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OpenStage 15 T
OpenScape 4000, HiPath 4000

User Guide

A31003-S2000-U129-9-7619

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

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Important Information

⚠	Never open the telephone or a key module. Should you encounter any problems, contact the responsible administrator.
⚠	Use only original accessories! The use of other accessories may be hazardous and will render the warranty, extended manufacturer's liability and the CE marking invalid.

Trademarks

CE	The compliance of the equipment according to EU directives is confirmed by the CE mark. This Declaration of Conformity and, where applicable, other existing declarations of conformity as well as further information on regulations that restrict the usage of substances or affect the declaration of substances used in products can be found in the Unify Expert WIKI at http://wiki.unify.com under the section "Declarations of Conformity".
🗑	All electrical and electronic products should be disposed of separately from the municipal waste stream via designated collection facilities appointed by the government or the local authorities.
	Proper disposal and separate collection of your old appliance will help prevent potential damage to the environment and human health. It is a prerequisite for reuse and recycling of used electrical and electronic equipment.
	For more detailed information about disposal of your old appliance, please contact your city office, waste disposal service, the shop where you purchased the product or your sales representative.
	The statements quoted above are only fully valid for equipment which is installed and sold in the countries of the European Union and is covered by the European Directive 2002/96/EC. Countries outside the European Union may impose other regulations regarding the disposal of electrical and electronic equipment.

Location of the telephone

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

Product support on the internet

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

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

Contents

General information

About this manual

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

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

- The function is not configured for you or your telephone. Please contact your system support representative.
- Your communications platform does not feature this function. Please contact your Unify sales partner for information on how to upgrade.

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

These instructions should be read and followed by every person installing, operating or programming an OpenStage phone.

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

This user guide is designed to be simple and easy to understand, providing clear step-by-step instructions for operating your OpenStage phone.

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

Service

> The Unify service department can only help you if you experience problems or defects with the phone.
> Should you have any questions regarding operation, your specialist retailer or network administrator will gladly help you.
> For queries regarding connection of the telephone, please contact your network provider.

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

Intended use

The OpenStage phone is a desktop or wall-mounted unit designed for voice transmission . Any other use is regarded as unauthorized.

Telephone type

The identification details (exact product designation and serial number) of your telephone can be found on the nameplate on the underside of the base unit. Specific details concerning your communications platform can be obtained from your service technician.
Please have this information ready when you contact our service department regarding faults or problems with the product.

Speakerphone quality and display legibility

• To ensure good speakerphone quality, the area in front of the microphone (front right) should be kept clear. The optimum speakerphone distance is 50 cm.
• Proceed as follows to optimize display legibility:
  – Turn the phone to tilt the display to ensure you have a frontal view of the display while eliminating light reflexes.
  – Adjust the contrast as required → page 63.

Getting to know your OpenStage phone

The following sections describe the most frequently used operating elements and the displays on your OpenStage phone.

The user interface of your OpenStage 15 T
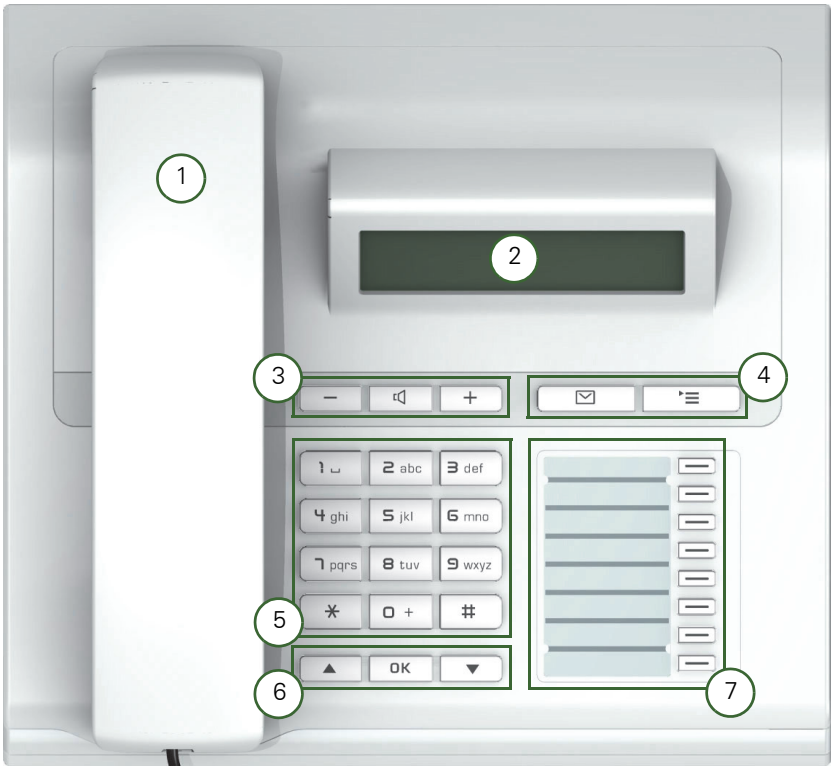
1	You can make and receive calls as normal using the **handset**.
2	The **display** permits intuitive operation of the phone → page 15.
3	**Audio keys** are available allowing you to optimally configure the audio features on your telephone → page 13.
4	☑ **mailbox key** and ☲ **menu key**.
5	The **keypad** is provided for input of phone numbers/codes.
6	You operate the → page 13 telephone with the **navigation keys**.
7	The **programmable sensor keys**can be programmed with functions→ page 49.

Properties of your OpenStage 15 T

Display type	LCD, 24 x 2 characters
Full-duplex speakerphone function	✓
Wall mounting	✓

OpenStage Key Module 15

The OpenStage Key Module 15 is a key module attached to the side of the phone that provides an additional 18 illuminated, programmable sensor keys.
Like keys on the phone, these keys can be programmed and used according to your needs
→ page 14.

You can only attach one OpenStage Key Module 15 to your OpenStage 15 T.

Keys

Audio keys

Key	Function when key is pressed
−	Set volume lower and contrast brighter → page 63.
◁))	Turn loudspeaker on/off (with red LED key) → page 19.
+	Set volume louder and contrast darker → page 63.

Mailbox key and Menu key

Key	Function when key is pressed
✉	Open mailbox (with red LED key) → page 16.
≡	Open Program/Service menu (with red LED key) → page 17.

Navigation keys

These are used to manage most of your phone's functions and display.
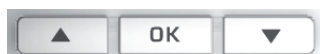
Key	Function when key is pressed
▲	Open the idle menu → page 15 or browse back in the menu.
OK	Perform action.
▼	Open the idle menu → page 15 or browse forward in the menu.

Programmable function keys

Your OpenStage 15 T has eight illuminated keys to which you can assign functions or numbers.

▌▌▶ Increase the number of programmable function keys by connecting a key module
→ page 12.

| Peter Fox ▭ |
| Destinations? — |
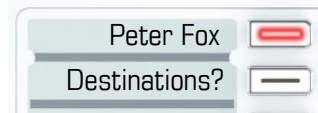
Depending on how they are programmed, you can use the keys as:
• Function keys → page 49
• Repdial/Direct station selection key → page 50

Each key can be programmed with one function.

▌▌▶ The configuration of direct station selection keys must be activated by your service person-nel.

Direct station selection keys can be assigned an internal number from the HiPath 4000 net-work.

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

Hold the key to open the key programming menu → page 49.

Your OpenStage is delivered with label strips. Write functions or names in the white fields on the label strips.

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

Meaning of LED displays on function keys

LED		Meaning of function key
▬	Off	The function is deactivated.
⚡	Flashing[1]	The function is in use.
▭	On	The function is activated.

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

Keypad

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

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

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

Alphabetic labeling of dial keys is also useful when entering vanity numbers (letters associated with the phone number's digits as indicated on the telephone spell a name, e.g. 0700 - PATTERN = 0700 - 7288376).

Display

Your OpenStage 15 T comes with a black-and-white LCD display. Adjust the contrast to suit your needs → page 63.

Idle mode

If there are no calls are being made or settings are not being adjusted, your phone is in idle mode.

Example:

```
                                      Time
 ┌─────────────────────────────┐
 │ 10:29          WE 05 08:07   │──── Date
 │ 220870         HiPath 4000 > │
 └─────────────────────────────┘
                                      Open the idle menu

                                      Own phone number
```
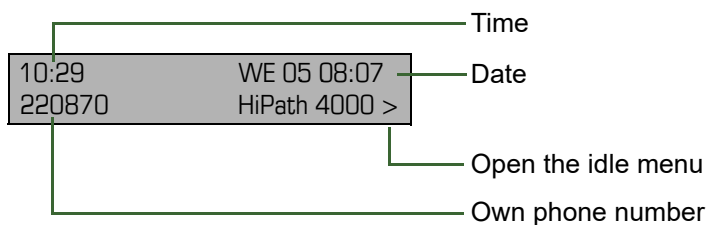
Idle menu

Press the [▼] navigation key in the idle mode → page 13, the idle menu then appears. You can call up various functions here. Entries may vary.

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

1. This appears as an option if entries are available.
2. This appears as an option if fixed or variable call forwarding is activated.
3. This appears as an option if a phone number is saved for fixed call forwarding.
4. This appears as an option if a callback is saved.

Mailbox

Depending on your communication platform and its configuration (contact your service personnel), you can use the mailbox key to access messages from services such as HiPath Xpressions. The following messages are saved:

• Callback requests
• Voicemail

Messages (callback requests)

New messages, or messages that have not yet been processed are signaled as follows:

• ☑ The key LED lights up.
• When the handset is lifted and the speaker key pressed, you hear an acoustic announcement (announcement text).

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

To access the menu: Press the mailbox key ☑. The newest entry is displayed.

