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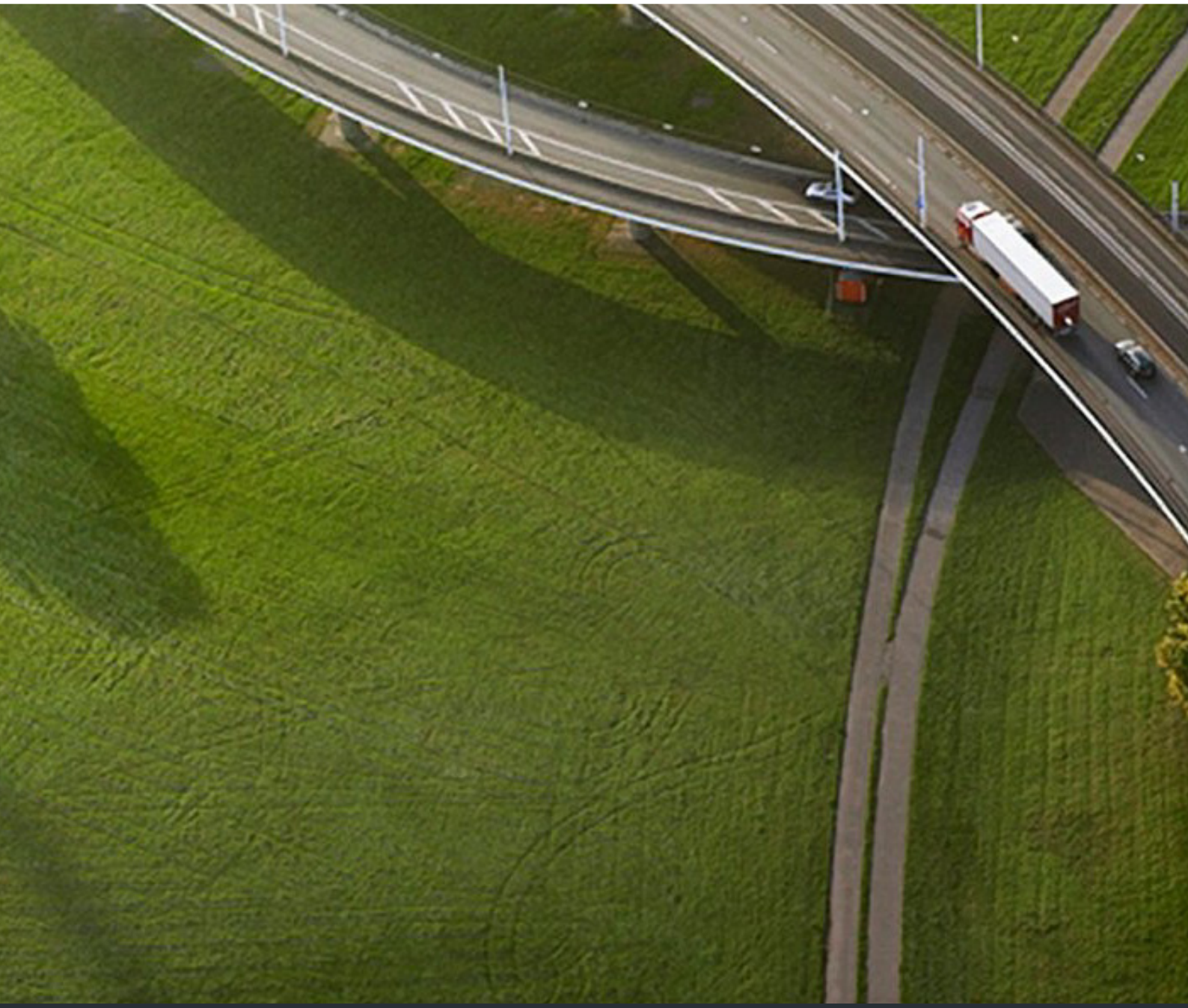

OpenScape Desk Phone CP700/CP700X
OpenScape 4000

User Guide HFA

A31003-C1000-U128-1-7619

Provide feedback to further optimize this document to edoku@atos.net.

As reseller please address further presales related questions to the responsible presales organization at Unify or at your distributor. For specific technical inquiries you may use the support knowledgebase, raise - if a software support contract is in place - a ticket via our partner portal or contact your distributor.

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Reference No.: A31003-C1000-U128-1-7619

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

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Important Notes

	For safety reasons, the telephone can only be supplied with power as follows: • with the supplied original power supply unit, • using a LAN with PoE (Power over Ethernet) which supports the IEEE 802.3af standard.
	Never open the telephone. If you encounter any problems, contact your technical support.
	Use only original accessories! Using other accessories may be dangerous, and will invalidate the warranty, extended manufacturer's liability, and the CE mark and other certifications.

Symbol

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

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

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

Software update

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

Care and cleaning instructions

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

Online resources

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

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

License information

• More information about the EULA and Open Source licenses you can find on the Web interface, section ”Licenses”→ page 210.

Installation location information

- The telephone may only be operated using the LAN cabling internally in the building. The device should be connected to the IP infrastructure using a shielded LAN cable: Cat-5 for 100 Mb/s or Cat-6 for 1000 Mb/s. Make sure in the building installation that this cable shielding is earthed.
- The telephone is designed for operation in a sheltered environment within a temperature range of 5 °C to 40 °C.
- Putting the telephone in a room with higher levels of dust can result in a reduced service life of the device.
- Do not place the device in direct sunlight or other sources of direct heat. This is liable to damage the electronic components and the casing.
- Do not install the phone in bath or shower rooms.

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General information

About this manual

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

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

- The function is not configured for you and your telephone. Please contact your system administrator.
- Your communication platform does not feature this function. Please contact your sales partner for information on how to upgrade.

This User Guide is intended to help you familiarize yourself with the OpenScape Desk Phone CP700/CP700X and all of its functions. It contains important information on the safe and proper operation of the OpenScape Desk Phone CP700/CP700X. These instructions should be strictly complied with to avoid operating errors and ensure optimum use of your multifunctional telephone in the network.

This User Guide should be read and followed by every person installing, operating or programming the OpenScape Desk Phone CP700/CP700X.

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

These operating instructions are designed to be simple and easy to understand. Providing clear step-by-step instructions for operating the OpenScape Desk Phone CP700/CP700X.

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

Icons used in the manual

Tips

Refers to a setting established via the web-interface.

Indicates additional important information in relation to handling.

Indicates required intervention by the administrator.

Displays for describing operation

Selected action

Original illustration on display

Step-by-step illustration in the User Guide

A dark background is not used in the step-by-step illustration in order to ensure legibility in the User Guide.

The information area on the left is shown in a left-aligned field.

Andre-Marie Ampere
3336

When an action is selected, it will be shown right-aligned in green. The action is executed by selecting the softkey.

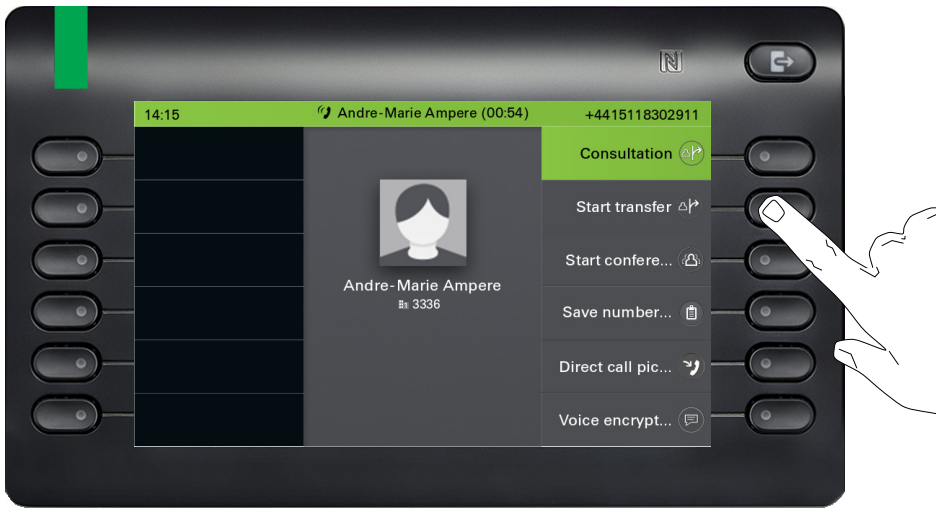
Consultation

The selected function can alternatively be confirmed using the OK key on the navigator (→ page 23).

OK

Action not selected

Illustration on display



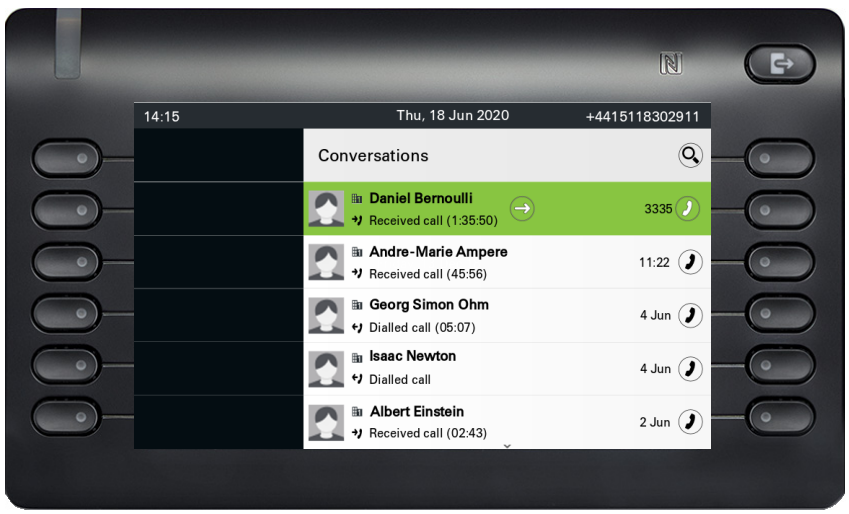
Step-by-step illustration in the User Guide

Start transfer

If an action is not selected, it is shown right-aligned in a light color. The associated softkey is also shown. The action can be executed by pressing the softkey without the action being selected.

Conversation display

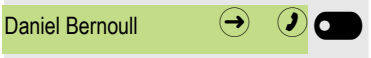
When the phone is idle, the first entry in the conversation list is selected.



Information displayed for a selected conversation

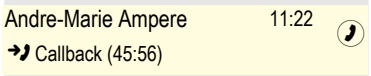
Daniel Bernoulli
Callback (1:35:50)

If a conversation (contact and history at the same time) is selected in the list, it is highlighted in green. This description is only used if it aids understanding. This is the usually what is displayed:

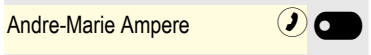


Confirm the selected conversation with the softkey to establish the connection or with the key to open the context menu.

Information displayed for a non-selected conversation



Conversations are displayed in a light color if they are not selected. This description is only used if it aids understanding. This is the usually what is displayed:



Call directly with the softkey to establish the connection.

Navigation and action in lists

Make selection from the list and move entries in the list using the navigator keys.

Press and hold to skip to the end of the list.

Press and hold to skip to the start of the list.

Go back.

Open contacts and details. Switch to next lower level.

Execute the softkey action in the list element.

OK Has the same function as the softkey but works only on a selected element.

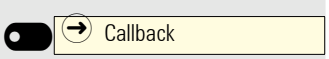
Programmable Keys

Your OpenScape Desk Phone CP700/CP700X comes with 12 free programmable keys with LED (red/green/amber), all of which can be programmed on two separate levels.The 6 first programmable keys are permanently displayed on the left panel. The 6 last programmable keys are available in Favorites. The number of programmable keys can be increased by attaching one or more OpenScape Key Module 600s to your phone.

Functions and phone numbers can be programmed on the keys.

Programmable Keys in the left panel

The programmed function and selected dialing keys in the left panel are illustrated as follows in the User Guide:

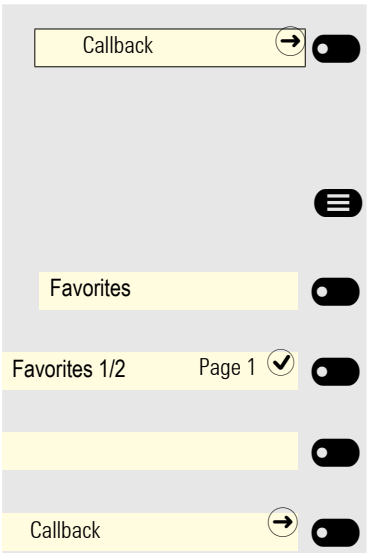


Press the key for the function to be performed.

Programmable Keys on the OpenScape Key Module 600

If an OpenScape Key Module 600 is connected, functions and phone numbers can be programmed on the keys.

The programmed function and selected-dialing keys are illustrated as follows in the User Guide:



The OpenScape Key Module 600 key shown here is referred to as a Function key in the User Guide.

Programmable Keys in the Favorites menu

Press the Main Menu key, if needed.

Open using the softkey.

Select the required page with the softkey.

An unused function key in the Favorites menu.

An example being with the Function key assigned to the Callback function.

Service

The service department can help you only 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, please contact your network provider.

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

Intended use

The OpenScape Desk Phone CP700 has been developed as a device for voice transmission and connection via a LAN, and should be placed on a desk or mounted on a wall. The OpenScape Desk Phone CP700X can be also connected to Wi-Fi. Any other use is regarded as unintended.

Telephone type information

The identification details (exact product designation and serial number) of your telephone can be found on the underside of the base unit. Specific details concerning your communication platform can be obtained from your administrator. Please have this information ready when you contact the 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 telephone (front right) should be kept clear.
  The optimum handsfree distance is approx. 50 cm.
- Proceed as follows to optimize display legibility:
  – Turn the phone and tilt the display so that you can view the display head-on and thus eliminate reflections.

Multi-line phone

Your OpenScape Desk Phone CP700/CP700X is a "multi-line telephone." This means that multiple lines can be configured, which is not the case with single-line phones. Each line is assigned an individual phone number that you can use to make and receive calls.

Getting to know the OpenScape Desk Phone CP700/CP700X

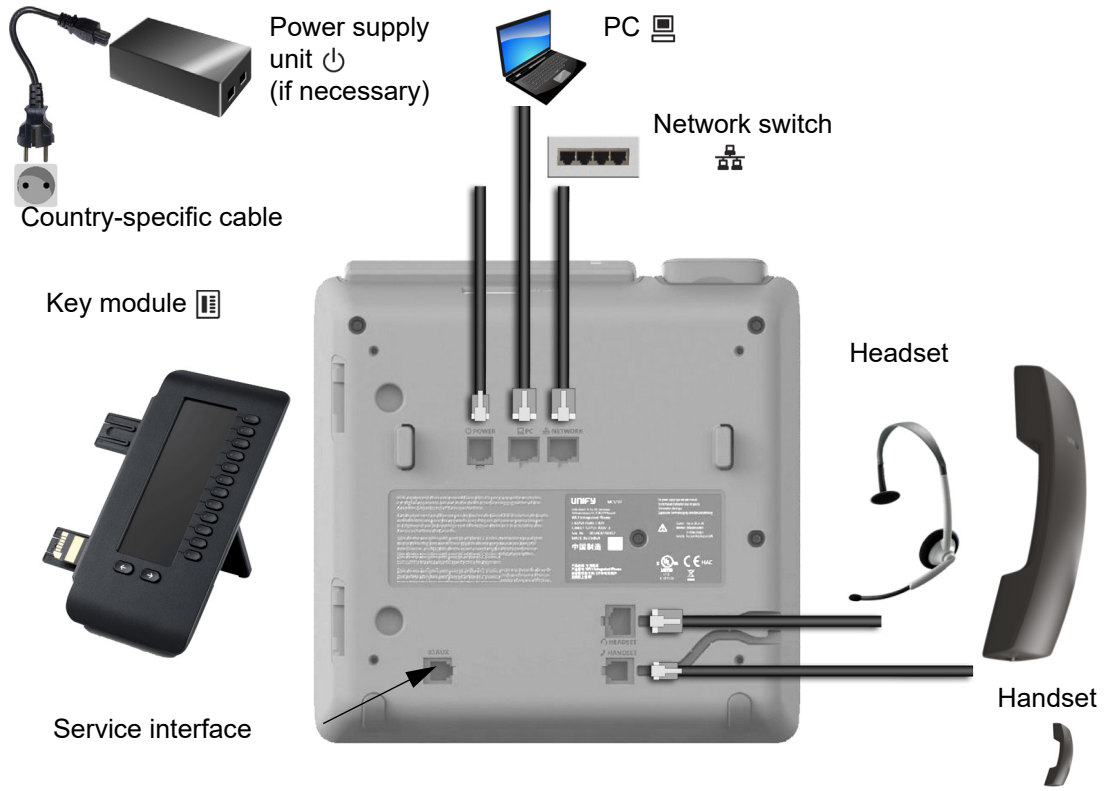
The following sections describe the most frequently used controls and displays.

The User Interface of Your Telephone

1	**Handset** - Use it for handset calls
2	**Graphic display** - allows intuitive operation of the phone → page 27
3	**Menu key** - switches to the main menu
4	**Navigator** - allows you to navigate through the various applications on your phone → page 23
5	**Softkeys** - selects a function or opens a menu → page 21
6	**Audio keys** - allows you to optimally configure the audio features on your phone → page 21
7	**Notification LED** - incoming calls, new voice messages or missed calls indicator → page 65
8	**Dialpad** - allows you to enter phone numbers or text → page 24
9	**Out-of-Office/Call Forwarding key** - to open a menu, for example to set up immediate call forwarding if UC is not used → page 28
10	**NFC transmitter** (logo:) - allows simple Bluetooth pairing → page 118

11	**MWI key** - Message waiting indicator; it also provides access to the voicemail system
12	**Hold key** - puts current call on hold
13	**Transfer key** - puts a call on hold and gives you dial tone to call another party
14	**Conference key** - establishes a conferences call
15	**Redial key** - activates a function configured by your administrator
16	**Programmable keys** - keys to which you can assign functions or phone numbers

Ports on the underside of the phone



Properties of your OpenScape Desk Phone CP700/CP700X

Display type	5" color graphic display, 800x480 pixels.
Illuminated display	✓
Full-duplex speakerphone function	✓
Headset	✓
Bluetooth 5.0 → page 135	✓
10/100/1000 Mbps Switch → page 20	✓
Wi-Fi	✓ Available only on CP700X.
Web-Based Management (WBM) → page 210	✓
Notification LED (red/green/orange)	✓
OpenScape Key Module 600 Optional	✓

Using network ports more efficiently

The OpenScape Desk Phone CP700/CP700X has a Gigabit Ethernet switch. This means that you can also connect a PC with a Gigabit LAN port to the LAN directly via the phone. The option for connecting the telephone and PC must first be activated on the telephone by your administrator.

Using this connection option saves one network port for each switch used and requires shorter network cables.

OpenScape Key Module 600

The OpenScape Key Module 600 is a key module attached to the side of the phone that provides an additional 12 illuminated, programmable Function keys at two levels.
These keys can be populated and used according to your needs → page 58.

The diagram shows the OpenScape Key Module 600. You can attach up to two OpenScape Key Module 600s to OpenScape Desk Phone CP700 and up to four OpenScape Key Module 600s to OpenScape Desk Phone CP700X.

Keys

Softkeys

Key	Function when key is pressed
	Activates the function shown next to the key on the display or opens an additional menu. Used in the Favourites menu as a Function key → page 61. If there is no description next to the key, the key is not active

Audio controls

Audio keys

Key	Function when key is pressed
/	Activates/deactivates the loudspeaker → page 98.
/	Activates/deactivates the headset → page 98.
/	Activates/deactivates the microphone (also for speakerphone mode) → page 101.

Volume

Use the controls to adjust the properties of your phone, for example the volume.

Fixed Function keys

You can switch to the relevant application using these keys.

Key	Function when key is pressed
	Switches between the current screen and Main menu → page 27.
	Switches to Presence and back → page 28.

Key	Function when key is pressed
	Provides access to the voicemail system.
	Puts current call on hold.
	Transfer key: puts a call on hold and gives you dial tone to call another party.
	Establishes a conferences call.
	Activates a function configured by your administrator. Redial is the default function assigned to the key.

Navigator

This control allows you to navigate in lists and perform actions in the selected area.

Operation	Functions when key is pressed
Press the ↔ key.	In conversation mode: • Opens subscriber information In settings: • Moves down a level
Press the ⮌ key.	In lists and menus: • Moves one level back In input fields: • Deletes character to the left of the cursor
Press the ⌄ key.	In lists and menus: • Scrolls down • Press and hold: Skips to the end of the list/menu
Press the ⌃ key.	In lists and menus: • Scrolls up • Press and hold: Skips to the start of the list/menu
Press the OK key.	Executes an action for the selected entry.

Dialpad

Numeric input

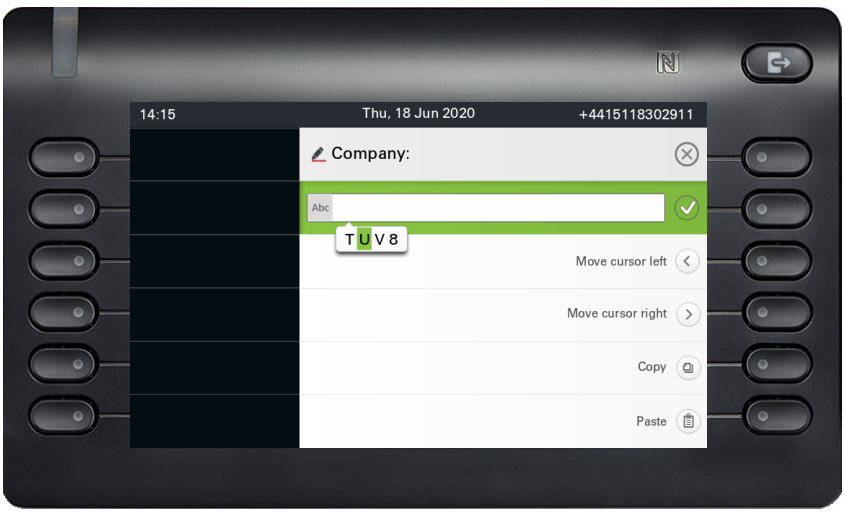
If you press a dialpad key when the phone is in idle mode, an input field opens automatically for entering single-digit numbers. You can only enter the numbers 0 to 9 as well as the characters * and # via the dialpad in 123 mode (indicated at the left-hand margin of the input field).

Alphabetic labeling of dial keys is also useful when entering vanity numbers (letters associated with the phone number's digits as indicated on the telephone spell a name, e.g. 0700 - PATTERN = 0700 - 687837).

Text input

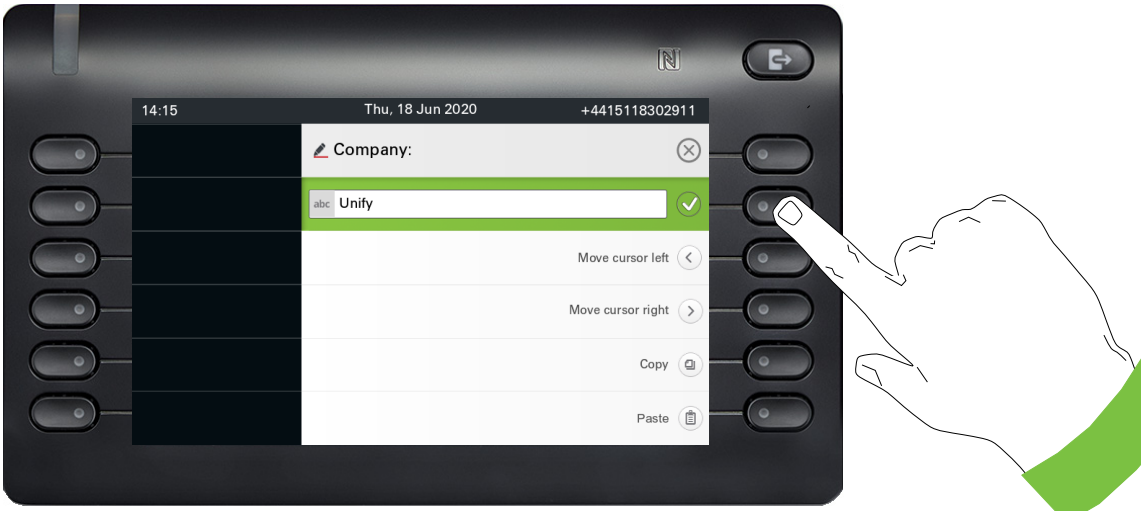
In cases where text input is possible, you can use the dialpad to input text, punctuation and special characters in addition to the single-digit numbers 0 to 9 and the hash (#) and asterisk (*) symbols. To do this, press the numerical keys repeatedly.

Example: To enter the letter "U" in the "Company" field, press the number 8 TUV key on the dialpad twice. All available characters for this key are displayed during input. After a while, the character in focus is displayed in the input field.



If you want to enter a number in an alphanumeric input field, hold down the corresponding key to bypass the character selection.

Complete your input:



Press the Softkey for ✓ to complete your input.

Character overview (depends on the current language setting)

Key	1x	2x	3x	4x	5x	6x	7x	8x	9x	10x	11x	12x	13x	14x	15x	16x	17x
1	1	␣	;	=	$	\	&	[	]	{	}	%					
2 ABC	a	b	c	2	ä												
3 DEF	d	e	f	3													
4 GHI	g	h	i	4													
5 JKL	j	k	l	5													
6 MNO	m	n	o	6	ö												
7 PQRS	p	q	r	s	7	ß											
8 TUV	t	u	v	8	ü												
9 WXYZ	w	x	y	z	9												
0 +	0	+															
*	.	*	¹	#	,	?	!	'	"	+	-	(	)	@	/	:	_
# Abc 123																	

Multi-function keys

Key	Function during text input	Function when held down
*	Types special characters.	• 2 seconds: Ringer off • 3 seconds: Beep sound instead of ringer
# Abc 123	Switches between uppercase and lower-case text and number entry. • Abc mode • ABC mode • 123 mode	Activates the telephone lock → page 197.
1	Types special characters (not in 123 mode)	

Permanently displayed programmable keys

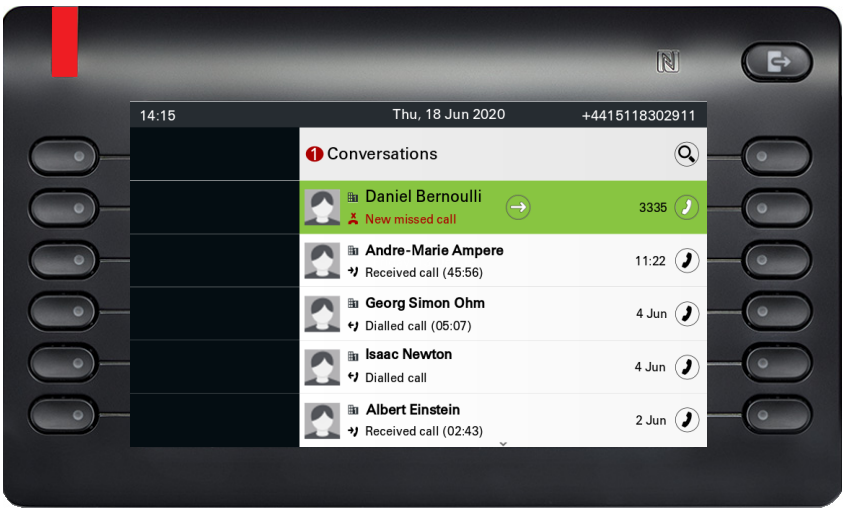
Key	Function when key is pressed
	Activates the function shown next to the key on the display or dials a phone. If there is no description next to the key, the key has not been programmed. Long press activates key programming.

