



A MITEL  
PRODUCT  
GUIDE

# Unify OpenScape Desk Phone CP110

OpenScape Voice

OpenScape Business

User Guide HFA

10/2024

## Important information

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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.

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## Software update

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

## Care and cleaning instructions

- Never spray the phone with liquids as the penetrating fluids can lead to 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:  
<https://www.unify.com/> → Support.

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

## Location of the telephone

- The telephone may only be operated using the LAN cabling internally in the building. The device should be connected to the IP infrastructure using a shielded LAN cable: Cat-5 for 100 Mbps or Cat-6 for 1000 Mbps. Make sure in the building installation that this cable shielding is earthed.
- 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.

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

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The Unify products OpenScape Desk Phones have earned the ENERGY STAR. Learn more at [energystar.gov](http://energystar.gov)

## License information

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

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# General information


## About this manual

### ICONS USED IN THE MANUAL

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



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

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

 Indicates important additional information in relation to handling.

 Indicates required intervention by the Administrator.

## Displays for describing operation

Keys required to perform an action, such as  or  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.

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

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

### SELECTING AND CONFIRMING ACTIONS

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.

Volume

The required option is selected.



Confirm the selected option.



Volume

XXXX = x



Shortened illustration in the user guide

Press the key on the left or right side.

Select and confirm the option shown (e.g. for settings the ringer volume).

## 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 instruction in the user guide

Keep pressing the keys until the desired result is achieved.

## Service

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

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

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

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

## Intended use

The Desk Phone CP110 is a desktop or wall-mounted unit designed for voice transmission and for connection to the LAN. It can also be used as a workstation device.

Any other use is regarded as unintended.

## Telephone type

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

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

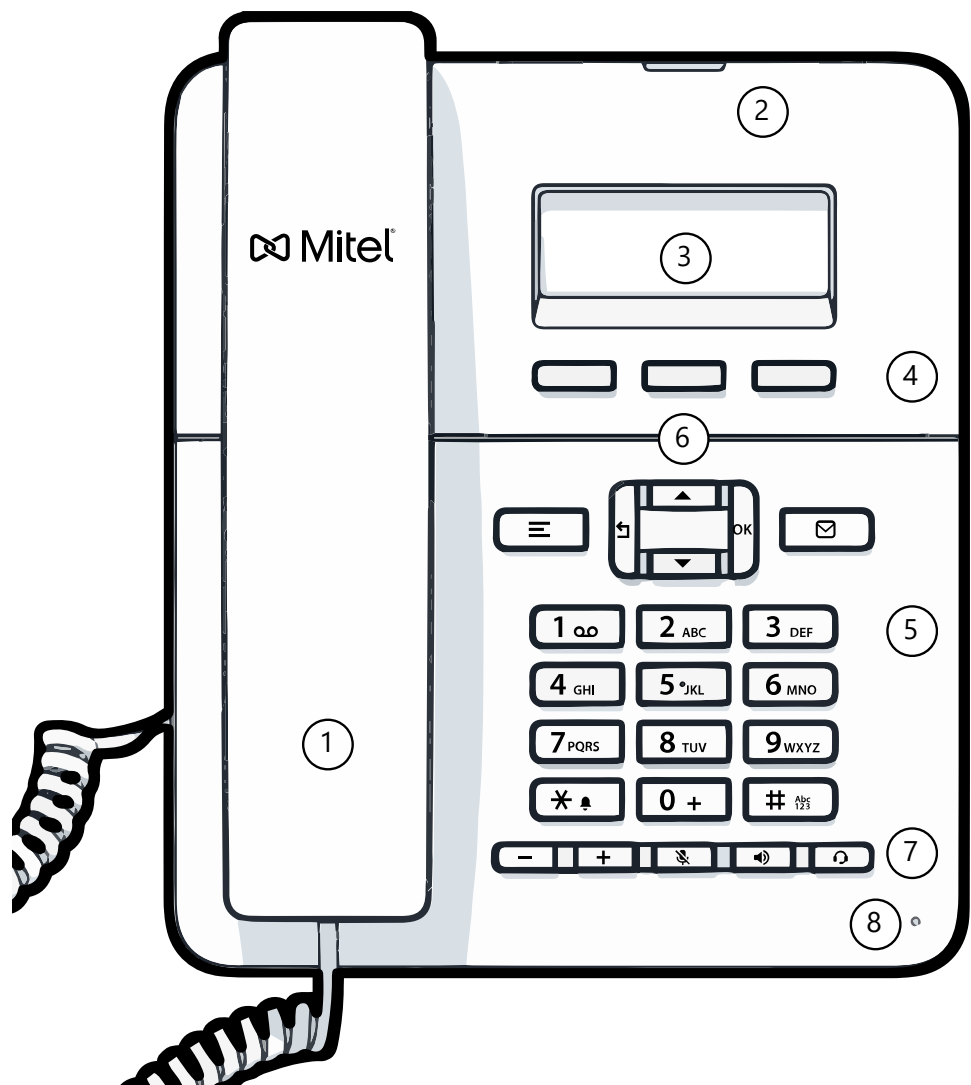
## Speakerphone quality and display legibility

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








# Getting to know the Desk Phone CP110

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

## The user interface of the phone

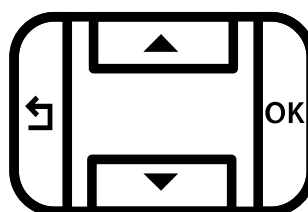


- 1 You can make and receive calls as normal using the **handset**.






2	The <b>status LED</b> displays the phone connection status. Incoming calls and new voice mails are visually signalled via the notification LED.
3	The <b>display</b> shows information during telephone operation (three lines with up to 32 characters each).
4	The <b>programmable function keys</b> can be set to various functions.
5	The <b>dialpad</b> can be used to enter phone numbers and write text.
6	The <b>navigation keys</b> help you navigating through the various phone functions, applications and configuration menus.
7	<p>The <b>function keys</b> (non-programmable) are assigned to the following functions:</p> <p>: Provides access to the user menu for locally controlling the phone settings.</p> <p>: Allows voice mails to be managed.</p> <p> : Increases or decreases the speaker or headset volume.</p> <p>: Activates or deactivates the microphone. This prevents the other party from listening in, e.g. when consulting with someone else in the room or in case of background noise.</p> <p>: Activate or deactivates the speakerphone during an active call.</p> <p>: Activates or deactivates the headset.</p>
8	You can interact with calls with the <b>microphone</b> even when the handset is hung up.

## NAVIGATION KEYS

This control allows you to move between input fields and navigate in lists and menus.



The pictograms for the navigation keys in this manual do not look identical to the navigation keys on the hardware.

Key / pictogram	Functions when key is pressed
	<ul style="list-style-type: none"> <li>• In lists and menus: One level up</li> <li>• Entry selected: Cancel action</li> <li>• In input fields: Delete character to the left of the cursor</li> </ul>
	<ul style="list-style-type: none"> <li>• In lists and menus: One level down</li> </ul>
	<ul style="list-style-type: none"> <li>• In lists and menus: Scroll up</li> <li>• Press and hold: Skip to the start of the list or menu</li> </ul>
	<ul style="list-style-type: none"> <li>• In lists and menus: Scroll down</li> <li>• Press and hold: Skip to the end of the list or menu</li> </ul>
	<p>With entry selected:</p> <ul style="list-style-type: none"> <li>• Perform action</li> <li>• Confirm your selection</li> </ul>

## PROGRAMMABLE FUNCTION KEYS ON THE PHONE

Your Desk Phone has three fixed function keys below the display, which you can program with different functions or phone numbers.

- Function keys, see "Programming the function keys" → page 32

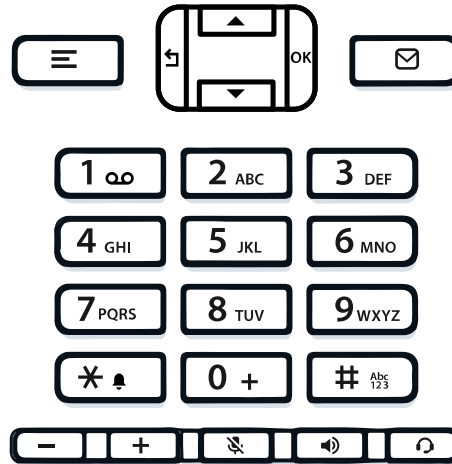
## NOTIFICATION LED

When the phone is idle (on-hook), the notification LED state and colour depends on the state of the mailbox. The call log key must be configured on the phone to have the following functionality:

When the phone is not in idle mode, the notification LED shows the following signal lights:

- Solid green light: the phone is off-hook, dialling, calling, ringing (outgoing) or connected.
- Flashing green light: incoming call.
- Solid amber light: call on hold.
- Flashing amber light: recall.








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.



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

[illegible]

Key	1x	2x	3x	4x	5x	6x	7x	8x	9x	10x	11x	12x	13x	14x	15x	16x	17x
 (c)	.	*	1	#	,	?		'	"	+	-	(	)	@	/	:	_
	0	+															
 (d)																	




(a) Special characters (not in 123 mode)

(b) Space

(c) Extended character

(d) Toggle between uppercase and lowercase and number entry

## Multi-function keys

Key	Function during text input	Function when held down
	Types special characters	<ul style="list-style-type: none"> <li>• 2 seconds: Ringer off</li> <li>• 3 seconds: Beep rather than ringer</li> </ul>
	Switches between uppercase and lowercase text and number entry: <ul style="list-style-type: none"> <li>• "Abc" mode</li> <li>• "ABC" mode</li> <li>• "123" mode</li> </ul>	Activates the telephone lock
	Types special characters (not in 123 mode).	Calls the answering machine.