Example:

```
                                              ── Caller ID

 10168 PETER              Call  N ──── Type of message
          WE 05.08:     16:25 >

                                              ── Function menu
                                              ── Time
                                              ── Date
```
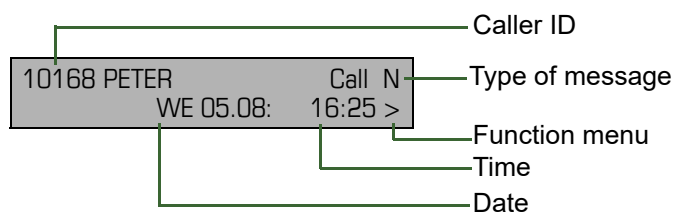
▐▌▶ For a description of how to edit the entries → page 28.

Voicemail

Press the mailbox key ☑.

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

▐▌▶ New voicemails that have not been played back fully cannot be deleted. To mark a message as "played back", jump with 6mno 6mno to the end of the message.

Call log

Calls to your phone and numbers dialed from your phone are recorded chronologically in the call log, sorted, and divided into the following lists:

- Unanswered calls
- Incoming calls
- Outgoing calls

Your phone saves the last 10 unanswered calls, the last 6 outgoing calls, and the last 12 incoming calls in chronological order. Each call is assigned a time stamp. The most recent entry in the list that has not yet been retrieved is displayed first. In the case of calls from the same caller, only the time stamp is updated.

Every list that contains at least one entry is automatically offered → page 15 in the idle menu → page 31.

▌▌▶ Callers with suppressed numbers cannot be saved in the call log.

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

Example:

```
                                                          Caller ID
 ┌──────────────────────────────────┐
 │ 10168 PETER                      │
 │ Busy        21.02.      16:25 >  │
 └──────────────────────────────────┘
                                                          Function menu
                                                          Time
                                                          Date
                                                          Telephone status during a call attempt
```
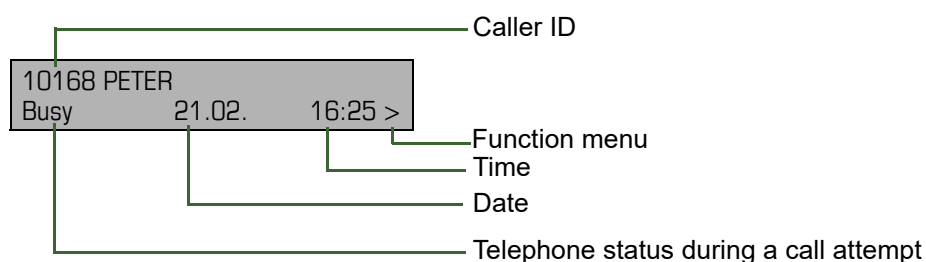
▌▌▶ For a description of how to edit the call logs → page 31.

Service menu

Use the ⌗ menu key to reach the Program/Service menu for your communication system.

The menu key LED remains red as long as you are in this menu.

Example:

```
                                                          Menu title
 ┌──────────────────────────────────┐
 │ Program/Service:                 │
 │ Destinations?                ⬍  │
 └──────────────────────────────────┘
                                                          Further entries are available

                                                          Menu option
```
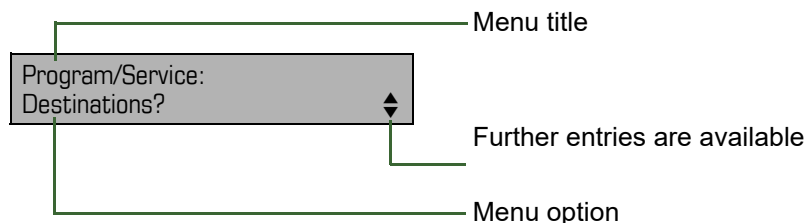
The menu structure comprises several levels. The first line in this structure shows the menu currently selected while the second line shows an option from this menu.

Basic functions

▮▮▶ Please read the introductory chapter "Getting to know your OpenStage phone" → page 11 carefully before performing any of the steps described here on your phone.

Answering a call

▮▮▶ An incoming call will cancel any ongoing telephone setting operations.

Answering a call via the handset

The phone is ringing. The caller is displayed.

➤ Lift the handset.

if nec. ⊞ **or** ⊟   Set the call volume.

Answering a call via the loudspeaker (speakerphone mode)

The phone is ringing. The caller is displayed.

🔊 Press the key shown. The LED lights up.

The speakerphone function is activated.

if nec. ⊞ **or** ⊟   Set the call volume.

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

Switching to speakerphone mode

People present in the room can participate in your call.

Prerequisite: You are conducting a call via the handset.

◁⑴〕 ⌒   Hold down the key and replace the handset. Then release the key and proceed with your call.

if nec. 〔 + 〕 **or** 〔 − 〕   Set the call volume.

U.S. mode

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

〔◁⑴〕   Press the key shown.

⌒   Replace the handset. Proceed with your call.

if nec. 〔 + 〕 **or** 〔 − 〕   Set the call volume.

Switching to the handset

Prerequisite: You are conducting a call in speakerphone mode.

⌒   Lift the handset.

〔◁⑴〕   The key shown goes out.

Open listening

People present in the room can silently monitor your call.

Prerequisite: You are conducting a call via the handset.

Activating

〔◁⑴〕   Press the key shown.

Deactivating

〔◁⑴〕   Press the lit key.
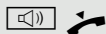
Turning the microphone on and off

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.

Prerequisite: You are conducting a call. The "microphone" key is configured.

Deactivating the microphone

▬ Press the "microphone" key.

Activating the microphone

▭ Press the illuminated "microphone" key.

Ending a call

◁» Press the lit key.

or

☎ Replace the handset.

Making calls

Off-hook dialing

➤ Lift the handset.

⌨ Internal calls: Enter the station number.
External calls: Enter the external code and the station number.

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

On-hook dialing

⌨ Internal calls: Enter the station number.
External calls: Enter the external code and the station number.

The party you are calling answers via loudspeaker.

➤ Lift the handset.

or On-hook dialing: Speakerphone mode.

Redialing a number (last dialed number)

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

Redial key

Prerequisite: The "Saved # Dial" key is configured.

▬ Press the "Saved # Dial" key.

◁)) Press the key to activate speakerphone mode.

or

➤ Lift the handset.

Redialing from the menu

➤ Lift the handset.

or

◁)) Press the key shown.

| Last number redial? | ♦ |

Confirm the option shown

Redialing a number (saved number)

Prerequisite: You have saved a phone number → page 29.

➤ Lift the handset.

or

◁)) Press the key shown.

| Saved number redial? | ♦ |

Select and confirm the option shown.

The saved phone number is dialed.

Calling a second party (consultation)

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

Prerequisite: You are conducting a call.

Consultation?	⬍

Confirm the option shown

Enter and confirm the second party's phone number.

Ending a consultation call

Release and return?	⬍

Confirm the option shown

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

Switching to the held party (alternating)

Prerequisite: You are conducting a consultation call.

Toggle?	⬍

Select and confirm the option shown.
You are switched to the party on hold.

Ending an alternate operation

Release and return?	⬍

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

Combine the calling parties into a three-party conference

Conference?	⬍

Select and confirm the option shown.

An alert tone signals that a conference call has been established between all three parties.

Transferring a call

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

Transferring with announcement

Consultation?   ♦

Select and confirm the option shown.

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

📞 Replace the handset.

Your call partner is now connected to the party to whom they wish to speak.

Transferring without announcement

Start transfer?   ♦

Select and confirm the option shown.

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

📞 Replace the handset.

> If no call is set up between the other two parties within 40 seconds, you are called again. You are reconnected with the first party.

Call forwarding

▮▮▮➤ If your phone belongs to an ONS group (parallel call → page 66), please
note the following:

Call forwarding can be configured on any phone in the ONS group and will
then apply to all phones in that ONS group.
Call forwarding between two phones in an ONS group is not possible.

Overview of forwarding types

You can configure different call forwarding settings for your station.

FWD-VAR-ALL-BOTH on	All calls are forwarded to the saved phone number, the phone number is deleted after deactivation.
FWD-FIXED on	All calls are forwarded, the saved phone number is not deleted after deactivation.
FWD-VAR-ALL-INT on	Only internal calls are forwarded.
FWD-VAR-ALL-EXT on	Only external calls are forwarded.
FWD-VAR-BUSY-BOTH on	If your station is busy, all calls are forwarded.
FWD-VAR-RNA-BOTH on	If you do not answer a call, all calls are forwarded[1] after a certain length of time.
FWD-VAR-BZ/NA-BTH on	If your station is busy or you do not answer a call, all calls are forwarded after a certain length of time[1].

1   This duration is defined by your administrator.

Apart from "Forwarding for intnl" and "Forwarding for extnl", the forwarding types
are mutually exclusive. You can set and activate one forwarding destination for
each of the two exceptions.

Fixed call forwarding (all calls)

If you have programmed a destination for fixed call forwarding, you can activate and deactivate this using the "Forwarding" key (if configured). The programmed forwarding destination remains unchanged until you reprogram or delete it.

Configuring/modifying a fixed forwarding destination

⌷≡   Open the Program/Service menu → page 17.

Destinations? ♦   Confirm the option shown

Call forwarding? ♦   Confirm the option shown "Variable call forw." is displayed.

Next forwarding type? ♦   Confirm the option shown "Fixed call forw." is displayed.

If you have already programmed call forwarding, the call forwarding destination is displayed.

Enter destination: ♦   Select and confirm the option shown.

Enter the phone number of the call forwarding destination. If you have already saved a destination, it is deleted.

Save? ♦   Confirm, when the phone number is complete.

Fixed call forwarding is saved and activated.

Activating fixed call forwarding

Prerequisite: A fixed call forwarding destination is saved → page 25.

If configured: Press the "Forwarding" key.

or

▼   Open the idle menu → page 15.

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

Deactivating fixed call forwarding

If configured: Press the illuminated "Forwarding" key.

or

▼   Open the idle menu → page 15.