Different display interfaces

Your OpenScape Desk Phone CP700/CP700X is fitted with a color graphic display → page 19, in which different contents are displayed depending on the particular situation.

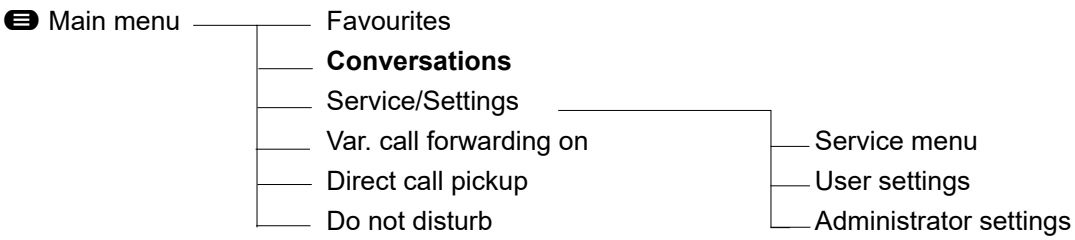
Conversations

The conversations list is called from the main menu with the Conversations option and is a collection of contact data and data from the call log. See → page 36 for detailed information.



Main menu

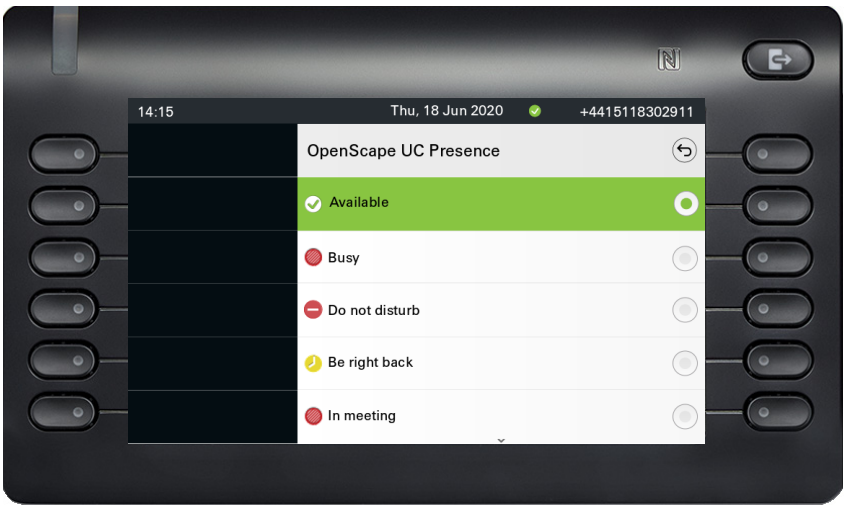
You can access the main menu at any time using the key. The time of day, day of the week, and date, as well as your own phone number are displayed in the Notification area and the always visible status bar. The main menu can do much more, as shown in the screenshot. As the name suggests it is the starting point for the entire menu tree.



Presence

If the access is configured as UC user on your phone (ask administrator) and you are logged on to this server, you will see for example on the right side of the status bar the presence status symbol .

To access the "Presence" menu, press the Out-of-Office/Call Forwarding key above the Softkeys. You will see the following menu:



The menu has another one option: Away.

The OpenScape UC Presence state can be also changed from the OpenScape UC web client.

Personal Presence via the phone is temporarily suspended with call forwarding or do not disturb.

If UC is not set up, you get a menu for variable call forwarding with the options:

- Var: All calls
- Var: External calls
- Var: Internal calls
- Var: Busy
- Var: No reply
- Var: Busy or No reply
- Fixed: All calls

Status bar

The always visible status bar at the top of the screen displays the current time, phone status, presence status, and the phone number or name.

When the phone is idle, the status bar displays also the current date. The current date interchanges with Bluetooth sensor reading information, if a Bluetooth Temperature sensor has been paired with the phone.

When the phone has a call, the status bar displays also information about the current call.

Different icons represent different situations and switches:

Icon	Meaning
	The ringer is deactivated → page 25
	The ringer is set to a beep → page 25
	The ringer is activated
	Forwarding is enabled
	There is a connected call
	There is an incoming or outgoing call that is not yet connected
	There is a paused call
	The remote maintenance function is activated
	A Bluetooth keyboard is paired
	A Bluetooth remote device is paired
	The Bluetooth function is activated → page 135
	The Bluetooth function is activated and a device is connected
	There is an incoming, connected or outgoing HFAG call
	Indicates the battery level of the connected Bluetooth device

Icon	Meaning
	Indicates the battery level of the connected Bluetooth device, when the device has a call
	Indicates a Bluetooth temperature sensor reading
	Indicates a Bluetooth humidity sensor reading
	The Mobility function is activated and the mobility logon is complete
	Mobility data synchronization is in progress
	Indicates that a mobile user is logged on to the telephone
	The Phone lock is activated → page 197
	Presence status for Available
	Presence status for Busy
	Presence status for Do not disturb
	Presence status for Be right back
	Presence status for In meeting
	Presence status for Offline
	Presence status for Away

The following icons are available onlyon OpenScape Desk Phone CP700X.

Icon	Meaning
	Indicates an unsecured Wi-Fi connection with excellent signal strength
	Indicates an unsecured Wi-Fi connection with good signal strength
	Indicates an unsecured Wi-Fi connection with fair signal strength
	Indicates an unsecured Wi-Fi connection with poor signal strength
	Indicates a secured Wi-Fi connection with excellent signal strength
	Indicates a secured Wi-Fi connection with good signal strength
	Indicates a secured Wi-Fi connection with fair signal strength
	Indicates a secured Wi-Fi connection with poor signal strength

Icon	Meaning
	Indicates a Wi-Fi connection with no signal

Context-dependent displays

Depending on the situation, the graphic display on your OpenScape Desk Phone CP700/CP700X shows different content, to which you can respond intuitively.

Action with Softkey

Press the top Softkey to start an alphanumeric search → page 44.

Use the Softkey to dial the respective subscriber.

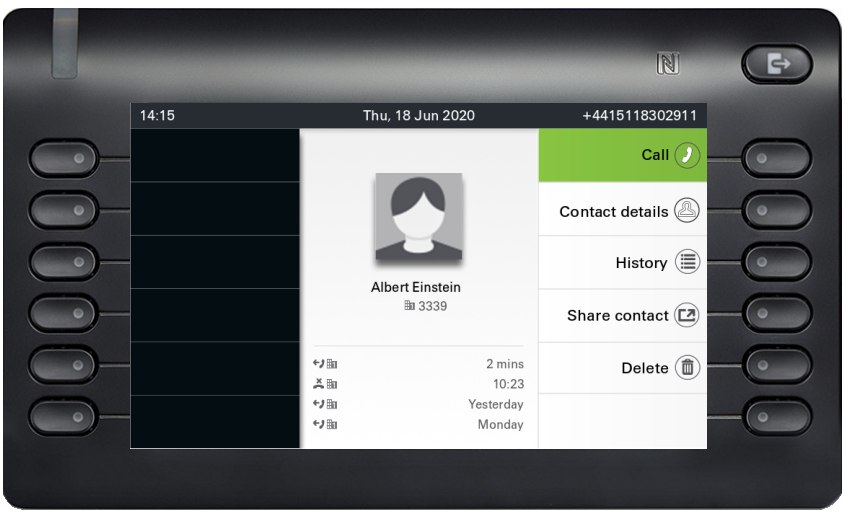
You can select a conversation beforehand using the navigator keys and and open the details of the conversation with the key → page 37.

Action via dialpad

Press any key on the dialpad to start dialing a phone number with automatic phone number search.

As soon as you enter the first digits, an input field opens for selecting the phone number and you will be shown conversations that match the input to date in the corresponding positions. If the conversation is already shown in the list before your input is complete, you can dial the number immediately using the associated Softkeys → page 37 or start a call with a new number.

Action with navigation key



You can open a selected conversation using the navigator's key in order to see the associated details → page 33.

Operating your OpenScape Desk Phone CP700/CP700X

The following descriptions provide an overview of how to operate your phone.

Before looking at the functions and settings, you should set up the User password to protect your phone against unauthorized use → page 195.

Navigating in menus

Browsing lists

You can use the navigator keys to scroll through entries and confirm the functions you want → page 23.

Opening context menus

If the arrow ➔ appears beside a selected entry, a context menu is available for this entry → page 33.

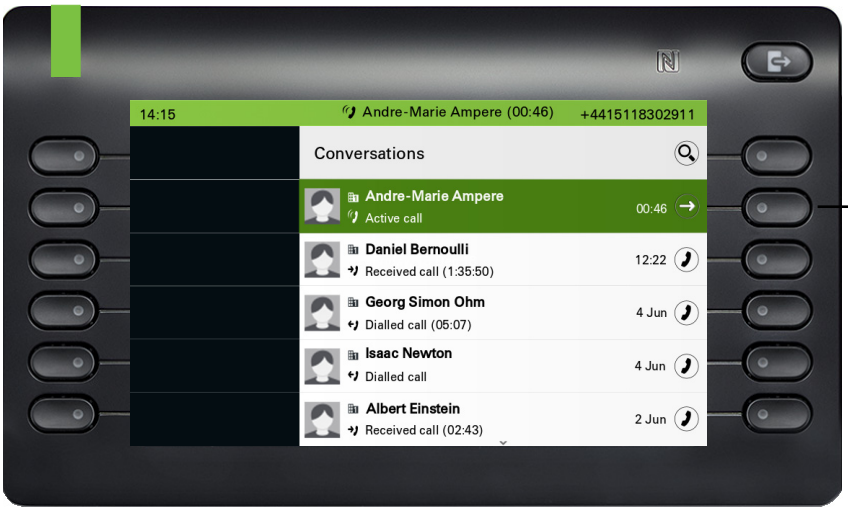
Conversations

A conversation represents one contact. The call history of a contact is displayed in the respective conversation. If a contact is not involved in a call, then the conversation is empty. New conversations are created or updated for

- a previously answered call
- an outgoing call
- a missed call
- an Exchange entry following automatic synchronization
- receipt of a vCard via Bluetooth

A telephone number is automatically supplemented with a name if this information comes from the communication system or the telephone number is found in the system telephone book or in a company directory (LDAP).

The list is ordered chronologically based on the last event. The latest entry appears at the top of the list. Active calls are displayed before the conversations..

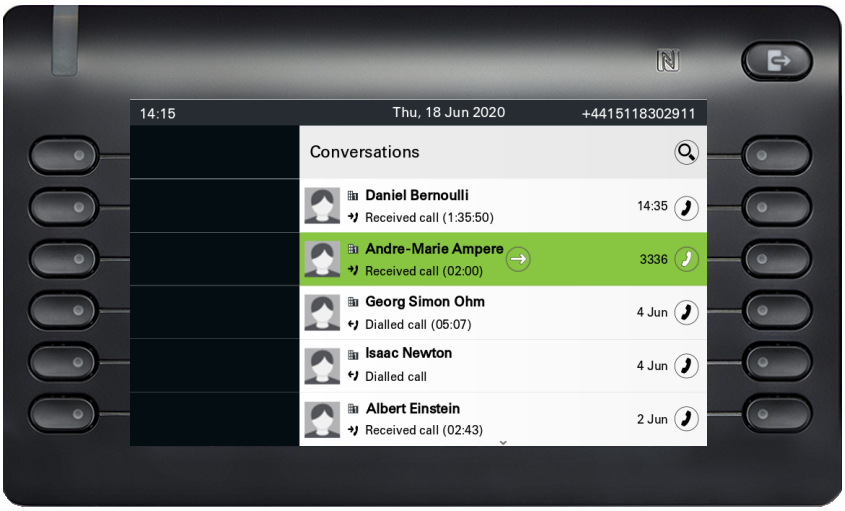


The status of a conversation is displayed with icon and text.

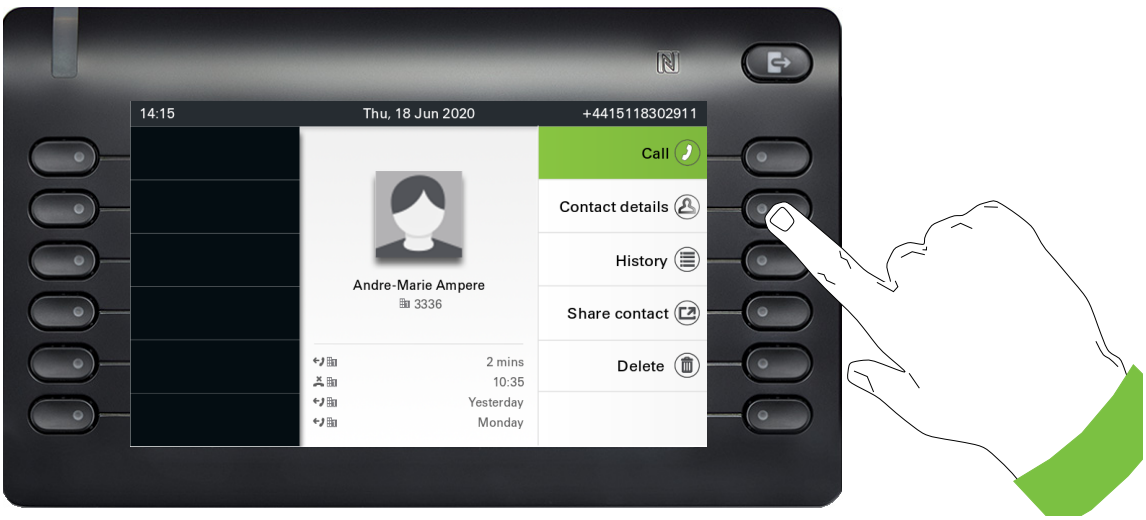
Icon	Text
	Active call
	Missed call (current)
	Missed call (old)
	Dialed call
	Answered call
	New voicemail
	Old voicemail
	Incoming call forwarded towards you by a third party.
	You forwarded the call
	Your call was forwarded

Opening details of a conversation or conducting a call

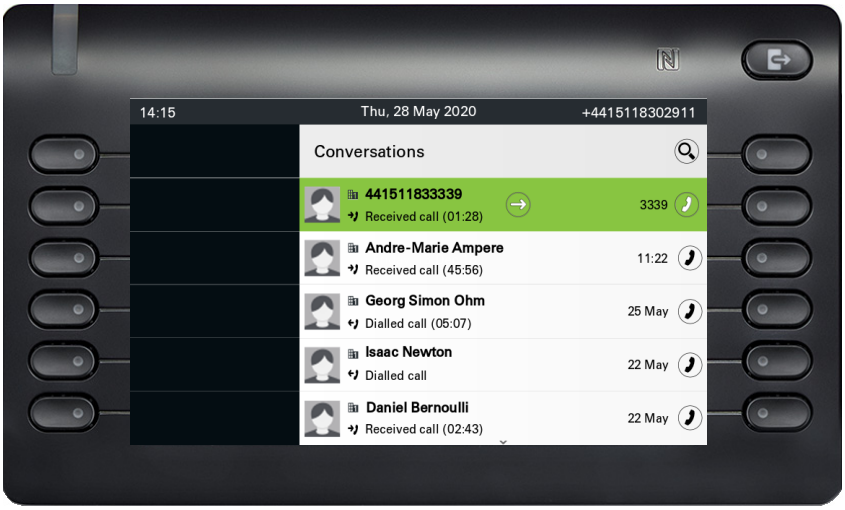
You can open a selected conversation using the navigation key or start a call using the softkey or the navigation key OK. You start a call using the softkey if a conversation has not been selected.



If you open the details of the conversation using the key, you will be shown the following for example:



Creating or Editing conversations

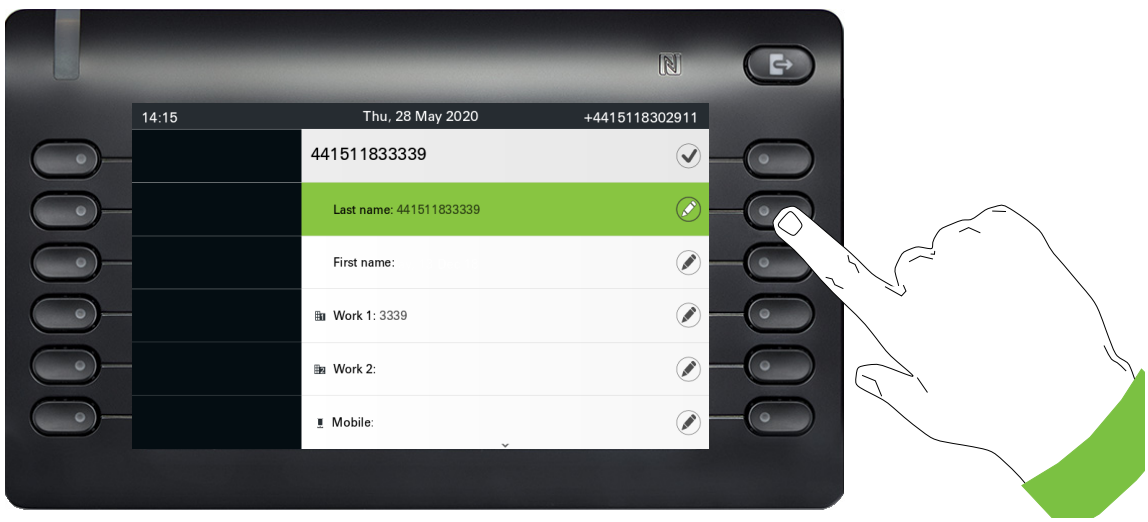


Open the details of the conversation using the ◆ key.

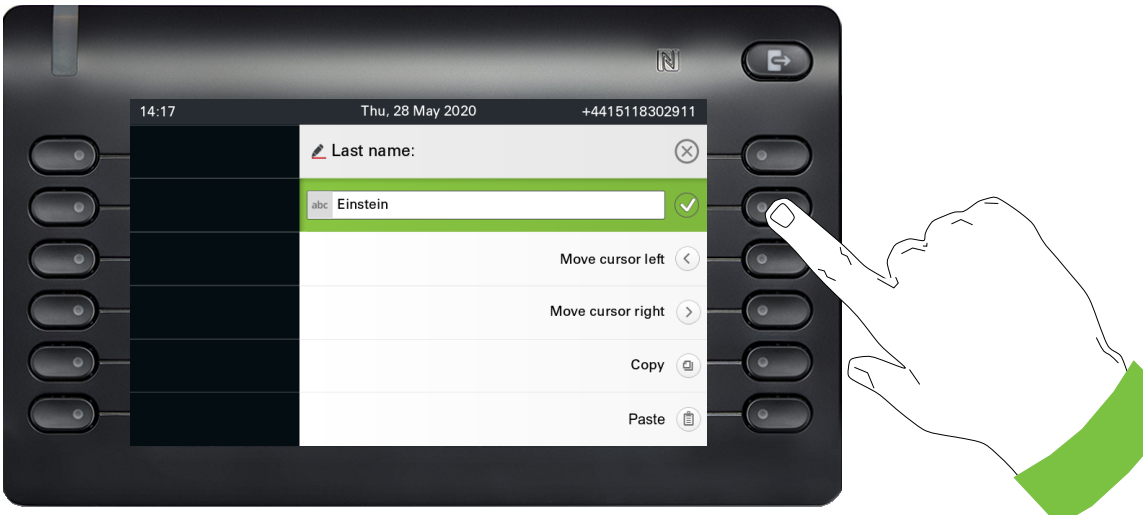
Use the Softkey to open the "Contact details" menu.

Press the Softkey for ✎ to access edit mode. You can complete the following fields for a contact:

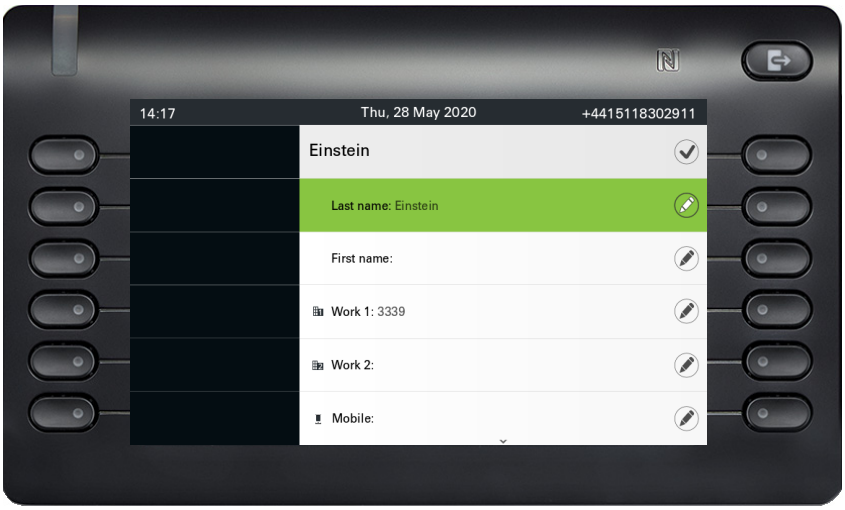
- Last name: Last name of a contact.
- First name: First name of a contact.
- Work 1: First work phone number. If only one phone number is available, it is stated here.
- Work 2: Second work phone number.
- Mobile: Mobile phone number.
- Home: Home phone number
- Company: The company a contact is working at.
- Address 1: First address where a contact can be reached.
- Address 2: Second address where a contact can be reached.
- Role: Job title of a contact.
- Email: Email address of a contact.
- Avatar: Picture of a contact.



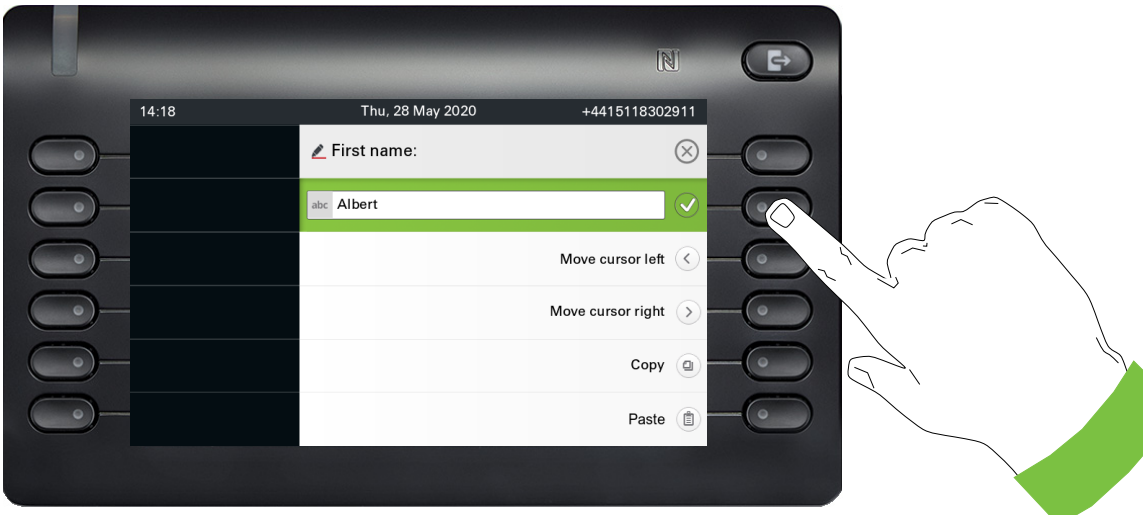
Press the Softkey for ✎ to enter the last name.



Delete the digits using the ⮌ key and enter the last name. Press the Softkey in the input field to complete the input for this field.



Use the ⮟ or ⮝ key to switch, for example, to "First name" and enter the first name here if appropriate.



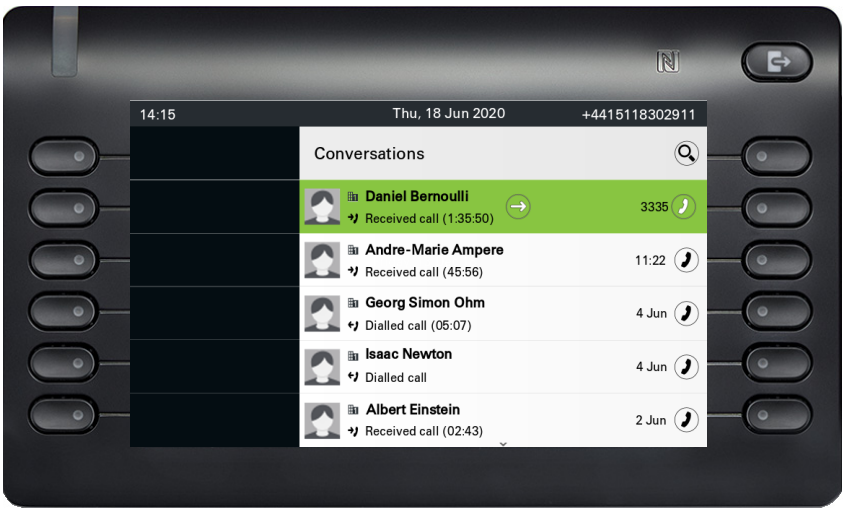
Enter the first name and complete the input for this field with the Softkey.

Save the contact data. You can add missing entries subsequently.

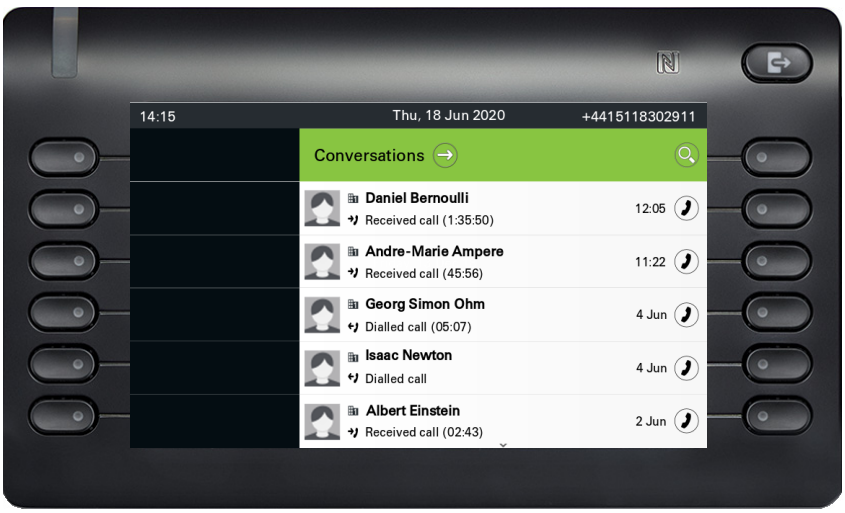
These inputs or changes to existing information are stored locally in the phone.

