the idle menu using the ◆ (→ Page 37) key. You can also access the Call Logs by selecting "Destinations?" in the Prog./Serv..

Settings and functions

Press the menu key 🗐 . You can use the service menu to access your communication system's extensive functions.

Menu title

```
Service
Destinations?              ▲▼
Feature settings?          ▲▼
Key function?              ▲▼              Further entries are available
PIN / COS?                 ▲▼
Reminder?                  ▲
```
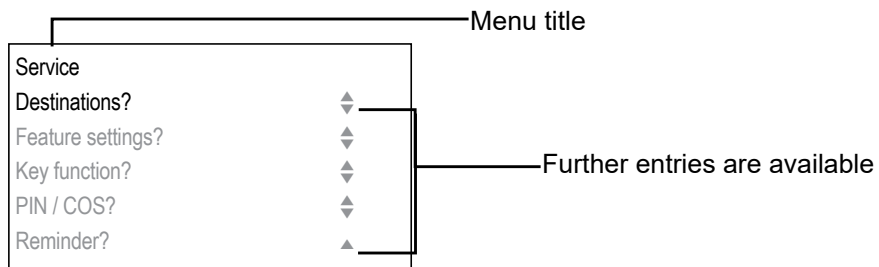
The menu structure consists of several levels. The first line in this structure shows the menu currently selected while the remaining lines show the options for this menu. The arrow next to an entry indicates the availability of additional options for this entry.

Ports on the underside of the phone

Power supply
unit ☉
(if necessary)

PC 🖳

Network switch

Country-specific cable

Headset ☊

Handset

Service interface
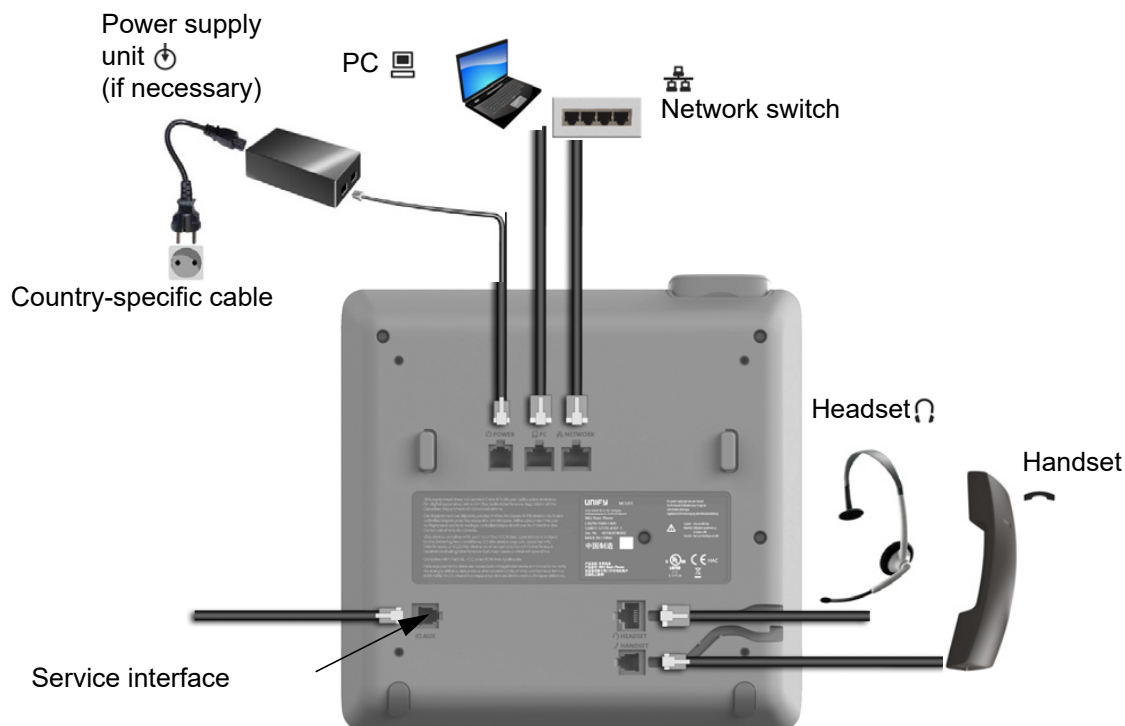
Using network ports more efficiently

The OpenScape Desk Phone CP200/CP205 has a built-in Ethernet switch. This means that you can also connect a PC with a LAN port to the LAN directly via the phone. The option for connecting the telephone and PC must first be activated on the telephone by your Fachpersonal.

Network switch   OpenScape Desk Phone CP200/CP205   PC

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

Telephone settings

Display

You can adjust the display on your OpenScape Desk Phone CP200/CP205 to suit your personal needs.

Setting contrast

The display has eight contrast levels that you can set according to your lighting conditions.

⊖ ⊕ Press the key in idle mode → Page 15.

Display contrast? ⬍ Select and confirm the option shown.

⊖ ⊕ Change the display contrast. Press the key repeatedly until the desired level is obtained.

OK Save.

Audio

Adjusting audio settings

You can optimize the audio settings on your OpenScape Desk Phone IP for your work environment and according to your personal requirements.

Adjusting the call volume during a call

You are conducting a call.

⊖ ⊕ Raise or lower the volume. Keep pressing the key until the desired volume is set.

OK Save[1].

Adjusting the ring volume

⊖ ⊕ Press the rocker button in idle mode → Page 15 or while a call is in progress.

Ringer volume? ▾ Confirm the option shown.

⊖ ⊕ Raise or lower the volume. Keep pressing the rocker button until the desired volume is set.

OK Save.

---

1.   If you do not save, the original value will be set for the next call.

Adjusting the ringer pitch

⊖ ⊕   Press the rocker button in idle mode → Page 15.

Ringer pitch? ⬍   Select and confirm the option shown.

⊖ ⊕   To adjust the ringer pitch: Keep pressing the rocker button until the desired ringer pitch is set.

OK   Save.

Adjusting the speakerphone to the room acoustics

To help the other party understand you clearly while you are talking into the microphone, you can set the telephone to "Normal room", "Room with echo" and "Quiet room" to suit the acoustics in your environment:

⊖ ⊕   Press the rocker button in idle mode → Page 15.

Speakerphone mode? ⬍   Select and confirm the option shown.

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

OK   Save.

Setting the volume of the alert tone

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

⊖ ⊕   Press the rocker button in idle mode → Page 15.

Warning tone? ⬍   Select and confirm the option shown.

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

OK   Save.

Call settings

Activating and deactivating second call

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

> If your phone belongs to an ONS group (One Number Service/parallel call → Page 104), please note the following:
>
> In addition to an alerting tone on the busy phone, the second call is signaled with a ring tone on the other phones in the ONS group.

Open the menu → Page 20.

Select and confirm the option shown.

| Feature settings? | ↕ |

Select and confirm the option shown.

| Camp-on? | ▾ |

Select and confirm the option shown.

| Activate? | ▾ |

or

Select and confirm the option shown.

| Deactivate? | ▾ |

System speed-dial numbers

> Speed-dial numbers are configured by your administrator.

Speed-dial numbers are saved in the system.

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

Making calls using speed-dial numbers → Page 42.

Speed dialing with extensions

▐▌▐▶ Speed-dial numbers with sequences are configured by your administrator.

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

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

Example:

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

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

Making calls using speed-dial numbers → Page 42.

Individual speed-dial numbers

🔧 This function must be configured by your administrator.

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

☰	Open the menu → Page 20.
Destinations? ▾	Confirm the option shown.
Speed dial features? ↕	Select and confirm the option shown.
🔢	Press the required speed-dial key. If the key is already in use, the programmed phone number appears on the screen.
New entry? ▾	Confirm the option shown.
🔢	Enter the phone number.
Save? ▾	Confirm the option shown. Your input is saved.

Making calls using speed-dial numbers → Page 42.

Programming the function keys

You can program frequently used functions, phone numbers or procedures onto the function keys on your OpenScape Desk Phone CP200/CP205.

Configuring function keys

See also → Page 16.

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

Example: Configuring a "conference key"

Open the menu → Page 20.

Key function?

Select and confirm the option shown.

Press the function key.

Change?

Confirm the option shown.

More features?   →

Select and confirm the option shown.

Conference?

Confirm the option shown.

Save?

Confirm the option shown.

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

The LED display indicates the status of the function → Page 16.
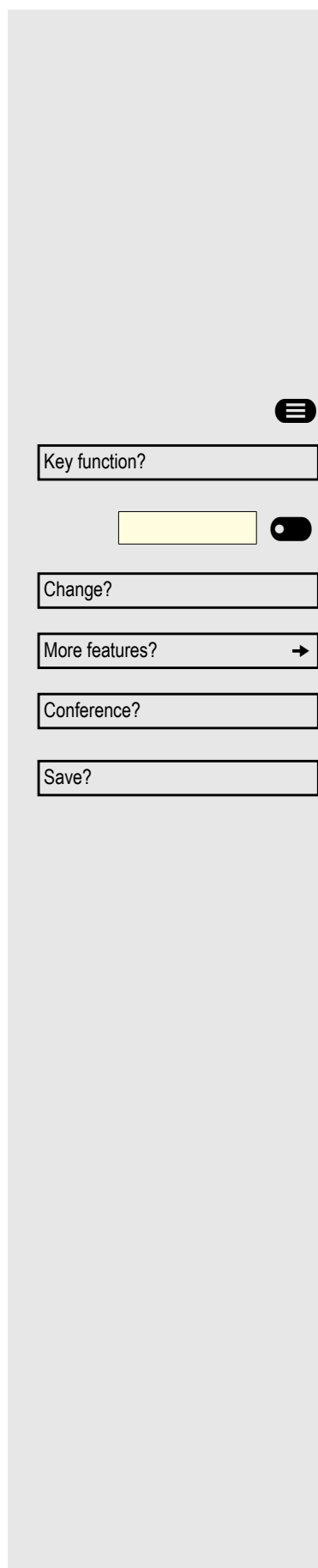
Configuring selected dialing/direct station selection keys

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

Direct station selection keys can be assigned an internal number from the OpenScape 4000 network.

A typical application of direct station selection keys is the executive/secretary configuration → Page 81.

See also → Page 16.

Prerequisite: You have programmed a key with the function "Repdial" or "Direct station select" → Page 26.

☰	Open the menu → Page 20.
Destinations? →	Confirm the option shown.
Repdial?	Select and confirm the option shown.
or	
Direct Station Select?	Select and confirm the option shown.
R ⚫	Press the selected dialing key.
or	
DSS ⚫	Press the configured direct station selection key.

Defining the phone number

Enter new number?	You will be prompted to enter a new number.
or	
New entry?	Confirm the option shown.
⌨	Enter the number.
Save?	Confirm the option shown. Your input is saved.
or select	
Cancel?	
or	
Return?	to cancel the process.

Additional selected dialing key functions

Prerequisite: You have defined a phone number for a selected dialing key and are still in the menu → Page 27.

Entering an automatic consultation call

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

Enter Consult?

j Add the destination number.

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

Entering a number with a pause (example)

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

Enter Pause?

j Enter additional numbers.

> A pause is three characters long.

Selected dialing keys with enhanced functions

Some functions are not available via the menu, rather you have to enter codes to access them. These codes are configured in the OpenScape 4000. You can obtain these codes from your administrator.

Example: Locking the phone with simultaneous call forwarding

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

✱ 2ABC 0+ Enter the phone locking code.

#Abc123 2ABC 4GHI 7PQRS Activate the code for call forwarding.

j Enter the destination phone number.

> In networked systems, the sequence must end with #.
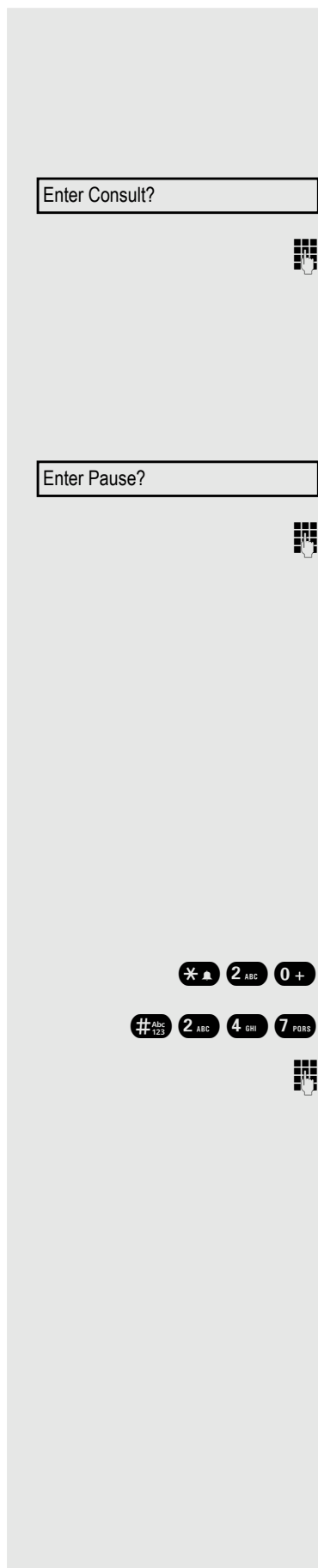
Configuring the pickup key

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

Open the menu → Page 20.

| Key function? |

Select and confirm the option shown.

Press the function key.

| Change? |

Confirm the option shown.

| More features?   ➔ |

Select and confirm the option shown.

| Call Pickup? |

Select and confirm the option shown.

| Save? |

Select and confirm the option shown. The "Pickup" key is configured.

Deleting function key programming

Deleting the phone number

Open the menu → Page 20.

| Destinations?   ➔ |

Confirm the option shown.

| Repdial? |

Select and confirm the option shown.

or

| Direct Station Select? |

Select and confirm the option shown.

Press the required selected dialing/direct station selection key.

| Delete? |

Select and confirm the option shown.

Making calls

It is advised to read the introductory chapter "Getting to know the OpenScape Desk Phone CP200/CP205" → Page 13 to gain a better understanding of the steps described here.

Receiving calls

An incoming call will cancel any ongoing telephone setting operations.

Answering a call via the handset

The phone rings.

Lift the handset[1]

Answering a call via the loudspeaker (speakerphone mode)

The phone rings.

Press the key shown. The LED lights up[1].

Answering a call via the headset

Prerequisite: A headset is connected.

The phone rings. The 🎧 key flashes.

Press the key shown[1].

1. Adjusting the volume → Page 22.

Answering a call using a DSS key

Prerequisite: You have configured direct station selection keys on your telephone → Page 16 and → Page 27.

The phone rings.

DSS

Press the DSS key.

The key LED lights up. You can use speakerphone mode.

or

Lift the handset[1].

> For information on the meaning of the LED displays of the DSS keys, refer to → Page 16.