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

Fixed call forwarding is deactivated. The destination number is retained.

Deleting a fixed call forwarding destination

You can delete the destination for fixed call forwarding.

⌷≡   Open the Program/Service menu → page 17.

Destinations? ♦   Confirm the option shown

Call forwarding? ♦   Confirm the option shown

Next forwarding type? ♦   Confirm the option shown "Fixed call forwarding" and the forwarding destination are displayed.

Delete? ⬍	Select and confirm the option shown.

The forwarding destination is deleted. If fixed call forwarding was activated, it is now deactivated. The "Forwarding" key is deactivated.

Variable call forwarding (all calls)

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

Configuring and activating variable call forwarding

▼	Open the idle menu → page 15.
Act. FWD-VAR-ALL-BOTH? ⬍	Select and confirm the option shown.

or

⌸	Open the Program/Service menu → page 17.
Destinations? ⬍	Confirm the option shown
Call forwarding? ⬍	Confirm the option shown

"Variable call forw." is displayed.

Enter destination: ⬍	Select and confirm the option shown.
⌨	Enter the call forwarding destination number.
Save? ⬍	Confirm, when the phone number is complete.

Call forwarding is saved and activated.

▶ If you enter a cross-system number, you must complete your entry by pressing # .

Deactivating variable call forwarding

▭	If configured: Press the illuminated "Forwarding" key.

or

▼	Open the idle menu → page 15.
Deact call forwarding? ⬍	Select and confirm the option shown.

Call forwarding is deactivated. The destination number is deleted.

Additional forwarding types

This description applies for the following forwarding types:
- Forwarding for intnl
- Forwarding for extnl
- Forwarding on busy
- Call forward. no reply
- Forwarding on busy/no reply

Programming a forwarding destination activates call forwarding. If call forwarding is deactivated, the forwarding destination is deleted at the same time.

Configuring and activating call forwarding

[>≡]   Open the Program/Service menu → page 17.

Destinations?   ◆   Confirm the option shown

Call forwarding?   ◆   Confirm the option shown

Variable call forwarding is offered first.

Next forwarding type? ◆   Confirm until the required forwarding type → page 24 is shown in the first line.

Example:

FWD-VAR-ALL-INT off   Forwarding type with status.

Enter destination: ◆   Select and confirm the option shown.

[⌨]   Enter the call forwarding destination number.

Save?   ◆   Confirm, when the phone number is complete.

Deactivating variable call forwarding

For "Call forwarding for internal" and "Call forwarding for external":

[▭]   If configured: Press the illuminated "Forwarding" key.

For all other forwarding types:

[▼]   Open the idle menu → page 15.

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

Call forwarding is deactivated and the destination number is deleted.

▦▶ Call forwarding can also be preconfigured in the system → page 43.

Displays

In idle mode (→ page 15), the following signals remind you that call forwarding is activated:

Fixed/variable call forwarding

Forwarding to
220870 PETER   ◆   The number/name of the call forwarding destination is shown on the display. The "Forwarding" lights up.

Call forwarding for internal/external

Call forwarding is on
                      ◆   The status is shown in the display. The "Forwarding" lights up.

▦▶ There is no display message for the call forwarding types "Busy", "No reply" and "Busy or No reply". The LED key does not light up.

Using callback

If your phone belongs to an ONS group (parallel call → page 66), please note the following:

Callback on busy is only signaled on the busy phone, not in the whole ONS group.
Callback on no reply is entered in the mailbox (→ page 16) on all internal system phones in an ONS group.

Storing a callback

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

Confirm the option shown

Callback?

If the called party was busy, the callback is automatic.

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

Accepting a callback

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

♫ Your telephone rings.

➤ Lift the handset. You hear a ring tone.

or

◁)) Press the key shown. You hear a ring tone.

If the party has activated call forwarding (→ page 24), you will receive the callback from the call forwarding destination.

Canceling a callback

Confirm the option shown

Cancel callback?

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

Responding to a callback request

Prerequisite: You have received at least one callback request → page 16.

✉ Press the key shown.

Information regarding the caller is displayed → page 16.

Next entry? Select and confirm until the required entry is displayed.

Output? Select and confirm the option shown.

The party is called and the entry deleted from the list.
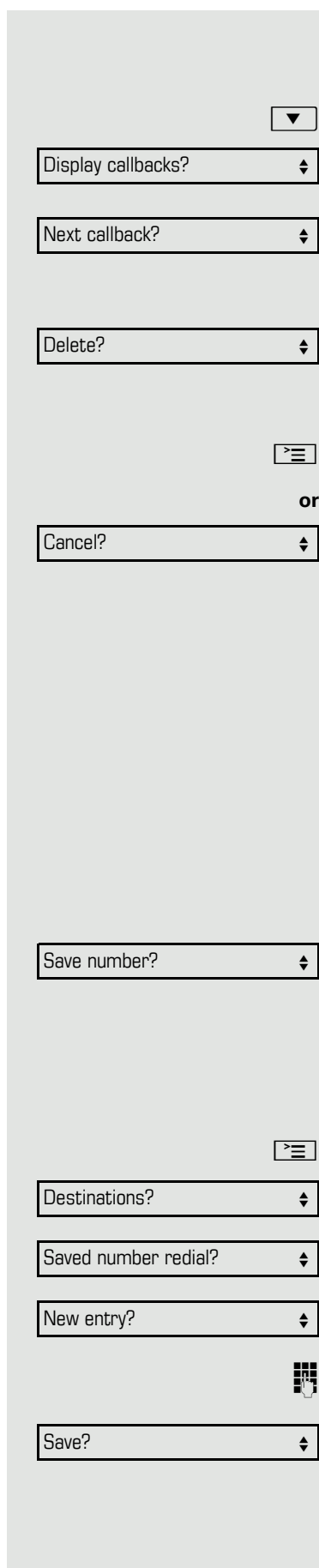
Checking/deleting a saved callback

Prerequisite: You have saved a callback → page 28.

▼   Open the idle menu → page 15.

Display callbacks?   ↕   Select and confirm the option shown.
The newest entry is displayed first.

Next callback?   ↕   Select and confirm to display additional entries.

Deleting a displayed entry

Delete?   ↕   Select and confirm the option shown.

Ending retrieval

⌐≡⌐   Press the key shown.

or

Cancel?   ↕   Select and confirm the option shown.

Saving phone numbers for redial

> This phone number is saved under the idle menu entry "Saved number re-dial?", and overwrites previously saved phone numbers. Dial the saved phone number from the idle menu → page 21.

Saving the current phone number

Prerequisite: You are conducting a call. The other party's phone number is displayed.

Save number?   ↕   Select and confirm the option shown.

Saving any phone number

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

⌐≡⌐   Open the Program/Service menu → page 17.

Destinations?   ↕   Confirm the option shown

Saved number redial?   ↕   Select and confirm the option shown.

New entry?   ↕   Confirm the option shown

▥   Enter the station number.

Save?   ↕   Confirm the option shown

Enhanced phone functions

Answering calls

Accepting a specific call

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

➤ Lift the handset.

Direct call pickup?	⬍

Select and confirm the option shown.

📟 Enter the phone number of the phone from which you wish to pick up calls. In this way you can accept the call.

Displaying the called extension

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

➤ Lift the handset.

📟 Enter the system code for "Display on request" (contact the administrator if necessary).

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

Picking up a call in a hunt group

If configured, you can also be reached using a hunt group phone number.

♫ Your telephone rings.

➤ Lift the handset.

Using the speakerphone

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

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

or

➤ Lift the handset and answer the call.

▐▐▶ Placing a speaker call to a colleague → page 40.

Making calls

Dialing a phone number from a list

Information on the features of the call log as well as a display example for an entry is provided on → page 17.

If your phone belongs to an ONS group (parallel call → page 66), please note the following:

A call log is maintained for all phones in an ONS group. The call log can be viewed by any internal member of the ONS group with a system telephone.

▼   Open the idle menu → page 15.

| Unanswered calls? | ↕ |

Select and confirm the option shown.

or

| Incoming calls? | ↕ |

Select and confirm the option shown.

or

| Outgoing calls? | ↕ |

Select and confirm the option shown.

The latest entry in the relevant list is shown, see the example on → page 17.

Dialing a phone number from a list

| Output? | ↕ |

Select and confirm the option shown.

The relevant party is called.

Displaying additional calls in a list

| Next call? | ↕ |

Select and confirm the option shown.

Removing an entry from a list

| Delete? | ↕ |

Select and confirm the option shown.

Ending retrieval

| Return? | ↕ |

Select and confirm the option shown.

or

⊒   Press the key shown.

Using speed dialing

▥▶ This function must be configured by your administrator.

Speed dial numbers may contain command or access code sequences and may be linked to other speed dial numbers → page 53.

Making calls using central speed dial numbers

Prerequisite: You know the central speed dial numbers → page 53.

▣ Open the Program/Service menu → page 17.

Select and confirm the option shown.

> Use speed dialing?   ↕

🔤 Enter the speed dial number.

The connection is immediately established.

Dialing using individual speed dial numbers

Prerequisite: You have configured individual speed dial numbers → page 54.

▣ Open the Program/Service menu → page 17.

Select and confirm the option shown.

> Use speed dialing?