Create a new contact/conversation from scratch

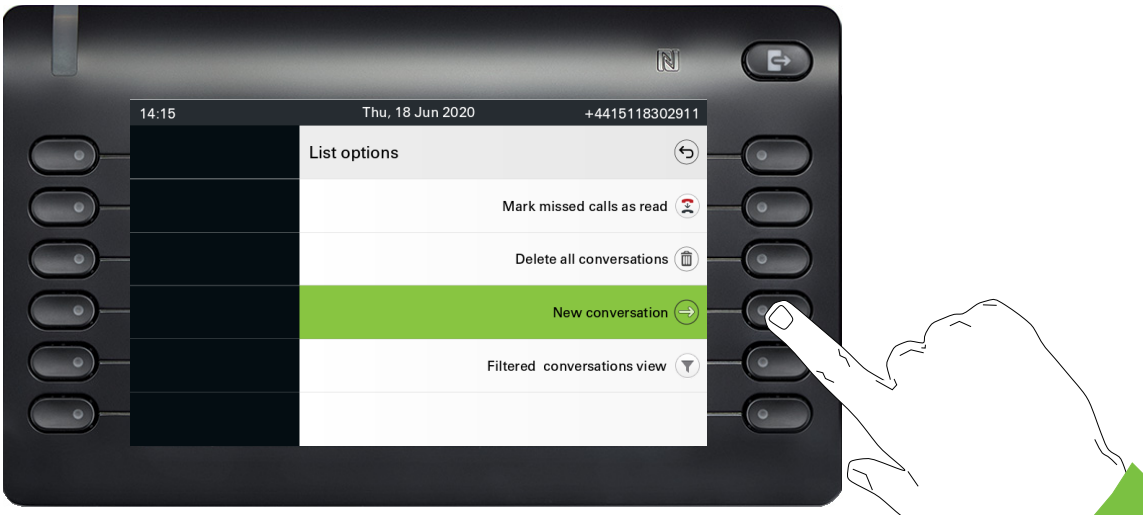
You can create a new contact from the conversation list with no previous history. Navigate to the Conversations screen which can be found at the idle screen.



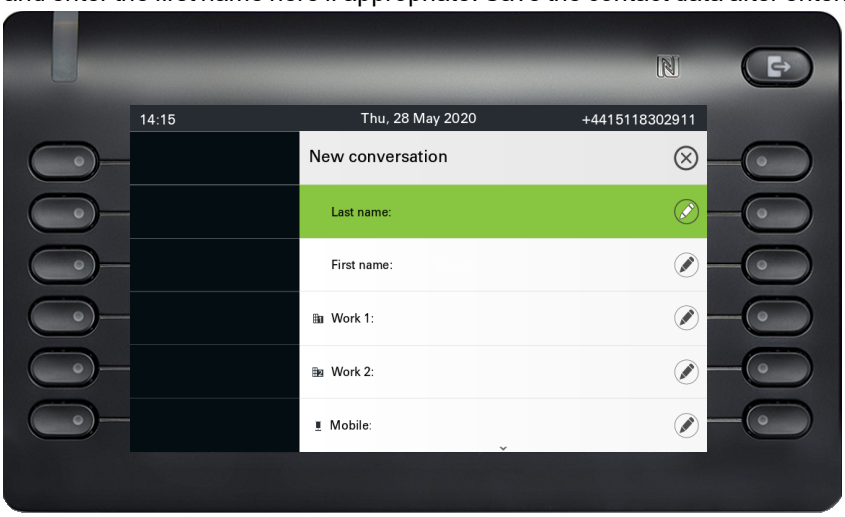
Select the header row of the Conversation list by using the key and then the Navigator key can be used to access the Conversation List options.



In the List options menu choose the option New conversation.



New contact form can be now updated. Use the or key to switch, for example, to "First name" and enter the first name here if appropriate. Save the contact data after entering the contact information.



Searching for conversations or contacts

There are several ways to search for conversations or contacts. If you know the telephone number, you can:

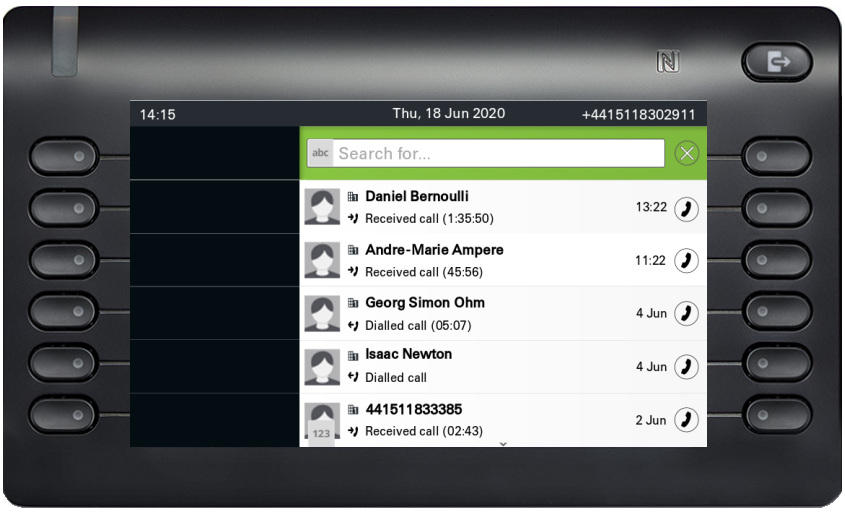
lift the handset or

press the speaker key or

press the headset key

and begin entering the digits.

To search in your conversations list, open an alphanumeric input field by pressing the Softkey for ,



or choose a purely numeric input field for the search by entering a digit.

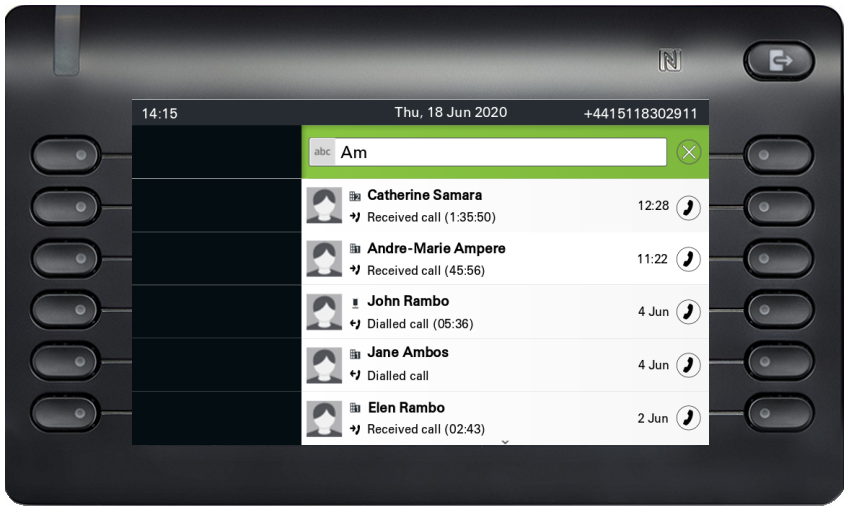
Use the # key to switch from numeric to alphanumeric input when you have opened the search field with the Softkey . You can immediately dial a located subscriber whose phone number contains the number 33 in this case, for example, by pressing the Softkey.

Search for names (alphanumeric search string)

- **LDAP was not configured by your administrator:**

The phone now searches in the local conversation list for 'Am' and thus finds all the conversations that contain the name 'am', for example 'Ampere' or even 'Samara'.

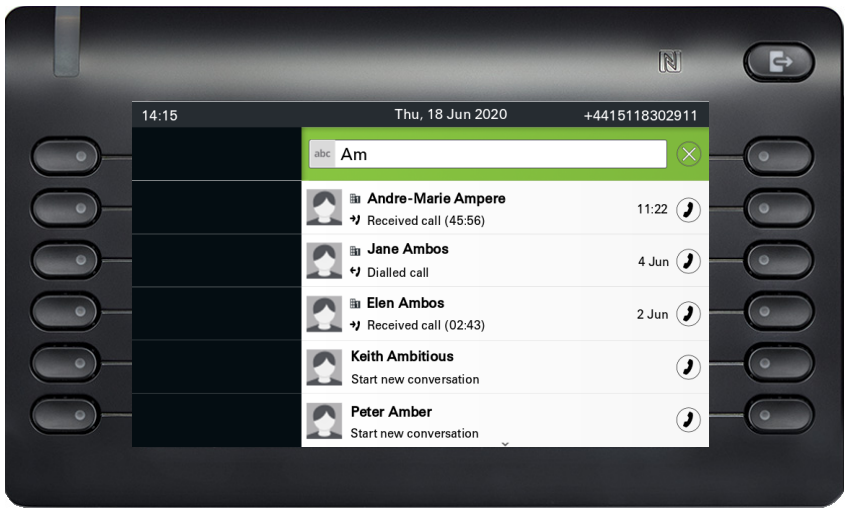
The hits are listed chronologically.



- **LDAP was configured by your administrator:**

If LDAP is additionally configured, in the standard case the search is for 'Am' in the last name in the LDAP. Here the phone finds all entries with 'Am' on the front, e.g. 'Ampere', 'Ambos', not 'Samra'.

The results from LDAP are shown after the local conversation matches and are sorted by first name in the local conversations list.



Using special characters to control the search

Additionally, you can use comma (,) and a hash (#) to control the search.

A single comma (,) is used to separate the last name from the first name. A hash (#) is used to indicate that we are looking for an exact match.

When you want to use a comma (,) or a hash (#) as part of the search input text, you have to use a double comma (,,) or a double hash (##).

Examples:

Search input	**Functionality**
AMBER	Matches any entries where the last name starts with "amber"
AMBER,	Matches any entries where the last name is exactly “amber”
AMBER,,	Matches any entries where the last name starts with “amber,”
AMBER, P	Matches any entries where the last name is exactly "amber" and the first name starts with "p".
AMBER,, PETER	Matches any entries where the last name starts with "amber, peter". The double comma is used to indicate that the comma character is part of the search input text.
AMBER, P,	Matches any entries where the last name is exactly "amber" and the first name starts with "p," (i.e. the 2nd comma is part of the search).
AMBER, PETER#	Matches only entries where the last name is exactly "amber" and the first name is exactly "peter".
AMBER P	Matches any entries where the last name starts with "amber p".
AMBER P#	Matches any entries where the last name is exactly "amber p".
AMBER P#A	Matches any entries where the last name is exactly "amber p". The "a" following the hash is ignored.
AMBER, PETER##2	Matches only entries where the last name is exactly "amber" and the first name starts with "peter#2". The double hash is used to indicate that the hash character is part of the search input text.

Order of conversations

On entry into search mode, the local conversations are ordered by their time stamp, i.e. most recent ones are displayed first.

Upon entering a search criteria, the local conversations are listed first and ordered by their time stamp, the most recent ones are displayed first.

The LDAP results are listed after local conversations and are ordered alphabetically A to Z according to their Conversation name.

"Alphabetical order" means A-Z order based on the first character in the name/names/topic of the conversation/contact. In the case of people's names, the order is based on the first character of the first name and/or last name as displayed in the conversation list.

Filtering conversations

When you want to filter conversations, it is possible to do so from the List options screen. Initially, the filter is non-applied, which means it is set to "Show all calls (All)" and will display all conversation list entries of any call type.

Use the "Filter" action on top shortcut key. This key is used to switch between conversation types.

Pressing the top key will display a filtering tooltip box that shows possible call records and types:

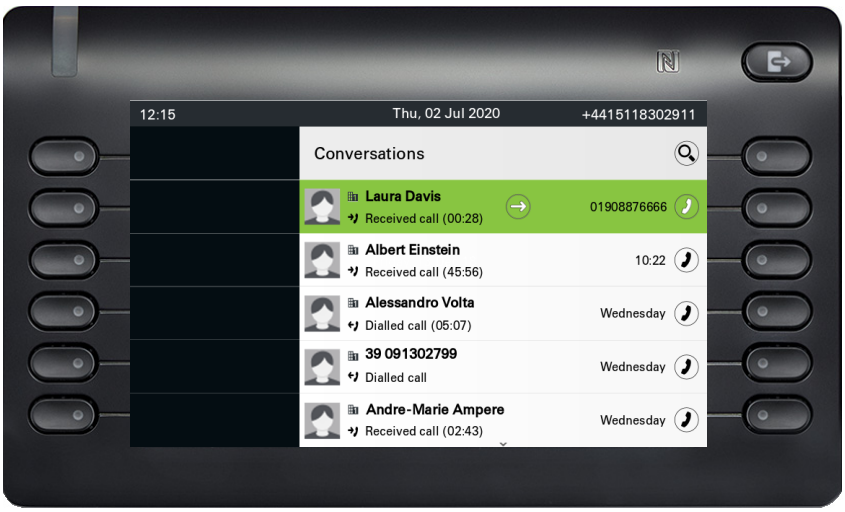
- All - all conversation list entries of any call type
- Missed - list of all missed calls
- Received - list of all received and forwarded calls
- Dialled - list of all dialled calls
- Contacts - contacts with no associated call records
- Other calls - active call, voice mails and ignored pickup

After selecting filter, header should be changed according to the selection.

14:15
Thu, 25 Jun 2020
+4415118302911
Show all calls
Filter by:
All
Missed
Received
Dialled
Contacts
Other calls
Albert Einstein
Missed call
Wilma
Dialled call
Andre-Marie Ambere
Received call (00:40)
11:22
Jane Ambos
Dialled call
10:37
John Rambo
Received call (02:43)
09:05

Display the history of a conversation

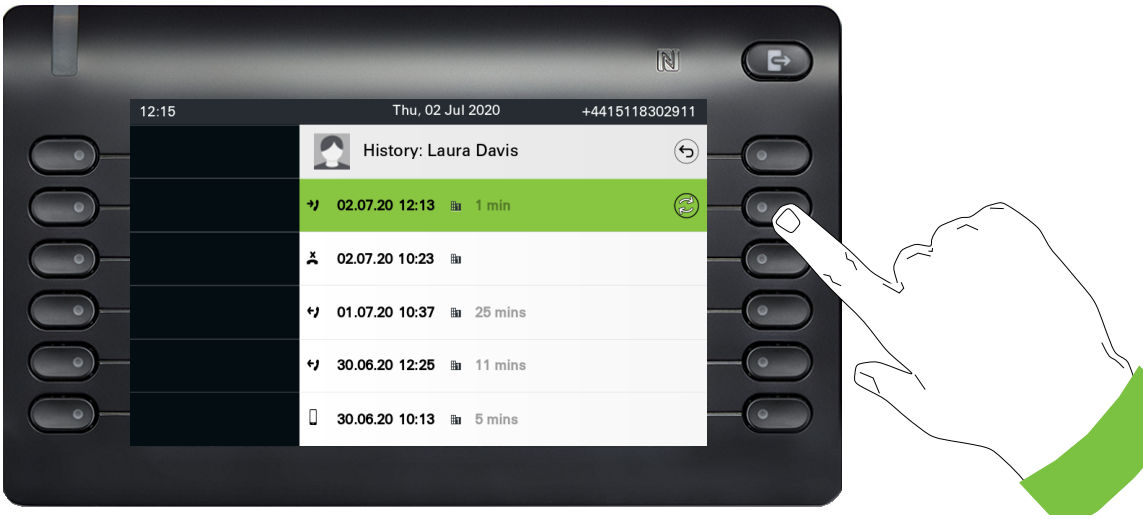
The current history of a conversation is shown directly in the conversation list. The histories of other calls can be viewed under Details or also directly with the History option during a call.



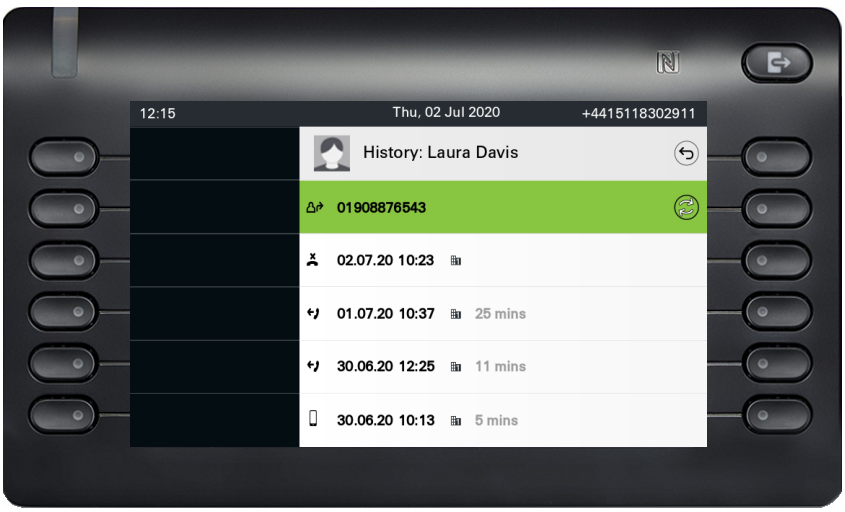
Select a conversation and open the details of this conversation using the key.

The latest four history entries are shown below the name/number of the subscriber. Press the Softkey for to view a list of the last 10 possible histories. Then scroll if necessary using the or key.

The toggle icon at the end of the main line indicates that there is an extra line to display. To access the extra line, highlight the main line and press the Softkey next to it.

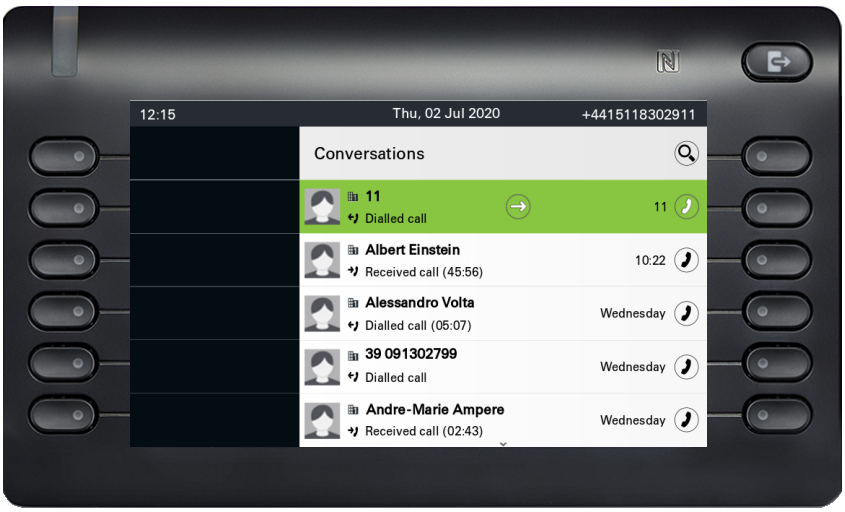


The extra line is highlighted and shows the Forwarding party number inthe configured format next to the ⏃ icon.



Deleting conversations

If you misdial, for example, or cancel dialing prematurely, an entry will still be created in the conversation list, You can delete this entry again immediately. Entries for incoming calls that you no longer need or entries from V-Cards can also be removed from the list.



Open the relevant entry using the Navigator key ◆.

Press the Softkey for 🗑 to delete the entry. There is no confirmation prompt.

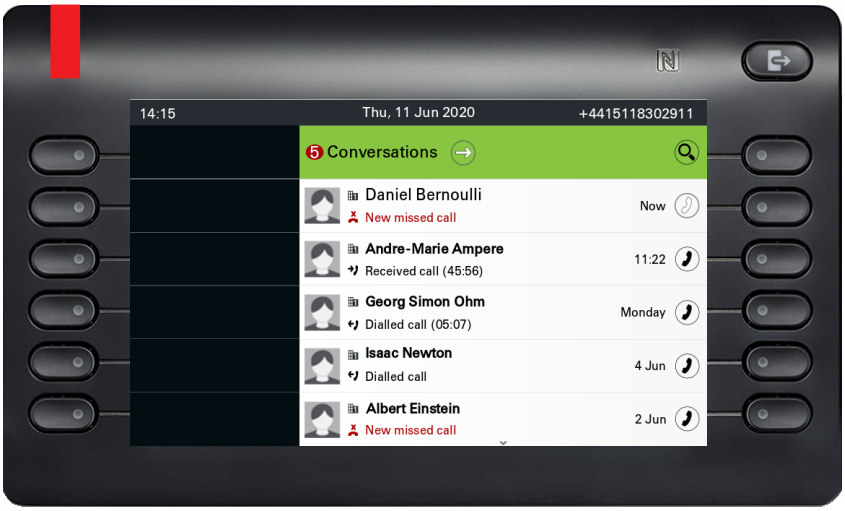
Marking all conversations as read

You are able to mark all new missed calls in Conversation List as read in a single action. Conversation List options provides you with a functionality that will mark all new missed calls as read.

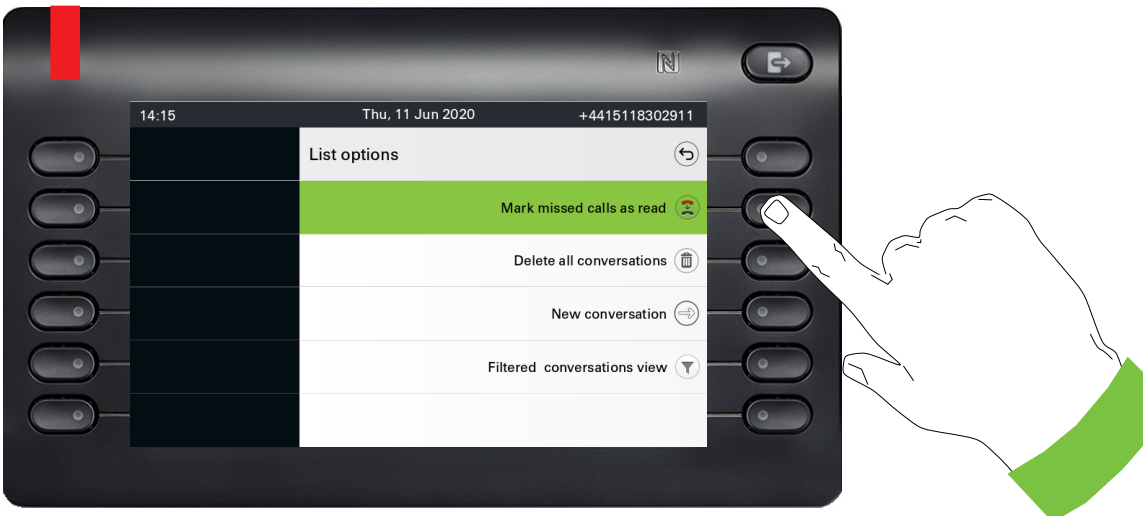
This means:

- all conversations with new missed call event will change to show normal missed call events;
- missed call counter is reset to zero.

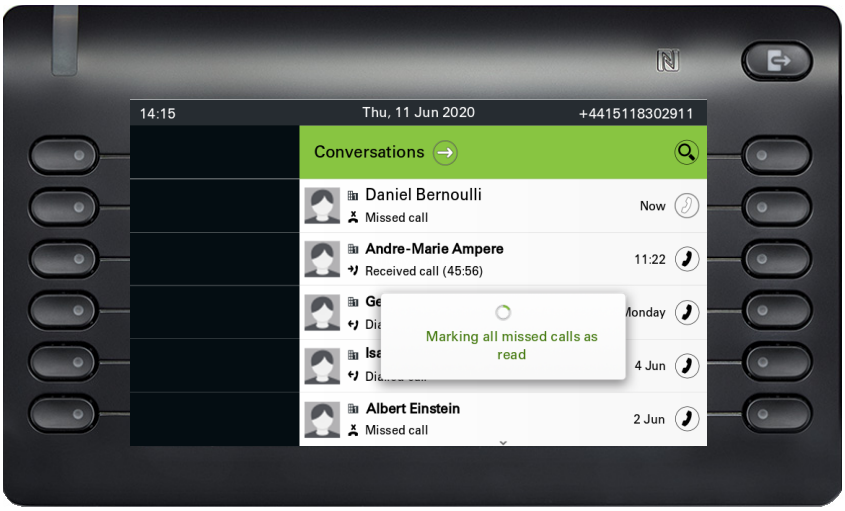
Select the title “Conversations” using the navigation key. Press to enter the Context menu.



Choose the option “Mark missed calls as read”.



All missed calls are now marked as read.


14:15
Thu, 11 Jun 2020
+4415118302911
Conversations
Daniel Bernoulli
Missed call
Now
Andre-Marie Ampere
Received call (45:56)
11:22
Monday
Marking all missed calls as read
4 Jun
Albert Einstein
Missed call
2 Jun

Telephony interface

Telephony view

Incoming call

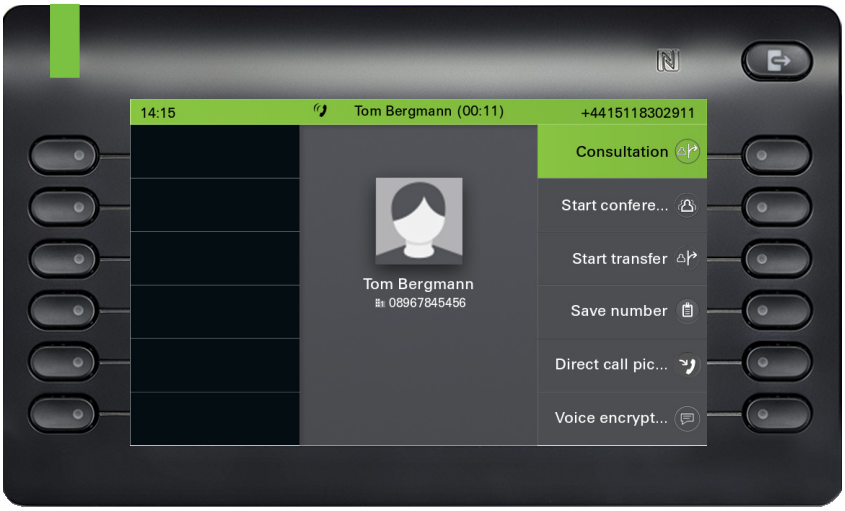
Your phone rings and the Notification LED flashes. In addition to the "classic" telephone features, additional information is offered on the display:

Incoming call in multicall scenarios

It is possible to have many incoming calls at the same time. The notification LED flashes and an Alerting screen will be shown for each call, based on their signalled priority. The Alerting screen is self-dismissed within 15 seconds unless another call appears; in this case the current Alerting screen is dismissed and replaced by the Alerting screen of the new call.