Answering calls for another member of your team

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

In idle mode

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

Lift the handset

and

Pickup

Press the flashing "Pickup" key (→ Page 29). You have now picked up the call.

The key LED lights up. You can use speakerphone mode.

or

Lift the handset[1].

During a call

Pickup

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

Ending the second call and returning to the first one

Release and return? ▾

Confirm to disconnect.

1. Adjusting the volume → Page 22.

Directed call transfer

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

➤ Lift the handset.

Direct call pickup? ▲

Select and confirm the option shown.

▦ Enter the phone number of the phone from which you are to/want to pick up calls. In this way you can answer the call[1].

Displaying the called extension

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

➤ Lift the handset.

▦ Enter the system code for "Display on request" (consult your administrator if necessary).

The phone number is displayed once you have entered the code.

Using the speakerphone (speaker call)

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

◀)) The speaker key lights up.
Answering via speakerphone mode is immediately possible.

or

➤ Lift the handset and answer the call.

▐▐▶ Placing a speaker call to a colleague → Page 92.

Turning the microphone on and off

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

Ending a call

Press the illuminated key. The key shown is no longer lighting.

or

Press the illuminated key. The key shown is no longer lighting.

or

Replace the handset.

or

Disconnect?

Press the key if it is configured.

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

Making calls

Off-hook dialing

➤ Lift the handset.

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

On-hook dialing

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

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

The other party answers with speaker:

On-hook dialing: Speakerphone mode.

or

➤ Lift the handset.

The called party does not answer or is busy:

◀») 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 key illuminates.

En-bloc sending/correcting phone numbers

You can enter the number without the number being dialed straight away. This means that you can correct the number if necessary.
It is only dialed when requested by you or after a set time has expired.

Enter the phone number and correct if necessary with the ⬍ key.

Dialing entered/displayed numbers

➘ Lift the handset.

or

| Please dial | ▲ |

Confirm the option shown.

Dialing with selected dialing keys

Prerequisite: You have set up a function key as a selected dialing key
→ Page 27.

| 123456 | ⬛ |

Press the programmed selected dialing key.

If the party answers: Speakerphone mode

or
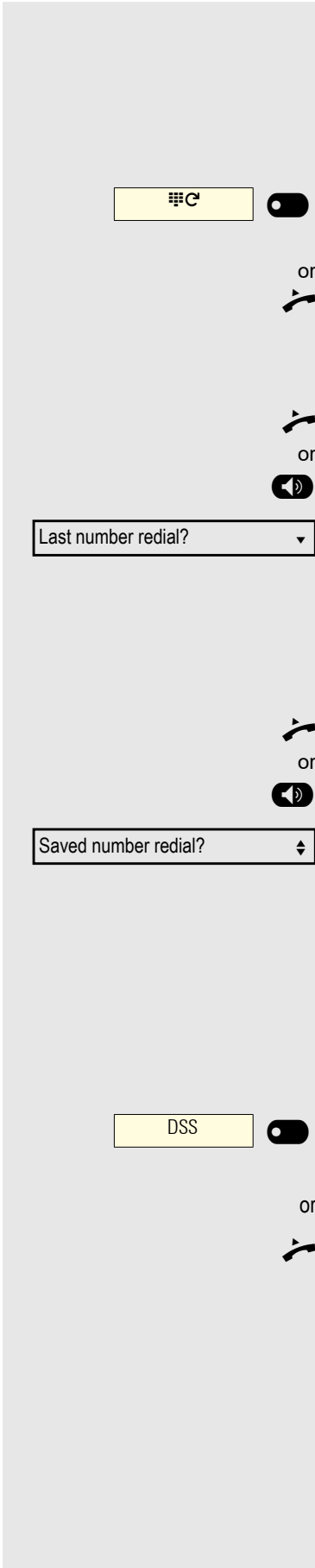
➘ Lift the handset.

Redialing a number (last number dialed)

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

Number redial

| ⌘Ⅽ' | ▬ |

Press the redial key.

If the party answers: Speakerphone mode.

or

➴   Lift the handset.

Redialing from the menu

➴   Lift the handset.

or

◉   Press the key shown.

| Last number redial? | ▾ |

Confirm the option shown.

Redialing a number (saved number)

Prerequisite: You have saved a phone number → Page 58.

➴   Lift the handset.

or

◉   Press the key shown.

| Saved number redial? | ⬍ |

Select and confirm the option shown.

The saved phone number is dialed.

Making calls with a direct station selection key

Prerequisite: You have configured direct station selection keys on your telephone → Page 16 and → Page 27.

| DSS | ▬ |

Press the DSS key.

If the party answers: Speakerphone mode.

or

➴   Lift the handset.

For information on the meaning of the LED displays of the DSS keys, refer to → Page 16.

Dialing subscribers from the call lists

Calling back unanswered calls

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

Press the function key for the call list.

The call list opens. You are immediately in the "Unanswered calls?" list.

or

Open the idle menu in idle status (→ Page 15).

Unanswered calls?

Select and confirm the list of unanswered calls.

| Niels, Bohr | |
| Free | 24.11. 8:16 AM |

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

Next call? ▾

Call Server? ▾

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

Calling dialed or answered subscribers

Press the function key for the call log.

The call log is opened. You are immediately in the "Unanswered calls?" list.

Select and
confirm to select a different list.

Return? ▾

or

Open the idle menu in idle status (→ Page 15).

Unanswered calls?

Select and confirm the list of unanswered calls.

or

Incoming calls? ↕

Select and confirm the list of answered calls.

or

Outgoing calls? ↕

Select and confirm the list of dialed calls.

Next call? ▾

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

| Niels, Bohr | |
| Free | 24.11. 8:16 AM |

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

Call Server? ▾

Select and confirm to dial the subscriber displayed.

Deleting an entry in the call lists

Press the function key for the call log.

The call log is opened. You are immediately in the "Unanswered calls?" list.

Select and

confirm to select a different list if necessary.

Open the idle menu in idle status (→ Page 15).

Select and confirm the list of unanswered calls.

Select and confirm the list of answered calls.

Select and confirm the list of dialed calls.

Select and confirm until the required entry is displayed.

Select and confirm if you no longer require the entry.
Exit the call log by selecting and confirming Return? twice.

Return?

Unanswered calls?

or

Incoming calls?

or

Outgoing calls?

Next call?

Delete?
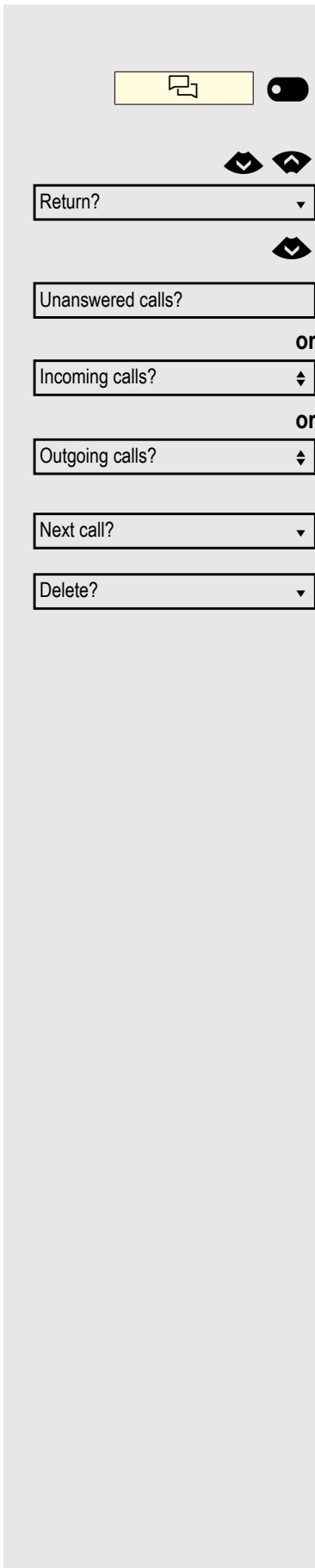
Calling a subscriber from the phonebook

Subscribers can be selected from the corporate directory or personal phonebook.

Two options are provided for entering the characters via the dialpad. Either using what is known as a quick search, as was already available with the DTB, or in the usual way using a mobile phone or via SMS.

This setting can be made in the main menu of the phonebook under "Set up functions?" (Funktionen einrichten) .

1. Mobile/SMS: Press the number key on which the required letter is located until the letter appears on the display. After a brief pause select the next letter, etc. for example b = press the number 2 key twice; z = press the number 9 key four times.

2. To select a letter with a quick search, use the number key to select the corresponding character group from the table below, which contains this letter. For example, to start with the initial uppercase letter E, select the number key 3. If the second letter is n, then select the number key 6. If the next sequence is g, e and I, then select the number keys 4, 3 and 5.

Character	Number key
a A b B c C 2	2
d D e E f F 3	3
g G h H i I 4	4
j J k K I L 5	5
m M n N o O 6	6
p P q Q r R s S 7	7
t T u U v V 8	8
w W x X y Y z Z 9	9
. , ; L _ + - / * { } [ ] ( ) AND # ! ? $ % 1	1
"Blank space" 0	0
Move forward	#
Delete character	*

Press the function key for the phonebook. The display phonebook opens.

Searching for subscribers

| Corporate directory? | ▾ |

Confirm to search in the corporate directory, for example.

| Quick search? | ▾ |

Confirm the quick search.

You will be prompted to enter the name you are searching for.

Enter the first letter using the dialpad. The first possible name with the initial letter entered is displayed (see also → Page 17).

| B_auer Marie | > |

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

| Bo_hr Niels | |
| Finished? | > |

OK Confirm the search result.

The subscriber is displayed with the phone number.

| Bohr Niels | |
| 32443 | ?> |

Possible options with a selected subscriber

❤ You can select the following options with the navigator key:
- Dial?
- Next entry?
- Forward 10 entries?
- Previous entry?
- Back 10 entries?
- Copy entry?

OK Confirm the selected option.

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

or

❤

| Back? | ▾ |

Select and confirm to launch the quick search again.

Calling a subscriber
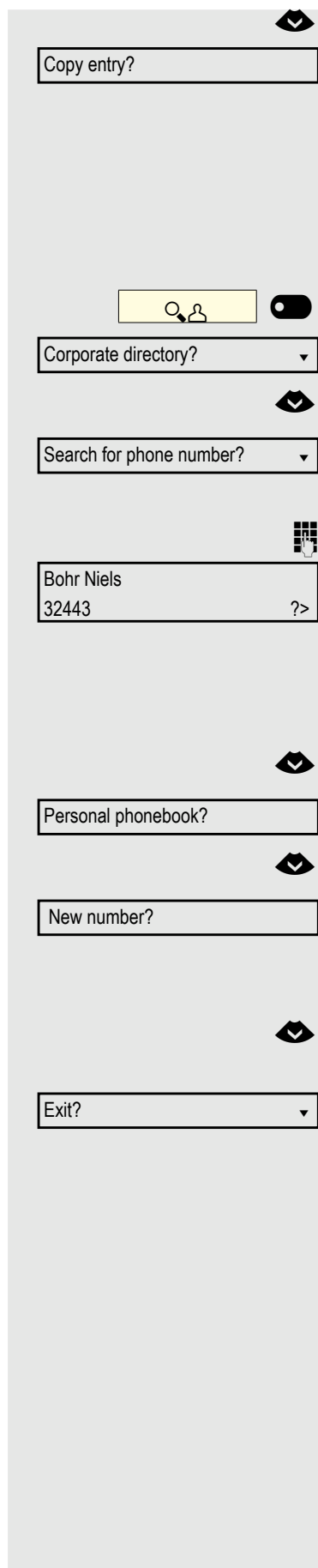
The subscriber found is shown on the display.

OK Confirm to establish the connection immediately.

or

❤

| Dial? | ▾ |

Select from the list of options and confirm. The connection is established with the selected subscriber.

Copying a subscriber to the personal phonebook

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

Copy entry?

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

Searching for a subscriber based on the phone number

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

Press the function key for the phonebook. The display phonebook opens.

Corporate directory?

Confirm to search in the corporate directory, for example.

Search for phone number?

Select and confirm the option shown.

You are prompted to enter the relevant phone number.

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

Bohr Niels
32443   ?>

If there is a matching subscriber, the subscriber will be displayed. For information on using the possible options, see above.

Adding entries to the phonebook

You can add phone numbers yourself to your phonebook.

Personal phonebook?

Select and confirm the option shown.

New number?

Select and confirm the option shown.

Exiting the display phonebook

Use the navigator key at the top level of the display phonebook to select the following options:

Exit?

Confirm the option shown. You exit the display phonebook immediately.

Using speed dialing

�▶ This function must be configured by your administrator.

Speed-dial numbers may also contain command or access code sequences and may be linked to other speed-dial numbers → Page 25.

Dialing using system speed-dial numbers

Prerequisite: You know the system speed-dial numbers → Page 24.

▤ Open the menu → Page 20.

Select and confirm the option shown.

Use speed dialing?	◆

▦ Enter the speed-dial number.

The connection is established immediately.

Dialing using individual speed-dial numbers

Prerequisite: You have configured individual speed-dial numbers → Page 25.

▤ Open the menu → Page 20.

Select and confirm the option shown.

Use speed dialing?

0 + ... **9 wxyz** Press the configured speed-dial key.

The connection is established immediately.
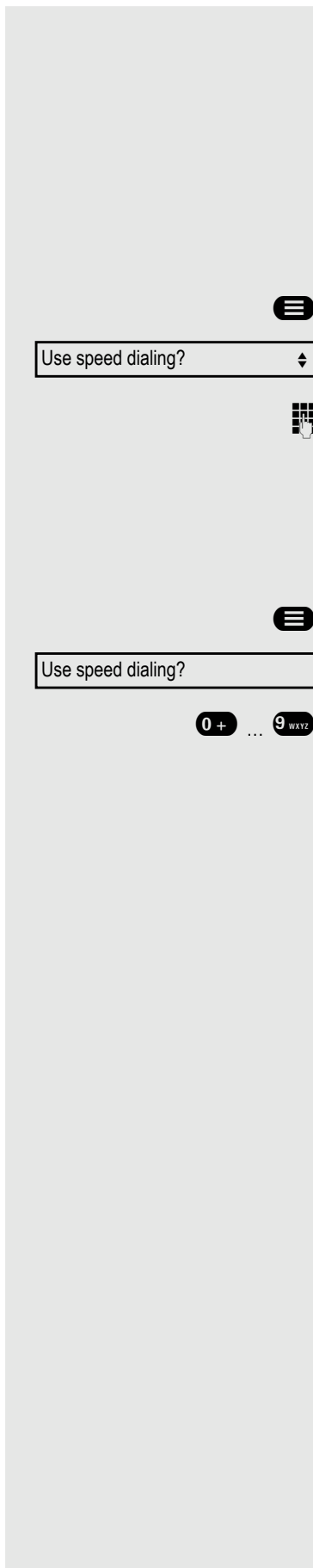
Call duration display

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

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

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

Dialing with call charge assignment

You can assign external calls to certain projects.