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

The connection is immediately established.
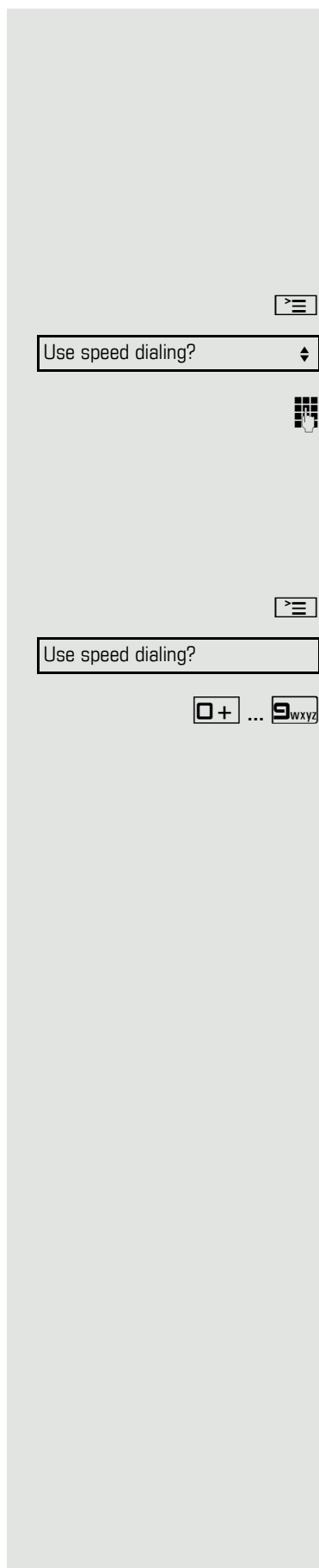
During a call

Using the second call feature

You can specify whether you wish to accept a second call (call waiting) during a call.

If your phone belongs to an ONS group (parallel call → page 66), please note the following:

In addition to an alert tone on the busy phone, the second call is signaled with a ring tone on the other phones in the ONS group.

Activating/deactivating second call

☲ Open the Program/Service menu → page 17.

Feature settings? ↕ Select and confirm the option shown.

Camp-on? ↕ Select and confirm the option shown.

Activate? ↕ Select and confirm the option shown.

or

Deactivate? ↕ Select and confirm the option shown.

Accepting a second call

Prerequisite: You are conducting a call and the "Camp/Overide" function is activated.

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

Answer camp-on? ↕ Select and confirm the option shown.

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

Ending the second call and resuming the first one:

▬ If configured: Press the "Release" key.

or

☏☏ Replace the handset and lift it once more.

System-supported conference

You can include up to eight internal and external parties in a system-supported conference. Parties with system phones can perform/use all of the functions listed below at the same time. ISDN phones and external parties are passive participants – they can only be included in the current conference.

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

The following functions are supported for all conference participants with system phones:

• Establishing a conference by calling a party, receiving a call, conducting a consultation call or receiving a second call
• Accepting a second call and including the caller in the conference
• Toggling between the conference and a consultation call or second call
• Conducting a consultation call during a conference and connecting it to the conference
• Connecting conference participants from two independent conferences via a remote network.
• Obtaining an overview of all conference participants
• Transferring a conference to a new party

The functions listed can be performed by all conference participants simultaneously.

Establishing a conference

Initiating a conference from a single call

You are conducting a call.

Start conference?

Select and confirm the option shown.

Call the second party.
Inform this party that you are initiating a conference.

Conference?

Confirm the option shown
The following message is displayed: "1 is your position"

Conf.   1-2-3
Add to conference?

This message is then displayed.

Establishing a conference from a consultation call

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

Consultation?

Select and confirm the option shown.

Call the second party.
Inform this party that you are initiating a conference.

Conference?

Select and confirm the option shown.
The following message is displayed: "1 is your position."
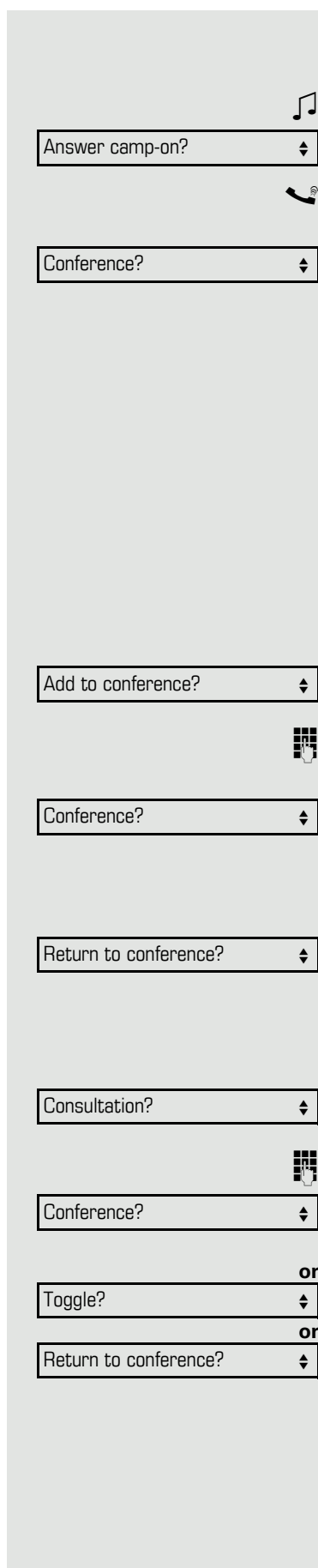
Establishing a conference from a second call

Prerequisite: You are conducting a call and receive a second call → page 33.

♪   An alert tone is audible.

Answer camp-on? ⬍   Select and confirm the option shown.

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

Conference? ⬍   Select and confirm the option shown.
The following message is displayed: "1 is your position."
All parties are connected to a single conference.

Adding a party

Any party in a system conference can extend the conference by
- calling a specific party and connecting them,
- connecting a party from a consultation call to the conference, or
- accepting a second call and connecting the caller to the conference.

Calling a specific party and connecting them

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

Add to conference? ⬍   Select and confirm the option shown.

⌨   Call the new party.
Inform this party that you are initiating a conference.

Conference? ⬍   Select and confirm the option shown.
The party is connected to the conference.

If the new party does not answer

Return to conference? ⬍   Select and confirm the option shown.

Extending a conference by adding a consultation call

During the conference, you wish to hold a consultation call.

Consultation? ⬍   Select and confirm the option shown.

⌨   Call a party. Hold the consultation call.

Conference? ⬍   Select and confirm to connect the party from the consultation call to the conference.

or

Toggle? ⬍   Toggle between the conference and the consultation call.

or

Return to conference? ⬍   Select and confirm to end the consultation call and return to the conference.
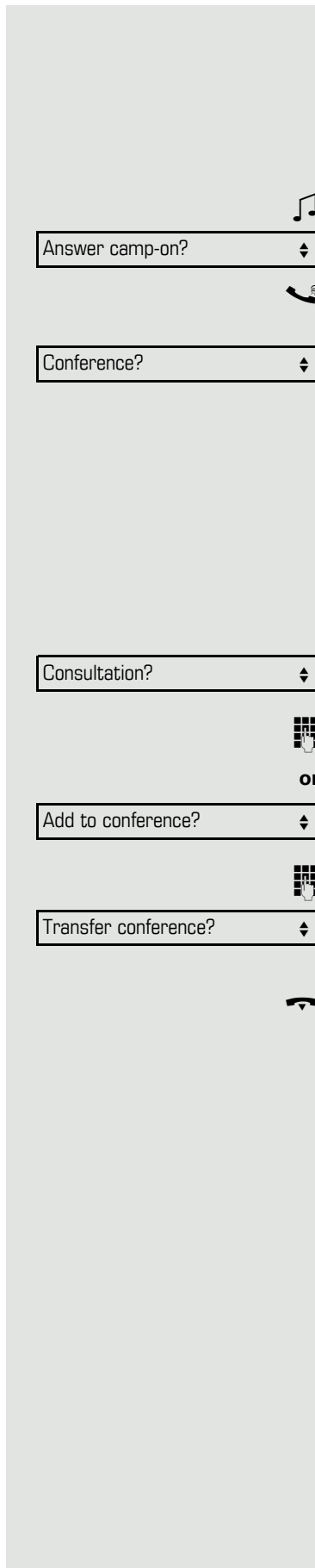
Accepting a second call and connecting it to the conference

If you receive a second call during the conference → page 33, you can connect this party to the conference.

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

♩ An alert tone is audible.

Answer camp-on? ⬍

Select and confirm the option shown.

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

Conference? ⬍

Select and confirm to connect the second call to the conference.

Transferring a conference

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

Prerequisite: You are in a conference.

Consultation? ⬍

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

📇 Call a party.

or

Add to conference? ⬍

Select and confirm the option shown.

📇 Call a party and announce the transfer.

Transfer conference? ⬍

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

☎ Replace the handset.

Disconnecting conference participants

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

View members?	⬍

Select and confirm the option shown.

220870 Coco	1

The phone number and, if necessary, the name of the conference participant with the first status number, is displayed in the first display line.

Next conference party?	⬍

Confirm to show the next participant.

or

Stop viewing?	⬍

Select and confirm to exit the display.

or

Release party?	⬍

Select and confirm to disconnect the current participant from the conference. If the conference only included three parties, it is now closed.

Disconnecting the last participant

You would like to disconnect the last participant who joined the conference.

Remove last party?	⬍

Select and confirm the option shown. The last participant who joined the conference is disconnected. If the conference only included three parties, it is now closed.

Entering commands using tone dialing (DTMF suffix dialing)

After dialing a phone number you can set tone dialing. This allows you to use command entries to control dual-tone multifrequency (DTMF) devices, such as answering machines or attendant systems.

▛☰▜ Open the Program/Service menu → page 17.

More features?	⬍

Select and confirm the option shown.

DTMF suffix dialing?	⬍

Select and confirm the option shown.

You can now enter commands using the keys 0 - 9, the asterisk key, and the pound key.

▌▌▌➤ Ending the call also deactivates DTMF suffix dialing.

Depending on your system configuration, "DTMF suffix dialing?" may appear in the display once you have finished entering the number. You can then enter commands immediately after dialing the phone number.

System-wide parking

On HiPath 4000 systems, you can park up to ten internal and/or external calls and retrieve them on another phone.