## Input editor

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

OK

Use the key to select further editor functions via the navigation keys and confirm each one of the following items:

- OK: Applies changes and closes the editor
- Delete: Deletes characters from right to left
- Cancel: Discards changes and exits the editor
- Mode (# can also be used here to switch):
  - 123: Digits only
  - ABC: Uppercase letters only

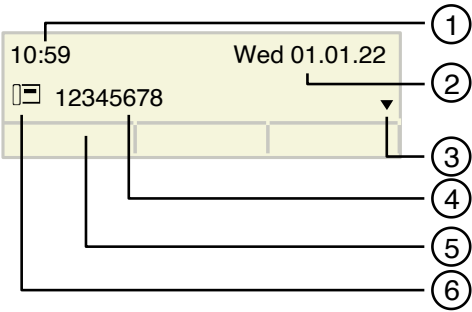
- Abc: First letter in uppercase, subsequent letters in lowercase
- abc: Lowercase letters only
- Move cursor left: Moves the cursor to the left
- Move cursor right: Moves the cursor to the right
- Copy: Copies the entire content to the clipboard
- Paste: Inserts the entire content from the clipboard at the cursor position

## Display

The various screens displayed in the following sections depend on the configuration by the administrator. Some items may not be displayed if not configured.

### IDLE MODE

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



1	Time screen
2	Date and time
3	Idle menu navigation
4	Phone number
5	The function key labels display the assigned key settings. For each label, a maximum of eight characters can be displayed.
6	Status icon



Press this key to return to the idle mode display from a call list.














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

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

### Icons in the idle menu




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

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

## DISPLAYS ON THE STATUS LINE FOR ADJUSTING THE VOLUME



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

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

## Mailbox



Use the key to access messages from services. The following messages are saved:

- Callback requests
- Voicemail

## MESSAGES

You can send short text messages to individual internal stations or groups. In idle mode, the following signals alert you to the presence of new messages:

- The notification LED lights up.



Press the key shown. The most recent entry is displayed.

## VOICEMAIL



Press the key shown.

If your telephone is connected to a voicemail system (such as Smart Voicemail), the notification LED lights up on incoming messages.

An corresponding message is displayed.

## MUTE KEY

The mute key switches the microphone on or off during an active call.



Press the key to enable muting. A notification "Mute on" is displayed for a few seconds and muting is enabled.



To disable muting, press the key again.

OK

Press the key when the "Mute off?" is displayed. A notification "Mute off" is displayed for a few seconds and muting is disabled.


## Call lists

Calls to the phone, unanswered calls, and dialled phone numbers are saved in "call lists".

Answered calls can also be saved (for more information, contact the administrator).

Your telephone stores up to ten calls in chronological order. Each call is assigned a time stamp. The oldest entry not yet deleted in the list is displayed first. Multiple calls from the same caller do not automatically generate new entries in the caller list. Instead, only the most recent time stamp for this caller is updated and its number incremented.

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

To call subscribers from the call lists, press the function key with the icon  or search a call list in the idle menu (see "Dialling contacts from the call lists" → page 44).

Information is displayed regarding the caller and the time at which the call was placed.

For a description of how to edit the call lists, see "Using the caller list" → page 41.

## Settings menu

Menu title

Settings :

+

User Configuration

◆

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

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

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

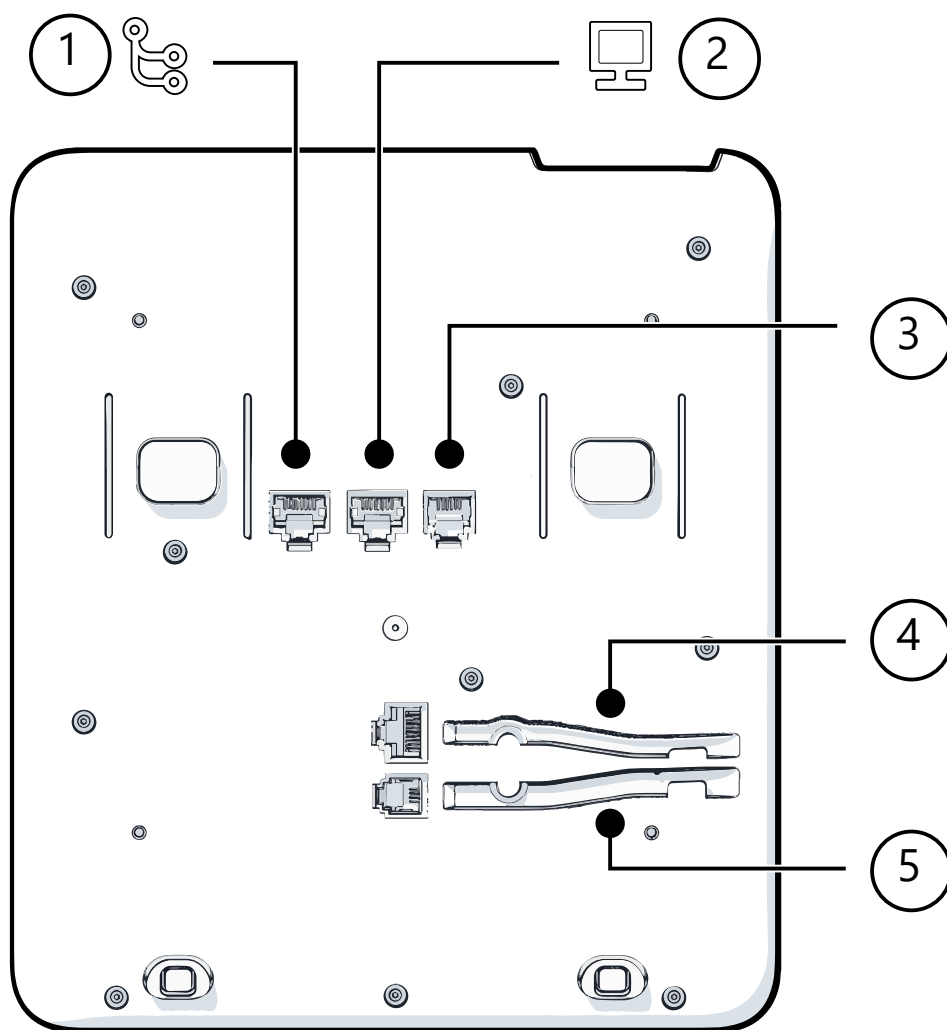


Open the Settings menu by pressing the settings key.

- **User:** The options allow you to adapt the telephone to your individual requirements.
- **Admin:** Once the admin password is entered, this menu is available to the administrator.

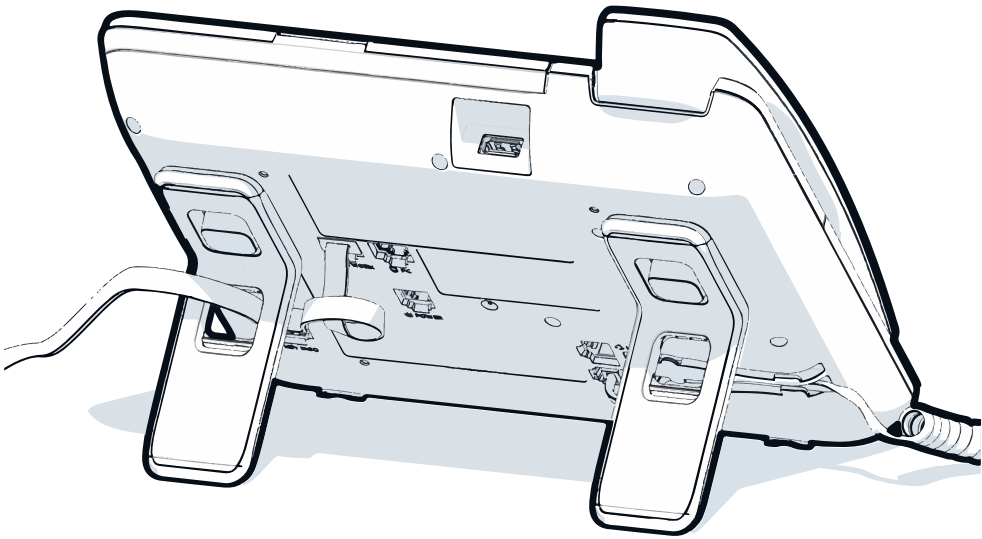
Use the navigator keys to navigate through the menus as described in the section “Navigation keys” → page 15.

## Ports on the underside of the phone



1	Network LAN port	2	PC LAN port
3	Optional power supply	4	Headset port
5	Handset port		

## THREADING THE CONNECTION CABLES



The picture shows an example of the Desk Phone series. Your actual phone may look different.

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

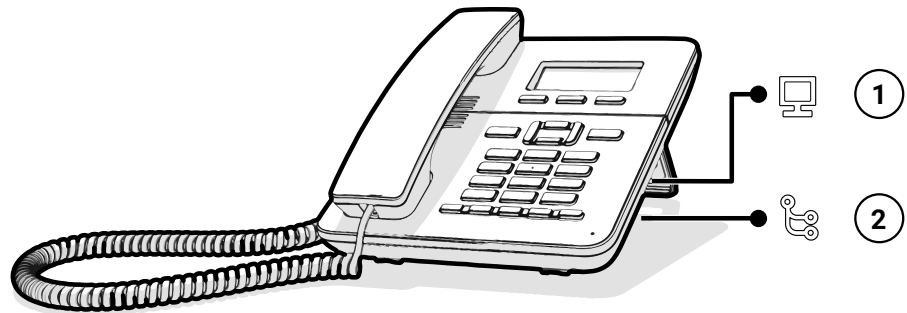
## HOW TO USE NETWORK CONNECTIONS

The OpenScape Desk Phone provides a 1 Gb/s Ethernet switch. An internal Ethernet switch connects the PC LAN port of the phone with the network LAN port to the PC.

This option for connecting the telephone and PC must be activated on the telephone by the administrator.

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





1 PC LAN port

2 Network LAN port

## Updating the phone

The phone application (“software” or “firmware”) is regularly updated by the administrator to keep the safety and function of the software at the current level.

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

An update process is indicated by messages on the display and by flashing LEDs.

# Telephone settings

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

## Display

### SETTING THE DISPLAY CONTRAST

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



You can also configure this setting via the WEBM interface (see "Web interface (WBM)" → page 89).

Press the key shown.

Select and confirm the option shown.

Enter and confirm the user password, if required.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Set and confirm the contrast.