Prerequisite: Project numbers (from 1 to 5) have been configured for certain projects and you have an account code (ACCT) for the project.

Dialing with project assignment

Open the menu → Page 20.

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

Enter the PIN

or

Open the menu → Page 20.

PIN / COS?	▲▼

Select and confirm the option shown.

PIN 1?	▼

Confirm the option shown.

if nec..

PIN 2?	▲▼

Select and confirm PIN2 to PIN5.

Enter the external phone number.

Then make your phone call as usual → Page 30.

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

Talking to your colleague with a speaker call

You can place a speaker call to an internal party using the loudspeaker on their telephone. You can also use the functions under "OpenScape 4000 as an "entrance telephone system" → Page 91.

Prerequisite: A "COM Spk 2way" programmed function key is configured on your phone.

COM Spk 2way ⬤   Press the programmed function key "COM Spk 2way".

🎛   Enter the phone number.

♫   Wait for the tone and answer with the speaker.

or

📞   Lift the handset and speak to the party who answers.

▐▌▶ If the party to whom you are speaking has activated "Speaker call protect" → Page 107, your speaker call will be received as a normal call.

If you cannot reach a destination...

Call waiting (camp-on)

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

Camp-on?   ♦   Select the menu item, confirm and wait briefly.

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

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

Busy override - joining a call in progress

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

Override?   ♦   Select the menu item, confirm and wait briefly.

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

You can now start talking.

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

Forwarding calls

▌▌▌▶ Please note the description for programming call forwarding → Page 46.

Forwarding calls automatically

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

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

Delayed call forwarding

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

Initial call

Prerequisite: "Call forwarding no reply" is activated → Page 46.

The caller hears the ringing tone and is not forwarded to another extension until after a certain time (→ Page 49).

Second call

Prerequisite: Second call → Page 24 and "Forwarding on busy/after timeout" or "Call forwarding no reply" are activated → Page 46.

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

Programming call forwarding

If your phone belongs to an ONS group (One Number Service/parallel call
→ Page 104), please note the following:

Call forwarding can be set up on any phone in the ONS group and then
applies for all phones in the ONS group.
Call forwarding between two phones in an ONS group is not possible.

Overview of forwarding types

You can configure different call forwarding settings for your station.

FWD-VAR-ALL-BOTH on	All calls are forwarded to the saved phone number, the phone number is deleted after deactivation.
FWD-FIXED on	All calls are forwarded, the saved phone number is not deleted after deactivation.
FWD-VAR-ALL-INT on	Only internal calls are forwarded.
FWD-VAR-ALL-EXT on	Only external calls are forwarded.
FWD-VAR-BUSY-BOTH on	If your station is busy, all calls are forwarded.
FWD-VAR-RNA-BOTH on	If you do not answer a call, all calls are forwarded after a certain length of time.
FWD-VAR-BZ/NA-BTH on	If your station is busy or you do not answer a call, all calls are forwarded after a certain length of time.

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

Fixed forwarding (all calls)

If you have programmed a destination for fixed forwarding, you can activate and
deactivate this using the "Forward" key (if configured). The programmed for-
warding destination remains valid until you change or delete it.

Configuring/modifying a fixed forwarding destination

Open the menu → Page 20.

Destinations? ▾

Confirm the option shown.

Call forwarding? ▾

Confirm the option shown. "Variable forwarding" is displayed.

Next forwarding type? ▾

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

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

Enter destination: ↕

Select and confirm the option shown.

Enter the phone number for the forwarding destination. Any destination previ-
ously saved will be overwritten.

Save? ▾

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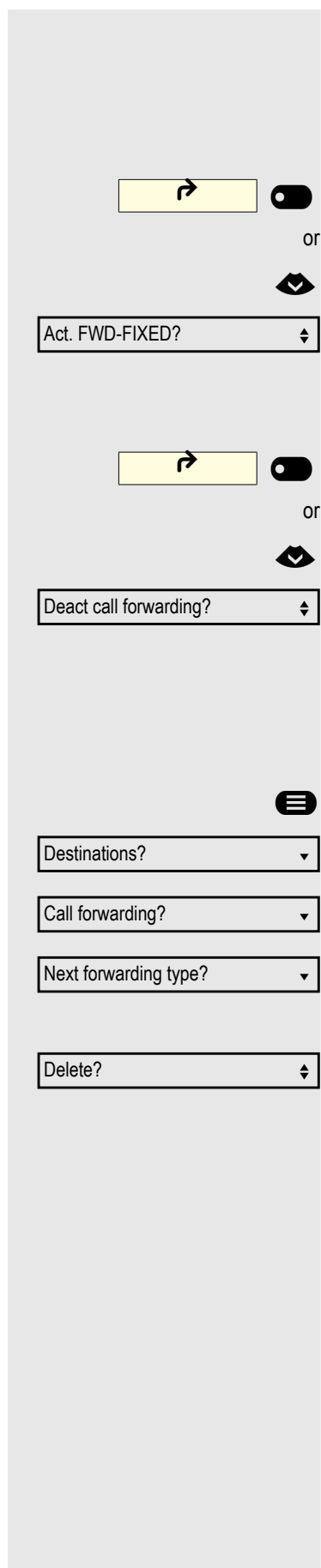
Fixed forwarding is saved and activated.

Activate fixed forwarding

Prerequisite: A fixed forwarding destination is saved → Page 46.

↱ ◖   Press the "Forward" key.

or

❤   Open the idle menu in idle status (→ Page 15).

Act. FWD-FIXED?   ↕   Select and confirm the option shown.

Deactivate fixed forwarding

↱ ◖   Press the Forward key with the illuminated LED.

or

❤   Open the idle menu in idle status (→ Page 15).

Deact call forwarding?   ↕   Select and confirm the option shown.

Fixed forwarding is deactivated. The destination number is retained.

Deleting a fixed forwarding destination

You can delete the destination for fixed forwarding.

☰   Open the menu → Page 20.

Destinations?   ▾   Confirm the option shown.

Call forwarding?   ▾   Confirm the option shown.

Next forwarding type?   ▾   Confirm the option shown. The display shows "Fixed forwarding" and the forwarding destination.

Delete?   ↕   Select and confirm the option shown.

The forwarding destination is deleted. If fixed forwarding was activated it is now deactivated. The "Forward" key is deactivated.

Activating and deactivating fixed forwarding by means of an option

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

Open the menu → Page 20.

Feature settings? →

Select and confirm the option shown.

Call forwarding? →

Select and confirm the option shown to activate or deactivate fixed forwarding. "Fixed call forw. is on" or "FWD-FIXED off" is displayed.

Variable forwarding (all calls)

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

Configuring and activating variable forwarding

Open the idle menu → Page 15.

Act. FWD-VAR-ALL-BOTH?   ⬍

Select and confirm the option shown.

or

Open the menu → Page 20.

Destinations?   ▾

Confirm the option shown.

Call forwarding?   ▾

Confirm the option shown.

The display shows "Variable forwarding".

Enter destination: ⬍

Select and confirm the option shown.

Enter the forwarding destination number.

Save?   ▾

Confirm when the complete number has been entered.

Forwarding is saved and activated.

If you enter a cross-system number, you have to complete entry of the phone number by pressing 🔲.

Deactivating variable forwarding

↱   ⬛

Press the Forward key with the illuminated LED.

or

Open the idle menu → Page 15.

Deact call forwarding?   ⬍

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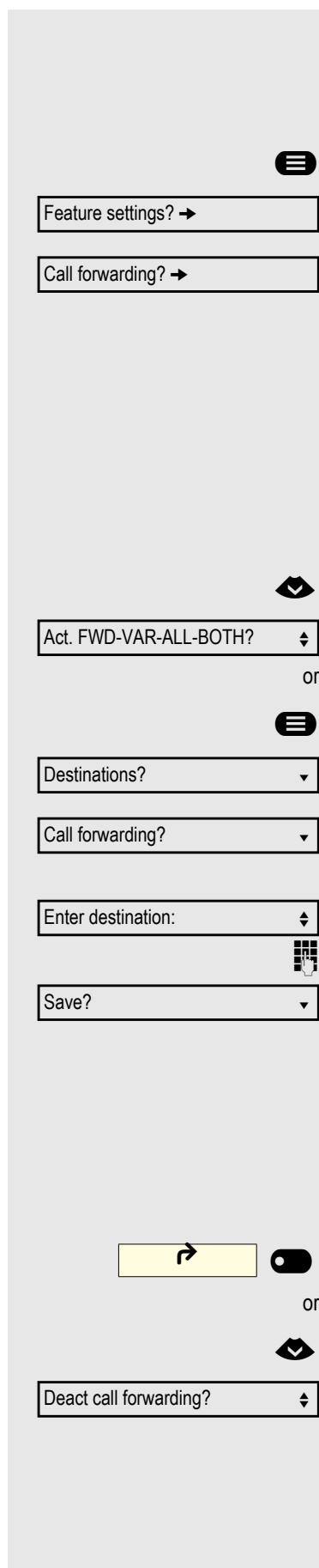
Additional forwarding types

This description applies for the following forwarding types:

- Forwarding for intnl
- Forwarding for extnl
- Forwarding on busy
- Call forwarding no reply
- Forwarding on busy/after timeout

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

Configuring and activating forwarding

Open the menu → Page 20.

Destinations?	▾

Confirm the option shown.

Call forwarding?	▾

Confirm the option shown.

Variable forwarding is offered first.

Next forwarding type?	▾

Confirm until the required forwarding type → Page 46 is shown in the first line.

Setting forwarding no reply

FWD-VAR-RNA-BOTH off	

Forwarding type with status.

Enter destination:	⬍

Select and confirm the option shown.

Enter the forwarding destination number.

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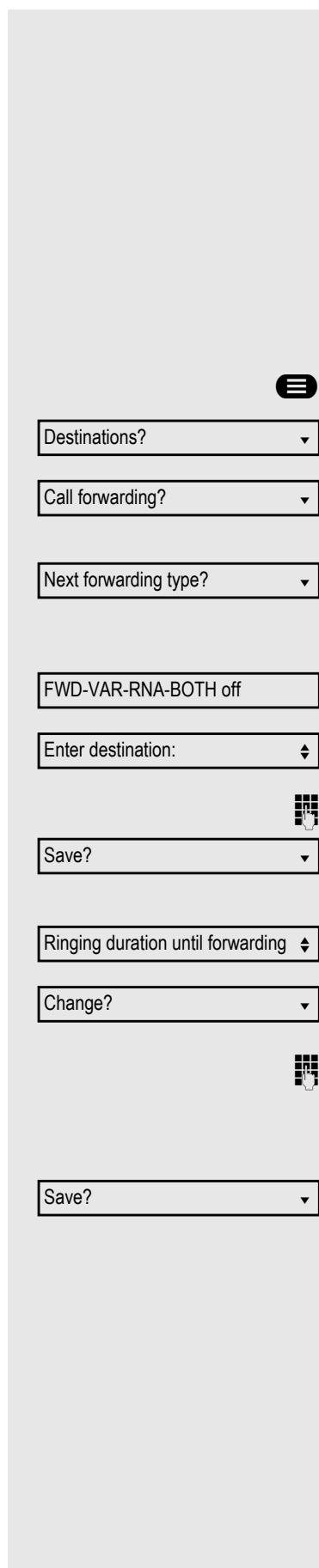
Confirm when the complete number has been entered. The status is set to "FWD-VAR-RNA-BOTH on".

Ringing duration until forwarding	⬍

Select and confirm the option shown if you wish to change the preset 0 seconds.

Change?	▾

Confirm the option shown.

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

Save?	▾

Confirm the option shown.
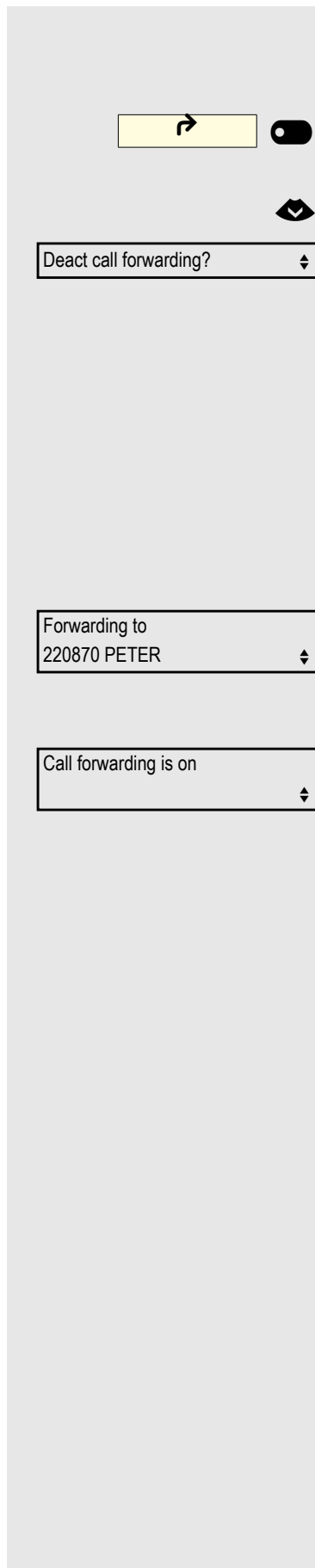
Deactivating variable forwarding

For "Forwarding for internal" and "Forwarding for external".

Press the Forward key with the illuminated LED.

For all other forwarding types:

Open the idle menu → Page 15.

Select and confirm the option shown.

Forwarding is deactivated and the destination number is deleted.

Deact call forwarding?   ↕

▐▐▐▶ Call forwarding can also be preconfigured in the system → Page 45.

Displays

In idle mode → Page 15, the following signals remind you that forwarding is activated:

Fixed/variable forwarding

The number/name of the forwarding destination is shown on the display. The "Forward" key illuminates.

Forwarding to
220870 PETER   ↕

Forwarding for internal/external

The status is shown in the display. The "Forward" key illuminates.

Call forwarding is on   ↕

▐▐▐▶ There is no display message for the forwarding types "Busy", "No answer" and "Busy/no answer". The key LED does not light up.

Using callback

If your phone belongs to an ONS group (One Number Service/parallel call → Page 104), please note the following:

Callback on busy is only signaled on the busy phone, not in the entire ONS group.
Callback on no reply is entered in the mailbox → Page 19 on all internal system phones in an ONS group.

Saving a callback

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

Confirm the option shown.

Callback?

If the called party was busy, the callback is automatic.
If the called party did not answer, a message is left in the called party's mailbox.

Accepting a callback

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

Your phone rings.