There are two options for parking a call:

- Automatic park
- Manual park

You cannot park calls if:

- All park positions are busy
- The park position you wish to use is busy
- The station is an attendant console
- The call is a consultation call
- The call is in a conference

Manually parking a call

You can manually park a call in a free park position from your phone, and retrieve it on your phone or another phone. You can also perform this function on non-display phones.

Call park

Park to station? ⬍

Select and confirm the option shown.

📟 Enter the destination number.

The call is now parked.

☎ Replace the handset.

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

Return to held call? ⬍

Confirm and continue the call.

or

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

Retrieving a parked call

📞 Lift the handset.

or

◁⟩ Press the key and enter speakerphone mode.

If you cannot reach a destination ...

Call waiting (camp-on)

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

| Camp-on? | ⬍ |

Select, confirm and briefly wait.

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

> To camp on, you must have received the correct authorization.
>
> Camp on is not possible if the called party has do-not-disturb activated.

Busy override - joining a call in progress

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

| Override? | ⬍ |

Select, confirm and briefly wait.

♫ Your colleague and their call partner hear a warning tone.

You can now start talking.

> To override a call, you must have received the correct authorization.
>
> Call override is not possible if the called party has station override security activated.

HiPath 4000 as an entrance telephone system (two-way intercom)

You can place a speaker call to an internal party on HiPath 4000 using the loudspeaker on their telephone to establish a connection. You can initiate a speaker call from a consultation call. The following functions are available:

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

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

> Please ensure for all functions that "Speaker call protect" is deactivated on the relevant phones → page 58.
>
> If a speaker call is placed to a party and "Speaker call protect" is activated on their phone, the speaker call is ignored and a normal call is established.

System-wide speaker call

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

Speaker call to a variable destination

The destination party is contacted via their internal phone number.

➤   Lift the handset.

or

🔊   Press the key and enter speakerphone mode.

▦   Enter the system code for "Speaker call-one-way" (contact the administrator if necessary).

▦   Enter the internal number of the party.

A connection is immediately established to this destination station's loudspeaker if

- the station is not busy
- the handset has not been lifted
- "Speaker call protect" is not activated

♪   The caller hears a confirmation tone when the connection is established and they are free to start speaking.

➤   The called party can accept the connection by lifting the handset.

🔊   When the called party presses the speaker key, the connection is lost.

▮▮▶ The same number of speaker calls and normal connections is possible.

Speaker call in a group

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

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

Speaker call to a variable destination

➤ Lift the handset.

or

◁)) Press the key and enter speakerphone mode.

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

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

A connection is immediately established to this destination station's loudspeaker if

- the station is not busy
- the handset has not been lifted
- "Do not disturb" is not activated

The called party accepts the DSS call by lifting the handset.

◁)) When the called party presses the speaker key, the connection is lost.

Two-way intercom to a variable destination

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

➤ Lift the handset.

or

◁)) Press the key and enter speakerphone mode.

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

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

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

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

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

➤ Lift the handset.

or

🔊 Press the key and enter speakerphone mode.

🔢 Enter the system code for "Speaker call-1-way bcst" (contact the administrator if necessary).

🔢 Enter the internal phone number of a group member.

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

➤ You end the announcement by replacing the handset.

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

🔊 If a group member presses the speaker key for the announcement, they are disconnected from the announcement. If the last remaining member of the group presses the speaker key, the announcement ends.

Using call forwarding

Automatically forwarding calls

The administrator can configure different call forwarding settings in the system for internal and external calls and activate these settings for your station. The following calls may be forwarded

- All calls without restriction
- Calls on busy
- Calls on no reply

Forwarding for all calls without restriction should only be configure if the station is only used for outgoing calls (e.g. in an elevator).

If you have configured fixed or variable forwarding and the manual forwarding destinations are not reachable (e.g. busy), calls are automatically forwarded to system forwarding destinations.

Delayed call forwarding

This function is configured by the administrator for the system.

Prerequisite: The second call feature must be activated → page 33.
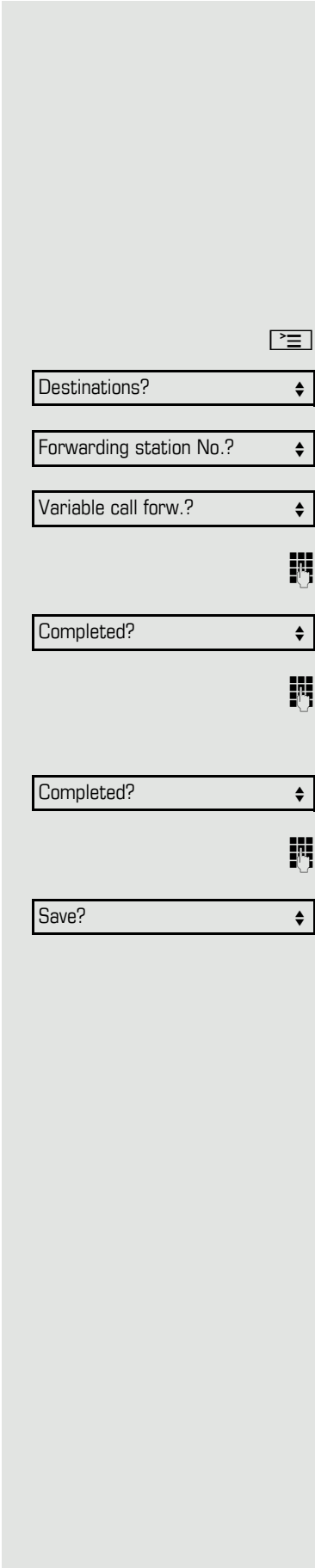
If you have activated "Call forwarding busy/no reply" or "Call forwarding no reply" (→ page 24), you will hear a call waiting tone when a second call is received and the caller information will appear in your display. You then have the option of accepting this call before call forwarding is activated (e.g. if you are waiting for an urgent call).

The caller hears the ring tone and is only forwarded to another station once a set time has elapsed.

Forwarding calls for other stations

You can save, activate, display and deactivate call forwarding for another phone, fax or PC station from your own phone. You must have the PIN of the other station or have "Call forwarding for other stations" access rights. In both cases, the administrator for your system will provide assistance.

Saving a call forwarding destination for another phone and activating call forwarding

⊡≡   Open the Program/Service menu → page 17.

Destinations?	⬍

Confirm the option shown

Forwarding station No.?	⬍

Select and confirm the option shown.

Variable call forw.?	⬍

Confirm the option shown

📱   Enter the number of the other telephone.

Completed?	⬍

Confirm the option shown

📱   Enter the PIN
(only applicable if your station does not have "Call forwarding for other stations" access rights).

Completed?	⬍

Confirm the option shown

📱   Enter the destination number.

Save?	⬍

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

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

☐≡ Open the Program/Service menu → page 17.

| Destinations? | ♦ | Confirm the option shown |

Select and confirm the option shown.

| Forwarding station No.? | ♦ |

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

Call forwarding for fax	
Call forwarding for PC	
Call forwarding on busy	

▦ Enter the number of the other station.

| Completed? | ♦ | Confirm the option shown |

▦ Enter the PIN
(only applicable if your station does not have "Call forwarding for other stations" access rights).

| Completed? | ♦ | Confirm the option shown |

▦ Enter the destination number.

| Save? | ♦ | Confirm the option shown
Call forwarding is now active. |

Displaying/deactivating call forwarding for another phone

⌑☰	Open the Program/Service menu → page 17.

Feature settings? ⬍	Select and confirm the option shown.
Forwarding station No.? ⬍	Select and confirm the option shown.
Variable call forw.? ⬍	Confirm the option shown
▦👆	Enter the number of the other telephone.
Completed? ⬍	Confirm the option shown
▦👆	Enter the PIN (only applicable if your station does not have "Call forwarding for other stations" access rights).
Completed? ⬍	Confirm the option shown

Deactivating

Deactivate? ⬍	Confirm the option shown

or

Displaying

Display? ⬍	Select and confirm the option shown.

Sample display:

3428----------------------->8968	Calls for station 3428 are forwarded to station 8968.

Displaying/deactivating call forwarding for fax/PC/ busy stations

▣ Open the Program/Service menu → page 17.

Feature settings? ◆ Select and confirm the option shown.

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

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

Displaying call forwarding for fax	
Displaying call forwarding for PC	
Displaying call forwarding when busy	
Deactivating call forwarding for fax	
Deactivating call forwarding for PC	
Deactivating call forwarding when busy	

📟 Enter the number of the other station.

Completed? ◆ Confirm the option shown

📟 Enter the PIN (only applicable if your station does not have "Call forwarding for other stations" access rights).
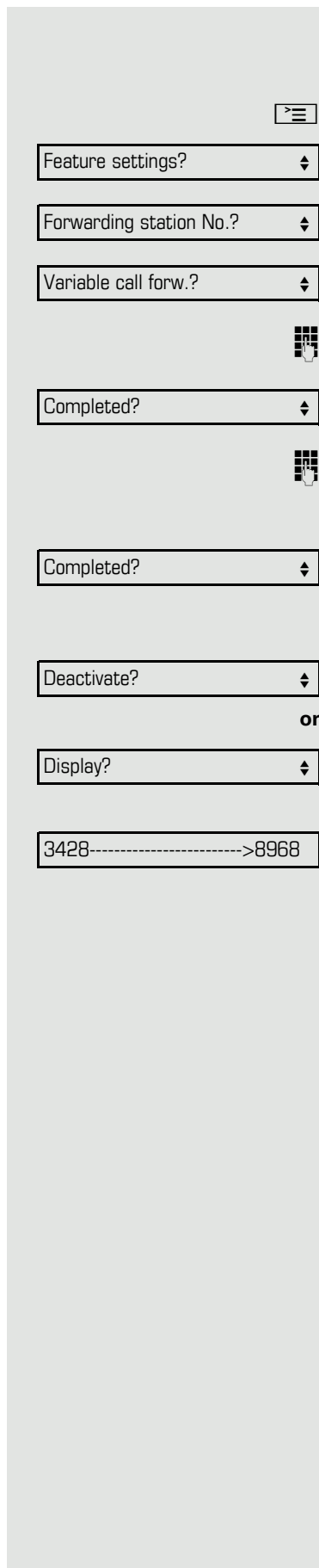
Completed? ◆ Confirm the option shown

Deactivating

Deactivate? ◆ Confirm the option shown

or ### Checking

Display? ◆ Select and confirm the option shown.