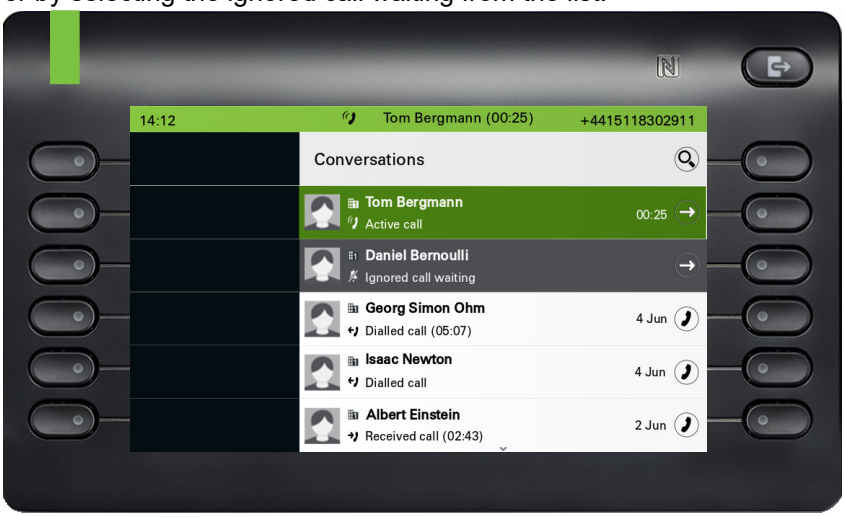
The Alerting screen is never shown twice for the same call or while you are in the Conversations screen.

If accepted, the call is shown on the Connected call screen.



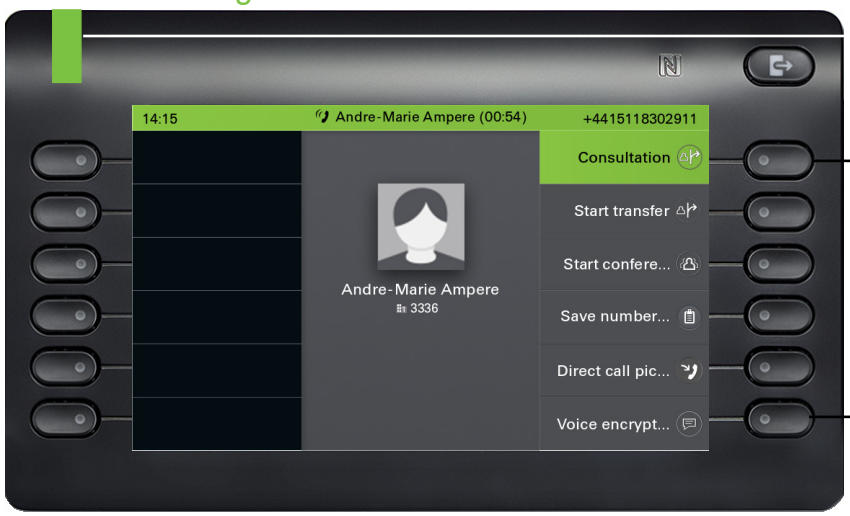
All other incoming calls including the one presented on Incoming call screen are available only in Conversations.

If the Alerting screen is ignored, phone returns to the currently active call or shows another incoming call screen. You can still answer an ignored call waiting call either when the ongoing call ends or by selecting the ignored call waiting from the list.



Call handling is very limited in case phone is locked. The Conversation screen is not accessible and there is no Alerting screen. Only incoming call with high priority is shown on Incoming call screen. When another call is signalled, and priority indicator changes, incoming call screen switches to the actual high priority call.

When conducting a call



Notification LED lights permanently

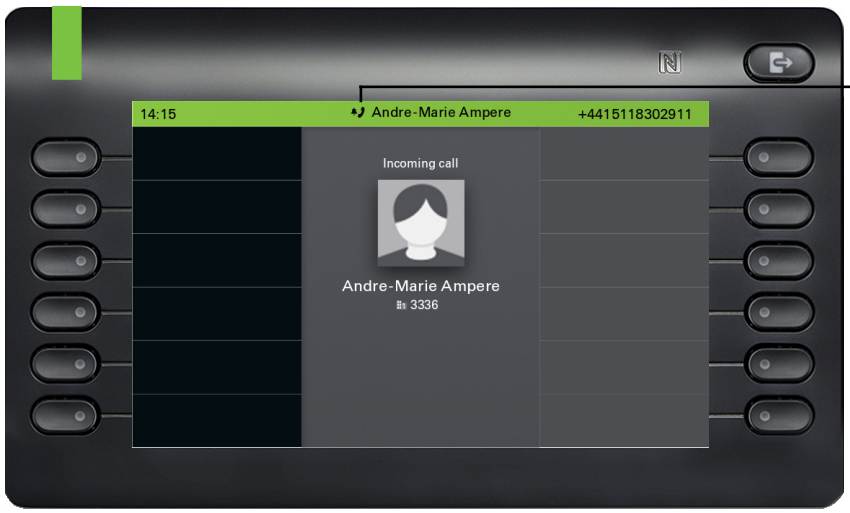
Select a function using the Softkey

Switching to a different menu during a call

Use the ☰ key to open the main menu and from there, for example, change the Brightness of the display in the Settings.

Selecting the first Softkey will take you back to the previous display.

Icons in call state



Icon	Meaning
	The phone is ringing or dialing
	A call is active.
	You have placed a call on hold (e.g. consultation hold).
	Your call partner has placed the call on hold.
	The voice connection is secure.
	The voice connection is not secure.

Programmable keys

Programmable keys are available to you in the left panel of the display, in the Favourites menu or on an optionally connected OpenScape Key Module 600 → page 65.

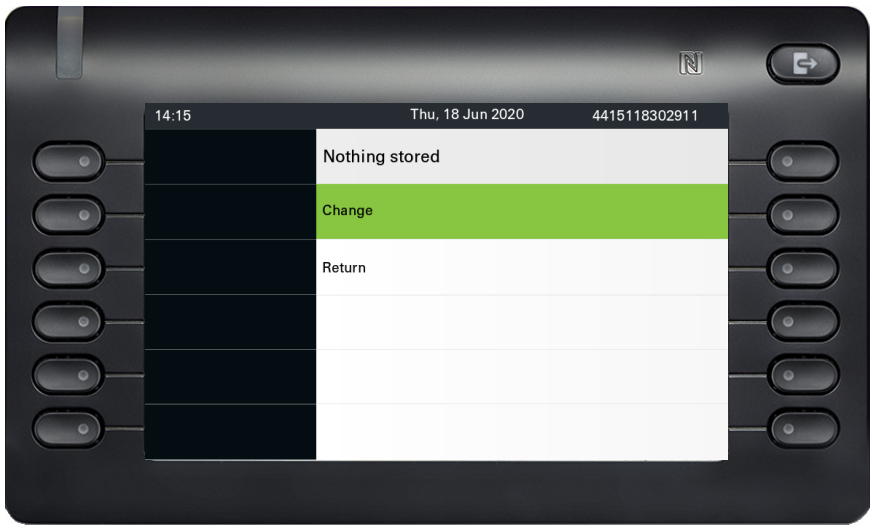
Programmable keys in the left panel

The OpenScape Desk Phone CP700/CP700X comes with 6 illuminated, free programmable keys permanently in the left panel.

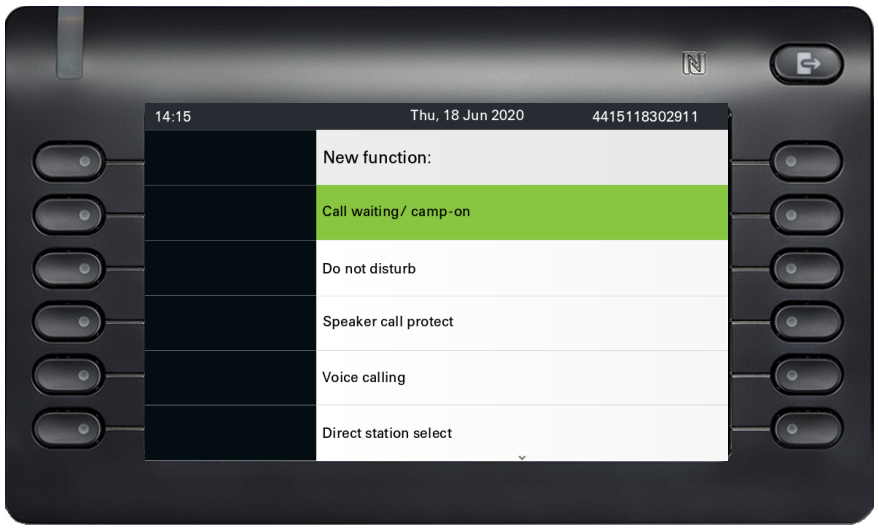
To program a Function key in the left panel, perform the following steps:

Hold down the Function key in the left panel to which you want assign a function, e,g., to activate / deactivate second call (Call waiting), until the programming prompt is displayed.

Press the second Softkey “Assign telephony function”.



Press the Softkey “Change”.



Use the ⮟ key to select one of the available functions, in our example “Call waiting/ camp-on”. Confirm the function with the Softkey.

Press the Softkey “Save”.

If you prefer not to change the standard label, simply finish with "Exit."

The Function key is now configured and can be used.

Programmable keys in the Favourites menu

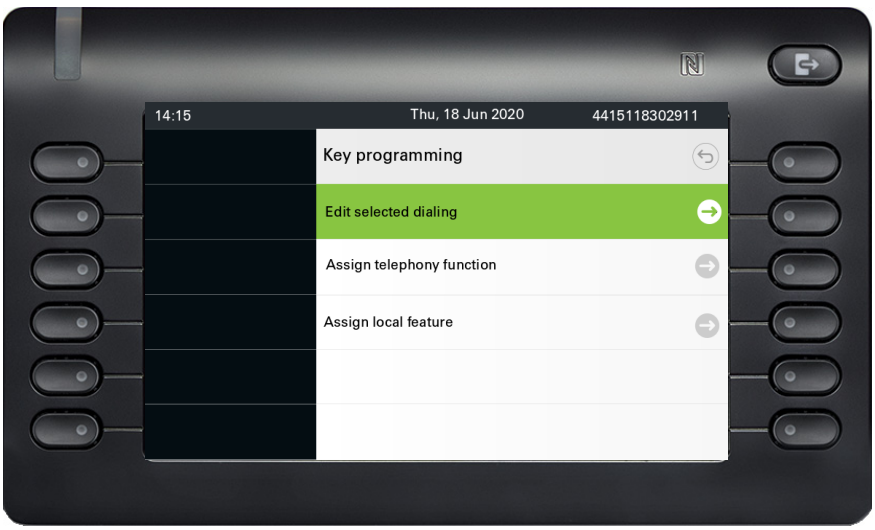
You can use the Favourites menu to access 6 more programmable keys, to which you can assign functions and phone numbers. You can program preferred functions that are not offered in menus. It makes sense to assign the “Voice calling” functionality to a key.

To program this function key, perform the following steps:

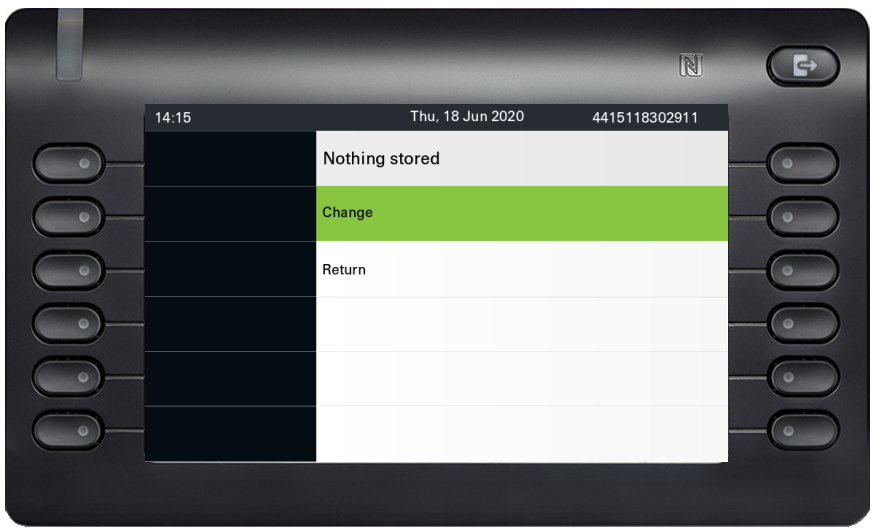
Open the following menu using the Softkey for Favourites:

Press the Softkey for ✓, if you want to switch to the second page.

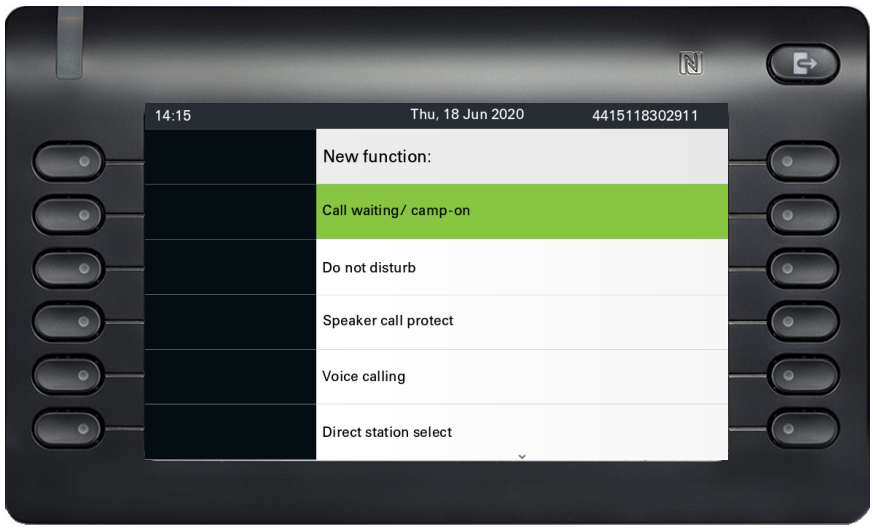
Press the second Softkey continuously to populate the first function key on page 2:



Press the second Softkey “Assign telephony function”.



Press the Softkey “Change”.

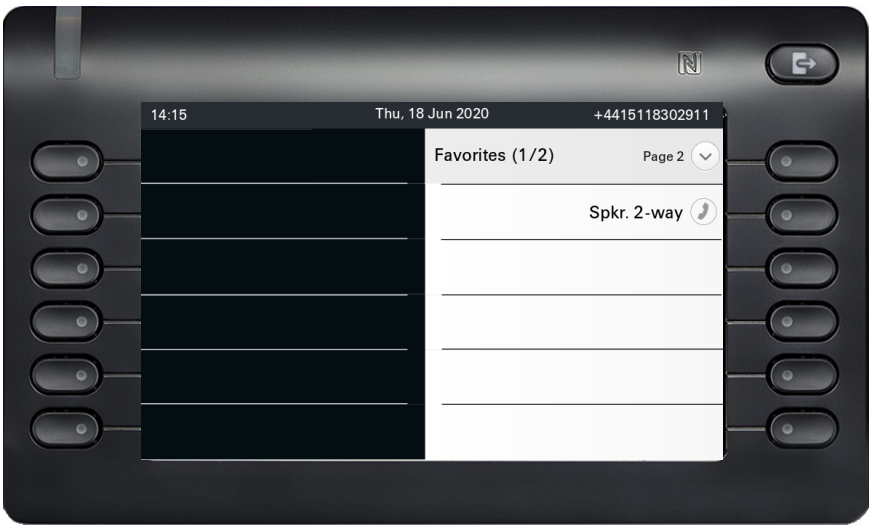


Use the key to select one of the available functions, in our example “Voice calling”. Confirm the function with the Softkey.

Press the Softkey “Save”.

If you prefer not to change the standard label, simply finish with "Exit."

When you navigate to the Favourites option of the main menu screen, you can see that the function key is now configured and can be used.



Programmable keys on the OpenScape Key Module 600

The OpenScape Key Module 600 has 12 keys to which you can assign functions or numbers at two levels. Use the ← and → keys to switch to the required level when using a function or selected dialing key.

Increase the number of programmable function or selected dialing keys by connecting an additional key module → page 20.

The OpenScape Key Module 600 has display lines, each of which is assigned to a key. The name of the function or a destination, an action icon, and a status icon are displayed.

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

Line and direct station selection (DSS) keys can only be programmed by the administrator via the Service menu → page 72.

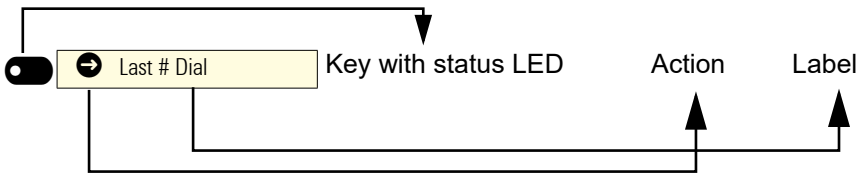
Meaning of LED displays on Feature keys

Status LED		Meaning of Function key
	Off	The function is deactivated.
	LED is flashing[1]	Indicates the status of the function (e.g. green or red).

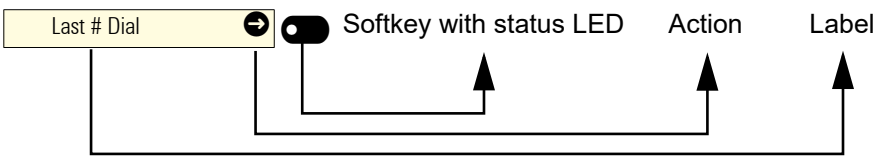
1 In this manual, flashing key LEDs are identified by this icon, regardless of the flashing interval. The flashing interval represents different statuses, which are described in detail in the corresponding sections of the manual.

Display function of the function keys

Function key in the left panel:



Function key in Favorites or on a connected OpenScape Key Module 600

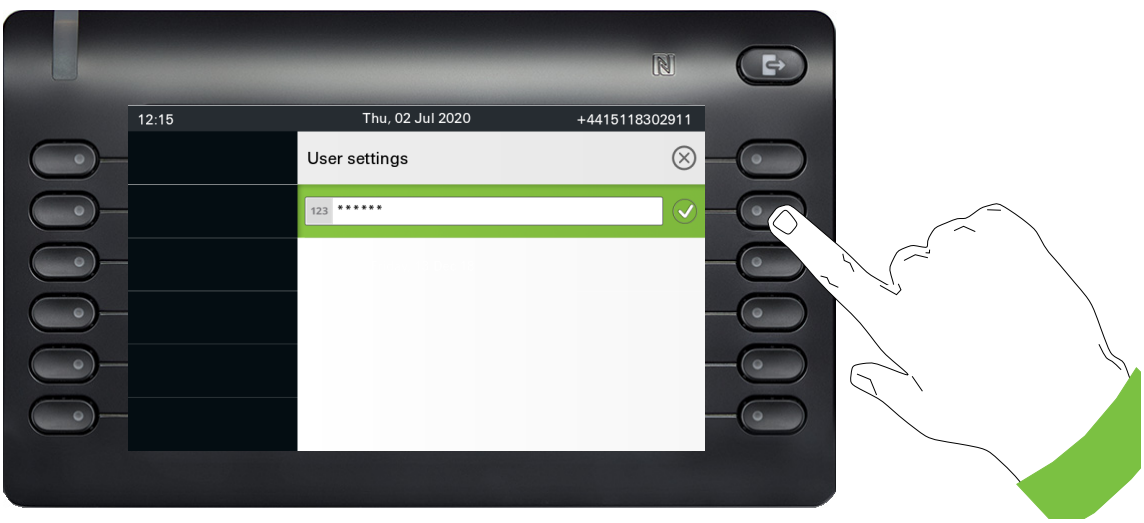


For the rest of this document, we will use the second approach to refer to Function keys either they are on phone or on a connected OpenScape Key Module 600.

User settings

Use the ☰ key to open the main menu and then switch to the settings.

The menu consists of a configuration area for system, local user, and local administrator settings.



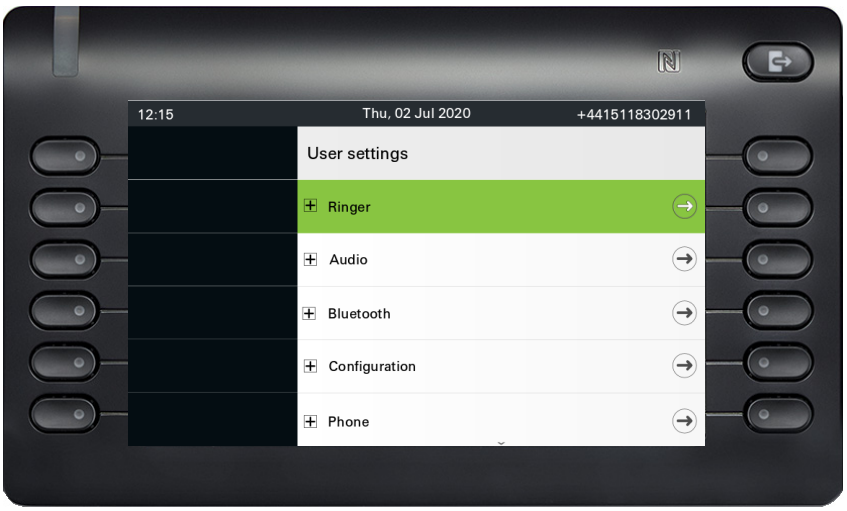
If you have already assigned a user password, you must enter it here. You can find out how to set up the password at → page 195.

User settings

Menu

You can adjust local settings for your OpenScape Desk Phone CP700/CP700X using the "User settings" menu.

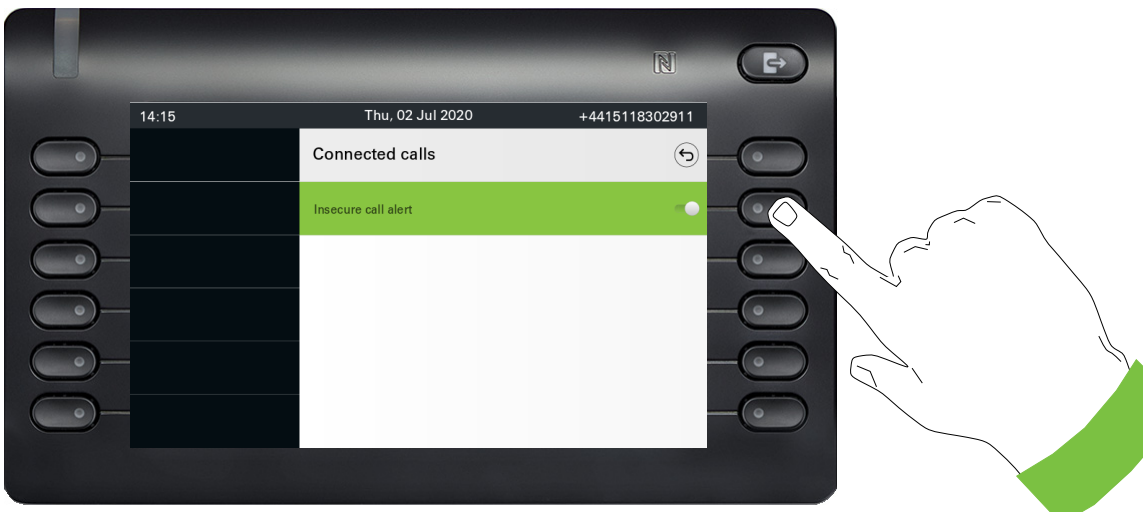
The menu structure consists of several levels.



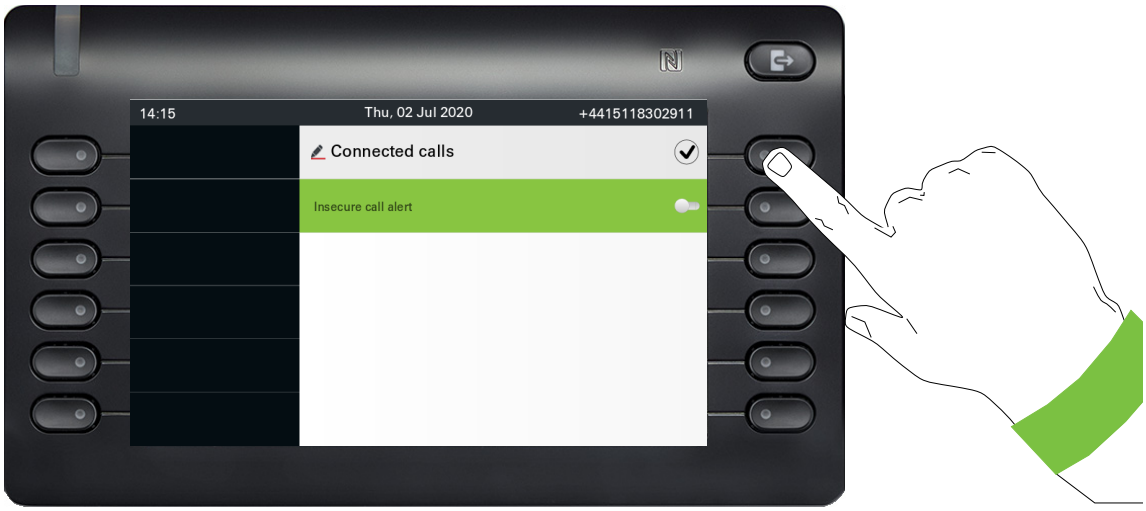
You can also configure all settings via the **web interface** of your OpenScape Desk Phone CP700/CP700X → page 210.

Switches

The menus contain switches for activating and deactivating functions. Example:



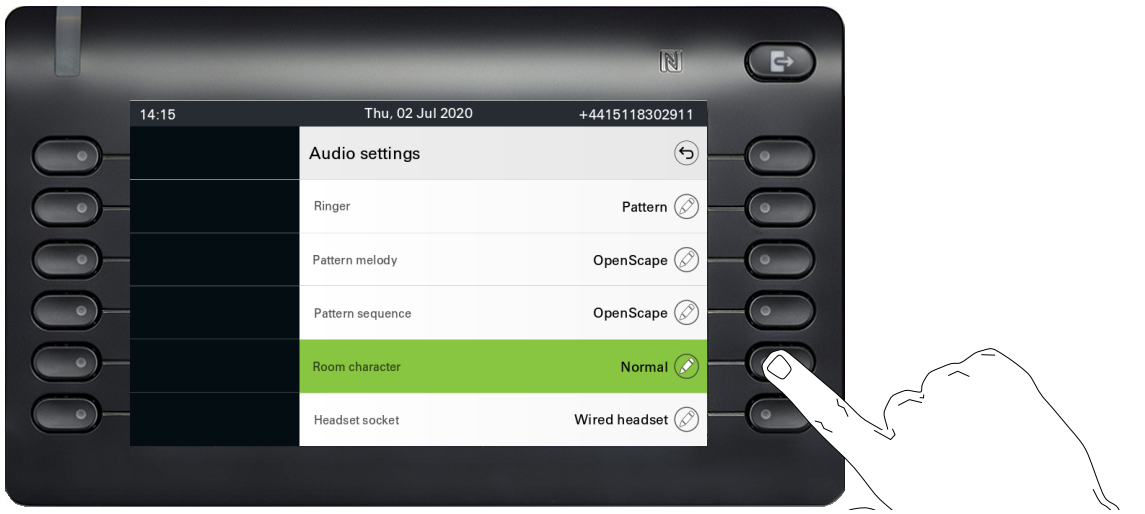
Press the Softkey on "Insecure call alert" to disable the function. The switch is moved to the left. Alternatively you can use OK to operate the switches.