Lift the handset. You hear a ring tone.

or

Press the key shown. You hear a ring tone.

If the party has activated call forwarding → Page 46, you will receive the callback from the call forwarding destination.

Canceling callbacks

Confirm the option shown.

Cancel callback?

or   Do not answer the call. After ringing four times, the callback is canceled.

Responding to a callback request

Prerequisite: You have received at least one callback request → Page 19.

✉   Press the key shown.

Information regarding the caller is displayed → Page 19.

Next entry?   ⬍

Select and confirm until the required entry is displayed.

Output?   ▾

Select and confirm the option shown.

The party is called and the entry is deleted from the list.

Checking/deleting a saved callback

Prerequisite: You have saved a callback → Page 51.

❤   Open the idle menu → Page 15.

Display callbacks?   ⬍

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

Next callback?   ▾

Select and confirm to display additional entries.
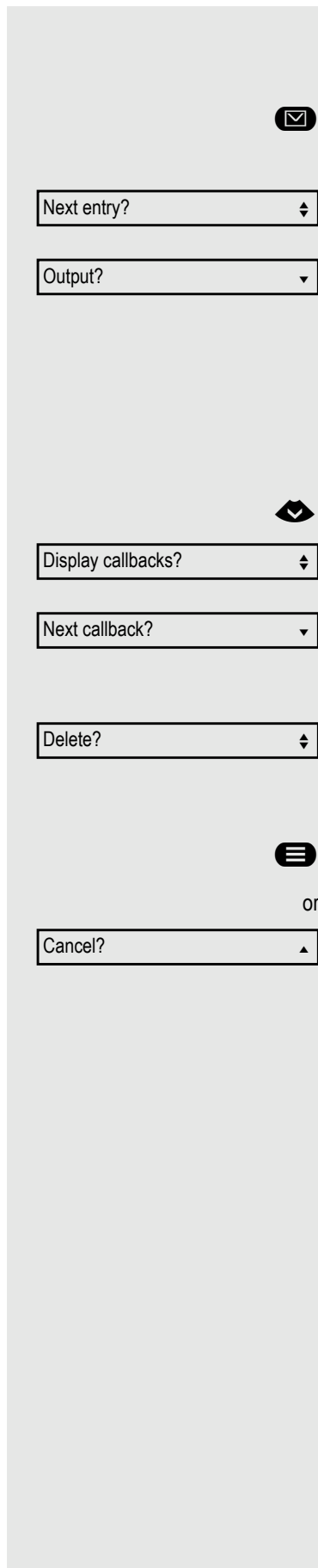
Deleting a displayed entry

Delete?   ⬍

Select and confirm the option shown.

Ending retrieval

▤   Press the key shown.

or

Cancel?   ▴

Select and confirm the option shown.

During a call

Switching to speakerphone mode

People present in the room can participate in your call.

Prerequisite: You are conducting a call via the handset.

◀)) ┏ Hold down the key and replace the handset. Then release the key and proceed with your call[1].

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[1].

Switching to the handset

Prerequisite: You are conducting a call in speakerphone mode.

┏ **and** ↖ Lift the handset. Proceed with your call. The handsfree microphone is switched off.
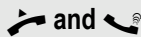
Open listening in the room during a call

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

Prerequisite: You are conducting a call via the handset.

Activating

◀)) Press the key shown. The LED lights up. The handsfree microphone remains switched off.

Deactivating

◀)) Press the key shown. The LED goes out.

---

1.   Adjusting the volume → Page 22.

Turning the microphone on and off

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

Ending a call

Press the illuminated key. The key shown is no longer lighting.

or

Press the illuminated key. The key shown is no longer lighting.

or

Replace the handset.

or

Disconnect?   Press the key if it is configured.

Parking a call

You can park up to 10 internal and/or external calls on the OpenScape 4000 and resume them at another telephone.

There are two options for parking a call:
- Automatic park
- Manual park

Calls cannot be parked if:
- All park positions are busy.
- The park position you wish to use is busy.
- The station is the attendant console.
- The call is a consultation call.
- The call is in a conference.

Automatically parking a call

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

Parking a call

Group Park

Press the programmed "Group Park" key. The first free park slot is used and indicated on the display. The call is parked.

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

Replace the handset.

Retrieving a parked call

Park

Press the programmed "Group Park" key.

0+ ... 9 wxyz   Enter the park slot number of the parked call and proceed with the call.

Manually parking a call

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

Parking a call

Park to station?   ♦

Select and confirm the option shown.

📳 Enter the phone number of the destination phone.

The call is parked.

☎ Replace the handset.

If "Park" is not available, you will receive acoustic and also visual notification.

Return to held call?   ▾

Confirm and continue the call.

or

☎ Replace the handset. You receive a recall for the call on hold.

Answering a parked call

📞 Lift the handset.

or

🔊 Press the key shown for speakerphone mode.

Park retrieve?

Select and confirm the option shown.

Calling a second party (consultation)

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

Prerequisite: You are conducting a call.

Consultation?   ▾

Confirm the option shown.

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

or Select the number from the caller list, see → Page 37.

or Select the number from the phonebook, see → Page 39.

Ending a consultation call

Release and return?   ▾

Confirm the option shown.

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

Switching to the held party (alternating)

Prerequisite: You are on a consultation call.

| Toggle? | ↕ |

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

Ending an alternate operation

| Release and return? | ↓ |

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

Combining the call partners in a three-party conference

| Conference? | ↕ |

Select and confirm the option shown.

or

⟨B⟩ Press the key shown.

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

> If voice encryption is not activated or not available on a conference party's phone, the entire conference is not secure. It may be indicated that the call is not secure → Page 109.

Transferring a call

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

Transferring with announcement

| Consultation? | ↓ |

Select and confirm the option shown.

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

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

⌣ Replace the handset.

Transferring without announcement

| Start transfer? | ↕ |

Select and confirm the option shown.

⌨ Enter and confirm the required party's phone number.

⌣ Replace the handset.

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

Saving phone numbers for redial

▥▸ This phone number is saved under the idle menu entry "Saved number re-
dial?" and overwrites previously saved phone numbers. Dial the saved
number from the idle menu → Page 36.

Saving the current phone number

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

Save number?	⬍

Select and confirm the option shown.

Saving any phone number

Prerequisite: Your phone is in idle mode → Page 15.

⊜   Open the menu → Page 20.

Destinations?	▾

Confirm the option shown.

Saved number redial?	⬍

Select and confirm the option shown.

New entry?	▾

Confirm the option shown.

🖐   Enter the phone number.

Save?	▾

Confirm the option shown.

Using the second call feature

Answering a second call via the menu

Prerequisite: You are conducting a call and the "Camp/Overide" function is ac-
tivated (→ Page 24).

♫   A second call is signaled via the call waiting tone. The caller hears the ring tone
as if you were "free".

Answer camp-on?	▾

Select and confirm the option shown[1].

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

Answering a second call with a function key

Prerequisite: "Second call" is activated (→ Page 24). The "Pickup" function key
(→ Page 29) is programmed.
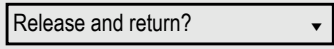
☏   You are conducting a call.

♫   You hear an alerting tone.

Pickup	🔆

Press the "Pickup" function key.
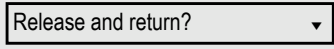
☏   You are connected to the second caller. The first party is placed on hold.
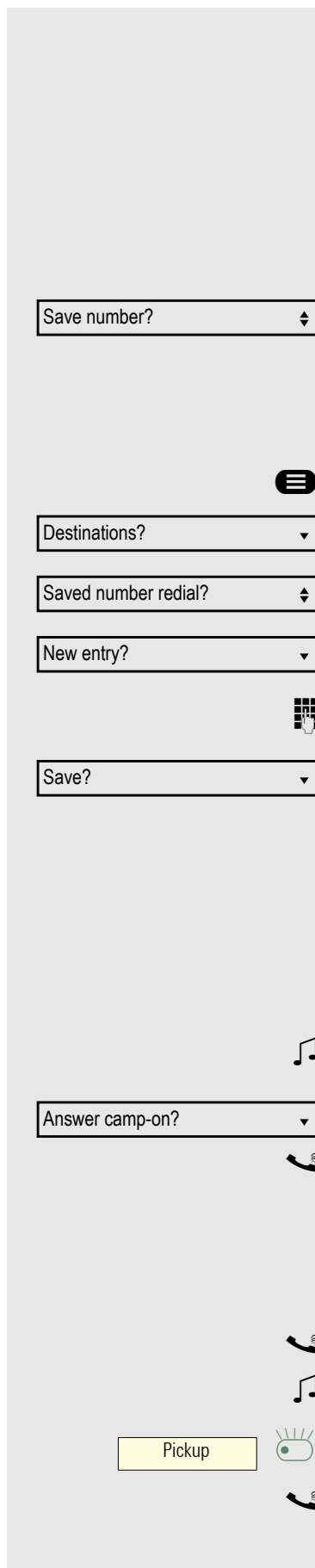
Ending the second call and resuming the first one

| Release and return? | ▾ |

Confirm to disconnect.

or

☎ Replace the handset and lift it again.

Ending the second call and resuming the first one

| Release and return? | ▾ |

Confirm to disconnect.

or

☎ Replace the handset and lift it again.

Entering commands using tone dialing (DTMF suffix dialing)

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

☰ Open the menu → Page 20.

| More features? | ↕ |

Select and confirm the option shown.

| DTMF suffix dialing? | ↕ |

Select and confirm the option shown.

You can now enter commands using the keys 0 to 9, the asterisk key and the hash key.

▐▌▶ Ending the call also deactivates DTMF suffix dialing.

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

Conference

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

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

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

- Setting up a conference by calling a party, receiving a call, making a consultation call or receiving a second call.
- Answering a second call and including the caller in the conference.
- Toggling between the conference and a consultation call or second call.
- Conducting a consultation call during a conference and connecting it to the conference.
- Interconnecting conference participants from two independent conferences via a remote network.
- Putting the conference on hold if line keys are installed.
- Obtaining an overview of all conference participants.
- Transferring a conference to a new party.

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

Setting up a conference

Initiating a conference from a single call

You are conducting a call.

Start conference?

Select and confirm the option shown.

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

Conference?

Confirm the option shown.

or

Press the key shown. You will briefly see the message: „1 is your position"

Conf.   1-2-3
Add to conference?

This message is then displayed.

Setting up a conference from a consultation call

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

Consultation?

Select and confirm the option shown.

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

Conference?

Select and confirm the option shown.

or

Press the key shown. You will briefly see the message: "1 is your position".

Setting up a conference from a second call

Prerequisite: You are conducting a call and receive a second call → Page 58.

You hear an alerting tone.

Answer camp-on?

Select and confirm the option shown.

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

Conference?

Select and confirm the option shown.

or

Press the key shown. You will briefly see the message: "1 is your position". All members are connected in a conference call.

Adding a party

Any party in the conference can extend the conference by

• calling another specific party and connecting them,
• connecting a party from a consultation call to the conference, or
• answering a second call and adding the caller to the conference.

Calling another specific party and connecting them

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

Add to conference?	▼

Select and confirm the option shown.

🖳   Call the new party.
Inform this party that he or she is being added to a conference.

Conference?	▼

Select and confirm the option shown.

or

👥   Press the key shown. The party is added to the conference.

If the new party does not answer

Return to conference?	↕

Select and confirm the option shown.

Expanding the conference from a consultation call

You wish to make a consultation call during the conference.

Consultation?	↕

Select and confirm the option shown.

🖳   Call a party. Place the consultation call on hold.

Conference?	↕

Select and confirm the option shown.

or

👥   Select to add the party from the consultation call to the conference.

or

Toggle?	▼

Toggle between the conference and the consultation call.

or

Return to conference?	▼

Select and confirm to end the consultation call and return to the conference.
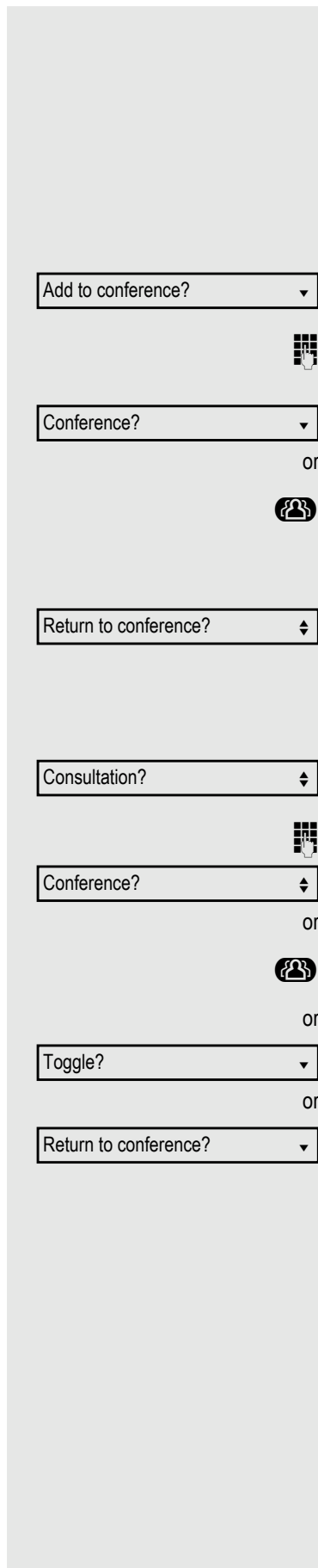
Answering a second call and adding it to the conference

If you receive a second call during the conference → Page 58, you can connect this party to the conference.

Prerequisite: You are conducting a call in a conference and receive a second call.

♫   You hear an alerting tone.

Answer camp-on?	▾

Select and confirm the option shown.

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

Conference?	▾

Select and confirm the option shown.

or

👪   Select to add the second caller to the conference.

Transferring a conference

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

Prerequisite: You are on a conference call.

Consultation?	↕

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

🔢   Call a party.

or

Add to conference?	▾

Select and confirm the option shown.

🔢   Call a party and announce the transfer.