Changing call forwarding for another station

Proceed as for saving/activating call forwarding:
for another phone → page 44,
for fax, PC or busy station → page 45.

Leaving/rejoining a hunt group

Prerequisite: A hunt group is configured for the team.

You can leave the hunt group at any time, for example, when you leave your workstation. When you are present, you can join it again.

> You can still be reached via your own phone number even when you are not in the hunt group.

| ☰ | Open the Program/Service menu → page 17. |

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

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

| Deactivate? | ◆ | Confirm the option shown |

or

| Activate? | ◆ | confirm the option shown. |

Programming the function keys

You can program frequently used functions or phone numbers on the programmable keys on your OpenStage 15 T→ page 14.

Configuring function keys

See also → page 14.

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

Example: Configuring a "conference key"

▬ Press and hold the required function key.

or

▤ Open the Program/Service menu → page 17.

| Key function? |
Select and confirm the option shown.

▬ Press the function key.

| Change? |
Confirm the option shown

| More features?   → |
Select and confirm the option shown.

| Conference? |
Confirm the option shown

| Save? |
Confirm the option shown

> Pressing the key briefly activates the programmed function. Procedures with activatable/deactivatable functions, e. g. second call, are activated with one press of the button and deactivated with the next.

The LED display shows the status of the function → page 14.

Configuring repdial/direct station selection keys

> Your telephone can be configured so that direct station selection keys cannot be set up, thus facilitating data and personal security. Contact your administrator should you have questions.

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

See also → page 14.

Prerequisite: You have programmed a key with the function "Repdial" or "Direct station select" → page 49.

▷ Open the Program/Service menu → page 17.

Destinations?   →   Confirm the option shown

Repdial?   Select and confirm the option shown.

or

Direct Station Select?   Select and confirm the option shown.

R   Press the configured repdial key,

or

DSS   Press the configured direct station select key.

Defining the phone number

Enter the number

Enter new number?   Confirm the option shown

Completed?   Confirm the option shown Your entry is saved.

Additional repdial key functions

Prerequisite: You have defined a phone number for a repdial key and are still in the menu → page 50.

Entering an automatic consultation call

Select and confirm the option shown. "RF" appears in the display.

Enter Consult?

📱 Add the destination number.

▦➤ If you press this key during a call, a consultation call is immediately set up. The first party is placed on hold, the number of the saved destination is dialed.

Entering a number with a pause (example)

Select and confirm the option shown. The display shows: "P".

Enter Pause?

📱 Enter additional numbers.

▦➤ A pause is three characters long.

Repdial keys with enhanced functions

Some functions are not available via the menu - you must enter codes to access them. These codes are configured in the HiPath 4000 system. You can obtain these codes from your administrator.

Example: **Locking the phone with simultaneous call forwarding**

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

[* 2abc 0+] Enter the phone locking code.

[# 4ghi 7pqrs] Activate the code for call forwarding.

📱 Enter the destination phone number.

▦➤ In networked systems, the sequence must end with [#].

Deleting function key programming

Deleting the function/number

▬   Press and hold the required function key.

Delete?

Select and confirm the option shown.

Deleting the number

$\boxed{\geq}$ Open the Program/Service menu → page 17.

Destinations?	→

Confirm the option shown

Repdial?

Select and confirm the option shown.

or

Direct Station Select?

Select and confirm the option shown.

▬   Press the required repdial/DSS key.

Delete?

Select and confirm the option shown.

Saving speed dial numbers and appointments

Central speed dial numbers

▌▌▶ Speed dial numbers are configured by your administrator.

Speed dial numbers are saved in the system.

Your administrator will provide you with the central speed dial directory, for example, in print form.

Making calls using speed dial numbers → page 32.

Speed dialing with extensions

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

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

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

Example:

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

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

Making calls using speed dial numbers → page 32.

Individual speed dial numbers

▮▮▶ This function must be configured by your administrator.

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

⌷≣	Open the Program/Service menu → page 17.

Destinations?   ◆

Confirm the option shown

Speed dial features?   ◆

Select and confirm the option shown.

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

New entry?   ◆

Confirm the option shown

Enter the station number.

Save?   ◆

Confirm the option shown
Your entry is saved.

Making calls using speed dial numbers → page 32.

Appointments function

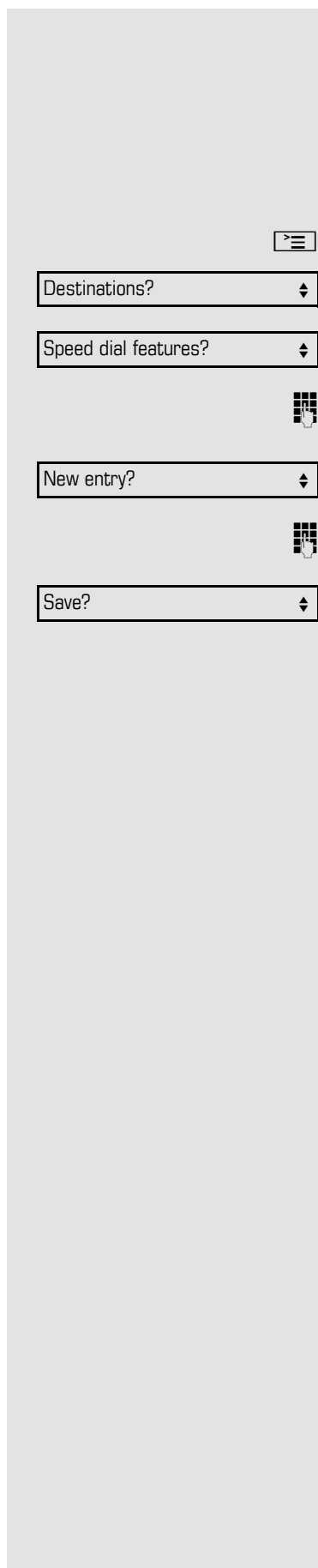You can configure your phone to call you to remind you about appointments. You must save the required call times. You can do this for the next 24 hours.

Saving appointments

⊐≡   Open the Program/Service menu → page 17.

Reminder?	◆

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

New reminder?	◆

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

Enter a 3-digit or 4-digit time, such as 845 (= 8.45 am) or 1500 (= 3.00 pm).

Save?	◆

Confirm the option shown

Deleting saved reminders

⊐≡   Open the Program/Service menu → page 17.

Reminder?	◆

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

Next reminder?	◆

Confirm, if you have multiple reminders saved.

Delete?	◆

Select and confirm the option shown.

⊐≡   Press the key shown.

Using timed reminders

Prerequisite: You have saved a reminder. The saved time arrives.
The phone is ringing.

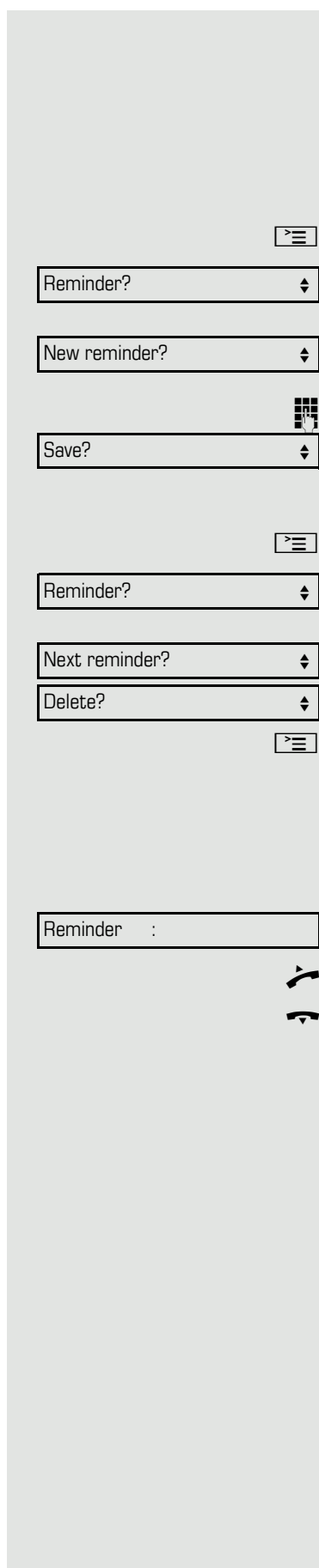| Reminder   : |
|---|

➤   Lift the handset. The appointment time is displayed.

➤   Replace the handset.

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

Dialing with call charge assignment

You can assign external calls to certain projects.

Prerequisite: Project numbers (1 - 5) are configured for certain projects and you have an account code (project code) for the project.

Dialing with project assignment

⌐≡⌐   Open the Program/Service menu → page 17.

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

📱   Enter the PIN.

or

⌐≡⌐   Open the Program/Service menu → page 17.

| PIN / COS?   ↕ |

Select and confirm the option shown.

| PIN 1?   ↕ |

Confirm the option shown

if nec.

| PIN 2?   ↕ |

Select and confirm PIN2 to PIN5.

📱   Enter the external phone number.

Then make a call as usual → page 18.

> ▐▐▶ Project assignment is temporary. It is automatically switched off if you have not used your phone, for example, for five minutes.