Select and confirm the option shown.

### SETTING THE DISPLAY LANGUAGE

Open the menu.

Select and confirm the option shown.

Select and confirm the option shown.

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



User



Phone?

Display?

Contrast: =



Save & exit?

More features?

\*48 = Select language?

15 = Spanish?

## Audio

### Adjusting audio settings

You can optimize the audio settings on your phone for your work environment and according to your personal requirements.

### ADJUSTING THE VOLUME DURING A CALL



You are conducting a call.



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



Save.

If you do not save, the original value is reset for the next call.



Press the key in idle mode.

Ringer volume?

Select and confirm the option shown.

### ADJUSTING THE RINGER TONE



Press the key in idle mode.

Ringer tone?

Select and confirm the option shown.



Keep pressing the keys until the desired tone is set.



Save.

If you do not Save, the original value is reset for the next call.

### ADJUSTING THE ATTENTION RING VOLUME

You receive an attention ring, for example, when a second call is imminent (see "Using call waiting (second call)" → page 52).



Press the key in idle mode.

Attention Ring Volume?

Select and confirm the option shown.



Keep pressing the key until the desired volume is set.



Save.

If you do not save, the original value is reset for the next call.

## 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 echoing" and "Room muffled" to suit the acoustics in your environment.

Press the button in idle mode.

Select and confirm the option shown.

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

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.

Select and confirm the option shown.

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

Save.

## Call settings

### PREVENTING AND ALLOWING CALL WAITING (AUTOMATIC CAMP-ON)

If this function has been configured, you can prevent or allow a second call from being signalled by automatic camp-on during an ongoing call (see "Using call waiting (second call)" → page 52).

Open the menu.

- Select and confirm the option shown.



Loudspeaker?



OK



Alert ring?



OK



#490 = Call wait.term.off?

\*490 = Call wait.term.on?

- Optionally, select and confirm the option shown.

## MUTING THE CALL WAITING TONE

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

### Activating

Open the idle menu.

Select and confirm the option shown.

### Deactivating

Open the idle menu.

Select and confirm the option shown.

## DOOR OPENER

### Activating the door opener

Open the menu.

Select and confirm the option shown.

Dial the entrance phone number.

- Enter the five-digit code. Default code = "00000".
- Optionally, select the displayed function and press "OK" to change the code.
- Select and confirm the option shown.
- To open the door without a doorbell ring, select and confirm the option shown.

### Deactivating the door opener

Open the menu.

Select and confirm the option shown.



Waiting tone on?



Waiting tone off?



\*89 = Door opener on?



3 = Change password?

1=enable with ring?

2=enable w/o ring?



\*89 = Door opener off?

## CONFIGURING A SPEED-DIAL KEY

You can program the keys **0 +** to **9 wxyz** with ten frequently used phone numbers. How to use the speed-dial keys is described in section "Dialling with speed-dial keys" → page 46.

Open the menu.

Select and confirm the option shown.

Press the key shown.

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

Confirm the option shown.

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

Confirm the option shown.

If you make a mistake

Select and confirm the option shown. This deletes all numbers entered. The following options are available:

- Confirm the option shown.
- Select and confirm the option shown.
- Select and confirm the option shown.
- Select and confirm the option shown.

## Activating or deactivating the night answer service

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

Activating

Open the idle menu.

Select and confirm the option shown.

\*92 = Change Speed Dial?

Change entry?

Save & exit?

Previous?

Next entry?

Change entry?

Delete?

End?

Night answer on?

\*=\*-default?



Save & exit?

Night answer off?

- Confirm the option shown (= standard night answer service).
- Optionally, enter the code (= standard night answer service).
- Enter the destination number (= temporary night answer service).

Confirm the option shown.

### Deactivating

Select and confirm the option shown.

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

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

## Settings that impact energy efficiency

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

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

# Programming the function keys

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

After programming a function key, a "label" must be assigned to each corresponding function.

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

- The keys are preassigned in the as-delivered state (see ).
- The keys can also be programmed via the WBM interface (see "Web interface (WBM)" → page 89).

## Configuring function keys

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

### Example: Configuring a "park key"

Open the menu.

Select and confirm the option shown.

Press a function key.

Confirm the option shown.

Select and confirm the option shown.

Confirm the option shown.

Confirm the option shown.

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



Key function?



Change?

More features?

Park?

Save & exit?



## Programming a procedure key

Phone numbers and functions that require further input, i.e. which contain several operating steps, can be saved on a key on your telephone. The admin must have granted the appropriate authorization.

### Example

The function "Associated serv." together with the required input (phone number of the phone for which the call is to be made + phone number to be dialled) can be saved on a key (see "Activating functions for another phone" → page 79).

Phone numbers that require further input can also be saved (also refer to "Programming the function keys" → page 32).

Open the menu.

Select and confirm the option shown.

Press one of the keys you want to program with a procedure.

Confirm the option shown.

Select and confirm the option shown.

Enter procedure.

### Example

**\*67 231 1234**

**\* 6 7**

- Dial code for the phone number to be dialled.

**2 3 1**

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

**1 2 3 4**

- The phone number to be dialled.

Confirm the option shown.

If you make a mistake

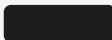
Select and confirm the option shown. This deletes all numbers entered.

Confirm the option shown.

Select and confirm the option shown.



\*91 = Prog. feature key



Change feature

Procedure key



Save & exit?

Previous?

End?

Program another key?

Select the saved procedure by pressing the key.

Procedures with functions are activated by pressing the button and deactivated by pressing it again.

- You can also press the procedure key during a call to automatically send the saved digits as DTMF signals (see "Accepting calls from the entrance phone and opening the door" → page 38).
- For display messages when saving procedures, see "Responding to error messages" → page 91.

## Configuring selected dialling keys

Open the menu.

Select and confirm the option shown.

Press one of the keys you want to program.

Confirm the option shown.

Confirm the option shown.

Enter the phone number.

If you make a mistake

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

- Confirm the option shown.
- Optionally, select and confirm the option shown.

You dial the saved phone number by pressing the key (see "Dialling with selected dialling keys" → page 40). You can also Save a phone number during a call.

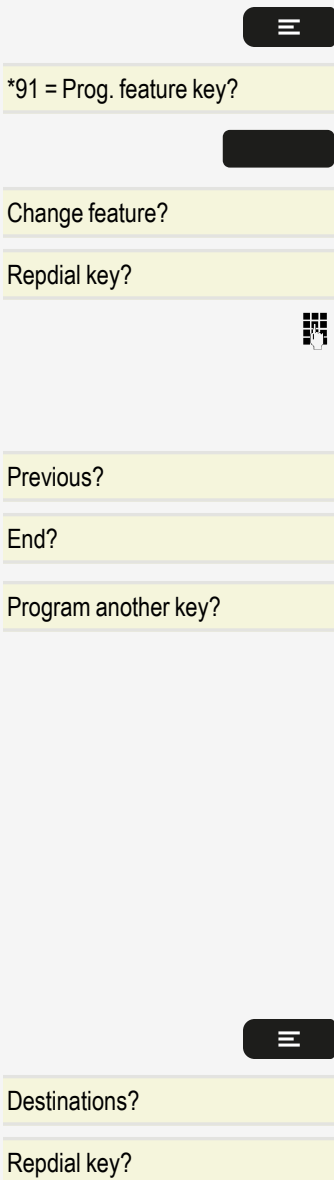
## Deleting function key programming

Deleting the phone number

Open the menu.

Confirm the option shown.

- Select and confirm the option shown.



Direct station select?

- Select and confirm the option shown.



Press the required selected dialling or direct station selection key.

Delete?

Select and confirm the option shown.

# Making calls

## Receiving calls

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

### ANSWERING A CALL VIA THE HANDSET

The phone rings. The caller is displayed.

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



Lift the handset.



Adjust the call volume, if necessary.

### ANSWERING A CALL VIA THE LOUDSPEAKER

The phone rings. The caller is displayed.

Confirm the option shown.

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



Adjust the call volume, if necessary.

### ANSWERING A CALL VIA THE HEADSET

The phone rings. The caller is displayed.

Confirm the option shown.

- Optionally, press the key. The headset is activated.



Adjust the call volume, if necessary.

Accept?



Accept?



## PICKING UP A SPECIFIC CALL FOR A COLLEAGUE

You hear another telephone ring.

Open the menu.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm until the required station is displayed.

- Confirm the option shown.
- If you know the number of the telephone that is ringing, enter it directly.

## USING THE SPEAKERPHONE

A colleague addresses you directly over the speaker with a speaker call. You hear an advisory tone before the announcement. The other party's name or phone number appears on the screen. You can conduct the call with the handset or in speakerphone mode.

- Lift the handset and answer the call.
- Optionally, press "OK" to confirm your selection and answer the call.
- Optionally, press the microphone key.
- If hands-free answerback is **enabled** (see below), you do not need to switch on the microphone - you can answer directly. You can answer immediately in speakerphone mode.
- If hands-free answerback is **disabled** (default setting), follow the procedure described above. Placing a speaker call to a colleague (see "Telephone settings" → page 26).

### Enabling and disabling hands-free answerback

Open the idle menu.

- Select and confirm the option shown.
- Optionally, select and confirm the option shown.

More features?

\*59 = Pickup - directed?

Next?

Accept call?



Mute off?



HF answerback on?

HF answerback off?

## ACCEPTING CALLS FROM THE ENTRANCE PHONE AND OPENING THE DOOR

If an entrance phone has been programmed, you can use your phone to speak to someone at the entrance phone and to activate a door opener.

If you have the proper authorization, you can activate the **door opener**, enabling visitors to open the door themselves by entering a 5-digit code (using a DTMF transmitter or the keypad installed).

### Speaking to visitors via the entrance phone

**Prerequisite:** The phone is called from an entrance phone.



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



- Optionally, lift the handset after more than thirty seconds.



Dial the entrance phone number.

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

Confirm the option shown.

Open door?

### Opening the door from your telephone without calling the entrance telephone

Open the menu.



\*61 = Open door?

Select and confirm the option shown.



Dial the entrance phone number.