Transfer conference?	↕

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

📞   Replace the handset.
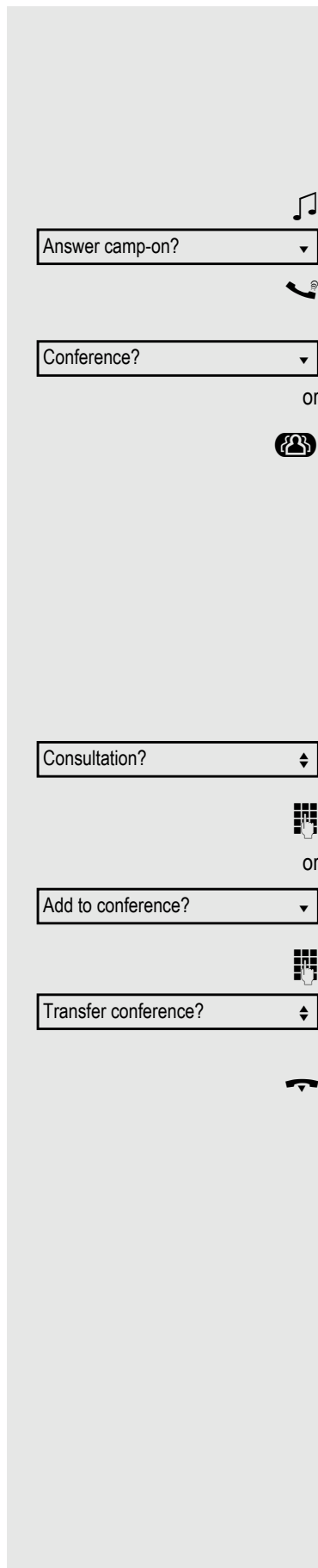
Disconnecting conference participants

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

View members?	⬍

Select and confirm the option shown.

220870 Coco	🗁

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

Next conference party?	▾

Confirm to display the next member.

or

Stop viewing?	▴

Select and confirm to end the display.

or

Release party?	⬍

Select and confirm to disconnect this party from the conference. If there were only three members, the conference is now ended.

Disconnecting the last member added

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

Remove last party?	⬍

Select and confirm the option shown. The last member added is disconnected. If there were only three members, the conference is now ended.

Putting the conference on hold

❚❚ Press hold The conference call is placed on hold.

Return to conference?

Confirm to return to the conference.

Holding a conference on a line

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

❚❚ Press hold The conference call is placed on hold.

Line 1	▬

Press the line key for the conference that is on hold – you are then reconnected to the conference.

Making calls via multiple lines (MultiLine)

Line/trunk keys

Line keys can be configured on the programmable function keys on a Open-Scape Desk Phone CP200/CP205. Each key that is assigned the function "line" is handled as a line. This means up to four lines can be configured.

A distinction is made between primary and secondary lines. Each of these line types can be used on a private or shared basis → Page 66.

Line keys are configured by your administrator.

The following diagram shows how telephones with multiple line keys are connected in a team.
3234 is Mr. Matthews' phone number, 3235 is Mr. Miller's phone number and 3236 is Mr. Saddler's phone number. On all three phones, calls can be made via all three lines. The line for your own extension number is always the primary line however.

3234 (primary line)
3235 "Miller"
3236 "Saddler"
Mr. Matthews' phone

3235 (primary line)
3234 "Matthews"
3236 "Saddler"
Mr. Miller's phone

3236 (primary line)
3234 "Matthews"
3235 "Miller"
Mr. Saddler's phone
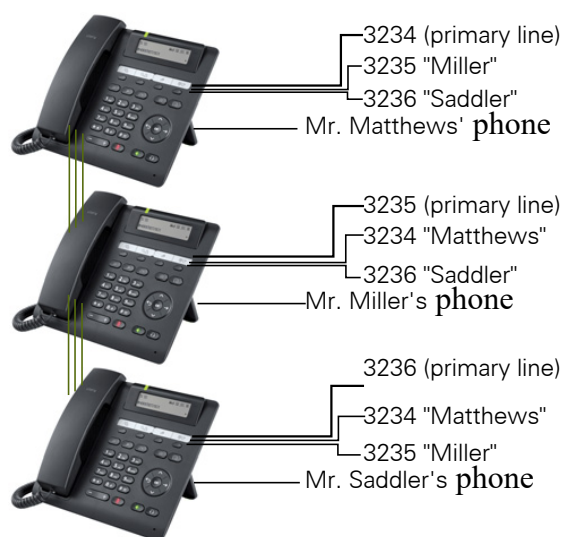
Primary line

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

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

Secondary line

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

Line utilization

Private line

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

Shared line

A line that is configured on multiple telephones. The status is displayed via a LED for all telephones that share this line (if configured). If, for example, a shared line is being used by a telephone, a status message indicating that this line is busy is displayed on all other telephones.

Direct call line

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

LED displays on trunk keys

LED	Meaning
⬤▭	**LED off**: The phone is in idle mode.
☀⬤	**Flashes:** Incoming call and line on hold.
⬤	**LED lights green**: The line is busy.

Preview

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

Prerequisite: You have answered a call on a line key. The line key LED flashes quickly and the "Preview" function key is configured.

Activating preliminary display

Press the programmed function key "Preview". The LED lights up.

Press the required line key.

Information about the caller or the party on hold or parked is displayed.

Deactivating preliminary display

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

The menu line and the call duration are displayed again.
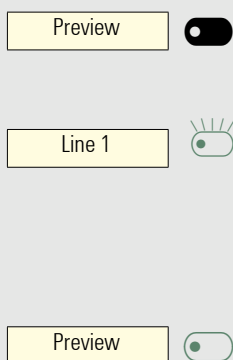
Answering calls with the line keys

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

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

Answering calls in the sequence in which they are offered

Your telephone rings (call). The caller ID is displayed. The LED of the line key offered flashes quickly.

➤ Lift the handset.

or

◀)) Press the key shown for speakerphone mode.

Answering calls preferentially

Your telephone rings (call). The caller ID is displayed. The LED of the line key offered flashes quickly. LEDs of other line keys likewise flash quickly.

Line 1   Press the preferred line key. The caller ID is displayed briefly.

➤ Lift the handset.

or

◀)) Press the key shown for speakerphone mode.

Activating/deactivating ringing (call)

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

With the "Ringer cutoff" programmed function key

Ringer cutoff

To deactivate ringing:
Press the "Ringer cutoff" function key. The LED lights up.
The phone does not ring for incoming calls.

Ringer cutoff

To activate ringing:
Press the "Ringer cutoff" function key. The LED goes out.
The phone rings for incoming calls.

Via the Program/Service menu

Open the menu → Page 20.

Feature settings? ➔

Select and confirm the option shown.

Ringer cutoff?

Select and confirm the option shown.

Deactivate?

Confirm the option shown.

or

Activate?

Confirm the option shown.

Forwarding calls on lines

When you activate call forwarding for a shared line → Page 66, the line is generally also forwarded to other phones.

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

Line

Press the line key for the required line. The LED lights up.
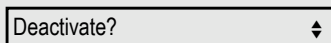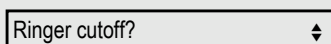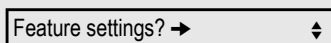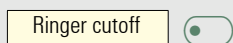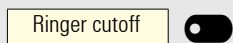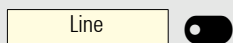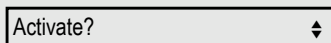
Ring transfer

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

Activating
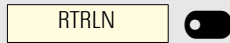
| RTRLN | ⬤◗ |

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

Dialing with line keys

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

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

Dialing with automatic line seizure

➤ Lift the handset.

or

◀》 Press the key shown.

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

Example:

| 220807 | active |

The line 220870 was selected automatically.

| Line | ⦿ |

The line key LED for 220870 lights up.

🎝 Enter the phone number.

Dialing with selectable line seizure

➤ Lift the handset.

or

◀》 Press the key shown.

You are prompted to press a free line key.

| Please select a line |

| Line | ⬛ |

Press a free line key. The LED lights up.

Example:

| 220807 | active |

The line 220870 was selected automatically.

| Line | ⦿ |

The line key LED for 220870 lights up.

🎝 Enter the phone number.
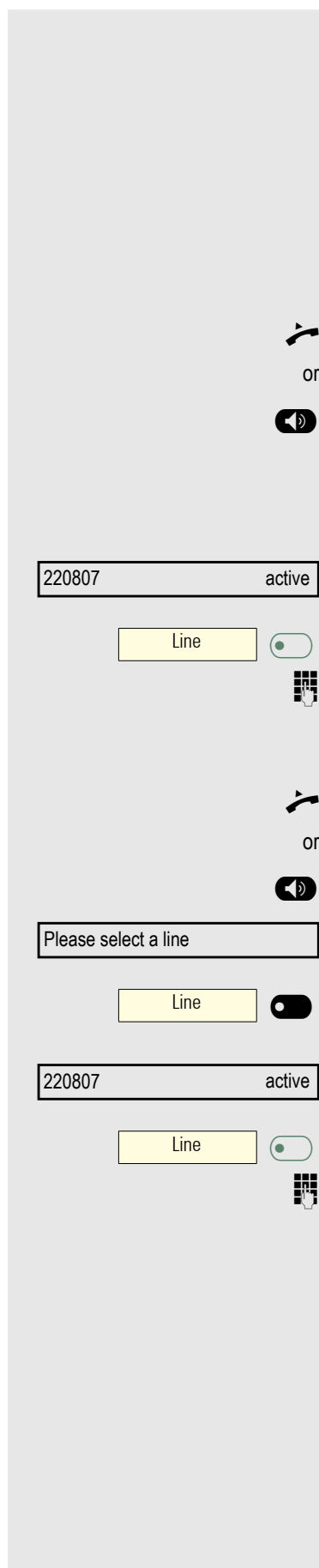
Call waiting with a direct station selection key

Prerequisite: You have configured direct station selection keys on your tele-phone → Page 16 and → Page 27. The line of the party you wish to call is busy.

Line   ⬤▬
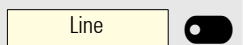
Press the DSS key.

The called party answers your waiting call.

📞   Lift the handset.

or

🔊   Press the key shown for speakerphone mode.

⏩   For information on the meaning of the LED displays of the DSS keys, refer to → Page 16.

During a call

Holding a call on the trunk key

⏸ Press the "Hold" key. The line key LED flashes slowly.

> Your OpenScape 4000 system can also be configured so that the call is held by pressing the line key. Please test this or consult your administrator.

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

Prerequisite: You have answered a call on a line key → Page 68 or you are conducting a consultation call.

| Line | Briefly press the line key you are currently using. |

or

⏸ Press the key shown.

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

Retrieving the held call

| Line | Press the flashing line key. Proceed with your call. |

Exclusively holding a call on a line key and retrieving the held call

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

| Exclusive hold | Press the programmed function key "Exclusive hold". |

or

| Private hold? ↕ | Select and confirm the option shown. |

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

Retrieving the held call

| Line | Press the flashing line key. Proceed with your call. |
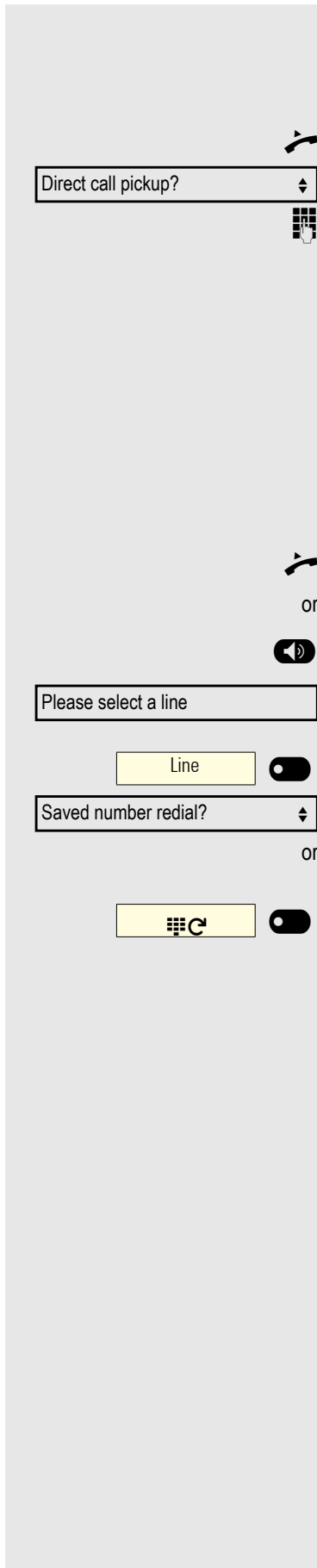
Answering a specific held call

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

➤ Lift the handset.

| Direct call pickup? ⬍ |

Select and confirm the option shown.

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

Saved number redial for a specific line (saved phone number)

If this type of saved number redial is configured on your system, you can save a phone number for subsequent redial on a particular line → Page 75. The saved phone number is dialed using the line key and the saved number redial key.

➤ Lift the handset.

or

◀» Press the key shown.

| Please select a line |

This message appears on the display.

| Line | ▬ |

Press the relevant line key. The LED lights up.

| Saved number redial? ⬍ |

Select and confirm the option shown.

or

| ⌨↻ | ▬ |

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

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

Last number dialed for a specific line

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

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

➜ Lift the handset.

or

🔊 Press the key shown for speakerphone mode.
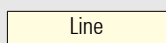
| Line | ▢ | Press the required line key. The LED lights up.

| Last number redial? | Confirm the option shown.

➜ Lift the handset.

or

🔊 Press the key shown for speakerphone mode.

Saving phone numbers for "Redial on a line"

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

Saving the dialed phone number or a caller's phone number

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

| ▦↻ | ▢ | Press the key shown. The phone number is saved for the current line.

🔊 Press the key shown. The LED goes out.

or

➜ Replace the handset.

Line mailbox

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

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

Please note that only one user can edit a mailbox at a time.

> If your phone belongs to an ONS group (One Number Service/parallel call → Page 104), please note the following: Signaling is available for the mailbox (MWI) on all phones in an ONS group.

Picking up messages

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

See also the information on → Page 19.

Mailbox

Press the "Mailbox" function key.

Information regarding the caller is displayed → Page 19.

Responding to a callback request

A callback request is displayed.

Output?

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

Next entry

More than one entry is available.

Next entry?

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

Deleting mailbox entries

The relevant entry is displayed.

Delete?

Select and confirm the option shown.

Ending message retrieval

Press the key shown.

or

Cancel?

Select and confirm the option shown.

Undeleted entries in the mailbox remain saved. If unanswered callback requests are present, the "Mailbox" programmed function key remains lighting.

Identifying the line used

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

With a programmed function key

Press the programmed function key "Line in Use".

Via the menu

Open the menu → Page 20.

Select and confirm the option shown.

Select and confirm the option shown.

The line number and status of the line currently in use are displayed.

Making calls on multiple lines alternately

Prerequisite 1: Your administrator has specified that when you change lines, the lines are placed on hold and can only be disconnected by replacing the handset or pressing the disconnect (release) key.

Prerequisite 2: You are connected to multiple parties via two or more lines. These may be callers → Page 68 or called parties → Page 71.

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

Press the line key 2 that is flashing slowly. The first call party is on hold on line1.

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

You can switch between lines as often as you wish.