Call duration display

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

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

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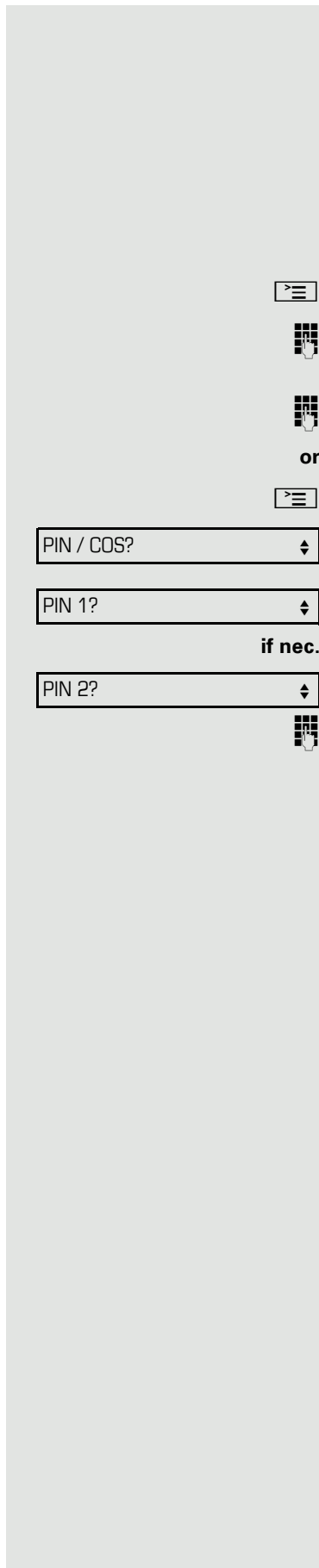
Privacy/security

Locking the telephone to prevent unauthorized use

You can prevent unauthorized parties from using your phone during your absence.

Prerequisite: You have received a personal identification number (PIN) from the administrator.

Locking the telephone to prevent unauthorized use

$\boxed{\ni\equiv}$ Open the Program/Service menu → page 17.

PIN / COS?	◆

Select and confirm the option shown.

Change COS?	◆

Select and confirm the option shown.

🖮   Enter PIN (code number).

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

Unlocking the phone

🖮   Enter PIN (code number).

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

Activating/deactivating "Do not disturb"

If you do not wish to take calls, you can activate do not disturb. Internal callers hear the ring tone and the message "Do not disturb". External callers are redirected to the attendant console. The administrator can set forwarding destinations for do not disturb so that internal and external calls can be forwarded.

▌▌▶ If your phone belongs to an ONS group (parallel call → page 66), please note the following:
Do not disturb can be activated/deactivated on any phone in the ONS group - it then applies to all phones in that group.

Prerequisite: The administrator has activated do not disturb for all HiPath 4000 stations in your system.

| ⌧ | Open the Program/Service menu → page 17. |

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

| Do not disturb? ⬍ | Select and confirm the option shown. The display shows whether do not disturb is activated or deactivated. |

| Activate? ⬍ | Confirm the option shown |

or

| Deactivate? ⬍ | confirm the option shown. |

▌▌▶ When you lift the handset, you will hear a tone reminding you that "Do not disturb" is activated.
The attendant can bypass "Do not disturb" and reach you.
If the administrator has blocked "Do not disturb" generally for HiPath 4000, the menu option "Do not disturb?" does not appear in the Program/Service menu.

Activating/deactivating "Speaker call protect"

You can block speaker calls to your phone. If a caller attempts to contact you via a speaker call, the connection is established as a normal call.
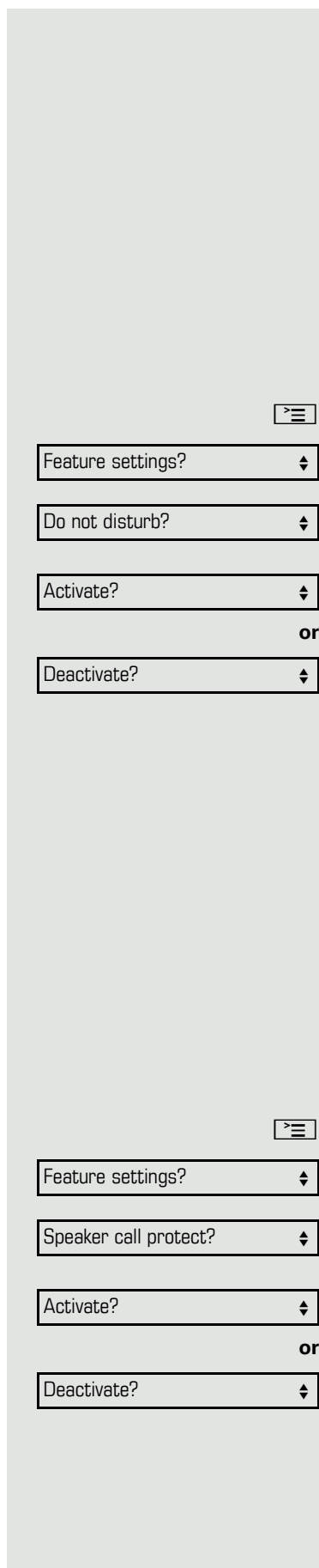
| ⌧ | Open the Program/Service menu → page 17. |

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

| Speaker call protect? ⬍ | Select and confirm the option shown. The display shows whether "Speaker call protect" is activated or deactivated. |

| Activate? ⬍ | Confirm the option shown |

or

| Deactivate? ⬍ | confirm the option shown. |

Caller ID suppression

Display suppression only applies to a subsequent call and is not saved in the case of saved number redia l→ page 21.

☐≡ Open the Program/Service menu → page 17.

| More features? | ⬍ |

Select and confirm the option shown.

| Display suppress. on? | ⬍ |

Confirm the option shown You will hear the dial tone.

📟 Enter the number of the party you wish to call. If the called party accepts the call, your number is not displayed.

Identifying anonymous callers (trace call)

▦▶ This function must be configured by your administrator.

You can identify malicious external callers. You can record the caller's phone number during a call or up to 30 seconds after a call. In this case, you should not hang up.

☐≡ Open the Program/Service menu → page 17.

| More features? | ⬍ |

Select and confirm the option shown.

| Call tracing? | ⬍ |

Select and confirm the option shown.

▦▶ If the trace is successful, the transmitted data is stored by your network operator. Contact your administrator.
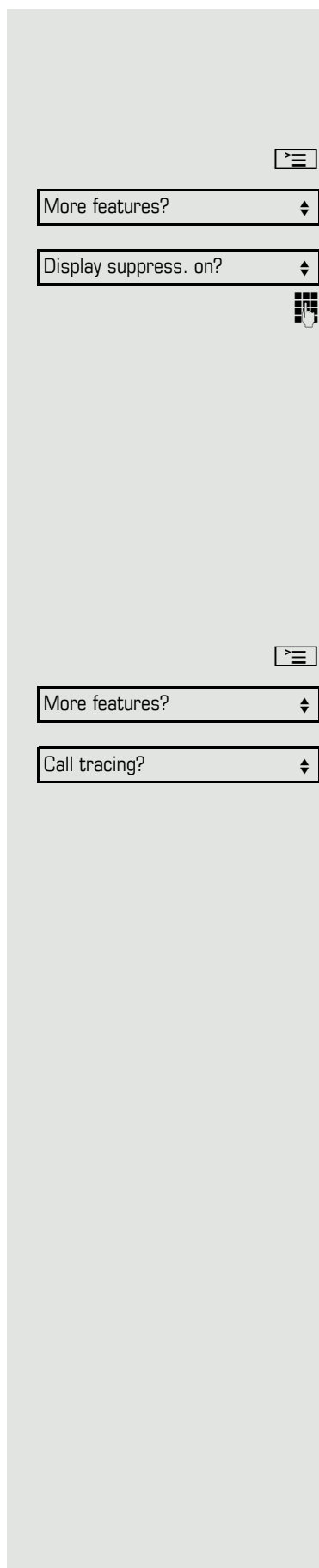
More functions/services

Using another telephone like your own

You can log on to another phone in the HiPath 4000 system using your personal identification number (PIN). This also applies to telephones in networked HiPath 4000 systems, for example, at other company sites). On another phone, you can

- make calls using cost center assignment,
- make calls using project assignment,
- query your mailbox,
- use a number saved on your phone for saved number redial,
- enter appointments

With an internal PIN you can forward calls for you to other phones at your location ("follow me" call forwarding).

Logging on to another phone

Prerequisite: You have received a PIN from your administrator. Within your own HiPath 4000 system, you will need an internal PIN. For other HiPath 4000 systems in the network, you will need a network-wide PIN.

☰   Open the Program/Service menu → page 17.

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

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

✍   At the display "Enter station no:" or "Enter ID", you are prompted to enter your PIN.

In your local HiPath 4000 system:

✍   Enter your internal PIN.

or   ### In your local system and other HiPath 4000 systems in the network:

✍   Enter the two-digit node ID of your local HiPath 4000 system (ask the relevant administrator).

✍ #   Enter your own phone number and press the pound key.
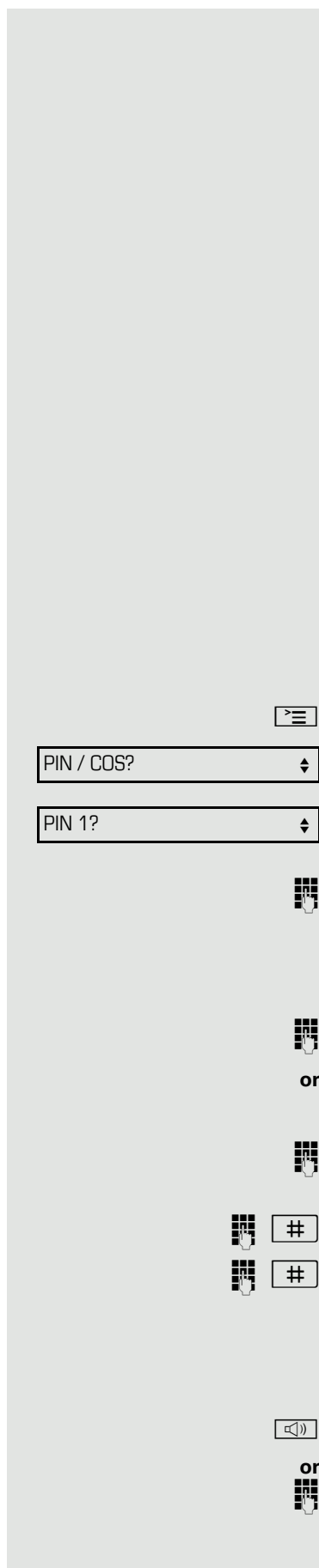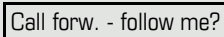
✍ #   Enter the network-wide PIN and press the pound key.