For more information on setting up the phone with system networking, see "Opening a door" → page 85.

## 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

To end a call, you have the following options:



- Press the key.



Disconnect?

- Press the key.
- Hang up the handset.
- Confirm if configured.

After the call has ended (either by you or the remote party), end of call notification with information about the duration of the call is displayed.

## Dialling

### OFF-HOOK DIALLING



Lift the handset.

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

### ON-HOOK DIALLING



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

Your system may also be programmed so that you have to press a configured "internal" key before you dial the internal phone number. You then do not have to enter an external code to call the external party.

The party you are calling answers via loudspeaker.

The other party answers with speaker

On-hook dialling activates the speakerphone mode.



- Optionally, lift the handset.

The called party does not answer or is busy



Press the key.

## DIALLING OR CORRECTING PHONE NUMBERS

You can enter the number without the number being dialled straight away. This means that you can correct the number if necessary.

It is only dialled when requested by you or after a set time has expired.



Enter the phone number and correct if necessary.

### Dialling entered or displayed numbers



- Lift the handset.
- Optionally, confirm the option shown.

Please dial.



Dial the number.

### Correcting phone numbers entered

A phone number can only be corrected as it is being entered. Phone numbers stored for number redial, for example, cannot be corrected.

Delete number?



Select and confirm the option shown. The last digit entered in each case is deleted.

Enter the required digit(s).

### Cancelling en-bloc sending

- Select and confirm the option shown.

Cancel?



Optionally, press the key shown.

## DIALLING WITH THE HEADSET CONNECTED

**Prerequisite:** The headset is connected.

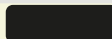


- Internal calls: Enter the phone number.
- External calls: Enter the external code and the phone number.

## DIALLING WITH SELECTED DIALLING KEYS

**Prerequisite:** You have saved a phone number on a selected dialling key (see "Configuring function keys" → page 32).

Party B



Press the key with the saved phone number.



You can press the selected dialling key during a call and automatically initiate a callback (see "Calling a second party (consultation)" → page 53).

## MAKING CALLS WITH A DSS KEY

**Prerequisite:** You have configured direct station selection (DSS) keys on the phone (see "Programming the function keys" → page 32 and "Configuring selected dialling / direct station selection keys" → page 1).

Press the corresponding function key.

If the party answers, activate speakerphone mode.

- Optionally, lift the handset.

## REDIALLING A NUMBER

The last ten external phone numbers dialled are stored automatically.

If this feature is configured, the account codes entered are also saved (see "Dialling with call charge assignment" → page 75).

You can redial them by pressing a key.

Displaying and dialling saved phone numbers

Press the redial key.

Keep confirming until the phone number you want appears.

Select and confirm the option shown.

## USING THE CALLER LIST

Retrieving the caller list

The administrator has set up a caller list for your telephone.

- Press the key to open the call list.

Optionally, open the idle menu.

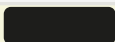
Confirm the option shown.

To view calls, confirm each subsequent call displayed.

Direct station select

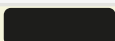


Redial ?



Next?

Call?



Caller list?

Next?

Call?

## Dialling a phone number from the caller list

Select and confirm the option shown.

The caller is automatically deleted from the caller list when a connection is finally set up.

Time/date sent?

## Displaying the call time

Select and confirm the option shown.

From: ^?

## Displaying caller details

Select and confirm the option shown.

Delete?

## Removing an entry from the caller list

Confirm the option shown.

End?

## Ending retrieval

To end retrieval, the following options are available:

- Select and confirm the option shown.
- Press the settings key.
- Press the speaker key.

## CALLING A CONTACT FROM THE INTERNAL SYSTEM DIRECTORY

The internal system directory of your communication system contains all phone numbers and system speed-dial numbers assigned to a name.

Consult the administrator to find out if one was configured for your system.

**Prerequisite:** Names have been assigned to the phone numbers stored in the system.



- Press the key.
- Optionally, lift the handset.

Phonebook?

Confirm the option shown. A list with at most the first 50 entries is displayed.

- Scroll to next or previous entry.
- Optionally, enter the name you want to find, or just the first few letters, using the dialpad and confirm to search for the name.



Delete final letters, if necessary.



Show details such as different phone numbers.



Use the navigation key to reset the search.

Dialling the required entry



Confirm the option.

CALLING A CONTACT FROM THE DIRECTORY

Contacts can be selected from the corporate directory or personal directory.

Two options are provided for entering the characters via the dialpad. Either using a quick search, or by using a mobile phone, or via SMS.

This setting can be made in the main menu of the directory under "Setup menu"

Press the function key to open the directory.

- 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. Example: For "b" press the number 2 key twice, for "z" press the number 9 key four times.
- 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, select the number key 6.
  - If the next sequence is g, e and l, 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 l L 5	5
m M n N o O 6	6

Character	Number key
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	*

DIALLING CONTACTS FROM THE CALL LISTS

Calling back missed calls

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

Press the key for the call list. The call list opens. You are immediately in the "Calls in queue" list.

Optionally, open the menu in idle status.

Select and confirm the list of missed calls.

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


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

Select and confirm to dial the subscriber displayed.


Calling dialled or answered subscribers

The call log is opened. You are immediately in the "Calls in queue" list.

- Select and confirm to select a different list.
- Optionally, open the idle menu.
- Select and confirm the list of unanswered calls.
- Optionally, select and confirm the list of answered calls.
- Optionally, select and confirm the list of dialed calls.



Missed Calls?





Calls in queue?


Display next?

Call Sender?

Missed Calls?

Quit and return?





Calls in queue?

Incoming calls?

Outgoing calls?

Display next?

Select and confirm until the required entry is displayed.

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

Call Sender?

Select and confirm to dial the subscriber displayed.

### Deleting an entry in the call lists

Missed Calls?

Press the function key for the call log.

The call log is opened. You are immediately in the "Calls in queue" list.

Quit and return?



Select and confirm to select a different list if necessary.

- Optionally, open the idle menu in idle status.

Calls in queue?

Select and confirm the list of unanswered calls.

Incoming calls?

- Optionally, select and confirm the list of answered calls.

Outgoing calls?

- Optionally, select and confirm the list of dialled calls.

Display next?

Select and confirm until the required entry is displayed.

Delete?

Select and confirm if you no longer require the entry.

Quit and return?

Exit the call log by selecting and confirming twice.

## MAKING CALLS USING SYSTEM SPEED-DIAL NUMBERS

**Prerequisite:** You know the system speed-dial numbers.

Open the menu.

Select and confirm the option shown.

Enter a three-digit speed-dial number.

If necessary, you can suffix-dial additional digits (e.g. the user's extension) at the end of the saved phone number.

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

\*7 = Speed dial?



## DIALLING WITH SPEED-DIAL KEYS

**Prerequisite:** You have configured speed-dial keys (see "Configuring a speed-dial key" → page 30).

Open the menu.

Confirm the option shown.

Press the key shown.

Press the required speed-dial key.

## TALKING TO AN INTERNAL PARTY WITH A SPEAKER CALL

You can place a speaker call to an internal party using the loudspeaker on their telephone.

Open the idle menu.

Select and confirm the option shown.

Enter the phone number.

For responding to a speaker call, see "Using the speakerphone" → page 37.

## AUTOMATIC CONNECTION SET-UP (HOTLINE)

If this function is configured, the system automatically sets up a connection to a pre-set internal or external destination.

Lift the handset.

Depending on the setting, the connection is either set up **immediately** or only **after** a pre-set **period of time**.

## SENDING A MESSAGE

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

Creating and sending a message

Open the idle menu.

## Send Message?



## 0 = Please callback?

0 + ... 9 wxyz

## Enter message text?



## Send?

Select and confirm the option shown.

Enter the internal phone number of the recipient or group.

- Select predefined text (can be changed by the admin) and confirm.
- Optionally, enter the code directly. The code is shown on your display with the corresponding message.

Select and confirm the option shown.

Enter the message text entry (up to 24 characters).

Confirm the option shown. The message is sent.

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

## Displaying and deleting messages you have sent

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

Open the idle menu.



## View sent message?

## Display text?

## Delete?

Select and confirm the option shown.

Confirm the option shown. The text message is displayed.

Select and confirm the option shown. The message is deleted.

## Viewing and editing incoming messages

- Press the key shown.
- Optionally, confirm the option shown. The sender's caller ID is displayed.

## Display Messages?

## Display text?

Confirm the option shown. The text message is displayed.

## Viewing the transmission time

Confirm the option shown.

## Calling the sender

Select and confirm the option shown.

## Deleting messages

Select and confirm the option shown.

## Time/date sent?

## Call Sender?

## Delete?

## LEAVING AN ABSENCE TEXT

You can leave messages or absence notices on your phone's display for internal callers who wish to contact you in your absence.

When you receive a call, the message appears on the caller's display.

Open the idle menu.

Select and confirm the option shown.

- Select the predefined text and confirm.

The text can be adapted by the administrator.

- Optionally, enter the code directly. The code is shown on your display with the corresponding message.

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

- Optionally, select and confirm the option shown.

Enter the message text (up to 24 characters).

Confirm the option shown.

## DELETING AN ABSENCE TEXT

Open the idle menu.

Select and confirm the option shown.

## ASSIGNING A PHONE NUMBER (NOT FOR US)

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

Open the menu.

Select and confirm the option shown.

Select and confirm the option shown.

Enter the DID number you wish to use.

Dial the external phone number.



Absence text on?

0 = Will return at:

0 + ... 9 wxyz

Enter message text?



Save & exit?



Absence text off?



Settings:

\*41 = Temporary MSN?





# Forwarding calls

## USING VARIABLE CALL FORWARDING

You can immediately forward internal or external calls to different internal or external telephones ("destinations").

External destinations require special configuration in the system.

- When call forwarding is active, a special dial tone sounds when you lift the handset.
- If DID DTMF is active (consult your Admin), you can also forward calls to this destination. Destinations: Fax = 870, DID = 871, Fax DID = 872.
- If you are a call forwarding destination, your display will show the phone number or the name of the forwarding party on the upper line and that of the caller on the lower line.