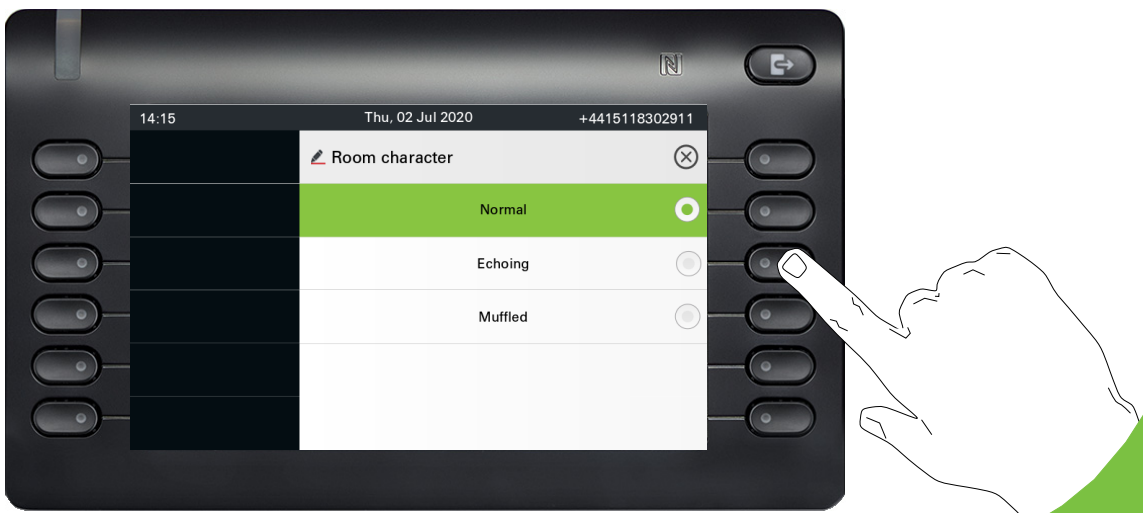
Press the Softkey for ✓ to save your new setting.

Parameters

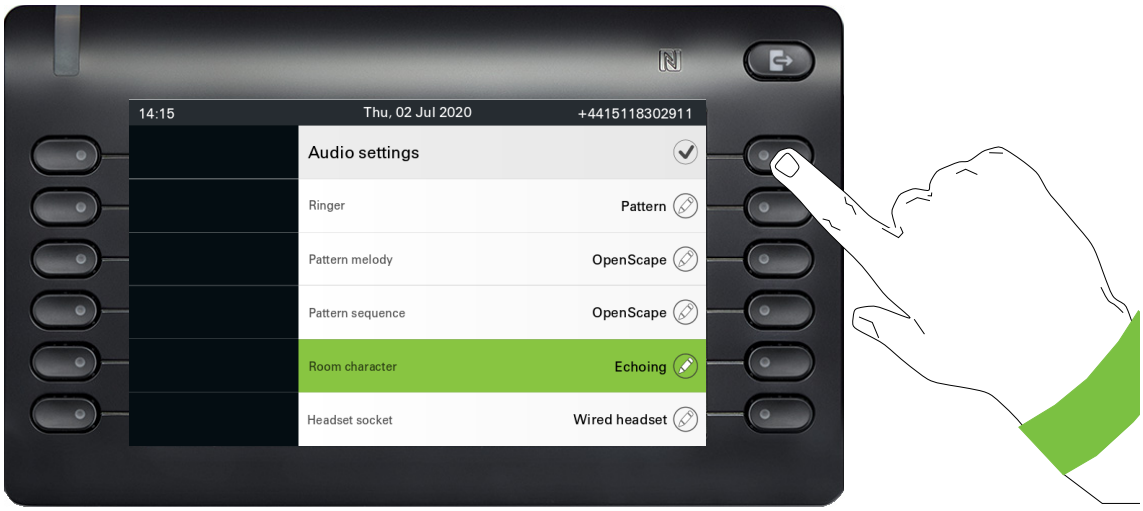
You can set values in some submenus.



Press the Softkey for ✎ to open the setting.



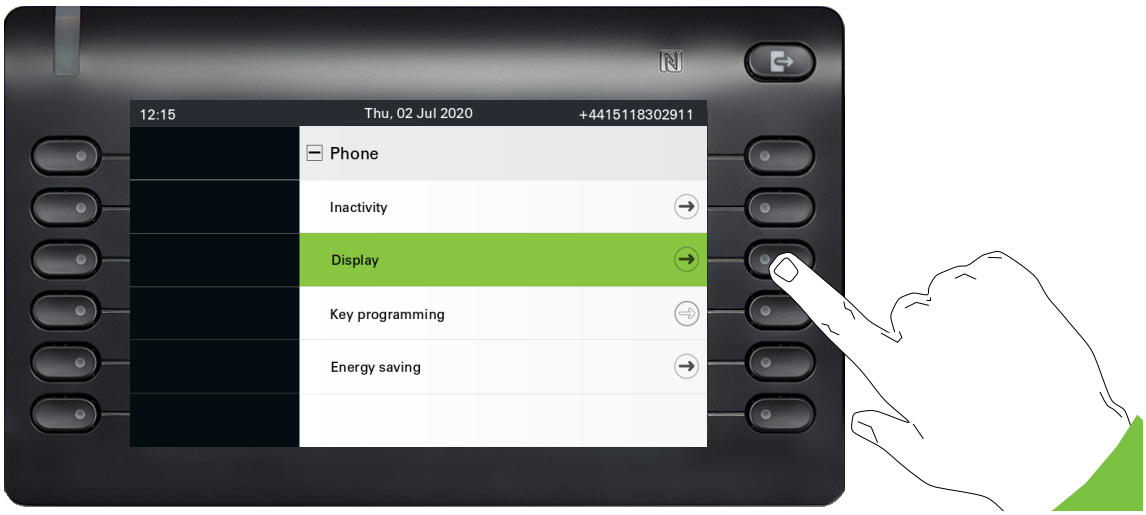
Press the Softkey for example on Echoing. The setting is changed and you return to the previous menu.



Exit the menu.

Level

You can use menus with levels to adjust the volume or brightness, for example. An example of display brightness is given here. Switch to the telephone settings menu



and open the display menu with the Softkey.

Open the menu for the brightness setting.

Adjust the brightness to the desired level. Use the − + key to do this. The display is adjusted immediately.

Complete the setting by pressing the Softkey for ✓.

Save your new settings.

Administration

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

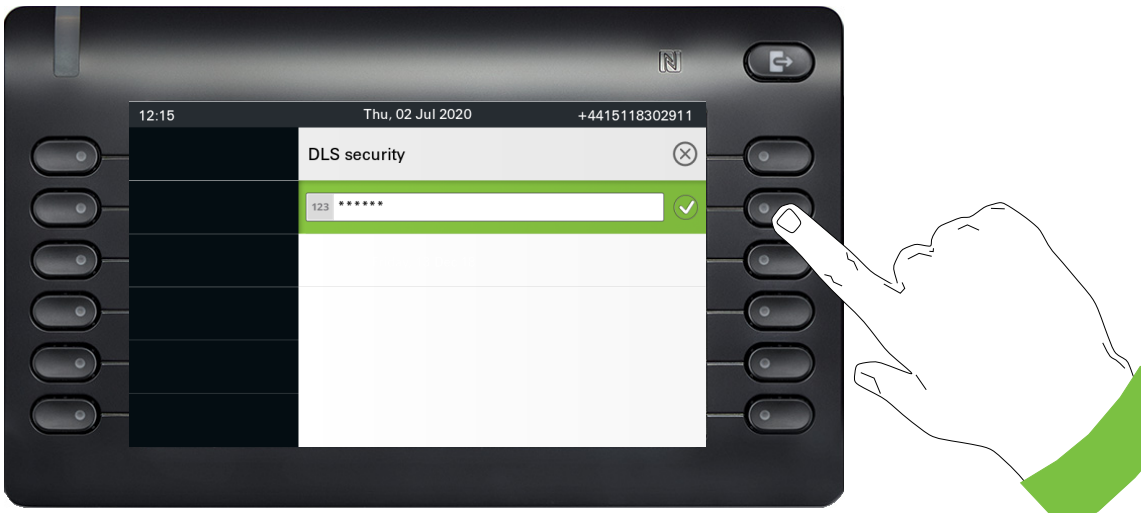
Refer to the administration manual for your phone for more detailed information on this topic.

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

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

DLS Security Pin

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



Setting up the phone

Display

Display adjustment

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

Display brightness

You can customize the display brightness according to your current lighting conditions.

You can also configure this setting via the Web interface → page 210.

Press the Main Menu key, if needed.

Service/Settings — Open using the Softkey

Select "User settings."

User settings — Open using the Softkey

if needed — Enter and confirm the User password.

Select "Phone".

Phone — Open using the Softkey.

Display — Open using the Softkey.

Brightness — Open using the Softkey[1].

Increase — Use the Softkey to brighten the display.

or

Decrease — Use the Softkey to dim the display

or

Adjust using the toggle key.

Confirm the setting with the Softkey.

Save the settings.

1. The display shows the current setting

Energy saving mode

Select the inactivity time after which the OpenScape CP700/CP700X should automatically dim or turn off the backlight.

You can select the following time combinations for backlight dim / switch off:

- 1 min/5 mins
- 5 mins/20 mins
- 30 mins/2 hrs
- 45 mins/4 hrs
- 60 mins/8 hrs

You can also configure this setting via the Web interface → page 210.

Press the Main Menu key, if needed.

Service/Settings

Open using the Softkey.

User settings

Open using the Softkey.

if needed

Enter and confirm the User password.

Select "Phone".

Phone

Open using the Softkey.

Energy saving

Open using the Softkey.

Activate after 5 mins/20 minutes

Open using the Softkey[1].

Select the new time in the list.

30 mins / 2 hrs

Using the Softkey, confirm the new background lighting settings.

Save the setting with the Softkey.

1. The display shows the current setting

Contrast for the OpenScape Key Module 600

If you have connected an OpenScape Key Module 600, you can adjust the key label contrast to suit your ambient lighting.

You can also configure this setting via the Web interface → page 210.

Press the Main Menu key, if needed.

Service/Settings

Open using the Softkey.

User settings

Open using the Softkey.

if needed

Enter and confirm the User password.

Select "Phone".

Phone

Open using the Softkey.

Display

Open using the Softkey.

Key module contrast

Open using the Softkey[1].

Increase

Use the Softkey to increase the contrast.

or

Decrease

Use the Softkey to reduce the contrast.

or

Adjust using the toggle key.

Confirm the setting with the Softkey.

Save the settings.

1. The display shows the current setting

Brightness for the OpenScape Key Module 600

When you have connected a OpenScape Key Module 600, you can adjust the key label brightness to suit your ambient lighting.

You can also configure this setting via the Web interface → page 210.

Press the Main Menu key, if needed.

Service/Settings — Open using the Softkey.

User settings — Open using the Softkey.

if needed — Enter and confirm the User password.

Select "Phone".

Phone — Open using the Softkey.

Display — Open using the Softkey.

Key module brightness — Open using the Softkey.[1]

Increase — Use the Softkey to brighten the display.

or

Decrease — Use the Softkey to dim the display.

or

Adjust using the toggle key

Confirm the setting with the Softkey.

Save the settings.

1. The display shows the current setting

Screensaver

Activate a screensaver for the phone's idle state.

You can also configure the screensaver settings via the Web interface.→ page 210

Activate the screensaver

Prerequisite: Your administrator has uploaded images to the OpenScape Desk Phone CP700/CP700X or you have uploaded your own images.

Press the Main Menu key, if needed.

Service/Settings — Open using the Softkey.

User settings — Open using the Softkey.

if needed — Enter and confirm the User password.

Select "Phone".

Phone — Open using the Softkey.

Inactivity — Open using the Softkey.

Screen type Main Menu — Open using the Softkey[1].

Select other option.

Slideshow — Confirm using the Softkey to set up a slide show.

Save the setting by selecting the Softkey.

1. The display shows the current setting

Upload your images for screensaver

To install your own images for screensaver, transfer the images using the Web interface → page 210.

Once you have opened the web interface click "File transfer" and "Slideshow images" and then click "Browse".

Search for suitable images on your computer or in the network and save your search results. You can upload several images in succession.

Your new images will be used next time you start the screensaver.

Automatic start of the screensaver

Select how long OpenScape CP700/CP700X should be idle before the screensaver automatically activates.

You can choose from the following settings:

- 0 minutes (deactivated)
- 1 minutes (default)
- 5 minutes
- 10 minutes
- 20 minutes
- 30 minutes
- 60 minutes
- 120 minutes

Press the Main Menu key, if needed.

Service/Settings

Open using the Softkey.

User settings

Open using the Softkey.

if needed

Enter and confirm the User password.

Select "Phone".

Phone

Open using the Softkey.

Inactivity

Open using the Softkey.

Idle time (mins) 1

Open using the Softkey.[1]

Select the new time in the list

5

Confirm with the Softkey to set the new time.

Save the setting with the Softkey.

1. The display shows the current setting

Set the fade time for the screensaver

Set the intervals at which the screensaver images change here.
The following fade times are possible:

- 5 seconds
- 10 seconds
- 20 seconds
- 30 seconds
- 60 seconds

Press the Main Menu key, if needed.

Service/Settings

Open using the Softkey.

User settings

Open using the Softkey.

if needed

Enter and confirm the User password.

Select "Phone".

Phone

Open using the Softkey.

Inactivity

Open using the Softkey.

Slide time (secs) 10

Open using the Softkey.[1]

30

Confirm with the Softkey to set the new time.

Save the setting with the Softkey.

1. The display shows the current setting

Return to Main menu after timeout

You can choose between screensaver or menu screen that the phone will switch to after a period of idle state has passed. The timer for this idle period will be the same as the existing screensaver timer → page 79.

Press the Main Menu key, if needed.

Service/Settings — Open using the Softkey.

User settings — Open using the Softkey.

if needed — Enter and confirm the User password.

Select "Phone".

Phone — Open using the Softkey.

Inactivity — Open using the Softkey.

Screensaver — Open using the Softkey.

Screen type Slideshow — Open using the Softkey.[1]

Select other option.

Main Menu — Confirm using the Softkey to set up a slide show, for example.

Save the setting by selecting the Softkey.

1. The display shows the current setting

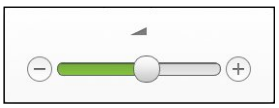
Audio

Change connection volumes

Change the following settings:

- Handset volume
- Speaker volume
- Headset volume
- Call loudspeaker volume

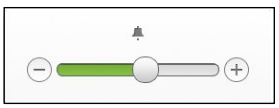
You can also adjust volume settings from the user menu → page 67.



Set volume louder or quieter. Press the key until you reach the desired volume.

Adjust ringer volume in call or while idle

You can also adjust volume settings from the user menu → page 67.



Press the key until you reach the desired volume.

Deactivate the ringer

If you do not want to be disturbed by the phone ringing for an incoming call, you can switch the ringer off.

Deactivating

Hold down the key until the "Ringer off" icon appears.

Activating

Hold down the key until the "Ringer on" icon goes out.

Mute active ringer

You can mute the active ringer for an incoming call and only for that call. Long press the key while the phone is ringing and only the active ringer is muted. Ringer mode is not changed.

If you want to change the ringer mode, see the section ”Deactivating” → page 82 and ”Activating” → page 82.

Ringer beep

You can turn the ringer off and select a short alert tone instead.

Hold down the key until the notification and icon for "Ringer beep" appears on the display.

Room character

To ensure that the other party can hear you properly in speakerphone mode, you can adjust the phone to the room acoustics by choosing one of the following room character conditions:

- Normal
- Echoing
- Muffled

You can also configure this setting via the Web interface → page 210.

Press the Main Menu key, if needed.

Service/Settings

Open using the Softkey.

User settings

Open using the Softkey.

if needed

Enter and confirm the User password.

Audio

Open using the Softkey.

Settings

Open using the Softkey.

Room character Echoing

Open using the Softkey[1].

Muffled

Use the Softkey to set to Muffled, for example.

Save the setting by selecting the Softkey.

1. The display shows the current setting

Ringer

Select your preferred ringer from the available audio files. If no individual audio files are available, the "Pattern" ring tone is preset. To upload your own files in ".mp3" or ".wav" format, please consult your administrator.

You can also configure this setting via the Web interface → page 210.

Press the Main Menu key, if needed.

Service/Settings — Open using the Softkey.

User settings — Open using the Softkey.

if needed — Enter and confirm the User password.

Audio — Open using the Softkey.

Settings — Open using the Softkey.

Switch to Ringtone.

Ringer Harmonize.mp3 — Open using the Softkey.[1]

You will be offered the following default options:

- Pattern
- Harmonize.mp3
- Ringer1.mp3
- Ringer2.mp3
- Ringer3.mp3
- Ringer4.mp3
- Ringer5.mp3
- Ringer6.mp3

Ringer1.mp3 — Confirm with the Softkey to switch. You will immediately hear the associated ringer melody.

Save the setting with the Softkey.

1. The display shows the current setting

Setting headset port use

You can also configure this setting via the Web interface → page 210.

Press the Main Menu key, if needed.

Service/Settings

Open using the Softkey.

User settings

Open using the Softkey

if needed

Enter and confirm the User password.

Audio

Open using the Softkey.

Settings

Open using the Softkey.

Select the headset port.

Headset socket

Open using the Softkey.[1]

You will be offered the following options:

- Wired headset
- Cordless headsetr
- Conference unit

Wired headset

Confirm with the Softkey to switch.

Save the setting with the Softkey.

1. The display shows the current setting

Call settings

Activate/deactivate second call

You can determine whether or not you would like to accept second calls (call waiting) during a conversation.

If your telephone belongs to an ONS group (parallel calls → page 191), please note the following special features:

In addition to triggering an alert tone on the engaged telephone, the second call will also be signaled with a ring tone on the other telephones in the ONS group.

Via a permanently displayed programmable key in the left panel or from a connected OpenScape Key Module 600

Prerequisite: The Camp/Overide key is configured in the left panel or on a connected OpenScape Key Module 600.

Camp/Overide

Press the Function key in the left panel or on the OpenScape Key Module 600.

Via Favorites

Prerequisite: The Camp/Overide key is configured in Favorites.

Press the Main Menu key, if needed.

Favorites

Open using the Softkey.

Favorites 1/2 Page 1

Select the required page with the Softkey.

Camp/Overide

Press the Function key, if it is shown.

Via the Service menu

Press the Main Menu key, if needed.

Service/Settings

Open using the Softkey.

Service menu

Open using the Softkey.

Feature settings

Open with the Softkey.

Camp-on

Select and confirm.

Activate

Confirm to activate second call.

or

Deactivate

Confirm to deactivate second call.

Central speed dial numbers

Speed dial numbers are set up by your responsible administrator.

Speed dial numbers are stored in the system.

The central speed dial directory can be obtained, e.g. in printed format, from your responsible administrator.

Speed dial with extension

Speed dial numbers with sequences are set up by your responsible administrator.

Functions including the dialing number and further access codes can be saved to a speed dial number.

Since the number of characters for a speed dial entry is limited, speed dial numbers (up to 10) can also be linked together in order to handle longer sequences.

Example:

When you leave the office, you want to block your telephone and simultaneously activate call forwarding. Both of these actions can be stored as a sequence using a speed dial number.

Likewise, in order to unlock the phone and cancel the call forwarding, a speed dial number can be stored.

Individual speed dial numbers

This function must be set up by your responsible administrator.

The keys 0 + to 9 WXYZ can be assigned to 10 frequently used phone numbers.

Press the Main Menu key, if needed.

Service/Settings

Open using the Softkey.

Service menu

Open with the Softkey.

Destinations

Open with the Softkey.

Speed dialing

Select and confirm.

0 + to 9 WXYZ — Press the required line key.

Enter the destination number.

Save — Select and confirm. Your entry is saved.

Use speed dial → page 106.

or

Dial again — Confirm to enter a new destination number.

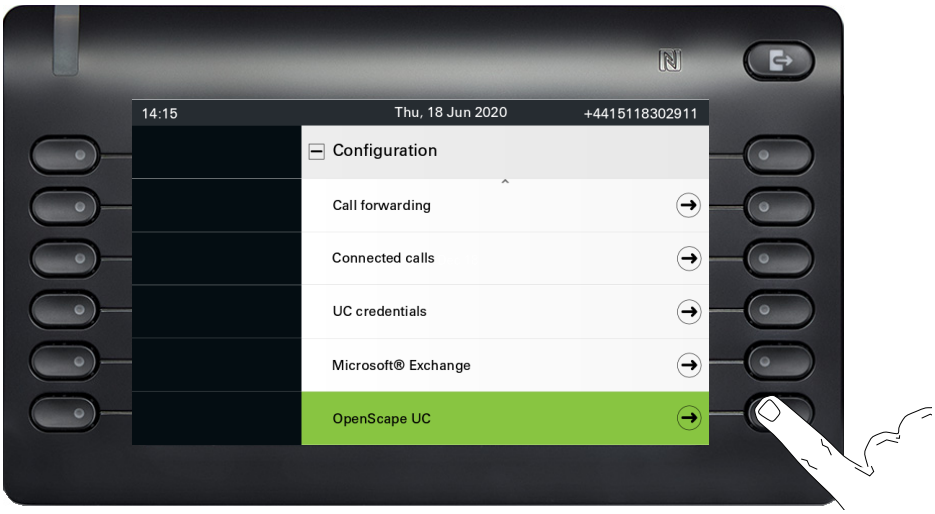
or

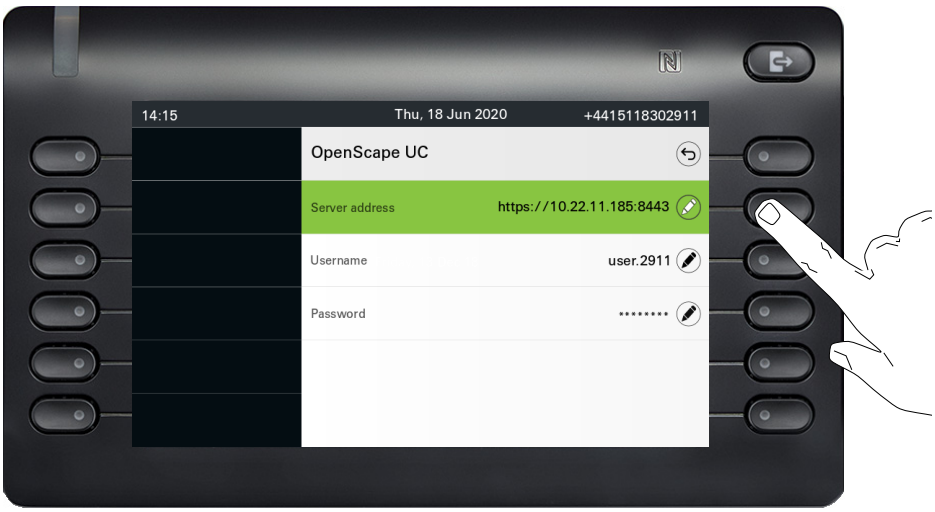
Return — Confirm to return to the previous menu.

OpenScape UC

The OpenScape UC can be configured in the Configuration menu. Open the OpenScape UC Settings and insert the required login information.

The OpenScape UC can be also configured in WBM → page 210.





The OpenScape CP700/CP700X will login using the given user credentials. If the data is incomplete (missing server address, username or password) the phone will not try to login at all.

If you experience any difficulties with the OpenScape UC Configuration, please contact your administrator.

Programming function keys

You can assign a series of functions for the phone to programmable Function keys on the device or on the OpenScape Key Module 600 to suit your requirements.

The CP700 comes with 6 illuminated, free programmable keys permanently displayed on the left panel of the display and additionally 6 keys in the Favorites menu, all of which can be programmed on two separate levels.

The OpenScape Key Module 600 comes with twelve Function keys, all of which can be programmed on two separate levels. You can toggle between the key levels using the two level keys. The Function keys can also be programmed via the Web interface → Page 210.

The keys can be programmed in three ways:

- Press and hold the selected key
- Call up via the Service menu
- Call up via User Settings

The following is a description of the set up by pressing and holding the selected key.

Function keys setup

The selection of available functions depends on the configuration. Please ask your administrator if you are missing a function.

Example: Configure a second call

Hold down the Function key in the left panel or on a connected OpenScape Key Module 600 to which a function is to be assigned, until the programming prompt is displayed.

or

Press the Main Menu key, if needed.

Favorites

Open using the Softkey.

Favorites (1/2) Page 1

Select desired page (1 to 2).

Press and hold the Function key to be programmed.

Select "Assign telephony function".

Assign telephony function

Confirm.

Change

Confirm.

Select "Call waiting/camp-on".

Call waiting/camp-on

Confirm.

Save

Confirm. The key is programmed.

Setting up a selected dialing key

If you want to set up a selected dialing key on the second level of the device or OpenScape Key Module 600, you can switch to this level beforehand.

or

Switch to the second level if necessary.

Hold down the Function key in the left panel or on a connected OpenScape Key Module 600 to which a function is to be assigned, until the programming prompt is displayed.

or

Press the Main Menu key, if needed.

Favorites

Open using the Softkey.

Favorites (1/2) Page 1

Select desired page (1 to 2).

Level 2

Switch to the second level if necessary.

Press and hold the Function key to be programmed.

Edit selected dialling

Confirm.

Number

Confirm

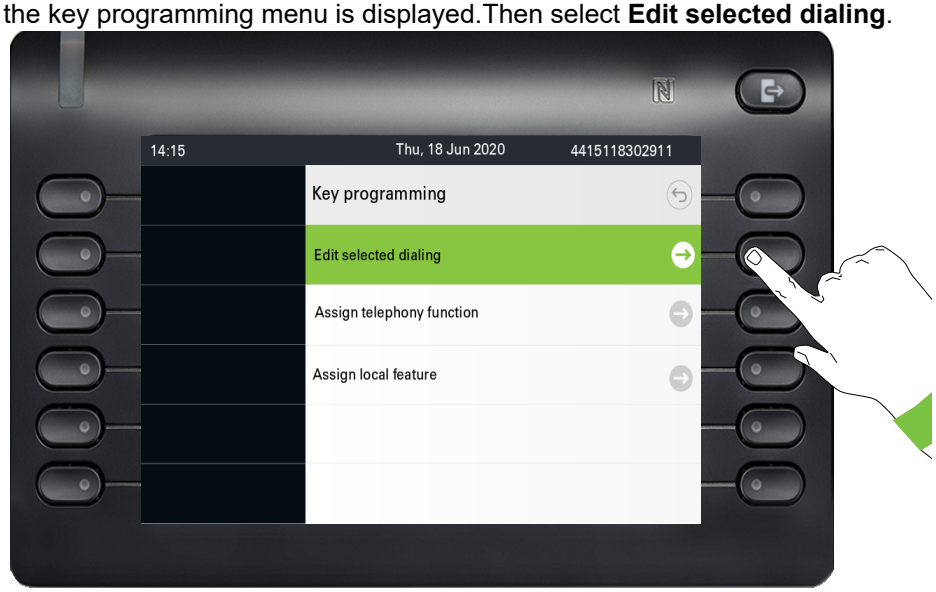
Enter the phone number and confirm.