Making a call after successful logon

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

◁))   Press the key shown.

or

✍   Enter a phone number immediately.

Setting up "follow me" call forwarding following successful identification

| Call forw. - follow me? | ♦ |

Select and confirm the option shown.

| Save? | ♦ |

Select and confirm the option shown.

Call forwarding is now active.

Logging off from another phone

⌷≡⌷   Open the Program/Service menu → page 17.

| PIN / COS? | ♦ |

Select and confirm the option shown.

| Deactivate PIN? | ♦ |

Select and confirm the option shown.

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

Moving with the Phone

Check with your administrator whether this is possible in your system!

After talking to your administrator, you can log your telephone off from the current port and log on again at the new port. Phone settings are then unchanged.

Logging the phone off from the current port

Enter the logoff code. If necessary ask your administrator for this code.

Enter the PIN.

Unplug the phone plug from the port socket.

Log the phone on at the new location

Put the phone plus in the port socket.

Enter the logon code. If necessary ask your administrator for this code.

Enter the PIN.

> If you move with a first and second phone, e.g. in an executive-secretary configuration), the second phone must be logged off first and then the first phone. At the new port the first phone must be logged on first and then the second phone.

Individual phone configuration

Setting contrast

+ or −

Display contrast? ↕

+ or −

OK

Press one of the keys shown in idle mode → page 15.

Select and confirm the option shown.

Modify the setting. Keep pressing the key until the desired contrast is set.

Save.

Adjusting audio settings

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

Adjusting the ring volume

+ or −

Ringer volume? ↕

+ or −

OK

Press one of the keys in idle mode → page 15 or while a call is in progress.

Confirm the option shown

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

Save.

Adjusting the ring tone

+ or −

Ringer pitch? ↕

+ or −

OK

Press one of the keys shown in idle mode → page 15.

Select and confirm the option shown.

To adjust the ring tone: Keep pressing the keys until the desired tone is set.

Save.

### Room character for speakerphone mode

To help the other party understand you clearly while you are talking into the microphone, you can adjust the telephone to the acoustics in your environment using "Normal room", "Room with echo" or "Quiet room".

+ or −

Speakerphone mode? ↕

+ or −

OK

Press one of the keys shown in idle mode → page 15.

Select and confirm the option shown.

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

Save.
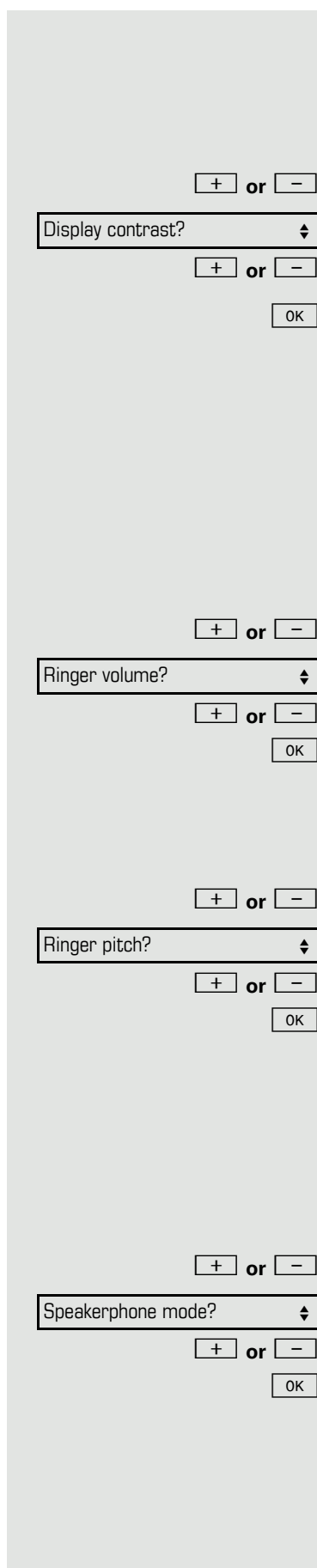
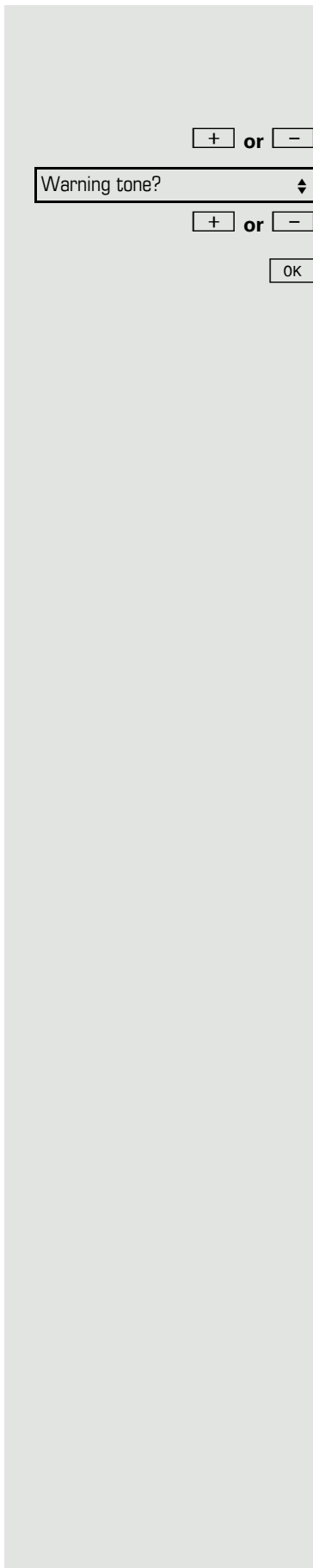## Setting the volume of the alert tone

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

| + | **or** | − | Press one of the keys shown in idle mode → page 15.

| Warning tone?   ⬍ | Select and confirm the option shown.

| + | **or** | − | Modify the volume. Keep pressing the key until the desired volume is set.

| OK | Save.

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 speaker-phone mode functioning correctly?

The following may be checked by administrator:

• Device ID for the phone
• OpenStage software version
• Line power level

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

⊠≡   Open the Program/Service menu → page 17.

| Phone test? | ⬍ |

Select and confirm the option shown.

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

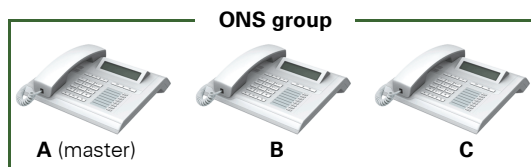⊠≡   Press the key shown. The LED goes out. The test is complete.

Special parallel call (ONS) functions

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

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

ONS group

A (master)   **B**   **C**

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

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

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

• Call waiting → page 33
• Call forwarding → page 24
• Do not disturb → page 58
• Mailbox (MWI) → page 16
• Callback → page 28
• Call log → page 31

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

Fixing problems

Responding to error messages on the screen

| Time exceeded |

Possible causes:

Maximum input time exceeded.
Handset not replaced.

Possible reactions:

Make entries more quickly, avoid long pauses between key presses.

| Please try later |

Possible causes:

System is overloaded, no line free, queue full.

Possible reactions:

Wait and try again later.

| Currently not accessible |

Possible causes:

a) Function is currently not available.
b) The phone number dialed is not in service.

Possible reactions:

a) Wait and try again later.
b) Enter the number correctly or call the exchange.

| Not possible |
or | Incorrect input |
or | Nothing stored |

Possible causes:

Speed dial number not available, reminder entered incorrectly, blocked or invalid entry, prerequisite not met (e.g. second call not waiting in the case of alternating), incomplete number dialed.

Possible reactions:

Correct entry, select permitted option, and enter phone number in full.

| Not authorized |
or | Not allowed |

Possible causes:

a) Disabled function selected.
b) Incorrect PIN entered.

Possible reactions:

a) Apply for authorization for disabled function from administrator.
b) Enter correct PIN.

Not available

Possible causes:

Incomplete phone number entered, star or hash key not pressed.

Possible response

Enter phone number or code correctly or as instructed.

protected

Possible causes:

Data transfer in process.

Possible reactions:

Wait and try again later.

Contact partner in the case of problems

In the case of faults that continue for more than 5 minutes, for example, contact your administrator.

Troubleshooting

Pressed key does not respond:

Check if the key is stuck.

Telephone does not ring:

Check whether the "Do not disturb" function is activated on your telephone (→ page 58). If so, deactivate it.

You cannot dial an external number:

Check whether your telephone is locked.
If the phone is locked, unlock it → page 57.

The displayed time is incorrect:

The time is corrected automatically over night after 24 hours at the latest.

To correct any other problems:

First contact the administrator. If the administrator is unable to correct the problem, they must contact Customer Service.

Caring for your telephone

- Never allow the telephone to come into contact with coloring, oily or aggressive agents.
- Always use a damp or antistatic cloth to clean the telephone. Never use a dry cloth.
- If the telephone is very dirty, clean it with a diluted neutral cleaner containing surfactants, such as a dish detergent. Afterwards remove all traces of the cleaner with a damp cloth (using water only).
- Never use aggressive or alcohol-based cleansers on plastic parts. The use of scouring agents is also forbidden.

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