For more information on special features if your telephone operates with system networking, see "Special networking functions" → page 83.

### Activating call forwarding

Open the idle menu.

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

- Confirm the option shown.
- Select and confirm the option shown.
- Select and confirm the option shown.

Enter the destination phone number.

Confirm the option shown. The phone number or the name of the forwarding destination is displayed. The LED of the call forwarding key flashes on the destination phone.

### Deactivating call forwarding

Open the idle menu.

Select and confirm the option shown.



Forwarding on?

1=All calls?

2=external calls only?

3=internal calls only?



Save & exit?



Forwarding off?

## USING CALL FORWARDING NO REPLY

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

Open the menu.

Select and confirm the option shown.

Enter the destination phone number.

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

Confirm the option shown.

### Deactivating call forwarding no reply

Open the menu.

Select and confirm the option shown.

- Confirm the option shown.
- Optionally, select and confirm to return to idle mode and not deactivate call forwarding.

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

## Using callback

You can request a callback if the internal station called is busy or if nobody answers. This also applies for external calls via exchanges. This feature saves you from having to make repeated attempts to reach the user.

You receive a callback with the following options:

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

When configured, all callback requests are automatically deleted overnight.

## SAVING A CALLBACK

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

Confirm the option shown.



\*495 = CFNR on?



Save?



#495 = CFNR off?

Delete?

End

Callback?

## ACCEPTING A CALLBACK

A user for whom a callback was saved is now no longer busy or has meanwhile made a call. Your telephone now rings and the following message appears on the display "Callback: ...".

The following options are available:

- Lift the handset.
- Optionally, press the key shown.
- Optionally, select and confirm to accept the callback.



Answer?



View callbacks?

Display next?

Delete?

## VIEWING AND DELETING A SAVED CALLBACK

Open the idle menu.

Select and confirm the option shown.

Select and confirm to display additional entries.

Deleting a displayed entry

Confirm the option shown.

Ending retrieval

The following options are available:

- Select and confirm the option shown.
- Press the key shown.
- Press the key shown.



End?

## 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 hang up the handset on the receiver. Then release the key and proceed with your call.

#### US mode

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



Press the key shown.



Hang up the handset. Proceed with your call.

## SWITCHING TO HANDSET

**Prerequisite:** You are conducting a call in speakerphone mode.



Lift the handset. Proceed with your call. The hands-free 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 hands-free microphone remains switched off.

#### Deactivating



Press the key shown.

## USING CALL WAITING (SECOND CALL)

You can still be reached by a caller even if you are already conducting a call. An advisory tone and the message "From: ^" on the display alert you to the second call.

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

You can block the second call or the advisory tone (see "Muting the call waiting tone" → page 29).

**Prerequisite:** You are engaged in a phone call and hear an advisory tone (every six seconds).

#### Ending the first call and answering the waiting call



Hang up the handset. Your phone rings.

Lift the handset. Answer the second call.

#### Placing the first call on hold and answering the second call

##### Call waiting?

Select and confirm the option shown. You are connected to the second caller. The first party is placed on hold.

#### Ending the second call and resuming the first one

##### Quit and return?



- Confirm the option shown.
- Optionally, hang up the handset.

Call the first party again.



Lift the handset.

## SAVING A PHONE NUMBER

You can Save your call partner's phone number for subsequent redialling from the caller list (see "Using the caller list" → page 41).

**Prerequisite:** You are conducting a call.

##### Save number?

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.

##### Consult?



Confirm the option shown.

- Enter and confirm the second party's phone number.
- Optionally, select the number from the caller list (see "Using the caller list" → page 41).
- Optionally, select the number from the directory (see "Calling a contact from the directory" → page 43).

Release?

**Ending a consultation call**

Confirm the option shown. The consultation call is disconnected. The call with the first party is resumed.

Toggle?

**Switching to the held party (alternating)**

**Prerequisite:** You are on a consultation call.

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

Release?

**Ending an alternate operation**

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

Conference?

**Combining the call partners in a three-party conference**

Select and confirm the option 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.

## TRANSFERRING A CALL

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

Consult?

**Transferring with announcement**

Select and confirm the option shown.

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

Start transfer?



Select and confirm the option shown.

Hang up the handset.

Start transfer?

**Transferring without announcement**

Select and confirm the option shown.

Enter and confirm the required party's phone number.



Hang up the handset.

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

## PARKING A CALL

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

**Prerequisite:** You are conducting a call.

Open the menu.

Select and confirm the option shown.

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

Retrieving a parked call

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

Open the menu.

Select and confirm the option shown.

Enter the park position number you noted earlier.

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

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

## HOLDING A CALL

You can place a call partner on hold. The call partner hears music on hold.

Press the key, if configured.

The key "Hold" must be configured as a programmable key.



\*56 = Park a call?

0 + ... 9 wxyz



#56 = Retrieve call?

0 + ... 9 wxyz

Hold

## CONDUCTING A CONFERENCE CALL

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

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



Start conference?

Call the first party.

Select and confirm the option shown.



Conference?

Call the second party. Announce the conference.

Select and confirm the option shown.

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

If the second party does not answer

Return to held call?

Confirm the option shown.

Adding up to five parties to a conference

Add party?

Confirm the option shown.



Conference?

Call the new party. Announce the conference.

Select and confirm the option shown.

Forming a conference

**Prerequisite:** You are conducting a consultation call (see "Calling a second party (consultation)" → page 53).

Conference?

Select and confirm the option shown.

Removing parties from the conference

View conf parties?

Select and confirm the option shown. The first party is displayed.

Next?

Confirm as often as required until the desired party is displayed.

Remove party?

Select and confirm the option shown.

Leaving a conference

Withdraw?

- Select and confirm the option shown.
- Optionally, hang up the handset if this feature is configured.





End conference?



### End conference

- Select and confirm the option shown.
- Optionally, hang up the handset if this feature is configured.

## ACTIVATING TONE DIALLING / DTMF SUFFIX DIALLING

You can transmit dual-tone multi-frequency (DTMF) signals to control devices such as an answering machine or automatic information system.



Open the menu.

\*53=DTMF dialling?



Select and confirm the option shown.

You can use the keys **0 +** through **9 wxyz**, **\* \*** and **# 001** to transmit DTMF signals.

Ending the call also deactivates DTMF suffix dialling.

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

# Making calls in an executive / secretary team

## Lines

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

- **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 phone number are signalled on this line.
- **Secondary line:** A secondary line on your phone is used as a primary line by another subscriber. Your primary line, which is configured on another telephone, simultaneously functions as the secondary line on that telephone.
- **Private line:** A line that is used by a single telephone. This line cannot be used as a secondary line by another telephone.
- **Shared line:** A line that is configured on multiple telephones. The line status is displayed for all telephones that share this line (if configured). If, for example, a shared line is being used by a telephone, a status message indicating that this line is busy is displayed on all other telephones.
- **Direct call line:** A line with a direct connection to another telephone. You can see the status of the line from the LED display.

## Line or trunk keys

The programmable keys on multi-line phones function as line or trunk keys. Every key programmed as a line key corresponds to one trunk with the result that you can configure up to four trunks in an Desk Phone CP110.

As a team member, you can independently program the following functions on keys (see "Programming the function keys" → page 32):

- Direct destination selection
- Group call on or off  
(not available on executive phone in an executive or secretary team)
- Ring transfer on or off  
(only in an executive or secretary team)

### Notification on display

The display of the status label will be controlled by the state of the key. Line or function key can be pulsing or inverted similar to a LED.

Status	Meaning
Standard	The line is in idle mode.
Pulsing <sup>(a)</sup>	<ul style="list-style-type: none"> <li>• Incoming call on the line.</li> <li>• The line is on "Hold".</li> </ul>
Inverted	The line is busy.

## Accepting calls with the line keys

**Prerequisite:** Your phone rings and / or a text key label flashes quickly.

Press the line key above which the text label flashes quickly or is shown inverse.

Lift the handset.

- Optionally, use speakerphone mode.

## Dialling with line keys

Press the free line key you wish to use to establish the connection.

Dial the phone number.

- If the party answers: Lift the handset.
- Optionally, use the speakerphone mode.

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

**Prerequisite:** You are conducting a call via one of your group's trunks.

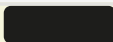
Holding

Press the key, if configured.

Line



Line



Hold



Release

- Optionally, hang up the handset.
- Optionally, press the "Release" key.

Depending on the configuration, this may be necessary so other team members can also pick up the call on hold.

#### Retrieving the call

Line

Press the line key, above which the text label is flashing slowly or is shown inverse.

## Making calls on multiple lines alternately

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

Line 1

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

Line 2

Press the line key that is flashing slowly or is shown inverse. The second call party is on hold.

You can switch between lines as often as you wish. Press the line key each time.

## MULAP privacy release

If configured, you can program a key on your phone with the function "Privacy Release" (see "[Configuring function keys](#)" → page 32).

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



Priv Release

You are conducting a call.

Press the key shown.

Up to three team members can now join the conference.

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

Line

Press the line key.

## Direct destination selection keys

Each team member has a direct destination selection key (DDS key) for every other team member. This means that each team member can be reached directly by other team members at the touch of a button.

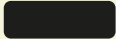
In contrast to a name key, a DDS key indicates the status of the other extension via the notification LED.

### Understanding notification messages on DDS keys

- The notification on the DDS key is off: the team member is not conducting a phone call.
- The text label on the DDS key is lighting or shown inverse: the team member is conducting a phone call or has activated "Do not disturb".
- The text label on the DDS key is flashing quickly or shown inverse: a call has arrived for you and needs to be answered.
- The text label on the DDS key is flashing slowly or is shown inverse: a caller is trying to reach another member of your team, who has not yet answered.

## CALLING A TEAM MEMBER DIRECTLY

Party B



Press the DDS key.

Party B



If the team member you want to reach is conducting another call, the DDS key on your telephone lights up. You can also make calls in this case if the call waiting function is permitted for the other member of the team (automatic camp-on).



If the party answers: Lift the handset.



- Optionally, use speakerphone mode.