Ending the connection on a line key

Press the key shown. The LED goes out.

or

Replace the handset.
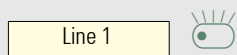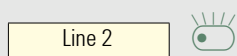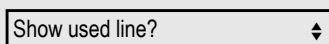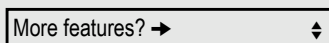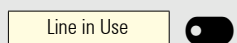
Entering a call on a line (three-party conference)

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

| Line | ⦁ |

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

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

Allowing or blocking a party from joining a call

Allowing a party to join a call

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

📞   You are already conducting a call on one line.

or

📞   Lift the handset.

With a programmed function key

| Privacy | ⬤ |

Press the programmed function key "Privacy".

Via the menu

📧   Open the menu → Page 20.

| More features? ➜ | ↕ |

Select and confirm the option shown.

| Privacy off? | ↕ |

Select and confirm the option shown.

Other parties can now join the call.
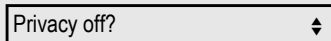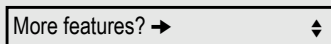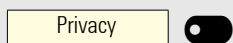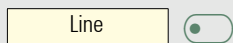
Blocking other parties from joining a call

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

You are already conducting a call on one line.

or

Lift the handset.

With a programmed function key

| Privacy |

Press the programmed function key "Privacy".

Via the menu

Open the menu → Page 20.

| More features? ➜ | ⬍ |

Select and confirm the option shown.

| Privacy on? | ⬍ |

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

Third-party monitoring

During a call, a predefined party can be prompted to join the call as a "witness" using the "Slnt Mon Req" programmed function key. The third party on the call is not informed that a "witness" is joining the call. The "witness" cannot participate in the call; they can only hear what is being said.

> When configuring and using third-party monitoring, please note the applicable data protection regulations.

Prerequisite: Third-party monitoring is configured on your system and the "Slnt Mon Req" programmed function key is configured on your phone. You are conducting a call. "Privacy" must be deactivated.

Briefly press the programmed function key "Slnt Mon Req" twice. The "witness" hears a special tone on their phone and the message "Connect witness or tape" appears on both your display and the "witness" display.

The "witness" lifts the handset.

or

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

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

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

Deactivating

Press the programmed function key "RTRLN". The LED goes out. Calls are signaled on the phone again.

Making calls in an executive/secretary team

An executive/secretary team is configured by your administrator and may include up to four executive and up to two secretary telephones.

> For information on the meaning of the LED displays of the DSS keys, refer to → Page 16.

Calling an executive or secretary phone

Calling an executive/secretary phone

A DSS key is configured as "executive" on the secretary phone and as "secretary" on the executive phone.

Example of a call from the executive to the secretary:

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

| Secretary | ⬛ | Press the "secretary" DSS key. |

Lift the handset.

or

Press the key shown for speakerphone mode.

The LED is lighting – the secretary is on a call

| Secretary 1 | ⚪ | Press the "secretary" DSS key. |

You camp on to the secretary phone. The called party hears a tone and the "Pickup" programmed function key (→ Page 29) flashes.

Lift the handset.

or

Press the key shown for speakerphone mode.

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

Answering calls for the executive phone at the secretary phone

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

➤ Lift the handset.

or

◀⬩ Press the key shown for speakerphone mode.

Answering calls for the executive phone when already on a call

You are conducting a call.
A call comes in on the executive phone.

✆ Ask your call partner to wait.

| Pickup | Press the programmed function key "Pickup" "(→ Page 29).

Ending the call and returning to the first call

| Release and return? ▾ | Confirm the option shown.

Continue the call with the first call partner.

Transferring a call to the executive phone

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

| Executive | Press the "executive" DSS key. You are connected to the executive phone.

With announcement

✆ Announce the call partner.

☎ Replace the handset.

Without announcement

☎ Replace the handset immediately.
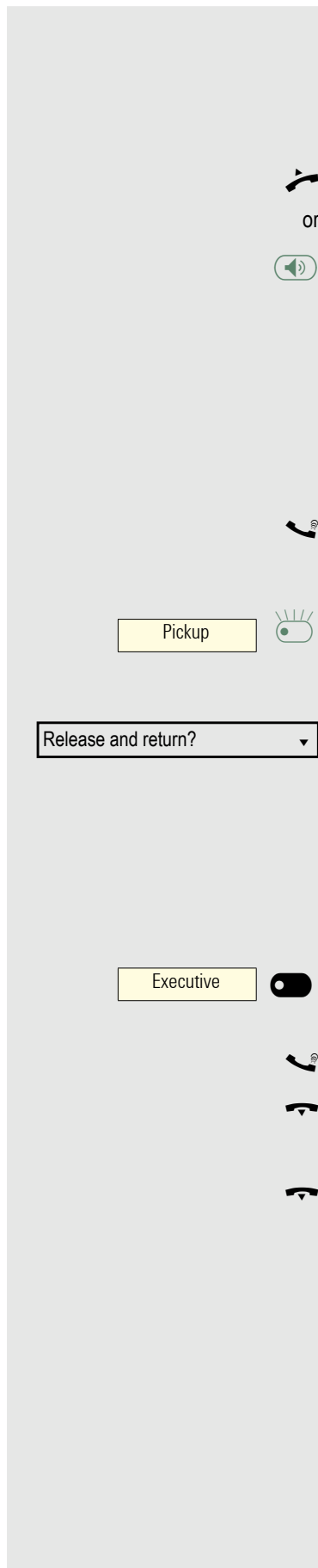
Transferring calls directly to the executive phone

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

Activating

| RT Executive | ◖● |

Press the "RT Executive" programmed function key. The LED lights up.

Deactivating

| RT Executive | ●◗ |

Press the "RT Executive" programmed function key. The LED goes out.

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

Answering calls on the executive phone

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

Lift the handset.

| Pickup | |

Press the programmed function key "Pickup" (→ Page 29).

Answering a call for another executive/secretary team

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

Lift the handset.

| Executive 3 | |

Press the programmed function key, for example "Exec 3".

> Call pickup is also possible during a call. Ask your call partner to wait briefly and then press the flashing programmed function key.
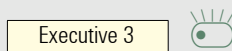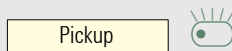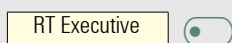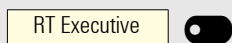
Using a second (executive) telephone

Prerequisite: A second phone has been configured for the executive. A "Group Park" programmed function key is configured on the first and second executive phones.

Parking a call on the first phone

| Group Park | | Press the programmed function key "Group Park". The LED lights up. |

Continuing a call on the second phone

Lift the handset.

| Group Park | | Press the programmed function key "Group Park". |

Activating and deactivating a second executive call

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

Open the menu → Page 20.

| Feature settings? ➜ | ↕ | Select and confirm the option shown. |

| Camp-on? | ↕ | Confirm the option shown. |

| Activate? | ↕ | Confirm the option shown. |

or

| Deactivate? | ↕ | Confirm the option shown. |
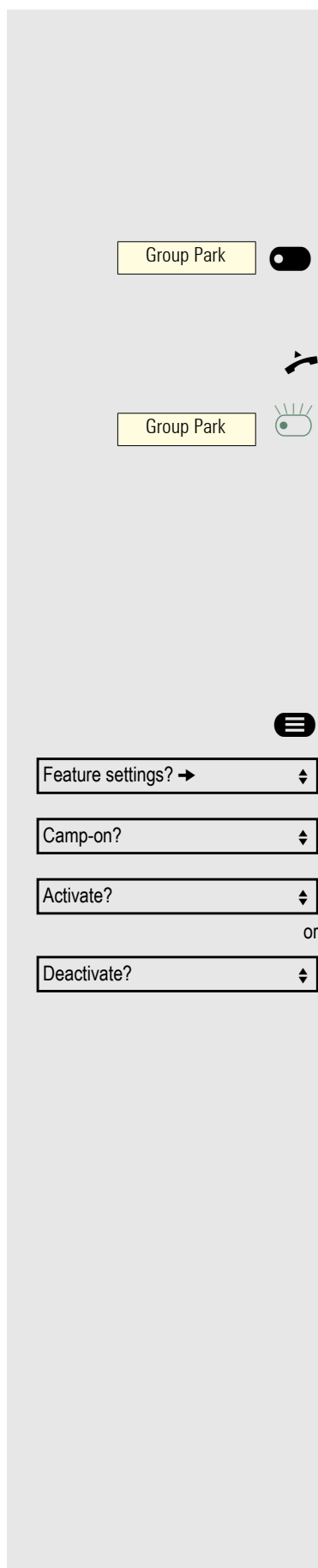
Using signal call

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

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

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

Placing a messenger call

You can place a messenger call by pressing a key if this key is configured on the executive phone. Programming a function key with a function → Page 26.

Defining a representative for the secretary

Calls for the executive that arrive at the secretary phone can be forwarded to another phone. To do this you have to configure a "Alt. Answer" programmed function key. The procedure for doing this is identical to that described in Section "Configuring function keys" → Seite 26 (in this case Representative).

Activating the representative:
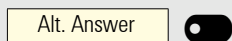
| Alt. Answer | ⬛ |

Press the programmed function key "Alt. Answer". The LED lights up.

Deactivating the representative:
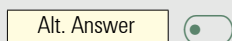
| Alt. Answer | ◯ |

Press the programmed function key "Alt. Answer". The LED goes out.

Other settings and functions

Saving appointments

Appointment reminder function

You can configure your phone to call you to remind you about appointments. You have to save the required call times to do this. This is possible for a period of up to 24 hours in advance.

Saving appointments

▤   Open the menu → Page 20.

| Reminder? | ⬍ |

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

| New reminder? | ⬇ |

For the first appointment: Confirm the option shown.
For additional appointments: Select and confirm the option shown.

▦   Enter the time as 3 or 4 digits, for example 845 for 8.45a.m. or 1500 for 3p.m.

| Save? | ⬇ |

Confirm the option shown.

Deleting saved reminders

▤   Open the menu → Page 20.

| Reminder? | ⬍ |

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

| Next reminder? | ⬇ |

Confirm if you have saved several reminders.

| Delete? | ⬍ |

Select and confirm the option shown.

▤   Press the key shown.

Using timed reminders

Prerequisite: You have saved a reminder. The saved time arrives.

The phone rings.

Reminder :

➤ Lift the handset. The appointment time is displayed.

➤ Replace the handset.

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

Using a different telephone in the same way as your own

You can log on to another telephone belonging to the OpenScape 4000 system using a personal identification number (PIN). This also applies to telephones in networked OpenScape 4000 systems, for example at other company locations. At the other telephone you can then

- make calls and assign the charges to cost centers,
- make calls and assign the charges to specific projects,
- check your mailbox,
- use a number saved on your phone for saved number redial,
- enter appointments.

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

Logging on to another telephone

Prerequisite: You have been assigned a PIN by your administrator. You require an internal PIN for calls within your own OpenScape 4000 system, while for calls involving other OpenScape 4000 systems in the integrated network you require a network-wide PIN.

▤ Open the menu → Page 20.

PIN / COS? ⬍ Select and confirm the option shown.

PIN 1? ▾ Select and confirm the option shown.
If you have several PINs and wish to use another one, select the other PIN.

⌨ At the display "Enter station no:" or "Enter ID", you are prompted to enter your PIN.
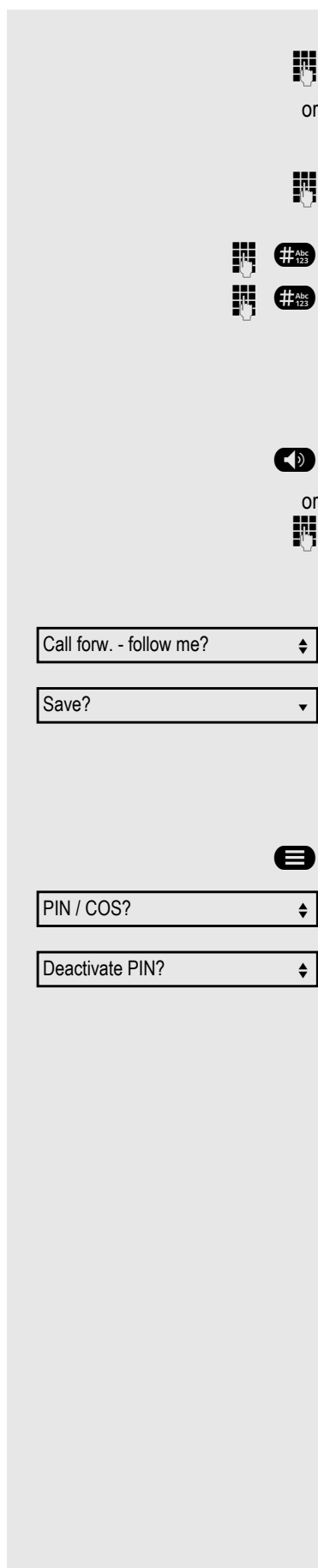
The following applies within your own OpenScape 4000 system

Enter your internal PIN.

or

The following applies within your own and another OpenScape 4000 system within the integrated network

Enter the 2-digit node ID of your own OpenScape 4000 system (consult your administrator).

Enter your own number and press the hash key.

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

Making a call after (successful) logon:

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

Press the key shown.

or

Enter a phone number immediately.

Setting up "follow me" call forwarding after successful logon

Call forw. - follow me?

Select and confirm the option shown.

Save?

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

Logging off from another phone

Open the menu → Page 20.

PIN / COS?

Select and confirm the option shown.

Deactivate PIN?

Select and confirm the option shown.

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

Moving your connection to another telephone (mobility)

You can move your telephone connection with most of your functions and features (phone number, key assignment, authorization) to another telephone. The "home telephone" is deactivated and the "guest telephone" becomes "your" telephone. The original connection of your "guest telephone" is likewise deactivated. Call forwarding should therefore be programmed first for its phone number → Page 46. The move remains effective until you log off from the "guest telephone". This procedure can also be performed on a network-wide basis.

Moving the connection to the "guest telephone"

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

Open the menu → Page 20.

Mobile HFA Logon?

Select and confirm the option shown.

or With the telephone in idle status:

Enter the system code for "Mobile HFA Logon" (e.g. 125).

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

Enter your code number and press the hash key.

Mob. HFA Logon started

The logon procedure begins.

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

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

Connecting to the "home telephone" again

Logging off through the "guest telephone"

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

🔲 Open the menu → Page 20.