Save the setting with the Softkey. The key is programmed.

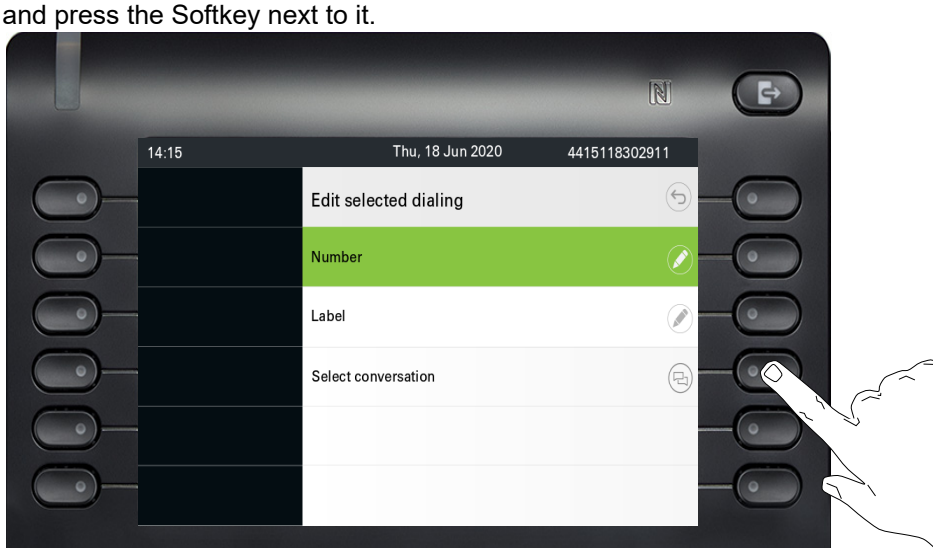
Setting up dialing keys with contact data from an existing local conversation

You can assign phone numbers to selected dialling keys, forwarding keys and deflect keys using the contact data from an existing conversation It is also possible to copy the contact name and use it as a key label, but only with selected dialing keys.

Hold down the Function key in the left panel, in the Favorites menu or on a connected OpenScape Key Module 600 to which a function is to be assigned until the key programming menu is displayed.Then select **Edit selected dialing**.

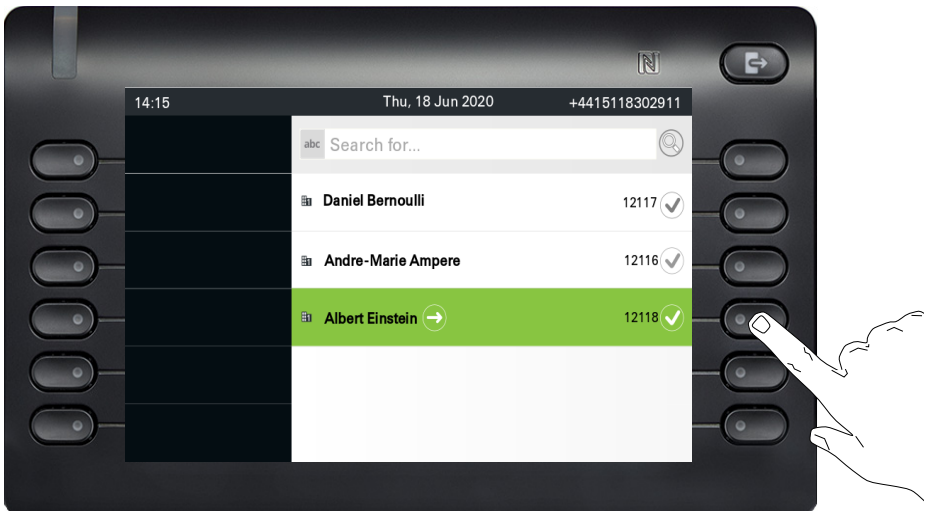


From the Edit selected dialling screen highlight the **Select conversation** option and press the Softkey next to it.

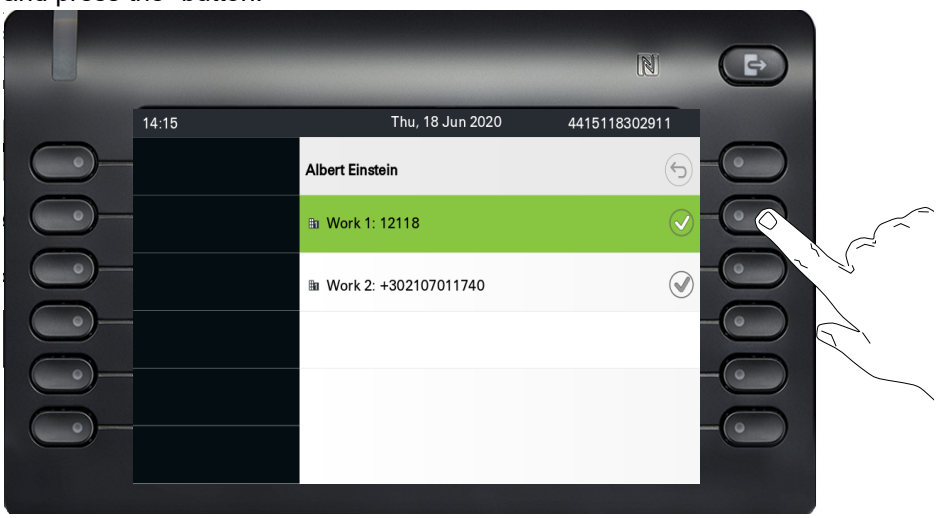


The Conversation selector screen will be shown. You can either select a conversation from the list, or use the “Search for..” box to search for a particular conversation.

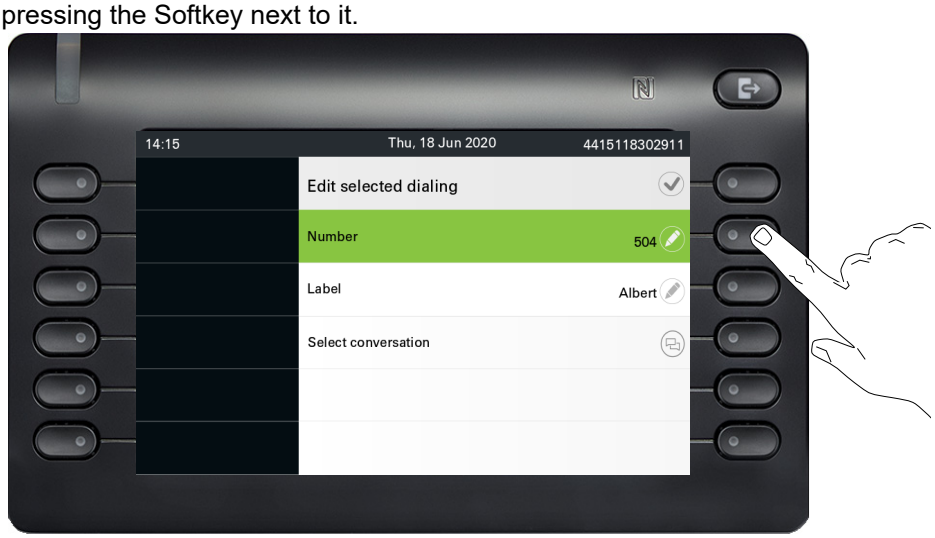
To select the default phone number of a contact use the Softkey next to it.



A conversation may have more than one phone numbers for its contact. To be able to select a phone number other than the default, highlighte the conversation and press the -button.

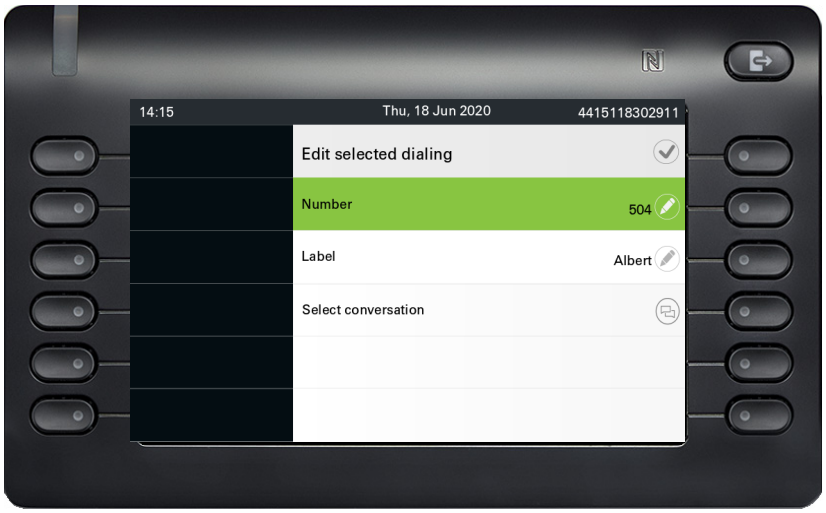


From the screen with the available phone numbers, choose a phone number by pressing the Softkey next to it.

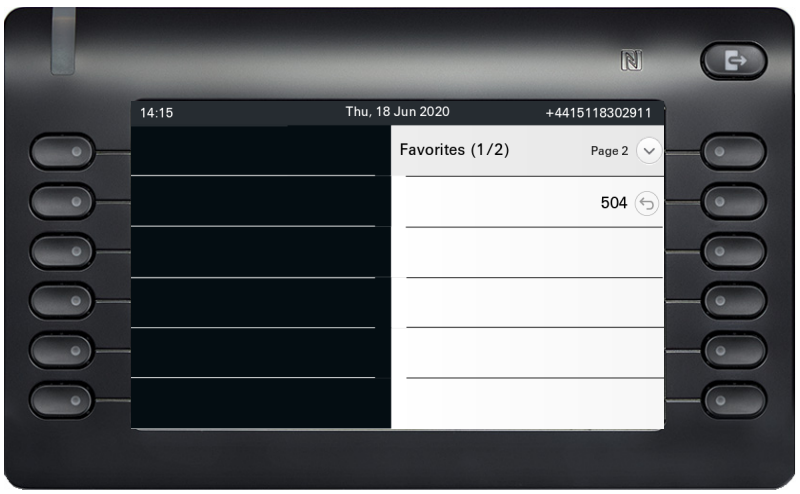


You will be redirected back to the Edit selected dialing screen where the Number now shows the default number or the chosen number of the contact and the Label shows the contact's name.

To edit these fields, highlight either Number or Label and press the Softkey next to them.



When you navigate to the Favorites option of the main menu screen, you can see that the function key is now configured and can be used.



Programming local features

How to program a local feature

Example: "Door opener" set up

Hold down the Function key in the left panel, in the Favorites menu or on a connected OpenScape Key Module 600 to which a function is to be assigned until the key programming menu is displayed.

or

Press the Main Menu key, if needed.

Favorites

Open using the Softkey.

Favorites (1/2) Page 1

Select desired page (1 to 2).

Press and hold the Function key to be programmed.

Select "Assign local feature".

Assign local feature

Confirm.

Door opener

Confirm.

DoorOpener 1

Confirm. The key is programmed.

How to delete a local feature

Example: "Door opener" delete

Hold down the Function key in the left panel, in the Favorites menu or on a connected OpenScape Key Module 600 to which a function is to be assigned until the key programming menu is displayed.

or

Press the Main Menu key, if needed.

Favorites

Open using the Softkey.

Favorites (1/2) Page 1

Select desired page (1 to 2).

DoorOpener 1

Hold down the Function key that has been programmed for the Door opener in order to delete it.

Select "Delete local feature".

Delete local feature

Confirm. The key indicating the local feature is deleted.

How to program a function key with Send URL functionality

Configuration

Hold down the Function key in the left panel, in the Favorites menu or on a connected OpenScape Key Module 600 to which a function is to be assigned until the key programming menu is displayed.

or

Press the Main Menu key, if needed.

Favorites

Open using the Softkey.

Favorites (1/2) Page 1

Select desired page (1 to 2).

Press and hold the Function key to be programmed.

Select "Assign local feature".

Assign local feature

Confirm.

Send URL

Confirm.

Send URL name

Confirm. The key is programmed.

Activation

After the key is programmed, the LED lights amber to indicate that the key is busy, so another key press in that state will have no action.

After successful HTTP response from the web server, the LED lights green for 3 seconds and a success notification appears. You can now control remote server actions from your CP phone.

After unsuccessful HTTP response from the web server, the LED lights red for 3 seconds and a failure notification appears.

Making calls

To better understand the steps described here, it is recommended that you read the introductory chapter ”Getting to know the OpenScape Desk Phone CP700/CP700X” → Page 17.

Receiving a call

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

Answering a call via the handset

The phone rings.

Lift the handset[1]

Answering a call via the loudspeaker (speakerphone mode)

The phone rings.

Press key. LED is lit[1].

Answering a call via the headset

Prerequisite: A headset is connected.

The phone rings. The key * flashes.

Press the key[1].

1. Set the volume → page 81.

Answering a call with the DSS key

Prerequisite: You have configured a DSS key on your phone, for example a key with label DSS X. For more information, see ”Setting up a selected dialing key” → Page 91.

The phone rings.

DSS X

Press the DSS key.

The LED is lit. You can speak handsfree.

or

Lift the handset[1].

Accepting calls for a colleague in the team

You can pick up calls for other members in your team (Call pickup group; ask relevant Administrator); also during a call.

The text “Call for" appears in the Notification area of your phone screen along with the phone number or name of the called party. If a team member does not take the call within 15 seconds (depending on the setup), you will also hear an alert tone.

Prerequisite: The Pickup key is configured in the left panel, in Favorites or on a connected OpenScape Key Module 600 (→ **page 58**).

In idle mode

Pickup

Press the flashing "Pickup" key. You have picked up the call.

The LED is lit. You can speak handsfree.

or

Lift the handset[1].

During the call

Pickup

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

To end the second conversation and return to the first

Release and return

Confirm in order to disconnect.

1. Set the volume → page 81.

Selectively picking up a call

You hear another phone ringing, whose number you know, or a colleague invites you to take over a call on a particular phone.

Lift the handset.

Direct call pickup

Select and confirm.

Enter the telephone number on which you wish to take over the call. You can then accept the call[1].

Display called extension

When the call number is not shown in a call pickup group in which you want to take over a call (display is deactivated by default for pickup group), you can enter the code for “display on request” after picking up the phone. Ask your administrator about this code.

Lift the handset.

Enter the system code for “display on request” (if nec. ask the administrator).

Once you have entered the code, the phone number will be shown.

Addressed via speakerphone (direct speaking)

You are being spoken to directly by a colleague over speakerphone. Handsfree and open listening are automatically activated.

The speaker key is lit.
Answering in hands-free mode is immediately possible.

or

Lift handset and answer.

Speak directly to your colleague → page 173.

Switch microphone on/off

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

Ending a call

Press the illuminated key. The key is no longer lit.

or

Press the illuminated key. The key is no longer lit.

or

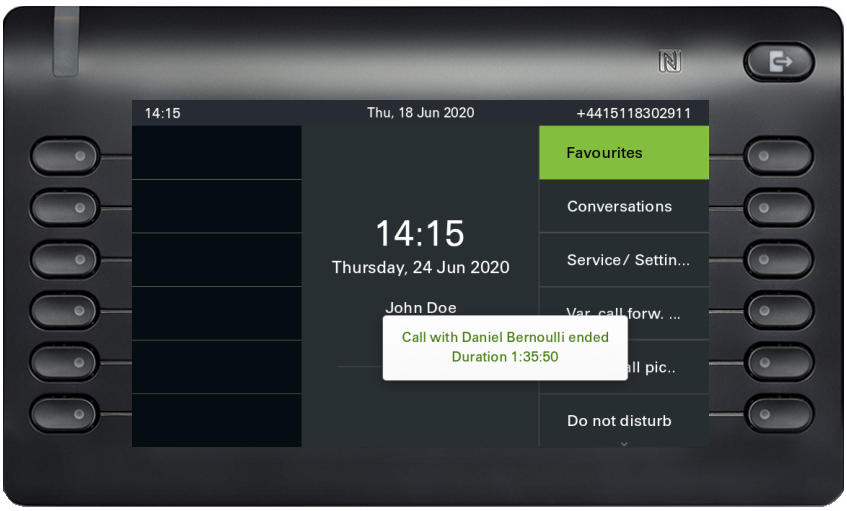
Replace the handset.

or

Release

Press the key if it has been set up by your administrator.

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



Dialing/Calling

Dialing with handset off

Lift the handset.

123 Dial a number...

The input field in Conversations is opened in numeric mode.

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

123 082631565

OK

Confirm when the complete number has been entered.

or

Peter Maier

The required contact is shown in the list. Confirm with the Softkey. The connection is set up.

Dial with the handset on-hook

Enter digits via the dial pad.

or

Press the key if a headset is connected.

or

Press key.

123

The input field in Conversations is opened in numeric mode.

Internal: Enter or complete the phone number.
External: Enter or complete the external code and phone number.

OK

Confirm when the complete number has been entered.

or

Georg Simon Ohm

The required conversation is shown in the list. Confirm with the Softkey. The connection is set up.

Participant answers over loudspeaker:

With handset on hook: Speakerphone mode.

or

Lift the handset.

Participant does not answer or is busy:

Press key. LED goes out.

or

Callback

Press the Softkey to arrange a callback. (see also → page 109)

Dialing with connected headset

Prerequisite: The headset is connected.

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

The key illuminates.

Choose from conversations

The conversations list is displayed on the screen. If the contact you want is not visible, then select with

or search by entering the phone number or name.

Georg Simon Ohm

Confirm the selected contact with the Softkey. The phone number is dialed.

or

Georg Simon Ohm

If visible, confirm immediately with the Softkey for the contact. The phone number is dialed.

Calling with a direct station select (DSS) key

Prerequisite: You have configured DSS keys on your phone, for example a key with label DSS X. For more information, see ”Setting up a selected dialing key” → Page 91.

DSS X

Press the DSS key.

When the participants answer, enter speakerphone mode.

or

Lift the handset.

Note the meaning of the LED displays on the direct call keys → page 65.

Redialing

From the conversation list

You can use conversation list to call your last connected party. You can do this via the history of a conversation (for more information, see ”Display the history of a conversation” → Page 49) or via contact details (for more information, see ”Opening details of a conversation or conducting a call” → Page 37).

Via the fixed redial key

You can also call your last connected party via the Redial key.

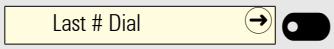
Redial is the default function assigned to the key, unless otherwise configured by your administrator.

Press the redial key.

Via a permanently displayed programmable key in the left panel

Press the Function key.

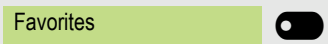
From a connected OpenScape Key Module 600



Press the Function key.

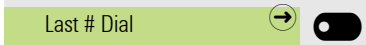
Via Favorites

Press the Main Menu key, if needed.



Open using the Softkey.

Select the Function key.



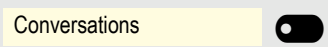
Press the Function key.

The connection to the last subscriber dialed is established.

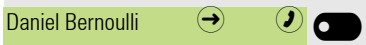
Returning a missed call

Contacts who have tried to reach you are identified accordingly in the conversations list and appear at the top of the list. The notification LED is red. In addition to the menu name, i.e. "Conversations", the number of missed calls is shown.

Press the Main Menu key, if needed.



Open using the Softkey.



A contact is indicated as a "New missed call" with . Select the contact and confirm to call the contact.

Using speed dial

This function must be set up by your responsible administrator.

Speed dial numbers can also contain command or access code sequences and may be linked with other speed dial numbers → page 87.

Dialing with central speed dial numbers

Prerequisite: You know the speed dial number → page 87.

Press the Main Menu key, if needed.

Service/Settings

Open using the Softkey.

Service menu

Open with the Softkey.

Use speed dialing

Open with the Softkey.

Enter the speed dial number.

The connection is immediately established.

Dialing with individual speed dial numbers

Prerequisite: You have set up individual speed dial numbers.

Press the Main Menu key, if needed.

Service/Settings

Open using the Softkey.

Service menu

Open with the Softkey.

Use speed dialing

Open with the Softkey.

0 + ... 9 WXYZ

Press the required speed dial key.

The connection is immediately established.

Forwarding calls

You can program several types of call forwarding on your line.

FWD-VAR-ALL-BOTH	ON	All calls are forwarded to the stored phone number, and the call number is deleted when the call is disconnected.
FWD-FIXED	ON	All calls are forwarded, the stored phone number is not deleted when the call is disconnected.
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 connection is busy, all calls are forwarded.
FWD-VAR-RNA-BOTH	ON	If you do not pick up a call, all calls will be forwarded after a certain amount of time.
FWD-VAR-BZ/NA-BTH	ON	If your connection is busy, or you do not pick up a call, all calls will be forwarded following a certain period.

Use call forwarding

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

If call forwarding is activated, a special dial tone sounds when the handset is lifted.

If DTMF dial-in (ask relevant Administrator) is active, you can also divert calls there. Destinations: Fax = 870, Direct inward dialing = 871, Fax-Direct inward dialing = 872.

If you are the end caller of a forwarded call, you can see the call number or the name of the forwarding party in the Notification area of the display (1st. line) and the those of the caller below it.

Setting up call forwarding via the call forwarding menu

Open the Forwarding menu.

In the menu, you immediately have an overview of call forwarding currently set-up. This menu is also available via the user settings.

Var: All calls → Not set

Confirm.

or

Var: External calls Not set

Confirm.

or

Var: Internal calls Not set

Confirm.

or

Var: Busy Not set

Confirm.

or

Var: No reply Not set

Confirm.

or

Var: Busy or No reply Not set

Confirm.

or

Fixed: All calls Not set

Confirm.

Destination

Use the Softkey to open the editor for the destination phone number.

123 3335

Enter the destination phone number on the dial pad.

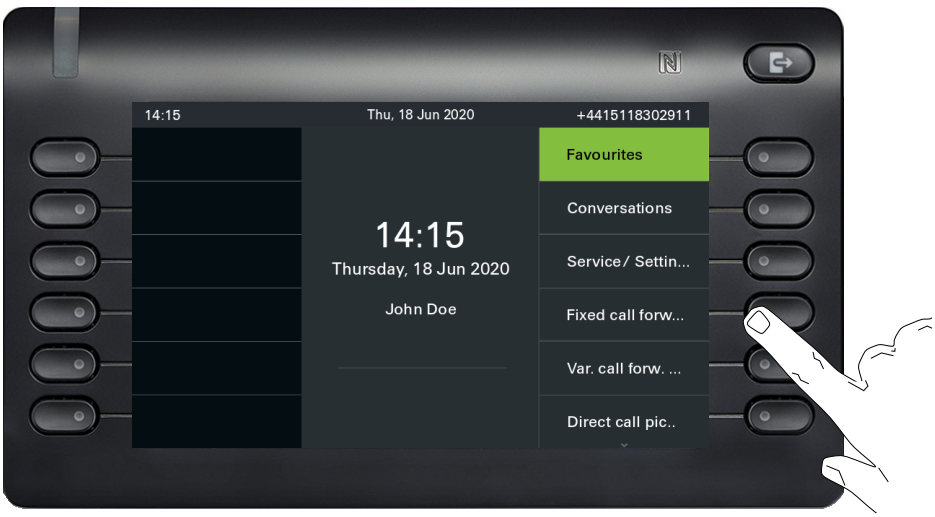
Enter the destination phone number. Confirm your input with the Softkey.

Activating call forwarding via the idle menu

Press the Main Menu key, if needed.

Fixed call forwarding

Select and confirm.



Internal and/or external calls to your lines will be forwarding to the destination you have set for “Fixed: All calls” (see → page 107).

Deactivating call forwarding via the idle menu

Press the Main Menu key, if needed.

Call forwarding

Select and confirm.

Using callback

You can request a callback if the individual called is busy or if nobody answers. This also applies to external calls via switching centers. This will save you from repeatedly attempting to call someone.
You receive a callback:

- when the other party's line becomes free, or
- as soon as the party who did not reply has held another conversation.

If configured (ask relevant Administrator), all callback requests are automatically deleted overnight.

Saving a callback

Prerequisite: The line is currently busy or nobody answers.

Callback

Confirm.

Accepting a callback

An participant for whom a callback was saved is now no longer busy or has phoned in the meantime. Your phone now rings.

Lift the handset.

or

Press key. LED lights up.

Checking/deleting a saved callback

Press the Main Menu key, if needed.

Select "Display callbacks".

Display callbacks

Confirm.

Next callback

Confirm to display additional entries if applicable.

Deleting an entry that is displayed

Delete

Confirm.

Ending a query

Cancel

Confirm.

or

Press key.

During the call

Switch to speakerphone

Prerequisite: You are conducting a call via the handset.

Press and hold the key, hang up the handset, and then release the key and continue the call.

US mode

If the country setting is set to US (ask relevant Administrator), you do not need to press the loudspeaker key when you hang up the phone.

Press key.

Replace the handset. Proceed with your call.

Switching to the handset

Prerequisite: You are conducting a call in speakerphone mode.

and

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

Open listening in the room during a call

You can allow other people in the room to listen in on a call. Let the other party know that you have turned on the loudspeaker.

Prerequisite: You are conducting a call via the handset.

Activating

Press key. LED lights up. The hands-free microphone remains off.

Deactivating

Press key. LED goes out.

Parking a call

You can park up to 10 internal and/or external calls. You can resume the parked calls on another telephone. This allows you to continue a call on another phone, for example.

Prerequisite: You are conducting a call.

Group Park →

Press the Function key in the left panel or on a connected OpenScape Key Module 600, if configured.

or

Press the Main Menu key, if needed.

Favorites

Open using Softkey.

Favorites 1/2 Page 1 ✓

Select the required page with the Softkey.

Group Park →

If visible, press the Function key.

0 + ... 9 wxyz

Enter and note a parking position number between 0 and 9. If the entered parking position number is not accepted, it is already busy; please enter a different number.

Retrieving a parked call

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

Group Park →

Press the Function key in the left panel or on a connected OpenScape Key Module 600, if configured.

or

Press the Main Menu key, if needed.

Favorites

Open using Softkey.

Favorites 1/2 Page 1 ✓

Select the required page with the Softkey.

Group Park →

If visible, press the Function key.

Select "Retrieve call."

Retrieve call

Confirm.

0 + ... 9 wxyz

Enter the parking position number you have noted.
If the entered park position number is not assigned, you cannot answer the call.

If a parked conversation is not taken on, the call goes through there again after a certain time, where it is parked (= callback).