## TRANSFERRING A CALL IN PROGRESS

Party B



Press the DDS key and announce the call if necessary.



Hang up the handset.

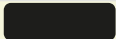
Release



- Optionally, press the key shown.

## PICKING UP A CALL FOR ANOTHER TEAM MEMBER

Party B



Press the DDS key or line key.



Lift the handset.



- Optionally, use speakerphone mode.

## Forwarding calls on trunks

You can immediately forward internal and / or external calls to your lines to different internal or external telephones (destinations).

If you activate call forwarding for a line, this will apply to all line keys of your group for this line.



Open the menu.

\*501 = Forward Line: On?

Fwd Line



- Select and confirm the option shown.
- If available, press the key shown.

If no forwarding type and destination is configured, see "Programming the function keys" → page 32).

Line



12345:

1 = All calls

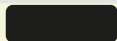
2=external calls only

3=internal calls only



Save & exit?

Fwd Line



Confirm the trunk number.

You have the following options:

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

Enter the destination phone number.

- Confirm the option shown.

If available, press the key shown.

If no forwarding type and destination is configured, see "Programming the function keys" → page 32).

### Deactivating call forwarding



Open the menu.

Select and confirm the option shown.

You have the following options:

#501 = Forward Line: Off

Line



Fwd Line

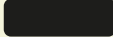


- Press the required line key.
- Enter the required trunk number.
- If available, press the key shown.

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

### Understanding LED messages on the "CFW MULAP"

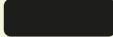
Fwd Line



Fwd Line



Fwd Line P.



- The notification for the "Fwd Line" key is off – call forwarding is not active for this trunk.
- The notification for the "Fwd Line" key is on – call forwarding is active for this trunk.
- The notification for the "Fwd Line" key flashes **slowly** - the trunk is the destination of call forwarding.

## Transferring calls directly to the executive phone

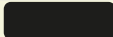
Normally, all calls for the executive are audibly signalled only by the secretary phone.

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

**Prerequisite:** There is a key programmed with the function "Ring Transfer" on your phone.

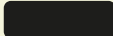
### Activating

Ring Transfer



\*502 = Ring Transfer: On?

Line



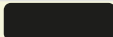
- Press the key shown.
- Optionally, open the menu.

Select and confirm the option shown.

- Press the required line key.
- Optionally, enter the required trunk number.

### Deactivating

Ring Transfer

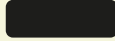


- Press the key shown.



#502 = Ring Transfer: Off?

Line



- Optionally, open the menu.

Select and confirm the option shown.

- Press the required line key.
- Optionally, enter the required trunk number.

<sup>(a)</sup> In this manual, flashing text labels 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.



# Group call / hunt group

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

For configuration of the hunt group, consult the administrator.

## Activating or deactivating a group call

For more information on leaving a hunt group if your telephone operates with system networking via LAN, see "Ringing group" → page 85


If configured, you belong to one or more groups of stations, which can be reached via hunt group or group call phone numbers. Incoming calls are signalled one after the other (hunt group) or simultaneously (group call) on all phones in the group, until a group member answers the call.

Each station in the group can still be reached via its own phone number.

You can activate and deactivate the audible signal for a hunt group, group call or individual trunks in a group.

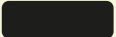
### You are part of a hunt group or call group

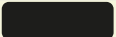
Open the idle menu.



Leave hunt group?

Join hunt group?


Hunt group IN/OUT 

Hunt group IN/OUT 

- Select and confirm the option shown.
- Optionally, select and confirm the option shown.
- Press the key shown.
- Optionally, press the key shown.

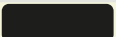
### You belong to multiple groups

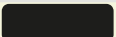
Open the idle menu.



Leave hunt group?

Join hunt group?

Hunt group IN/OUT 

Hunt group IN/OUT 

- Select and confirm the option shown.
- Optionally, select and confirm the option shown.
- Press the key shown.
- Optionally, press the key shown.

**301 X = Group name**

If an "X" appears between group or trunk number (such as 301) and the group name, the audible tone is active for this group or trunk. No "X" means that the audible tone is deactivated.

You have the following options:

**Next?**

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

**Leave hunt group?**

- Select and confirm the option shown. The audible tone for the group or trunk displayed is deactivated.

**Join hunt group?**

- Select and confirm the option shown. The audible tone for the group or trunk displayed is activated.

**#=Leave all groups?**

- Select and confirm the option shown.  
The audible tone for all groups and trunks is deactivated.

**\*=Rejoin all groups?**

- Select and confirm the option shown.  
The audible tone for all groups and trunks is activated.

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

## Picking up a call for another member of your team

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

In contrast to the DDS function, you do not need to have programmed a DDS key (see "[Direct destination selection keys](#)" → page 61).

**Prerequisite:** Your telephone rings briefly. "Call for:" is displayed with the phone number or name of the originator. The phone number or name of the caller appears on the lower line.

Confirm the option shown.

**Pickup - group?**

## Ringing group

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

For more information on setting up a ringing group if your telephone operates with system networking via LAN, see "Ringing group" → page 85).

### Saving, displaying and deleting telephones for the ringing group

Open the menu.

Select and confirm the option shown.

Follow the display prompts and enter the internal phone number.

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

### Removing all telephones in a call ringing group

Select and confirm the option shown.

## Uniform Call Distribution (UCD)

If configured, you may belong to a group of users (agents), to which calls are distributed.

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

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

Open the menu.

Select and confirm the option shown.

- Confirm the option shown.
- Optionally, select and confirm the option shown.

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

### Logging on and off during your shift

Open the menu.

Select and confirm the option shown.

- Confirm the option shown.
- Optionally, select and confirm the option shown.



\*81 = Ringing group on?



Ringing group off?



UCD?

\*401=Log on?

#401=Log off?



UCD?

#402=Not available?

\*402=Available?

### Requesting and activating wrap-up time

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

Open the menu.

Select and confirm the option shown.

- Confirm the option shown.
- Optionally, select and confirm the option shown.

### Turning the night service on and off for UCD

Open the menu.

Select and confirm the option shown.

- Confirm the option shown.
- Optionally, select and confirm the option shown.

### Displaying the number of waiting calls

Open the menu.

Select and confirm the option shown.

Confirm the option shown.

UCD?

\*403=Wrap up on?

#403=Wrap up off?

UCD?

\*404=UCD night on?

#404=UCD night off?

UCD?

\*405=Calls in queue?

# Privacy and security

## Turning silent ringing on and off

If you do not wish to take calls, you can activate the ringer cut-off or silent ringing function. Calls are only identified by **one** ring signal and they are shown on the display.

### Activating

Open the idle menu.

Select and confirm the option shown.

- Optionally, hold down the key until the icon "Ringer off"  goes out.

### Deactivating

Open the idle menu.

Select and confirm the option shown.

- Optionally, hold down the key until the icon "Ringer off"  is displayed.

## 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), do not disturb can be activated or deactivated on any phone in the ONS group and then be applied for all phones in the ONS group.

**Prerequisite:** Your administrator has activated the "Do not disturb" function for all Desk Phone stations in your system.

Open the menu.

Select and confirm the option shown.



Silent ringing on?



Silent ring. off?



Feature settings?

**Do not disturb?**

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

**Activate?**

Confirm the option shown.

**Deactivate?**

- Optionally, confirm the option shown.

A tone reminds you that "Do not disturb" is activated when you lift the handset.

Authorized internal callers automatically override the DND function after 5 seconds.

If the administrator has blocked the "Do not disturb" function in general for the Desk Phone, the "Do not disturb" menu option will not appear in the Program or Service menu.

## 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 redialled.

Open the menu.

Select and confirm the option shown.

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 dialled or your mailbox being accessed. Consult your Admin to determine which functions are locked.

Locking the phone

Open the idle menu.

Select and confirm the option shown.

**More features?****Call ID suppressed?****Lock telephone?**

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

Your phone can also be locked or unlocked by an authorized party (see "[Locking another telephone to prevent unauthorized use](#)" → page 71).

### Unlocking the phone

Open the idle menu.

Select and confirm the option shown.

Enter the lock code (see "[Saving your PIN code](#)" → page 71).

## Locking another telephone to prevent unauthorized use

If configured, you can lock and unlock other telephones to prevent unauthorized access.

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

Open the menu.

Select and confirm the option shown.

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

Confirm the option shown.

- Optionally, select and confirm the option shown.

## Saving your PIN code

Enter a PIN code to select the following functions:

- For locking the telephone to prevent unauthorized use (see "[Locking the telephone to prevent unauthorized use](#)" → page 70).
- For using another telephone like your own (see "[Using another telephone like your own for a call](#)" → page 76).

You can save this code.

Open the menu.



Unlock telephone?



\*943=Telephone Lock?



\*=Lock telephone?

#=Unlock telephone?



**\*93=Change PIN?**

Confirm the option shown.

Enter the current five-digit PIN.

If you have not yet set a PIN, use "00000" as the initial PIN.



Enter the new PIN.



Re-enter the new PIN.

If you forget your code, consult the administrator, who can reset your code.

## User password

Your 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 "Password warning" will alert you to this at the appropriate time. The message "Password has expired" appears when the validity period is over. Confirm "Password must be changed" 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".

The 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.





You must configure this setting via the WBM interface (see "[Web interface \(WBM\)](#)" → [page 89](#)).

# Other settings and functions

## Call charges

### DISPLAYING CALL CHARGES (NOT FOR US)

For the current call

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

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

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

Depending on the network operator, free external calls are also displayed. The message "Free of Charge" appears on the screen either before or during the call.

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

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

For all calls and for the last call

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

Open the menu.

Select and confirm the option shown.

### DISPLAYING CALL CHARGES FOR ANOTHER TELEPHONE (NOT FOR US)

If configured, you can also display and print information on chargeable calls for other phones.

**Prerequisite:** You have programmed the function "View call charges" on a key (see "Configuring function keys" → page 32).



\*65=Show call charges?

View call charges

Next

Print

Delete

Add'l information

End

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

Press the key shown. Chargeable calls are displayed.

Press to display further chargeable calls.

Select and confirm the option shown.