Mobile HFA Logoff?	⬍

Select and confirm the option shown.

or With the telephone in idle status:

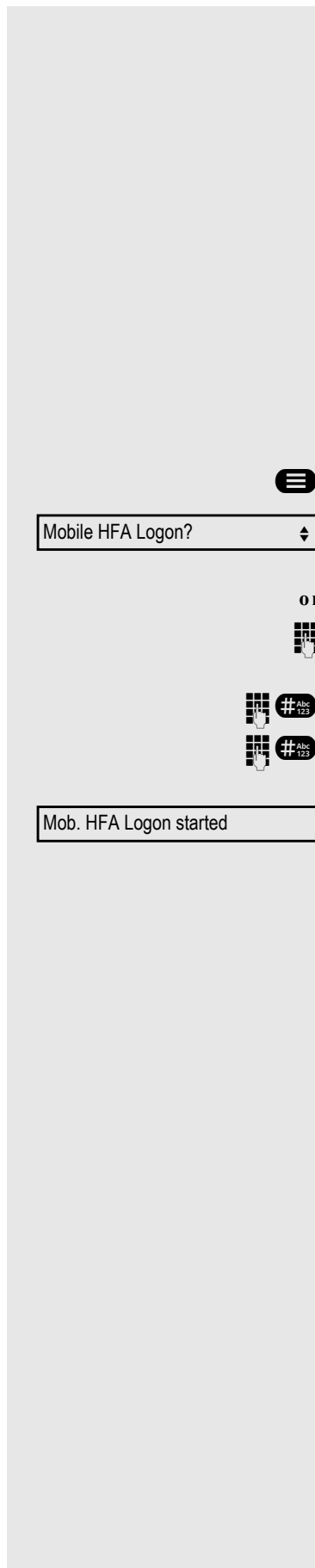📱 Enter the system code for "Mobile HFA Logoff" (e.g. 126).

Mob. HFA Logoff started

The logoff procedure begins.

Logging off through the "home telephone"

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

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

ⓘ Mobile forced logoff

Cancel mobility

Confirm the option shown.

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

Enter mobility password

📱 Enter the mobility password.

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

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

Moving the connection to the next 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 89).

The message "Log off successful" is output on the first "guest telephone". The "home telephone" remains locked. You can now use the second "guest telephone" in the same way as the first one.
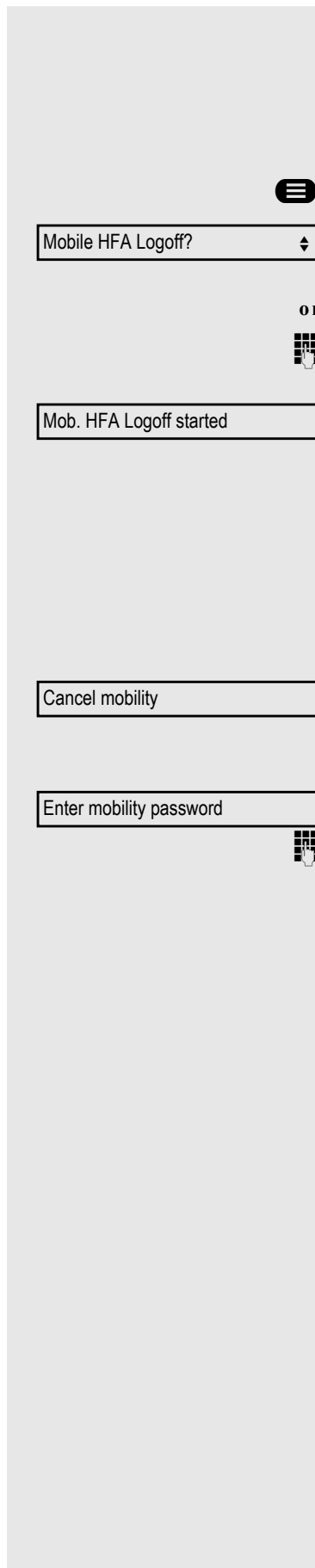
OpenScape 4000 as an entrance telephone system (two-way intercom)

You can place a speaker call to an internal party on OpenScape 4000 using the loudspeaker on their telephone to establish a connection. You can also initiate a speaker call from a consultation call. Possible functions include:

- System-wide speaker call
  - to a variable destination
  - to a fixed destination
- Speaker call in a group
  - to a variable destination
  - to a fixed destination
- Two-way intercom in a group
  - to a variable destination
  - to a fixed destination
- Announcement to all members of a line trunk group

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

Please ensure for all functions that "Speaker call protect" is deactivated on the relevant phones → Page 107.

If a speaker call is placed to a party and "Speaker call protect" is activated, the speaker call will be ignored and a normal call will be placed.

System-wide speaker call

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

Speaker call to a variable destination

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

➤ Lift the handset.

or

🔊 Press the key shown for speakerphone mode.

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

or

Spkr. 1-way ⬛ Press the programmed "Spkr. 1-way" key.

⌨ Enter the internal phone number of the party.

A connection to that user's loudspeaker will immediately be established if
• the station is not busy,
• the handset has not been lifted and
• speaker call protect is not activated.

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

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

🔊 If the party to whom you are speaking presses the speaker key

or

Line 1 ⬛ the line key (if configured), the connection will be aborted.

⫸ The number of possible speaker calls and normal calls is the same.

Speaker call to a fixed destination

The system code for "Speaker call-one-way" and the destination number are programmed on a selected dialing key → Page 28.

[123456] ⬛ Press the programmed selected dialing key. A connection to the destination loudspeaker is established immediately.

Speaker call in a group

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

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

Speaker call to a variable destination

📞 Lift the handset.

or

🔊 Press the key shown for speakerphone mode.

▦ Enter the system code for "COM group speaker call" (consult your administrator if necessary).

or

[COM Group] ⬛ Press the programmed "COM Group" key.

▦ Enter the speed-dial number for the corresponding group member.

A connection to that user's loudspeaker will immediately be established if
• the station is not busy,
• the handset has not been lifted and
• "Do not disturb" is not activated.

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

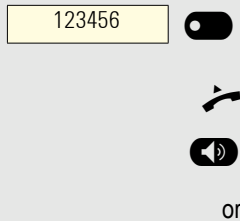🔊 If the party to whom you are speaking presses the speaker key

or

[123456] ⬛ the line key (if configured), the connection will be aborted.

Speaker call to a fixed destination

The system code for "COM group speaker call" and the speed-dial number for the corresponding group member are programmed on a selected dialing key → Page 28.

| 123456 | ⬛ |

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

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

◀⧚ If the party to whom you are speaking presses the speaker key

or

| Line 1 | ⬛ |

the line key (if configured), the connection will be aborted.

Two-way intercom to a variable destination

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

↰ Lift the handset.

or

◀⧚ Press the key shown for speakerphone mode.

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

or
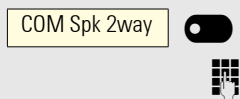
| COM Spk 2way | ⬛ |

Press the programmed "COM Spk 2way" key.

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

Two-way intercom to a fixed destination

The system code for "Speaker call-two-way" and the speed-dial number for the corresponding group member are programmed on the selected dialing key → Page 28.
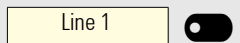
| DSS | ⬛ |

Press the programmed key.

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

Announcement (broadcast) to all members of a line trunk group

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

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

➤ Lift the handset.

or

◀⍣ Press the key shown for speakerphone mode.

▦ Enter the system code for "Speaker call-1-way bcst" (consult your administrator if necessary).
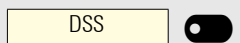
or

| Broadcst Spk | ▬ | Press the programmed "Broadcst Spk" key. |

▦ Enter the internal phone number of a group member.

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

➤ You end the announcement by replacing the handset.

➤ If a group member lifts their handset, they are connected to you and the announcement is ended.

◀⍣ If a group member presses the speaker key

or

| DSS | ▬ | the relevant line key for the announcement, they are disconnected from the announcement. If the last remaining member of the group presses the speaker key or line key, the announcement ends. |

Forwarding calls for other stations

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

Storing a destination for another telephone/activating call forwarding

Open the menu → Page 20.

Destinations?   Confirm the option shown.

Forwarding station No.?   Select and confirm the option shown.

Variable call forw.?   Confirm the option shown.

Enter the number of the other telephone.

Completed?   Confirm the option shown.

Enter the PIN

Completed?   Confirm the option shown.

Enter the destination number.

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

Saving a forwarding destination for fax/PC/busy station – activating call forwarding

📧 Open the menu → Page 20.

| Destinations? | ▾ |

Confirm the option shown.

| Forwarding station No.? | ↕ |

Select and confirm the option shown.

📲 Enter the code for the call forwarding type you wish to set. Codes are assigned by your administrator. You can enter the codes applicable to you in the table below:

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

📲 Enter the number of the other station.

| Completed? | ▾ |

Confirm the option shown.

📲 Enter the PIN

| Completed? | ▾ |

Confirm the option shown.

📲 Enter the destination number.

| Save? | ▾ |

Confirm the option shown.
Call forwarding is activated immediately.

Displaying/deactivating forwarding for another telephone

📧 Open the menu → Page 20.

Feature settings?	↕

Select and confirm the option shown.

Forwarding station No.?	↕

Select and confirm the option shown.

Variable call forw.?	▾

Confirm the option shown.

▥ Enter the number of the other telephone.

Completed?	▾

Confirm the option shown.

▥ Enter the PIN

Completed?	▾

Confirm the option shown.

Deactivating

Deactivate?	▾

Confirm the option shown.

or
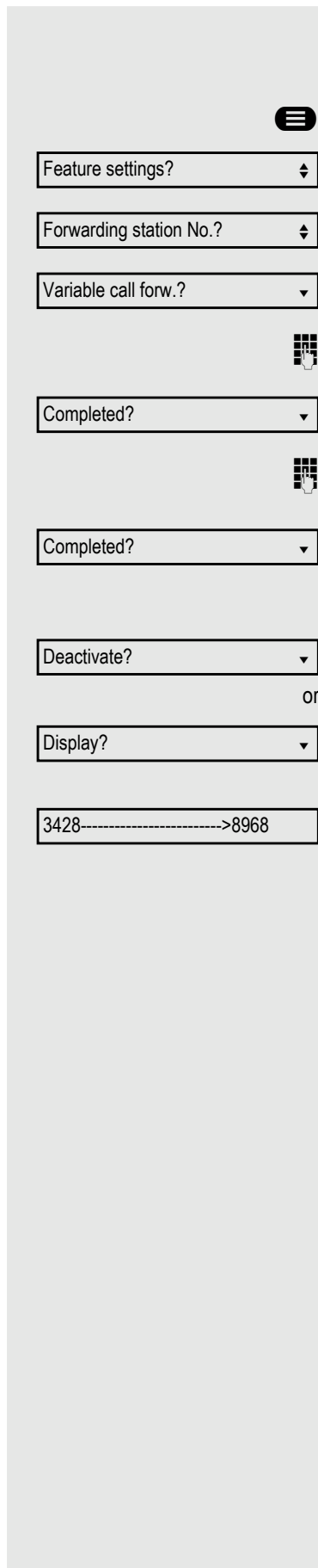
Displaying

Display?	▾

Select and confirm the option shown.

Sample display:

3428----------------------->8968

Calls for station 3428 are redirected to station 8968.

Displaying/deactivating forwarding for fax/PC/busy stations

▤   Open the menu → Page 20.

Feature settings?	↕

Select and confirm the option shown.

Forwarding station No.?	↕

Select and confirm the option shown.

▨   Enter the code for the call forwarding type you wish to set. Codes are assigned by your administrator. You can enter the codes applicable to you in the table below:

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

▨   Enter the number of the other station.

Completed?	▾

Confirm the option shown.

▨   Enter the PIN

Completed?	▾

Confirm the option shown.

Deactivating

Deactivate?	▾

Confirm the option shown.

or ## Checking

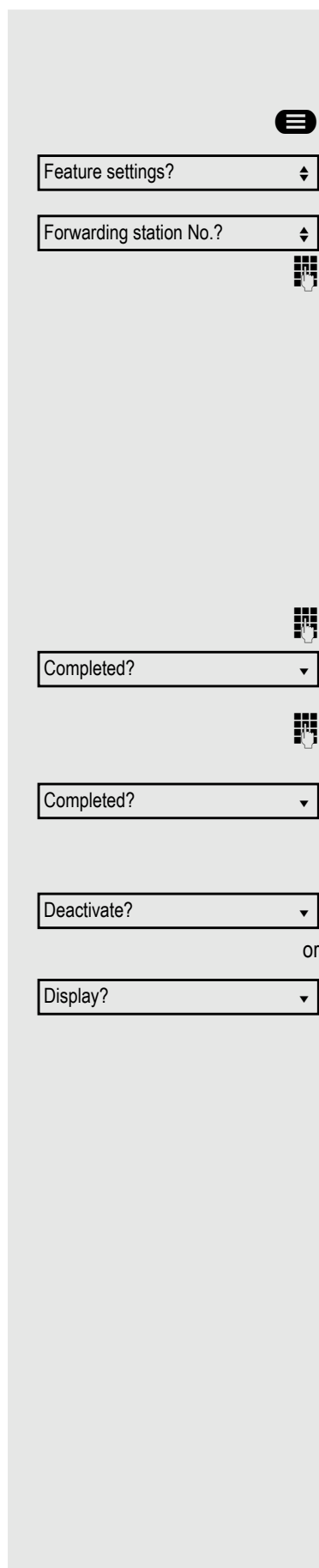| Display?	▾

Select and confirm the option shown.

Changing forwarding for another station

Proceed in the same way as for saving/activating:
for another phone → Page 96, for fax, PC or busy station → Page 97.

Diagnostic data

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

Press the key shown.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

You see a numbered list of telephone parameters with the current settings.

You can see a more structured view of the list via the Web interface → Seite 138:

Example:

Diagnostic.information		
2021-10-13 11:24:32		
01	SIP Server	10.12.70.16
02	SIP Port	5060
03	SIP Registrar	10.12.70.16
04	SIP Registrar Port	5060
05	SIP Gateway	0.0.0.0
06	SIP Gateway Port	5060
07	SIP Transport	TCP
08	TLS Renegotiation	Secure (RFC5746)
09	SIP local port	5060
10	Server features	No
11	DNS Results	None
12	MultiLine	No
13	Keyset Lines	None
14	Backup Active	Yes
15	Backup Proxy	0.0.0.0
16	Use secure calls	No
17	SRTP.Status	Disabled
18	SIP Server Cert. Check	No Certificate Check
19	Software Version	V1R8.7.214 SIP 210927
20	Display Message	None
21	Last Restart	1-10-2021 19:17:58
22	Memory free	55169K free
23	Protocol Mode	IPv4_IPv6
24	IPv4 IP Address	10.12.138.14
25	IPv4 subnet Mask	255.255.255.0
26	IPv4 default route	10.12.138.1
27	Primary DNS	10.12.0.2
28	Secondary DNS	172.25.4.22

Benutzer

if nec.