Call holding

You can place a call partner on hold. They will hear music on hold.

Press the Hold key.

You can now perform a consultation call or hang up.

Recall

If you have hung up, a recall occurs after a set time.

Lift the handset[1]

or

Press the key

or

Press the key[1], if a headset is connected, to confirm recalling the party.

Being on hold

Held remotely

You have been placed on hold by your call partner and informed accordingly in the Notification area.

Pending calls

Confirm to receive information about the call partner in "Conversations".

1. Set the volume → page 81.

Call second individual (consultation)

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

Consultation

Confirm.

Calling a second participant

Enter the phone number of the desired participants.

or

Select one from the conversations list.

Back to the first participant, second participant does not answer:

Return to held call

Confirm the option shown.

Ending a consultation call:

Release and return

Confirm the option shown

Switching to the held party (alternating)

Toggle

Confirm the option shown

Transferring a call

If the person you are speaking to wishes to be forwarded to one of your colleagues, you can transfer the call.

Prerequisite: You are conducting a call.

Consultation

Press the Softkey shown.

Enter the phone number of the desired participants.

Potentially announce the call.

Press the fixed **Transfer** key.

or

Replace the handset.

or

Transfer

Press the Softkey shown.

Accepting a second call (Call waiting)

You are still available to other callers, even though you are on the telephone. A warning tone and the notification "Call for: X" in the display indicate the waiting 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 also block the second call or the signal tone → page 86.

Prerequisite: You are on the phone and hear a warning tone (approx. every six seconds).

Ending the first call and answering the second call

Replace the handset. Your phone rings.

Accept second call. Lift the handset.

Place first call on hold and answer second call

Accept

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

Ending the second call, resuming the first call

Release and return

Confirm

or

Replace the handset.

or

Lift the handset.

Carry out DMTF-suffix/dial tone

In order to control devices, such as answering machines or automatic information systems, you can send out DTMF signals (**D**ual **T**one **M**ulti-**F**requency).

Please ask your administrator to send the codes for the DTMF tones.

Ending the call also deactivates DTMF suffix dialing.
Your system can also be configured in such a way that you can start the DTMF dial-up immediately after establishing the connection. You can also set-up a key for DTMF dialing.

Rollover

You can set up the volume for all notification, which occur during your call. For more information, see ”Volumes” → Page 202.

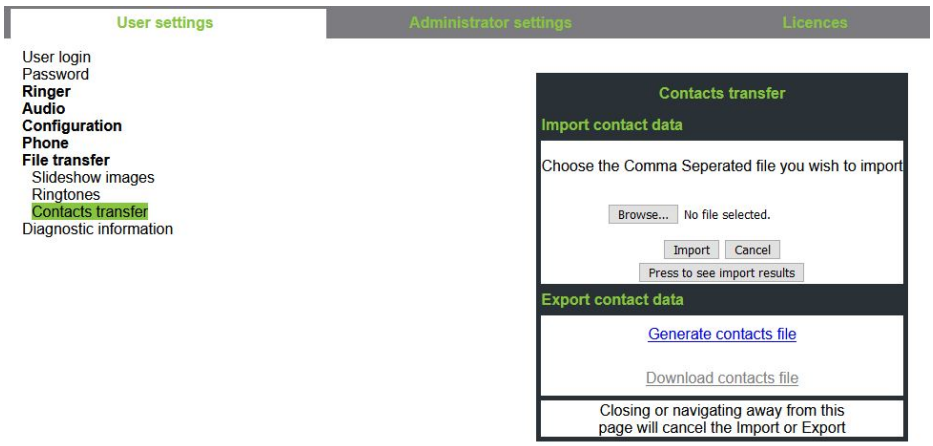
Importing contacts via WBM

You can import your contacts into your phone through WBM interface (for more information, see ”Web interface” → Page 210). The contact file can be exported from Outlook or OSM.

See the products documentation for instructions on how to export contacts from an Outlook client or OSM.

Files previously exported by this or another phone may also be imported.

Log on to the User Pages on WBM using your password (for more information, see User Pages → page 210.)

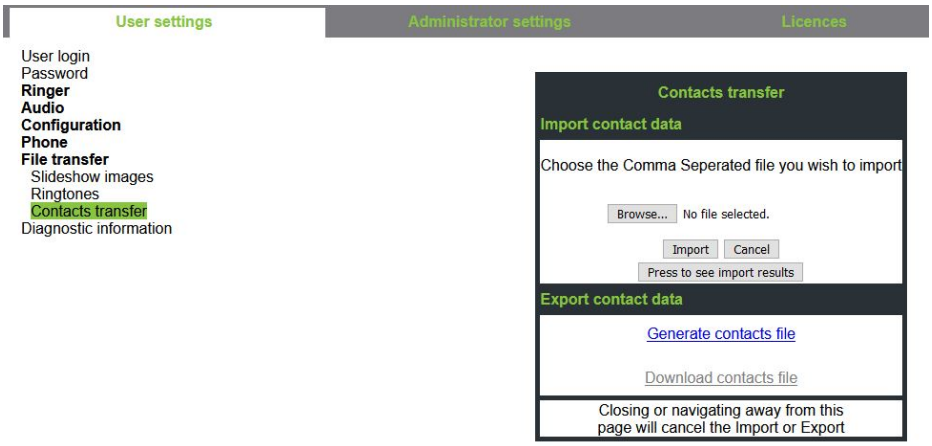


A contact list can be downloaded on your phone via your browser:

1. Click on the “Browse” button and a window will open onto your PCs file system to allow you to navigate to a local or remote folder and select a file to be imported
   – The default format is ".csv"
   – You can use comma or a semi-colon as a value separator for the imported CSV file
   – When exporting from Outlook, do not change the mapped header field names
2. Select destination and confirm.
   – The path to the file will be displayed on the page next to the button “Browse” when you select the destination and close the window
3. Press “Import”
   – Whilst the import is in progress you may notice some deterioration in the phones performance.

Picture clips (avatars) are not included as part of the import.

4. The progress and outcome of the import will be indicated to you
   - A completion message is displayed when the "Press to see import results" button is pressed
   - A successful import will be indicated by a "Import completed" text message below the panel on the page
   - A message "Import contacts completed" will also be displayed on the phone's screen when the import is completed
   - Failures will be indicated by a suitable text message below the panel on the page



Using Bluetooth

Bluetooth is used for wireless communication, e.g. between PCs or tablets and smartphones or headsets. Bluetooth can be used at a distance of up to 10 meters. To exchange data between Bluetooth-enabled devices, the devices need to undergo a once-off pairing procedure.

Discoverability

When first enabling a connection to a Bluetooth device, this function must be switched on → page 138.

The OpenScape CP700/CP700X is recognizable by default for other Bluetooth devices once you have opened the pairing menu.

The OpenScape CP700/CP700X discoverability feature is disabled on exiting the pairing menu in order to prevent misuse.

A connection is established for devices that are already connected even if the "Discoverable" function is deactivated.

Pairing

Pairing is the process used by two Bluetooth-enabled devices to "see" one another and to "recognize" that they can exchange data. It is therefore used for checking the access authorization of a Bluetooth device in a Bluetooth network. A connection key is generated for later identification.

Pairing is only performed the first time contact is established between a Bluetooth device and your OpenScape CP700/CP700X. If the Bluetooth device is successfully paired, no further access authorization checks are necessary. Instead, each subsequent check uses the previously created link key.

Pairing NFC-enabled devices

If your Bluetooth device has an NFC reader (**N**ear **F**ield **C**ommunication), it can be paired very easily with your OpenScape CP700/CP700X (often smartphones have this, but not headsets).

The NFC transmitter on the OpenScape CP700/CP700X is located in the top right area of the display, to the left of the Forwarding key and below the "N" logo.

To pair the Bluetooth device, hover over this logo and follow the instructions (see instructions for Bluetooth device).

Using a Bluetooth headset

You can connect a Bluetooth headset to your OpenScape CP700/CP700X, which is approved for use with the OpenScape CP700/CP700X. Ask your administrator about approved headset types.

Connecting the Bluetooth headset

Prerequisite: The Bluetooth function on your OpenScape CP700/CP700X is activated → page 135.

Press the Main Menu key, if needed.

Service/Settings

Open using the Softkey.

User settings

Open using the Softkey.

if needed

Enter and confirm the User password.

Bluetooth

Open using the Softkey.

Paired devices

Open using the Softkey.

Finding and connecting the Bluetooth headset

Now switch your Bluetooth headset to pairing mode (see the user manual supplied with the device).

Paired devices

Paired devices are displayed. Start the search for new devices with the Softkey. Start or set the paging function on the Bluetooth device if needed.

Nearby devices

Located devices are displayed. Repeat the search if needed with the Softkey.

Headset

Select the relevant headset and open with the Softkey.

Accept

Confirm the pairing prompt with the Softkey. The Bluetooth device is paired and added to the list.

or

123 Enter pairing PIN...

A pairing PIN is requested.

Enter the pairing PIN and confirm with the Softkey. The Bluetooth device is paired and added to the list.

Connecting a Bluetooth headset to OpenScape CP700

The Bluetooth headset must now be connected to the OpenScape CP700.

Select the Bluetooth headset in the list.

Confirm with the Softkey to connect. You will receive a corresponding confirmation. The connection is immediately established and the headset is ready for operation.

Once your Bluetooth headset is connected to the telephone device, you can see the headset's battery level in the status bar.

Testing a Bluetooth headset

Press key. You should now hear the on-hook signal in the headset.

The input field is opened.

Enter the phone number.

Confirm when the complete number has been entered.

or

The required contact is shown in the list. Confirm with the Softkey. The connection is set up.

If needed, adjust the volume of the headset.

Transferring contacts

The Bluetooth function on your OpenScape CP700/CP700X allows you to transfer contacts in **vCARD format** (file extension: .vcf) from other Bluetooth devices to your OpenScape CP700/CP700X and save them in the Conversations list. You can also send entries from the Conversations list as vCards to other Bluetooth-enabled devices.

Due to the diverse range of PCs, smartphones, and PDA devices currently available, we are unable to provide universal instructions on how to transfer vCard files in this manual.

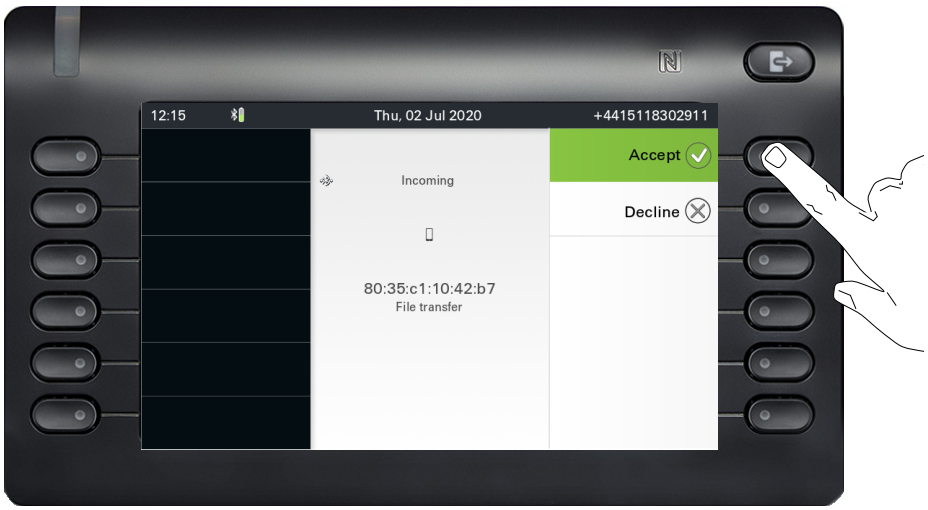
The instructions for data transfer via Bluetooth provided in the relevant manufacturer documentation should be observed.

Receiving a vCARD

Prerequisite: The Bluetooth function on your OpenScape CP700/CP700X is activated → page 135. A vCard file is stored on your Bluetooth-enabled device (PC, tablet, mobile telephone, etc.). Start the data transfer.

If a vCard is transmitted, you will be prompted to accept the data transfer.

Example:



Accept

Press the Softkey to allow the data transfer.

Saving contacts

Store

Press the Softkey again to save the vCard(s) to the contact list. You will receive confirmation.

Sending a vCard

Sending to a paired device

Prerequisite: The receiving device is included in the list of paired devices, Bluetooth is activated on the device and can receive vCards.

Select the required contact from the Conversations menu.

Georg Simon Ohm

The selected contact is highlighted.

Open the contact.

Share contact

Press the Softkey. The menu for paired devices opens. A search is initiated for devices.

Smartphone

Use the Softkey to confirm sharing on the relevant paired device. The vCard for the entry is sent. (You will receive confirmation)

Perform the necessary steps on the destination device to save the vCard data.

or

Sending to an unpaired device

Prerequisite: Bluetooth is activated on the device and the device can receive vCards.

Select the required contact from the Conversations menu.

Georg Simon Ohm

The selected contact is highlighted.

Open the contact.

Share contact

Press the Softkey. The menu for paired devices opens. A search is initiated for devices. Wait until the relevant unpaired device appears.

Tablet

Use the Softkey to confirm sharing on the relevant device. The vCard for the entry is sent (you will receive confirmation).

Perform the necessary steps on the destination device to save the vCard data. Detected devices are then deleted from the list.

Using a Bluetooth conference phone

You can connect a Bluetooth conference phone to your OpenScape CP700, which is approved for use with the OpenScape CP700. Ask your administrator about approved conference devices.

Connecting a Bluetooth conference phone

Below is an example of connecting and operating a conference phone.

Prerequisite: The Bluetooth function on your OpenScape CP700 is activated → page 135. The conference phone is ready for use but **switched off** (see conference device User Guide).

Press the Main Menu key, if needed.

Service/Settings

Open using the Softkey.

User settings

Open using the Softkey.

if needed

Enter and confirm the User password.

Bluetooth

Open using the Softkey.

Paired devices

Open using the Softkey.

Finding and pairing the Bluetooth conference phone

trim

Hold down the **trim** key on the conference phone for two seconds until the blue display light flashes (Warning: the device must be switched off first – observe the instructions in the operating instructions of the conference equipment).

Nearby devices

Start the search for new devices with the Softkey. If needed, start or adjust the paging function on the Bluetooth device.

Nearby devices

Located devices are displayed. Repeat the search if appropriate with the Softkey.

Multiconference

Select the conference phone and open with the Softkey.

123 Enter pairing PIN...

The pairing PIN for the conference phone is requested.

Enter the pairing PIN ("0000") and confirm with the Softkey. Following successful pairing, the device is added to the list of paired devices. You hear a short confirmation tone from the conference phone before it switches itself off again.

Connect/disconnect the conference device with OpenScape CP700

The conference phone must still be connected to the OpenScape CP700/700X. If you want to subsequently use the conference phone at another location, for example, you should first disconnect it from the OpenScape CP700/700X.

Select the conference device from the list of paired devices.

Multiconference

Confirm with the Softkey to connect. The connection is immediately established and the conference phone is ready for use.

or

Multiconference

Confirm with the Softkey to disconnect. You will receive a corresponding confirmation.

Exit the menu if appropriate.

Testing the Bluetooth conference phone

Answering a call

Prerequisite: The conference device is ready for operation and the OpenScape CP700 is in idle mode.

Both the phone and the "conference device" ring. The caller is displayed. To answer the call, you can now:

Press key.

or

entgegennehmen

Press the Softkey shown.

or

Press the On/Off key on the "conference device".

You are connected with the other party. The "conference device" is switched on. You can now, for example, initiate a consultation call or accept a second call to set up a conference.

Calling a participant

Prerequisite: The conference phone is ready for use but **switched off**. The OpenScape CP700 is in idle mode.

Press key.

or

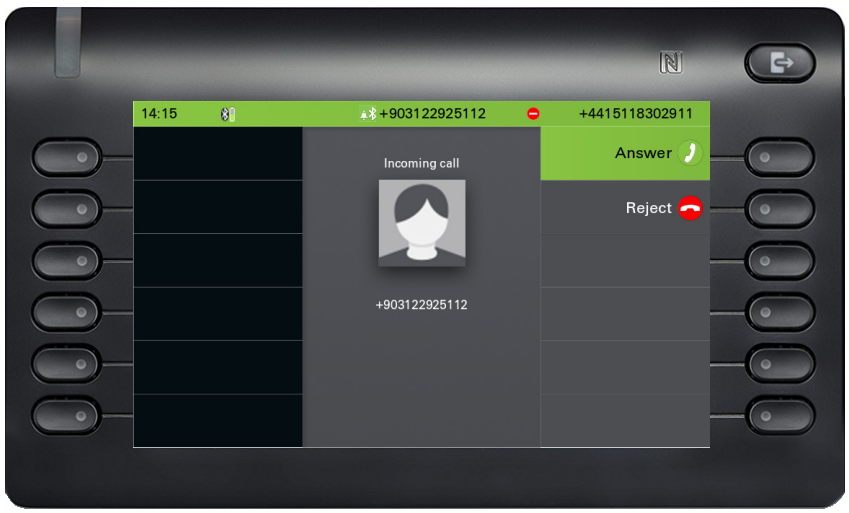
Enter the phone number. The "conference device" switches on automatically. Once the subscriber answers, you can set up a conference via a consultation or second call.

Using a Bluetooth device

You can control calls on the HFAG (hands-free audio gateway, e.g. mobile device) from your OpenScape CP700 phone via Bluetooth.

Once your mobile device is connected to CP700 through the Bluetooth, you can see the mobile's battery level on the top of your CP700 main menu screen.

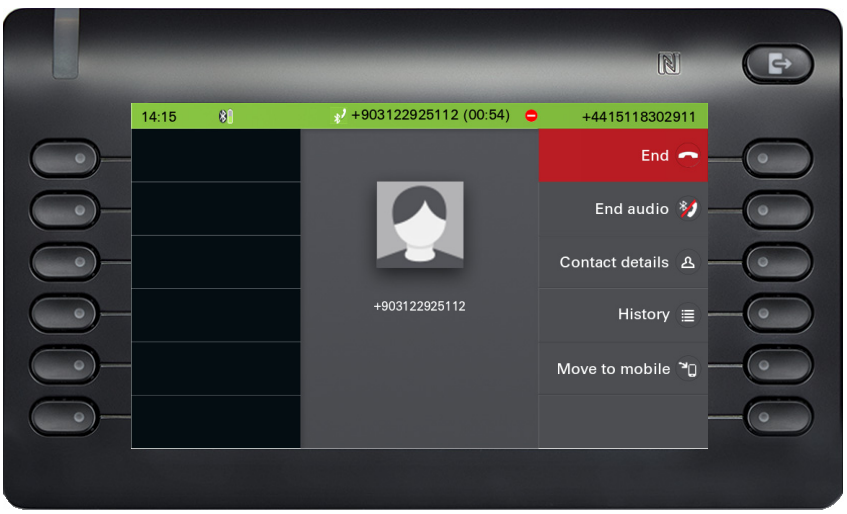
Incoming HFAG call



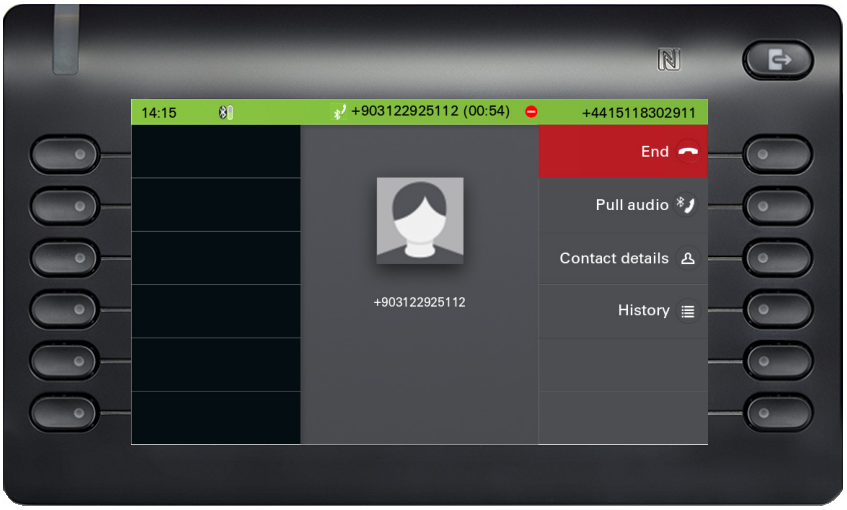
Bluetooth status bar icon indicates an HFAG call.

For more information about how to proceed during incoming call, see ”Receiving a call” → Seite 98.

Connected HFAG call



Bluetooth status bar icon indicates an HFAG call. The “End audio” button transfers the HFAG call audio from the OpenScape CP700/700X to the HFAG.



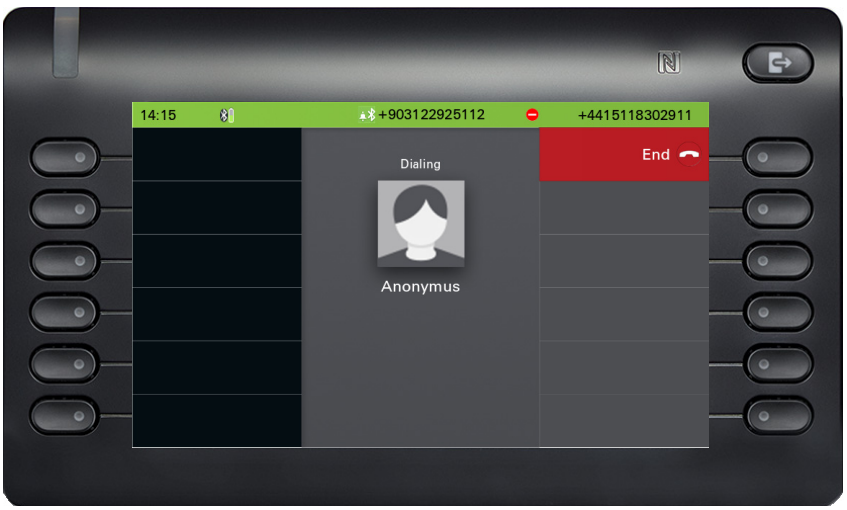
The “Pull audio” button reroutes the audio stream from HFAG back to OpenScape CP700/CP700X.

The “Move to mobile” button reroutes the audio stream from OpenScape CP600 to the HFAG. Call is removed from the CP phone.

For more information about how to proceed during a call, see ”During the call” → Seite 110.

Outgoing HFAG call

Outgoing Call Dialing

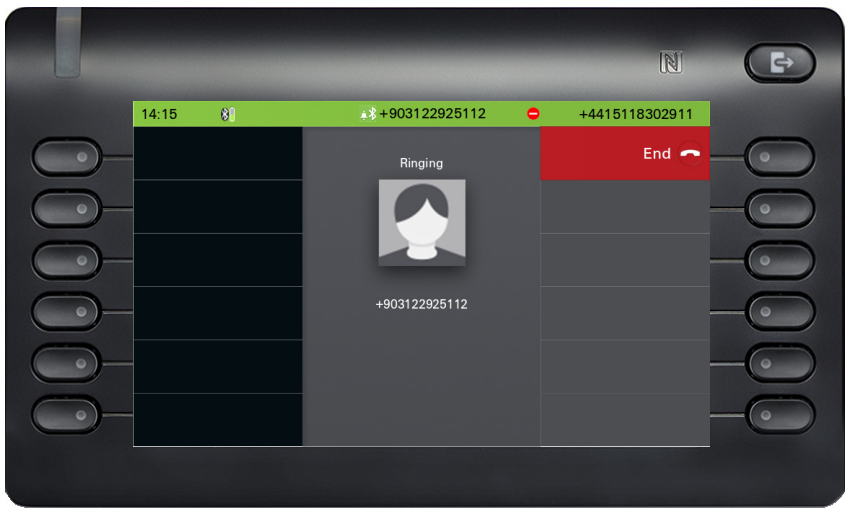


Bluetooth status bar icon indicates an HFAG call.

Failure in dialling the outgoing HFAG call is indicated by the HFAG by one of the unsolicited extended response indication codes:

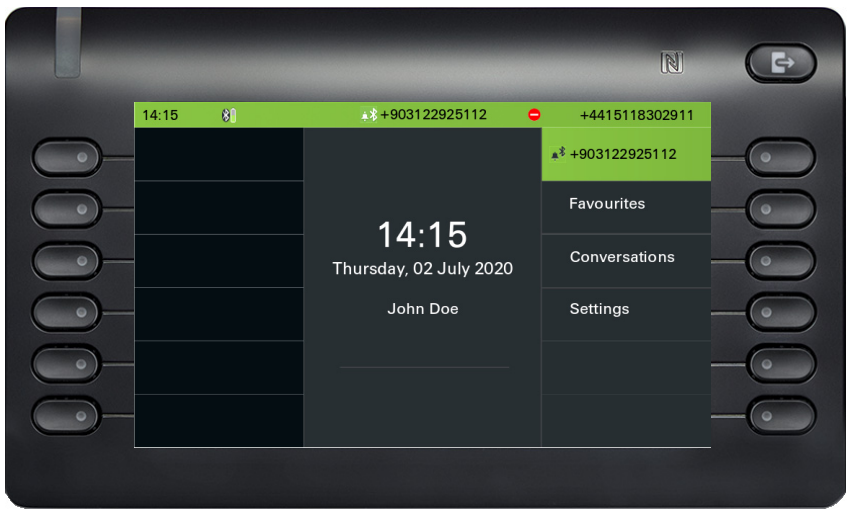
- NO CARRIER
- BUSY
- NO ANSWER
- DELAYED
- BLACKLISTED

Outgoing Call Ringing



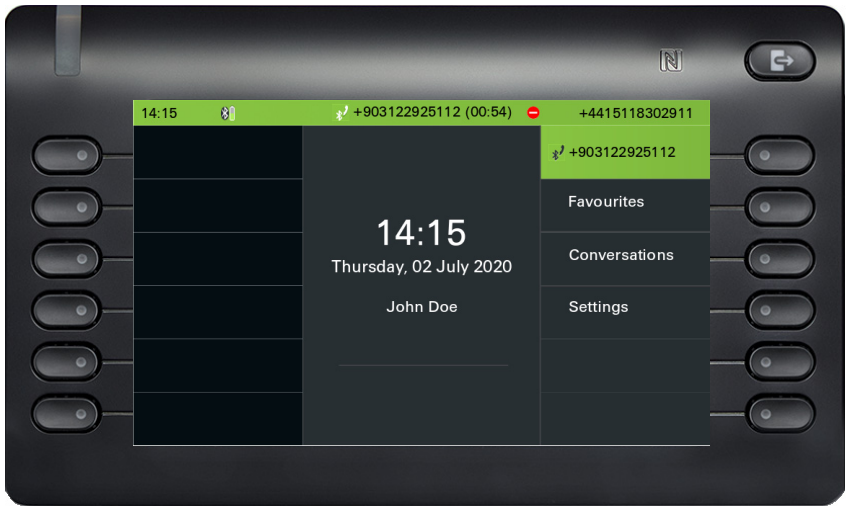
HFAG call states in Main Menu Screen

Incoming HFAG call in the Main menu screen



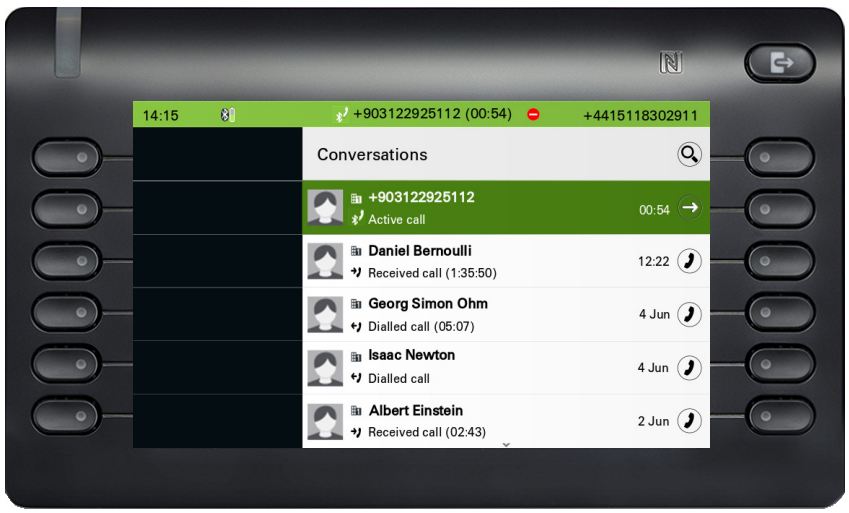
The icon with the Bluetooth rune index indicates incoming HFAG call.