- Optionally, select and confirm the option shown.
- Optionally, select and confirm the option shown.
- Optionally, select and confirm the option shown.

## DIALLING WITH CALL CHARGE ASSIGNMENT

You can assign external calls to certain projects.

**Prerequisite:** The administrator has defined the account codes.

Open the menu.

Select and confirm the option shown.

Enter the account code.

Press this key, if required.

- Optionally, confirm the option shown.

Enter the external phone number.

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

## Appointment reminder function

You can configure your phone to call you to remind you about appointments. You must save the required call times to do this.

You can enter a single appointment that will take place in the next 24 hours or you can enter a daily recurring appointment.

## SAVING A TIMED REMINDER

Open the menu.

\*46=Alarm call on?



2 ABC

or

7 PQRS

One time only?

Daily?

Save & exit?



#46 = Alarm call off?

Delete?

End?

Reminder:



\*508=Temporary Phone?

Confirm the option shown.

Enter a 4-digit time such as "0905" for "9:05" (= 9.05 am) or 1430 for 14:30 (= 2.30 pm).

If the selected language is "US English" you can enter the code 2 for "am" or 7 for "pm" (also refer to "Setting the display language" → page 26).

Confirm the option shown.

- Optionally, select and confirm the option shown.

Confirm the option shown.

### Deleting and checking a saved appointment

Open the menu.

Confirm the option shown.

Confirm the option shown.

- Optionally, select and confirm the option shown.

## USING TIMED REMINDERS

**Prerequisite:** You have saved a reminder. The saved time is approaching.

The phone rings. The appointment time is displayed.

Lift the handset.

Hang up the handset.

- Optionally, press the speakerphone key twice.

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

## Using another telephone like your own for a call

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

Open the menu.

Select and confirm the option shown.



Enter the phone number of the other user.



Enter the other user's code (see "Saving your PIN code" → page 71).

### Change PIN?

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



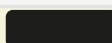
Dial the external phone number. This state is cancelled as soon as the call is ended.

## LOGGING ON TO THE "GUEST TELEPHONE"

Log on to the "guest telephone" with a mobile phone number. The telephone behaves like your own in terms of cost allocation, key programming, call forwarding, etc.

**Prerequisite:** A mobile connection with a dedicated phone number and password has been configured for you. The key "Mobile Login" is configured on the phone, if appropriate.

### Mobile Login



Press the key.

If a key is not configured:



Enter the code (e.g. \*9419) for "Mobile Login Log on" (see "Overview of functions and codes (alphabetical)" → page 93). You see the prompt "New number".



Enter the mobile phone number.

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



- Enter the code and confirm, if required.



Optionally, press the key shown.

### Entry complete

Confirm the option shown. The log-on procedure begins. Your mobile phone number will appear on the left of the display when you are correctly logged on (see "Display" → page 19).

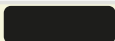
If you want to move your connection from the first "guest telephone" to a second "guest telephone", log on to the second "guest telephone" in the usual fashion.

If you now log on to a different telephone with your PIN, without having logged off from the other telephone, you will be logged off automatically.

## LOGGING OFF FROM THE "GUEST TELEPHONE"

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

## Mobile Login



Press the key shown.

If a key is not configured:

Enter the code (e.g. #9419) for "Mobile Login Log off", (see "[Overview of functions and codes \(alphabetical\)](#)" → [page 93](#)). The log-off procedure begins.

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

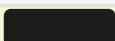
## Fax details and message on answering machine

If a fax or answering machine is connected to your system and you have assigned the "Fax details" function to a programmable key, the key lights up when a fax or a message has been received (see "[Configuring function keys](#)" → [page 32](#)).

### Deactivating signalling

Press the "Fax details" key.

## Fax details



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

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

- Forwarding on
- Absence text on
- Ringing group on
- Suppress call ID
- Waiting tone off
- DND on
- Silent ringing on
- Display Messages
- View callbacks



Open the menu.

## #0=Reset services?

Select and confirm the option shown.

## Activating functions for another phone

If configured, you can activate and deactivate the following functions for other phones (Associated serv.):

- DND on/DND off, code \*97/#97, see "Turning do not disturb on and off" → [page 69](#)
- Forwarding on, code \*11, \*12, \*13/#1, see "Using variable call forwarding" → [page 49](#)
- Lock telephone/Unlock telephone, code \*66/#66, see "Locking the telephone to prevent unauthorized use" → [page 70](#)
- Ringing group on, code \*81/#81, see "Activating or deactivating a group call" → [page 65](#)
- Absence text on/Absence text off, code \*69/#69, see "Leaving an absence text " → [page 48](#)
- Join hunt group/Leave hunt group, code \*85/#85, see "Activating or deactivating a group call" → [page 65](#)
- Reset services, code #0, see "Resetting services and functions (system-wide cancellation for a telephone)" → [page 78](#)
- Night answer on/Night answer off, code \*44/#44, see "Activating or deactivating the night answer service" → [page 30](#)
- Alarm call on/Alarm call off, code \*46/#46, see "Saving a timed reminder" → [page 75](#)



Open the menu.

\*83=Associated serv.?



Confirm the option shown.

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



Enter the code (for example, \*97 for DND on).

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

## Using system functions from outside DISA (Direct Inward System Access)

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

- Reset services, code #0, see "Resetting services and functions (system-wide cancellation for a telephone)" → [page 78](#)
- Forwarding on/Forwarding off, code \*1/#1, see "Using variable call forwarding" → [page 49](#)

- Lock telephone/Unlock telephone, code \*66/#66, see "Locking the telephone to prevent unauthorized use" → page 70
- Change PIN, code \*93, see "Saving your PIN code" → page 71
- Send Message/Display Messages, code \*68/#68, see "Sending a message" → page 46
- Absence text on/Absence text off, code \*69/#69, see "Leaving an absence text" → page 48
- Ringing group on/Ringing group off, code \*81/#81, see "Activating or deactivating a group call" → page 65
- Join hunt group/Leave hunt group, code \*85/#85, see "Activating or deactivating a group call" → page 65
- Suppress call ID/Restore caller ID, code \*86/#86, see "Caller ID suppression" → page 70
- Waiting tone off/Waiting tone on, code \*87/#87, see "Muting the call waiting tone" → page 29
- Open door, code \*61, see "Accepting calls from the entrance phone and opening the door" → page 38
- Door opener on/Door opener off, code \*89/#89, see "Accepting calls from the entrance phone and opening the door" → page 38
- DND on/DND off, code \*97/#97, see "Turning do not disturb on and off" → page 69
- Silent ringing on/Silent ring. off, code \*98/#98 "Turning silent ringing on and off" → page 69
- Speed dial, code \*7, see "Making calls using system speed-dial numbers" → page 45
- Associated serv., code \*83, see "Activating functions for another phone" → page 79

**Prerequisite:** Your phone supports tone dialling (DTMF) or you can switch your phone to tone dialling. The phone is not connected to OpenScape Business.



Establish a connection to OpenScape Business. Enter the phone number.



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



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



Wait for the dial tone and enter the code, for example \*97 for DND on. If necessary, make further entries; refer also to the user guide for dial pulse or DTMF phones.



- Optionally, dial the external phone number.

You can only perform one function or establish one outgoing connection at a time. The connection is cleared as soon as the function is successfully activated. In case of an external call, the connection is cleared as soon as one of the call partners hangs up.



## Controlling connected computers / programs / telephone data service

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

**Prerequisite:** You have set up a connection.

Open the menu.

Confirm the option shown. For entering data, you are guided by the connected computer. However, depending on the configuration, you have to enter your data in one of the following ways:

- Input in en-bloc mode
- Input in online mode

### Input in en-bloc mode

Enter data.

Complete entry.

- Optionally, confirm the option shown.

### Input in online mode

The connected computer processes your entries directly.

Enter the code.

Enter data.

## Paging persons (not for US)

If radio paging equipment (PSE) is connected to your system, you can locate people via their pocket receivers. Pocket receivers signal a call request to the person you want to page. This person can then answer the page at the nearest phone.

### Paging persons

To ensure that you can be found, you must have enabled one of the following options:

- A ringing group (see "Ringing group" → page 66)
- Call forwarding



0 + ...

9 WXYZ

# Abs 123

Entry complete?

# Abs 123

0 + ...

9 WXYZ

- Call forwarding-no answer (service technician) to the internal phone number of your PSE (see "Using variable call forwarding" → page 49)

A call request is signalled automatically.

### Responding to a page request

Lift the handset.

Enter the code.

Enter your own phone number.

## 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, if required.

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

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



You can see a more structured view of the list via the WEBM interface (see "Web interface (WBM)" → page 89).



User



Diagnostic information



# Special networking functions

If your telephone is operating in an environment in which multiple Desk Phone telephones are interconnected, you are conducting a call via the network.

## Leaving or joining a hunt group or group call

**Prerequisite:** You are part of a hunt group or group call in another Desk Phone (see "Activating or deactivating a group call" → page 65).



DISA internal?



OK



OK

Leave hunt group?

Join hunt group?

Open the idle menu.

Select and confirm the option shown.

Enter the (DISA) phone number of the other Desk Phone.

- Optionally, confirm your entry.

Enter the (DISA) phone number of your phone.

Confirm your entry.

To leave, select and confirm the option shown.

To join, select and confirm the option shown.

You belong to multiple groups associated with another Desk Phone



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

## Setting up "Follow me" call forwarding

You can activate or deactivate call forwarding for your phone from other phones in the network.



DISA internal?



OK



Open the idle menu.

Select and confirm the option shown.

- Enter the (DISA) phone number of your Desk Phone.
- Optionally, confirm your entry.
- Enter the (DISA) phone number of your phone.

OK



Forwarding on?

1=All calls?

2=external calls only?

3=internal calls only?



Save &amp; exit?



Forwarding off?



DISA internal?



OK



OK



Night answer on?



- Optionally, confirm your entry.

### Activating

Open the idle menu.

Select and confirm the option shown.

- Confirm the option shown.
- Optionally, select and confirm the option shown.
- Optionally, select and confirm the option shown.