Diagnostic information

Diagnostic.information		
29	IPv4 Route 1 - IP	None
30	IPv4 Route 1 - gateway	None
31	IPv4 Route 1 - mask	None
32	IPv4 Route 2 - IP	None
33	IPv4 Route 2 - gateway	None
34	IPv4 Route 2 - mask	None
35	IPv6 address	None
36	IPv6 prefix length	None
37	IPv6 global gateway	None
38	IPv6 link local address	None
39	IPv6 Route 1 - destination	None
40	IPv6 Route 1 - prefix length	None
41	IPv6 Route 1 - gateway	None
42	IPv6 Route 2 - destination	None
43	IPv6 Route 2 - prefix length	None
44	IPv6 Route 2 - gateway	None
45	MAC Address	001ae875e054
46	LLDP	Yes
47	VLAN Discovery	LLDP-MED
48	DHCPv4	Yes
49	DHCPv4 re-use	No
50	DHCPv6	Yes
51	lan.port.status	100 Mbps full duplex
52	lan.port.speed	0
53	pc.port.speed	0
54	pc.port.mode	0
55	PC port autoMDIX	No
56	VLAN-ID	None
57	QoS Layer 2	Yes
58	QoS Layer 2 Language	5
59	QoS Layer 2 Signaling	3
60	QoS Layer 2 Standard	0
61	QoS Layer 3	Yes
62	QoS Layer 3 voice	EF / 46
63	QoS Layer 3 Signaling	AF31 / 26

		Diagnostic.information
64	LLDP-MED Operation	Sent: Wed Oct 13 11:24:31 2021
		Chassis ID TLV Data .Subtype = Network address .IANA_TYPE = IPv4 Address .ID = 10.12.138.14
		Port ID TLV Data .Subtype = MAC address .ID = 00:1A:E8:75:E0:54
		TTL TLV data .seconds = 120
		System Caps TLV Data .Supported = Bridge, Telephone, .Enabled = Telephone,
		MAC_Phy config TLV data .Auto-set supported = Yes .Auto-set enabled = Yes .PMD = 0x6c00 .PMD1 = 10BASE-T half duplex mode .PMD2 = 10BASE-T full duplex mode .PMD3 = 100BASE-TX half duplex mode .PMD4 = 100BASE-TX full duplex mode .MAU = 100BaseTXFD : 0x10
		LLDP-MED Caps TLV Data .Caps - LLDP-MED = Yes .Caps - Network Policy = Yes .Caps - Location ID = No .Caps - Extended Power Mdi PD = Yes .Caps - Extended Power Mdi Pse = No .Caps - Inventory = No .Type = Endpoint Class III
		Network policy (Voice) TLV data .Policy unknown = Yes .Tagged = No .VLAN ID = 0 .Layer 2 priority = 5 .DSCP = 46
		Network policy (Voice Signalling) TLV data

Diagnostic.information		
65	NG911 Position	Disabled
66	FIPS enabled	No
67	Media.Negotiation	Single IP
68	ICE connectivity pairs max	10
69	ICE connectivity max timer	5000
70	ICE gathering timeout	5000
71	ICE gathering Ta timer	20
72	ICE connectivity Ta timer	20
73	ICE connectivity Tr timer	15000
74	ICE connectivity RTO timer	100
75	Device Certificate	Not installed
76	Installed Certificates	Secure file transfer Not installed Secure send URL Not installed Secure SIP server Not installed Secure 802.1x Not installed LDAP via TLS Not installed Secure DMS server Not installed Secure XSI server Not installed Secure auto configuration server Not installed
77	DMS Client Status	Configuration already in sync
78	Device Certificate	Installed

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

Special parallel call (ONS) functions

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

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

ONS group

A (Master)   **B**   **C**

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

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

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

- Call waiting → Page 58
- Call forwarding → Page 46
- Do not disturb → Page 106
- Mailbox (MWI) → Page 19
- Callback → Page 51
- Call lists → Page 37

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

Leaving/rejoining hunt group

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

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

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

Open the menu → Page 20.

| Feature settings? | ⬍ |
Select and confirm the option shown.

| Join hunt group? | ⬍ |
Select and confirm the option shown.

| Deactivate? | ▾ |
Confirm the option shown.

or

| Activate? | ▾ |
Confirm the option shown.

Privacy/security

Turning do not disturb on and off

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

> If your phone belongs to an ONS group (One Number Service/parallel call → Page 104), please note the following:
> Do not disturb can be activated/deactivated on any phone in the ONS group and then applies for all phones in the ONS group.

Prerequisite: Your administrator has activated the "Do not disturb" function for all OpenScape 4000 stations in your system.

Open the menu → Page 20.

| Feature settings? | ↕ |

Select and confirm the option shown.

| Do not disturb? | ↕ |

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

| Activate? | ▾ |

Confirm the option shown.

or

| Deactivate? | ▾ |

Confirm the option shown.

> A tone reminds you that "Do not disturb" is activated when you lift the handset.
> The attendant can circumvent the Do Not Disturb function and reach you anyway.
> If your administrator has blocked the "Do not disturb" function in general for the OpenScape 4000, the "Do not disturb?" menu option will not appear in the Program/Service menu.

Activating/deactivating "Speaker call protect"

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

≡ Open the menu → Page 20.

| Feature settings? | ⬍ |

Select and confirm the option shown.

| Speaker call protect? | ⬍ |

Select and confirm the option shown. The display indicates whether "Speaker call protect" is activated or not.

| Activate? | ▾ |

Confirm the option shown.

or

| Deactivate? | ▾ |

Confirm the option shown.

Caller ID suppression

The caller ID display can only be suppressed for a subsequent call and the setting is not saved if the number is redialed → Page 36.

≡ Open the menu → Page 20.

| More features? | ⬍ |

Select and confirm the option shown.

| Display suppress. on? | ▾ |

Confirm the option shown. You hear the dial tone.

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

Locking the 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.

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

Locking the phone

Open the menu → Page 20.

PIN / COS?	⬍

Select and confirm the option shown.

Change COS?	⬍

Select and confirm the option shown.

Enter the code number.

If your entry is correct, "Carried out" is displayed.

> When the phone is locked, a special dial tone sounds when the handset is lifted. Within the OpenScape 4000, users can make calls as normal.

Unlocking the phone again

Open the menu → Page 20.

PIN / COS?	⬍

Select and confirm the option shown.

Change COS?	⬍

Select and confirm the option shown.

Enter the code number.

If your entry is correct, "Carried out" is displayed.
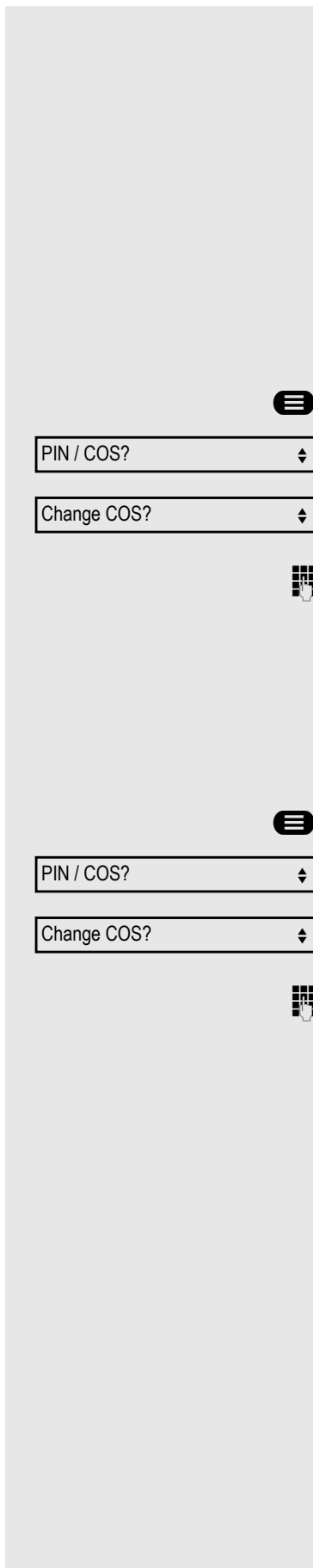
Voice encryption

Displaying the status in idle mode

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

👁 Open the idle menu → Page 15.

Voice encryption?	⬍

Select and confirm the option shown.

The status display for the defined security mode is displayed.
A call is only encrypted if the counterparty likewise supports encryption.

enabled

or

always enabled

Calls are always encrypted.

> ▌▶ If the entry "Voice encryption?" does not appear in the idle menu, the function is not activated.

Displaying the status in call mode

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

Voice encryption?	▲

Select the option shown.

Call encrypted

The call is secure.

or

Call not encrypted

The call is not secure.

Notes on voice encryption

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

♫ Warning tone

and/or

Call not encrypted

This message appears on the display.

Identifying anonymous callers (trace call)

⫸ This function must be configured by your administrator.

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

Open the menu → Page 20.

More features?	⬍

Select and confirm the option shown.

Call tracing?	⬍

Select and confirm the option shown.

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

DLS Security Pin

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

User password

Your User password protects your individual configurations.

The administrator may have configured the following settings:
- The password is deactivated: You do not have the option of configuring user settings. The message "Password is disabled" is displayed.
- The password is temporarily locked: You do not have the option of configuring user settings at this time. The message "Password is suspended" is displayed.
- After initially logging on to a user area, you may have to replace the default password with a new password.
- A password can have a predefined period of validity: You will have to create a new password when the period ends. The message "Change (x days left)" will alert you to this at the appropriate time. The message "Password has expired" appears when the validity period is over. Confirm "Change password" and change the password as described in this section.
- If you repeatedly enter the wrong password (2 to 5 times), additional attempts are blocked. You can make another attempt after a predefined time.
- It is possible that you will not be able to re-use a previously used password for a period of time, which means you have to create another "new password".

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

Changing the password

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

The User password can be modified via the Web interface → Page 114.

Testing the phone

Testing functionality

You can test and determine your phone's functionality.

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

The following may also be checked by the administrator:

- Device ID of the phone
- OpenScape Desk Phone CP200/CP205 software version
- Line power level

Prerequisite: The phone is in idle mode → Page 15.

Open the menu → Page 20.

Phone test?   ↕

Select and confirm the option shown.

Select the required test function and confirm. Follow the additional user prompts on the display.

Press the key shown. The LED goes out. The test is complete.

Web interface (WBM)

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

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

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 112 the first time you call up the web interface. You must log in with this password the next time you want to open the User settings.

Administrator Settings

This area lets you configure settings for administering your phone and the network environment. Access to the Administrator Settings is protected by the admin password. For further information, consult your administrator or refer to the administration manual.

User Pages

All entries under the user menu on the Web interface can also be found under the user menu on the phone → page 13

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

1. Click a menu heading to display the individual menu entries. Click the menu heading again to close the menu.
2. Click a menu entry to open the corresponding form.
3. Make the desired changes.
4. Click the corresponding button to save or discard your changes.

Button functions

- "Login": Log in to the phone after you have entered the user password
- "Submit": Apply changes
- "Reset": Reset original values
- "Logout": Log out from the phone

Licenses

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

User menu

All settings in the user menu of the web interface can also be made via the user menu on the telephone.

User login

Password → page 112
  – Old password
  – User password
  – Confirm password

Ringer
  – Local ringers
    – Call type
      – Internal
        – Ringer file
        – Ringer melody
        – Ringer sequence
      – External
        – Ringer
        – Pattern melody
        – Ringer sequence
      – Buzz
        – Ringer
        – Sample tone
        – Ringer sequence
      – Alert tone 1
        – Ringer
        – Sample tone

- – Ringer sequence
  - – Single alert
    - – Ringer
    - – Sample tone
    - – Ringer sequence
  - – Multiple alert
    - – Ringer
    - – Sample tone
    - – Ringer sequence
  - – Special 1
    - – Ringer
    - – Sample tone
    - – Ringer sequence
  - – Special 2
    - – Ringer
    - – Sample tone
    - – Ringer sequence
  - – Special 3
    - – Ringer
    - – Sample tone
    - – Ringer sequence
  - – Attention
    - – Ringer file
    - – Ringer melody
    - – Ringer sequence
  - – Unspecified
    - – Ringer
    - – Sample tone
    - – Ringer sequence
  - – US DSN-Precedence
    - – Ringer
    - – Sample tone
    - – Ringer sequence
  - – US DSN-Routine
    - – Ringer
    - – Sample tone
    - – Ringer sequence
  - – Emergency call
    - – Ringer
    - – Sample tone
    - – Ringer sequence
- – Ringer mode
  - – HiPath
  - – Local ringer

Audio → page 22
- – Settings
  - – Ringer file
  - – Room character
  - – Headset socket

Configuration
- – Outgoing calls
  - – Block dialing
- – Forwarding → page 45
  - – Forwarding favorites
  - – Include answered elsewhere

- – Favourites / recently used
- – Busy
  - – Direct destination
  - – No reply ☐
  - – Favourites / recently used
  - – Direct destination
- – Fixed forwarding allowed ☐
  - – Favourites / recently used
  - – Direct destination
- – Forward internal calls allowed ☐
  - – Favourites / recently used
  - – Direct destination
- – Forward external calls allowed ☐
  - – Favourites / recently used
  - – Direct destination
- – Forward busy/no answer calls allowed ☐
  - – Favourites / recently used
  - – Direct destination
- – Connected calls
  - – Insecure call alert
- – Bluetooth
  - – Configuration
    - – Active
    - – Bluetooth address
    - – Phone name
  - – Beacon
    - – Mode
    - – URI
    - – UUID
    - – Major
    - – Minor
    - – Interval (ms)
- – UC login information
  - – UC username
  - – UC password
- – Microsoft¬Æ Exchange
  - – Server
  - – Benutzername
  - – Passwort
  - – Folder to sync (optional)
- – OpenScape UC

Phone
- – Display → page 22
  - – Brightness
  - – Key mod. contrast
  - – Key module brightness
- – Idle screen
  - – Enabled
  - – Monitor type
  - – Idle time (mins)
  - – Picture time (secs)
- – Energy saving
  - – Activate after:
  - – Lighting reduced
  - – Backlight off

Fixing problems

Responding to error messages

Not possible

Possible causes:

Station number is incorrect.

Possible reactions:

Enter correct station number.

Possible causes:

Not authorized

Locked function selected.

Possible reactions:

Apply to the Administrator for authorization for relevant function.

Possible causes:

Currently not Possible

Dialed a non-existent station number. Called phone is unplugged.

Possible reactions:

Enter correct station number. Call this station again later.

Possible causes:

Not possible

Dialed your own station number.

Possible reactions:

Enter correct station number.

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
(→ Page 106). If so, deactivate it.

You cannot dial an external number:

Check whether your telephone is locked.
If the phone is locked, enter your PIN to unlock it → Page 108.

To correct any other problems:

First consult your Administrator. If the problem still cannot be resolved, the administrator has to contact Customer Service.

Labeling keys

You can use your computer to label the keys on the
OpenScape Desk Phone CP200/CP205 online with the functions or numbers
assigned to them:

You can find the online labeling tool with the user interface at
http://wiki.unify.com/wiki/KLT.
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.

Key terms

A

B

C

D

E

F

G

H

I

L

V

W