Enter the destination phone number.

Confirm the option shown.

### Deactivating

Open the idle menu.

Select and confirm the option shown.

## Using night answer

If authorized, you can also define telephones in other Desk Phone systems as the night answer destination (see "Activating or deactivating the night answer service" → page 30).

Open the idle menu.

Select and confirm the option shown.

Enter the (DISA) phone number of the Desk Phone to which the night answer phone is connected.

Confirm your entry.

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

Confirm your entry.

### Activating

Open the idle menu.

Select and confirm the option shown.

Enter the destination phone number (aka temporary night answer service).

Save & exit?

Confirm the option shown.



Deactivating

Open the idle menu.

Night answer off?

Select and confirm the option shown.

## Ringing group

You can have calls for your telephone signalled audibly at external telephones or at telephones in other Desk Phone systems (see "Ringing group" → page 66).

Saving, displaying and deleting telephones for the ringing group



Open the menu.

\*81 = Ringing group on?

Select and confirm the option shown.

Add ext to group?

Select and confirm the option shown.

Add another ext?

- Optionally, select and confirm the option shown.
- Optionally, select and confirm, then follow the operating instructions.

Clear Display?



Enter the phone number.

# = Entry complete?

Confirm the option shown.

Save & exit?

Confirm the option shown.

End?

Select and confirm the option shown.

Removing all telephones in a call ringing group



Open the idle menu.

Ringing group off?

Select and confirm the option shown.

## Opening a door

If this feature is configured, you can also activate the door opener from other Desk Phone systems (see "Accepting calls from the entrance phone and opening the door" → page 38).



Open the idle menu.

**DISA internal?**

Select and confirm the option shown.

Enter the (DISA) phone number of the Desk Phone where the relay is to be activated.

OK

- Optionally, confirm your entry.



Enter the (DISA) phone number of the phone you wish to use to control the door opener.

OK

- Optionally, confirm your entry.

**Open door?**

Select and confirm the option shown.

Dial the entrance phone number.

# 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
- Software version
- Line power level

**Prerequisite:** The phone is in idle mode.

Open the menu.



More features?

Select and confirm the option shown.

\*940=Phone test?

Select and confirm the option shown.

If everything is functioning correctly:

- All notifications on the phone are flashing.
- The phone number is displayed.
- All pixels are active on the display.
- The ring tone is audible.

## Checking the key assignment

You can check the key assignment on your phone to determine which functions are assigned to which keys.

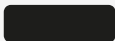
Open the menu.



\*91=Prog. feature key

Select and confirm the option shown.

Press any key. The key assignment is displayed.



End

Select and confirm the option shown.



# Web interface (WBM)

You can configure a number of settings for your phone via the “Web Based Management” (WBM). The information is transferred via a secure HTTPS connection.

Access to the web based management must be activated by the administrator.

## Launching the web interface

1. To launch the interface, open a web browser and enter one of the following addresses:
  - **https://[IP address of the phone]**  
[IP address of the phone] is the IP address of your phone.
  - **https://[Name of the phone]**  
[Name of the phone] that was assigned by the administrator.
2. You might receive a certificate notification from the browser. Follow the instructions to download the certificate.
3. You will be prompted to configure a user password the first time you call up the WEBM interface (see ). 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 administrator password.

For further information, consult the administrator or refer to the administration manual.

## Logging into the user settings

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

1. Enter the user password, if required.
2. Click a menu heading to display the individual menu entries.
3. Click the menu heading again to close the menu.
4. Click a menu entry to open the corresponding form.

5. Make the desired changes.
6. 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
- **Save & exit:** Apply changes
- **Reset:** Reset original values
- **Refresh:** Update the values.
- **Logout:** Log out from the phone

## User menu

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

## 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.

# Fixing problems

## Responding to error messages

### Incorrect entry.

- Possible causes: Station number is incorrect.
- Reactions: Enter correct station number.

### Access denied.

- Possible causes: Locked function selected.
- Reactions: Apply to the administrator for authorization for relevant function.

### Feature not available.

- Possible causes: Dialed a non-existent station number. Called phone is unplugged.
- Reactions: Enter correct station number. Call this station again later.

### Number cannot be dialed.

- Possible causes: Dialed your own station number.
- Reactions: Enter correct station number.

## Troubleshooting

### Pressed key does not respond

Check if the key is stuck.

- If the phone is locked, selected dialling keys cannot be used. This also applies even if an emergency number is saved on this key.

Check if your telephone is locked when the following message is displayed:

**"Phone locked. To unlock enter the PIN."**

- If the phone is locked, enter your PIN to unlock it.

### The phone does not ring

Check if the ringer is deactivated (see icon in the status bar on the display). If it is deactivated, activate the ringer.

### You cannot dial a number

Check if the telephone is locked when the following message is displayed:

**"Phone locked. To unlock enter the PIN. "**






- If the phone is locked, enter your PIN to unlock it.






### Other problems






- Consult your administrator. Customer service must clarify any problems that cannot be resolved.
- Contact partner in case of problems.
- Contact the administrator if a fault persists for more than five minutes.




# Overview of functions and codes (alphabetical)

The following table lists all available functions, as shown on the display. Any programmed functions can be activated interactively (select and confirm) or via the Program / Service menu (select and confirm or enter a code).






Functions (Display)	Interactively	Via Settings 		Using key
	 	 	Code	
Call waiting	✓	✓	*55	X
Waiting tone off	✓	✓	*87	X
Waiting tone on	✓	✓	#87	X
Call wait.term.on		✓	*490	X
Call wait.term.off		✓	#490	X
Headset (Headset Working)				X
Release				X
Caller list	✓	✓	#82	X
Save number	✓	✓	*82	X
DND on	✓	✓	*97	X
DND off	✓	✓	#97	X




Functions (Display)	Interactively	Via Settings 		Using key
	 	 	Code	
UCD				
Log on		✓	*401	X
Log off		✓	#401	X
Available		✓	*402	X
Not available		✓	#402	X
Wrap up on		✓	*403	X
Wrap up off		✓	#403	X
UCD night on		✓	*404	X
UCD night off		✓	#404	X
Calls in queue		✓	*405	X
Absence text on	✓	✓	*69	X
Absence text off	✓	✓	#69	X
Associated serv.		✓	*83	X
Associated dial		✓	*67	X
Intrude	✓	✓	*62	X
Room monitor		✓	*88	X
En-bloc dialling				
Dial	✓			
Data I/O Service			*494	X
Reset services		✓	#0	X
Speaker call		✓	*80	X






Functions (Display)	Interactively	Via Settings 		Using key
	 	 	Code	
HF answerback on	✓	✓	*96	X
HF answerback off	✓	✓	#96	X
DISA				
DISA internal	✓	✓	*47	X
Discreet Call			*945	X
Shift Key (Layer)				X
Phone test		✓	*940	
Trace call		✓	*84	X
Temporary Phone		✓	*508	X
Join hunt group	✓	✓	*85	X
Leave hunt group	✓	✓	#85	X
IN hunt group	✓	✓	*85*	X
OUT of hunt group	✓	✓	#85#	X
Hotline				
Send Message	✓	✓	*68	X
View sent message	✓	✓	#68	X
Display Messages	✓	✓	#68	X
Mailbox				X
Keypad dialing		✓	*503	

Functions (Display)	Interactively	Via Settings 		Using key
			Code	
Conference	✓	✓	*3	X
Start conference	✓			
Add party	✓			
End conference	✓	✓	#3	
View conf parties	✓	✓		
Remove party	✓	✓		
Drop last conf. party			*491	
Show call charges (own telephone)		✓	*65	X
View call charges (third-party telephone)				X
Speed dial		✓	*7	X
Speed dial (station speed dial)		✓	*7*	X
Change Speed Dial (station)		✓	*92	X
Reserve trunk	✓			X
Toggle/Connect	✓	✓	*2	X
DTMF dialing		✓	*53	X
Mute on		✓	*52	X
Mute off		✓	#52	X
Mobile Login Log off			#9419	X
Mobile Login Log on			*9419	X
Night answer on	✓	✓	*44	X
Night answer off	✓	✓	#44	X



Functions (Display)	Interactively	Via Settings 		Using key
	 	 	Code	
Park a call		✓	*56	X
Retrieve call		✓	#56	
Page				
Answer page (not for U.S.)		✓	*59	
Account code		✓	*60	X
Enquiry	✓			X
Return to held call	✓	✓	*0	
Quit and return	✓	✓	*0	
Transfer/Accept	✓			
Set Callback	✓	✓	*58	X
View callbacks/Delete	✓	✓	#58	
Suppress call ID	✓	✓	*86	X
Restore caller ID	✓	✓	#86	X
Temporary MSN (not for U.S.)	✓	✓	*41	X
Ring Transfer: On		✓	*502	X
Ring Transfer: Off		✓	#502	X
Ringing group on		✓	*81	X
Ringing group off		✓	#81	X
Silent ringing on	✓	✓	*98	X
Silent ring. off	✓	✓	#98	X
Trunk flash (flash)		✓	*51	X
Select language		✓	*48	

Functions (Display)	Interactively	Via Settings 		Using key
			Code	
Lock telephone	✓	✓	*66	X
Unlock telephone	✓	✓	#66	X
Change PIN		✓	*93	
Phonebook	✓	✓	*54	X
Tel. data service			*42	
Alarm call on		✓	*46	X
Alarm call off		✓	#46	X
Door opener on		✓	*89	X
Door opener off		✓	#89	X
Open door		✓	*61	X
Transfer	✓			
Pickup - directed		✓	*59	X
Pickup - group	✓	✓	*57	X
Accept call	✓			
Forwarding on	✓	✓	*1	X
1=all calls	✓	✓	*11	X
2=external calls only	✓	✓	*12	X
3=internal calls only	✓	✓	*13	X
Forwarding off	✓	✓	#1	X
CFNR on		✓	*495	X
CFNR off		✓	#495	X
Redial				X

Functions (Display)	Interactively	Via Settings 		Using key
	 	 	Code	
Retrieve line		✓	*63	X
Telephone Lock		✓	*943	X

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