Connected HFAG call in the Main menu screen



The icon with the Bluetooth rune index indicates connected HFAG call.

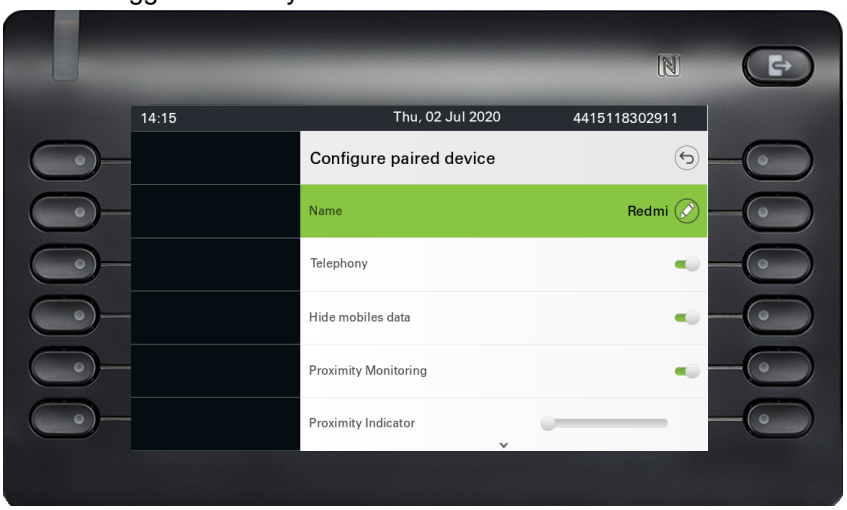
HFAG call states in Conversations Screen



Connected HFAG calls are displayed in the conversation list. The HFAG call is distinguished from native calls by a special call state icon under the user name.

Anonymous mode

As a User, you are able to configure “Hide mobiles data”. In this mode, no celler information will be presented, only presence and state of the call. All Bluetooth calls are logged to Anonymous conversation.



Using Bluetooth keyboard

Bluetooth keyboard can be paired with phone in User section under "Paired devices". After successful pairing keyboard appears in paired devices list.

There can be only one Keyboard device connected at the same time.

Special "keyboard" icon should be shown in status bar when Bluetooth keyboard is connected.

Parallel usage of Bluetooth keyboard and phone keypad is possible. Phone interface differentiates between events from Bluetooth keyboard and phone´s keypad and shows speller and its settings only for phone´s keypad.

Supported languages

- German, English, French, Italian and Spanish
- For other languages, English layout will be used.

Navigation keys

Navigation keys work as following:

- Direction keys → should work as direction keys on 5-way navigator
- Enter → OK
- Backspace → Back
- Esc → Go to landing screen
- Volume keys → Volume keys
- Mute key → Microphone mute
- Page down key → moves highlight down by the number of screen lines. Since this is only CP600 that is equivalent to 5 down nav. key presses
- Page Up key → equivalent to 5 up navigation key presses
- Home key → equivalent to long press Up navigation key presses
- End key → equivalent to long press Down navigation key presses

When phone is in Idle state, pressing number keys on keyboard initiate dialing in the same way as number keys on keypad do.

When phone is in call, pressing number keys on keyboard sends DTMF tones in the same way as number keys on keypad do.

Keyboard pairing modes

Keyboard initiates pairing and sets the pairing mode. The pairing mode differs depending on the keyboard type and manufacturer.

There are three possible pairing modes supported:

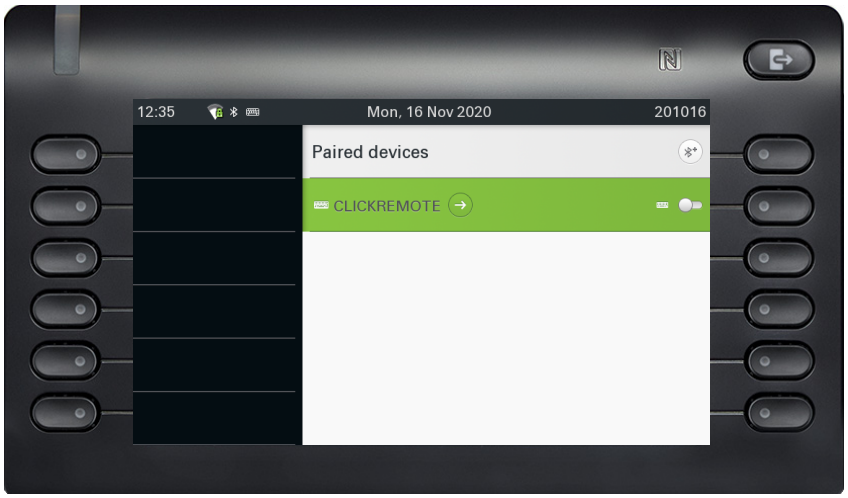
- Simple pairing (passkey entry) - if keyboard initiates "simple pairing", PIN is generated by keyboard and CP700 shows this PIN on display and waits until the number is typed on the keyboard.
- Legacy (numeric comparison) - if keyboard initiates "legacy" pairing, CP700 generates random number, displays it to user and waits until the number is re-written on the keyboard.

Just works - if keyboard initiates "just works" pairing, CP700 displays Bluetooth keyboard pairing request and waits until it is confirmed.

Using Bluetooth “Remote button”

Bluetooth Remote button can be paired with the phone in User section under "Paired devices". After successful pairing, the Remote button is shown with a keyboard profile in paired devices list.

The Remote button device behaves as Bluetooth keyboard device until the user configures it to be a Remote button. When Remote button is enabled then the device appears, and behaves, as a Bluetooth Remote button device.

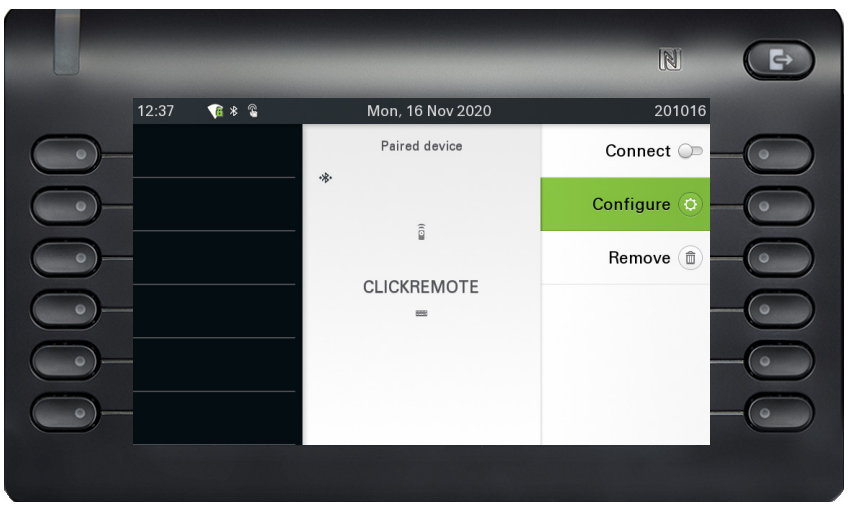


By pressing the Remote button, you can trigger certain action (e.g. under the Function key or on OpenScape Key Module 600) configured by you on your OpenScape CP700/CP700X/700X. You can choose from the following keys:

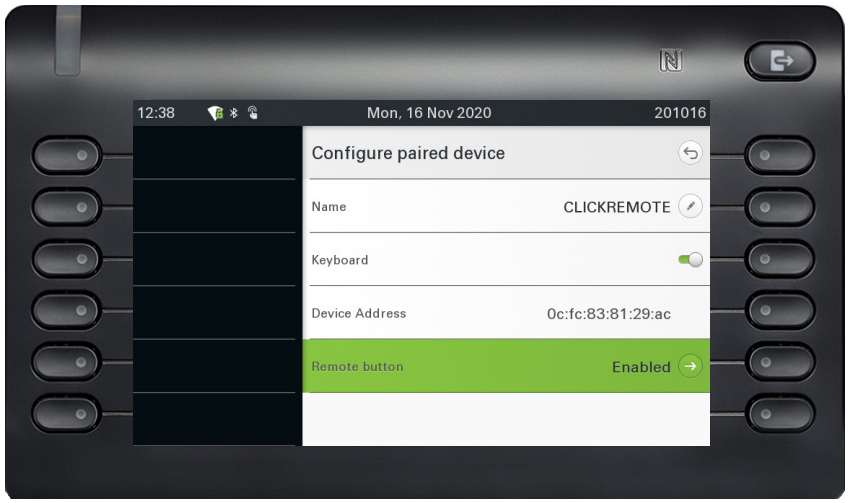
- Function keys.
- Key Module keys

Please note that the shifted level function of an Function key cannot be selected.

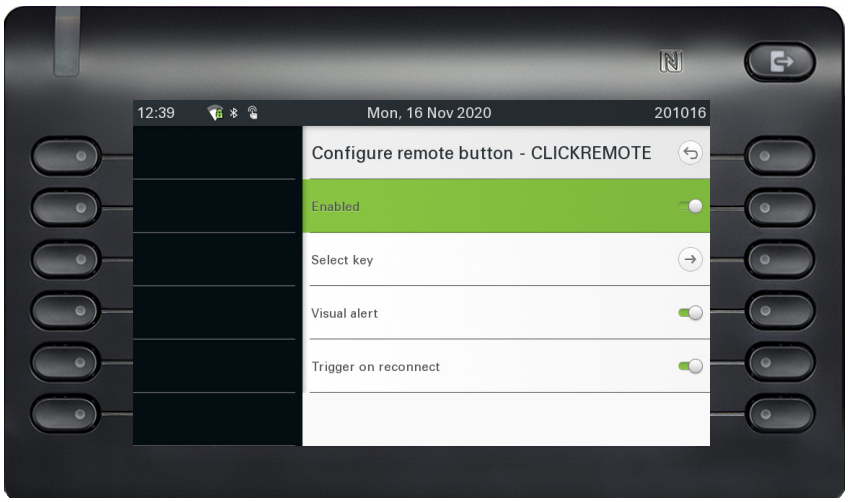
Using the Configuration option leads to the Configuration Menu for that device. The device name is "Selfie" in the screens shown.



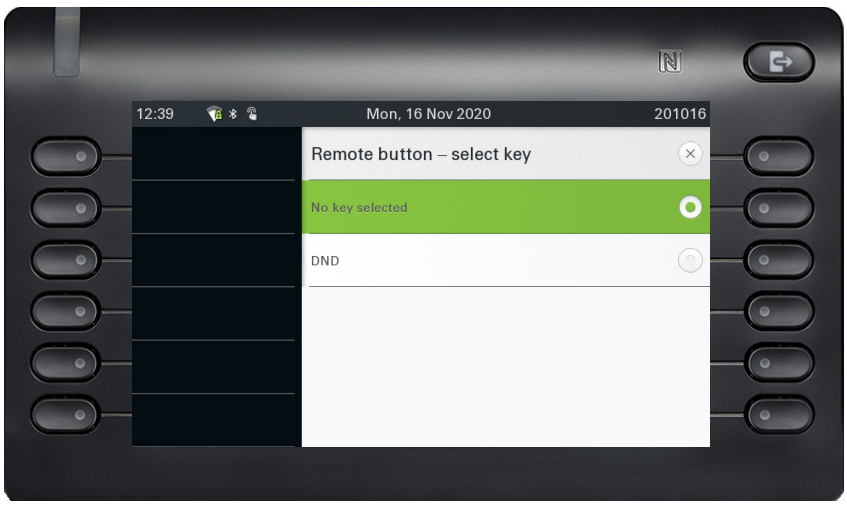
In this Configuration Menu the device can be identified as a Bluetooth Remote button device via the "Remote button" status. The action of the entry allows the Bluetooth Remote button device to be configured.



Selecting the "Remote button" menu above leads to the screen that allows this Bluetooth Remote button device (called Selfie) to be configured. The Function keys are identified by their key label in the “Select key” screen.

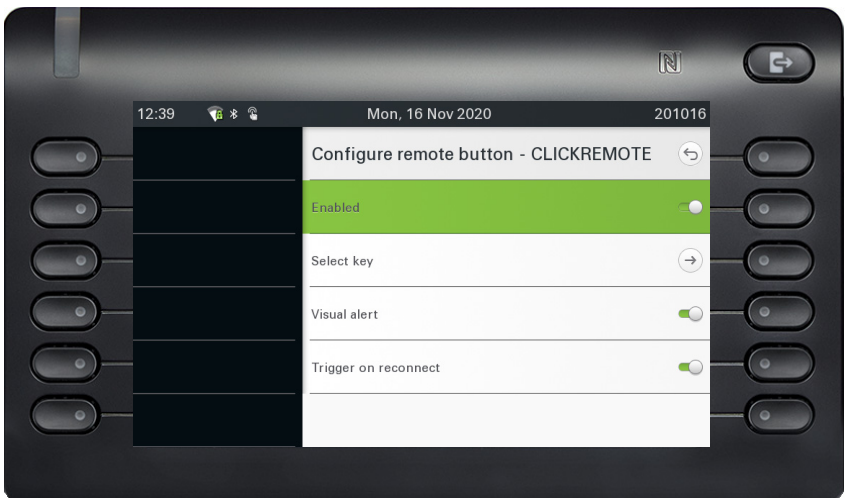


Selecting the "Select key" menu above leads to the screen that allows the Function key for this Bluetooth Remote button device to be configured.



Only a Function key with a function configured can be selected to be triggered by the Bluetooth Remote button click. All unallocated keys are hidden.

Function keys from any attached Key Module are potentially available to be selected. No shifted level keys can be selected.

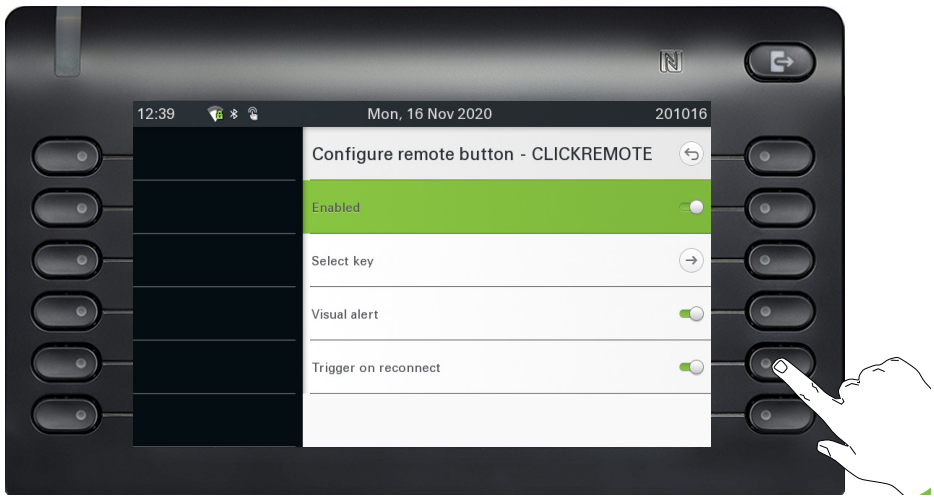


The “Configure remote button” screen now shows the label for the Function key that has been configured to be triggered by this Bluetooth Remote button device.

Trigger on reconnect

If the Bluetooth Remote button is disconnected (e.g. the device is in energy saving mode) and you want to reconnect it, the following may happen based on the settings of the functionality “Trigger on reconnect”.

- If enabled, the remote button will connect and trigger the configured Function key at the same time. You need to press the Remote button only once.
- If disabled, you need to press the Remote button twice. First time it will reconnect and second it will trigger the configured Function key.



Bluetooth settings

Activating and deactivating Bluetooth

The Bluetooth function was activated for your phone by the administrator.

You can also configure this setting via the Web interface → page 210.

Press the Main Menu key, if needed.

Service/Settings

Open using the Softkey.

User settings

Open using the Softkey.

if needed

Enter and confirm the User password.

Bluetooth

Open using the Softkey.

Active

Activate with the Softkey. The Bluetooth function is activated and is now available.

Bluetooth on

A Bluetooth icon appears in the status bar.

Changing the Bluetooth name of your OpenScape CP700/CP700X

Here you can determine which name your OpenScape CP700/CP700X should use to register at other Bluetooth devices.

You can also configure this setting via the Web interface → page 210.

By factory default, the Bluetooth name is: OpenScape CP700 BF:4B:7C.

If you are currently in the Bluetooth configuration, then the phone is visible. If you exit the menu, it will be hidden again after a short time.

Press the Main Menu key, if needed.

Service/Settings

Open using the Softkey.

User settings

Open using the Softkey.

if needed

Enter and confirm the User password.

Bluetooth

Open using the Softkey.

Configuration

Open using the Softkey.

Phone name

Open using the Softkey. The current name is displayed.

abc OpenScape CP700 75:7E:FF

The predefined name is entered.

Change to the desired name and conclude your input with the Softkey.

Save the setting by selecting the Softkey.

Managing Bluetooth devices

The following functions are available in the Bluetooth pairing manager:

- Adding Bluetooth devices
- Deleting Bluetooth device list
- Connecting or disconnecting paired Bluetooth devices
- Removing single Bluetooth devices from the list
- Renaming Bluetooth devices in the list

The OpenScape CP700/700x is visible to other Bluetooth devices in the vicinity when you are in this menu.

Adding Bluetooth devices

If your Bluetooth device has a NFC reader (**N**ear **F**ield **C**ommunication), it can be paired very easily with your OpenScape CP700, see → page 118.

Press the Main Menu key, if needed.

Service/Settings

Open using the Softkey.

User settings

Open using the Softkey.

if needed

Enter and confirm the User password.

Bluetooth

Open using the Softkey.

Paired devices

Open using the Softkey.

Paired devices

Paired devices are displayed. Start the search for new devices with the Softkey. If needed start or set the pairing function on the Bluetooth device.

Nearby devices

Located devices are displayed. Repeat the search if needed with the Softkey.

Headset

If at least one new device was found, select the relevant Bluetooth device and open with the Softkey.

Accept

Confirm the pairing prompt with the Softkey. The Bluetooth device is paired and added to the list.

or

123 Enter pairing PIN...

A pairing PIN is requested

Enter the pairing PIN and confirm with the Softkey. The Bluetooth device is paired and added to the list.

Your OpenScape CP700 is now "paired" with the Bluetooth device, but not yet connected → page 138.

Pairing is only performed the first time contact is established between a Bluetooth device and your OpenScape CP600. If the Bluetooth device is successfully paired, no further access authorization checks are necessary. Instead, each subsequent check uses the previously created link key.

Connecting/disconnecting a Bluetooth device automatically

If your Bluetooth device is proximity-system enabled, Proximity Monitoring is activated by default. This means that when the paired device comes into the immediate vicinity of the OpenScape CP700, the connection is established automatically. If the device is removed from the vicinity, the connection is dropped automatically. The default setting is for Proximity Monitoring to be enabled but you can disable it at any time.

Press the Main Menu key, if needed.

Service/Settings

Open using the Softkey.

User settings

Open using the Softkey.

if needed

Enter and confirm the User password.

Bluetooth

Open using the Softkey.

Paired devices

Open using the Softkey.

You receive a message that the OpenScape CP700 is now visible for other Bluetooth devices while you are in this menu.

Headset

Paired devices are displayed.

Select the relevant Bluetooth device.

and open it. The status of the device is displayed and activated, for example, with "(aud)".

Configure

Open the configuration menu with the Softkey.

Select the "Proximity Monitoring" function.

Proximity Monitoring

Deactivate with the Softkey.

Headset

Proximity Monitoring is deactivated.

Setting the Proximity Threshold

You can set the "Proximity Threshold" if appropriate to suit the required circumstances.

..Proximity Threshold

Open the setting for the Proximity Threshold by selecting the Softkey[1].

Use the Softkey to increase the proximity.

or

Use the Softkey to reduce the proximity.

1. The display shows the current setting

Activating/deactivating audio

If no audio function is provided for your Bluetooth device, you should disable audio in your device's settings. The function is always activated by default.

Press the Main Menu key, if needed.

Service/Settings

Open using the Softkey.

User settings

Open using the Softkey.

if needed

Enter and confirm the User password.

Bluetooth

Open using the Softkey.

Paired devices

Open using the Softkey.

You receive a message that the OpenScape CP700/700X is now visible to other Bluetooth devices while you are in this menu.

Smartphone

Paired devices are displayed.

Select the relevant Bluetooth device.

and open it. The status of the device is displayed and activated, for example, with the icon for "Proximity Monitoring".

Configure

Open the Configuration menu with the Softkey.

Select the "Audio" function.

Use for phone audio

Deactivate with the Softkey.

Configure paired device

Save the setting by selecting the Softkey. The icon for the device name was removed.

Deleting a Bluetooth device from the list

You can delete a single Bluetooth device from the list, for example, if it will no longer be in the vicinity for an indefinite period.

Press the Main Menu key, if needed.

Service/Settings

Open using the Softkey.

User settings

Open using the Softkey.

if needed

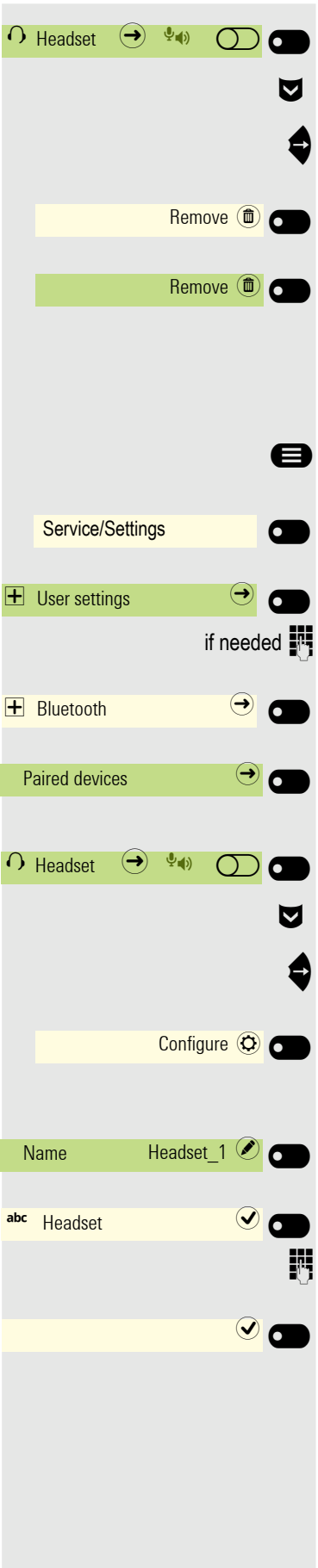
Enter and confirm the User password.

Bluetooth

Open using the Softkey.

Paired devices

Open using the Softkey. You receive a message that the OpenScape CP700/CP700X is now visible for other devices in the vicinity as long as the menu is open.



Paired devices are displayed.

Select the relevant Bluetooth device

and open it.

Confirm deletion with the Softkey.

Confirm deletion again with the Softkey.

Renaming a Bluetooth device in the list

A Bluetooth device is entered in the list with the name set in the device. This is often the device type. You can change this name.

Press the Main Menu key, if needed.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Open using the Softkey.

Open using the Softkey. You receive a message that the phone is now visible for other devices.

Paired devices are displayed.

Select the relevant Bluetooth device

and open it.

Open the Configuration menu with the Softkey.

The current name is displayed. Open the field name with the Softkey.

The predefined name is entered.

Change to the desired name and conclude your input with the Softkey.

Save the setting by selecting the Softkey.

Blacklist for Bluetooth devices

The blacklist contains the Bluetooth devices for which a connection setup attempt should be rejected by the OpenScape CP700/CP700X. The connection will only be allowed if the setup attempt comes from the OpenScape CP700/CP700X.

Add this Bluetooth device to the Blacklist

Press the Main Menu key, if needed.

Service/Settings

Open using the Softkey.

User settings

Open using the Softkey.

if needed

Enter and confirm the User password.

Bluetooth

Open using the Softkey.

Blacklisted devices

Open using the Softkey.

No devices

Blacklisted devices are displayed. In this example, the blacklist contains no devices.

Blacklisted devices

Start the search for the devices in the vicinity with the Softkey.

Nearby devices

Repeat the search if necessary with the Softkey.

Smartphone

Open a located device in the search list with the Softkey. You see the following message, for example: "Smartphone added to the blacklist". The device is deleted from the search list.

Add another device to the blacklist if needed.

or exit the search menu.

Removing a Bluetooth device from the blacklist

Press the Main Menu key, if needed.

Service/Settings — Open using the Softkey.

User settings — Open using the Softkey.

if needed — Enter and confirm the User password.

Bluetooth — Open using the Softkey.

Blacklisted devices — Open using the Softkey.

Smartphone — Open the device Softkey.

Remove — Confirm deletion with the Softkey. The entry is deleted.

Exit the menu.

Eddystone Beacon

Beacons are small devices that use Bluetooth to connect to smartphones or tablets in the environment. In the retail sector, for example, they are used to present personalized special offers to customers.

The phone can use Beacons to connect to smartphones or tablets in the area via Bluetooth. You can then, for example, exchange information between the phone and a smartphone. Eddystone is an open source project by Google for Beacon applications.

Set-up/deactivate Eddystone Beacon

You can also configure this setting via the Web interface → page 210.

Press the Main Menu key, if needed.

Service/Settings — Open using the Softkey.

User settings — Open using the Softkey.

if needed — Enter and confirm the User password.

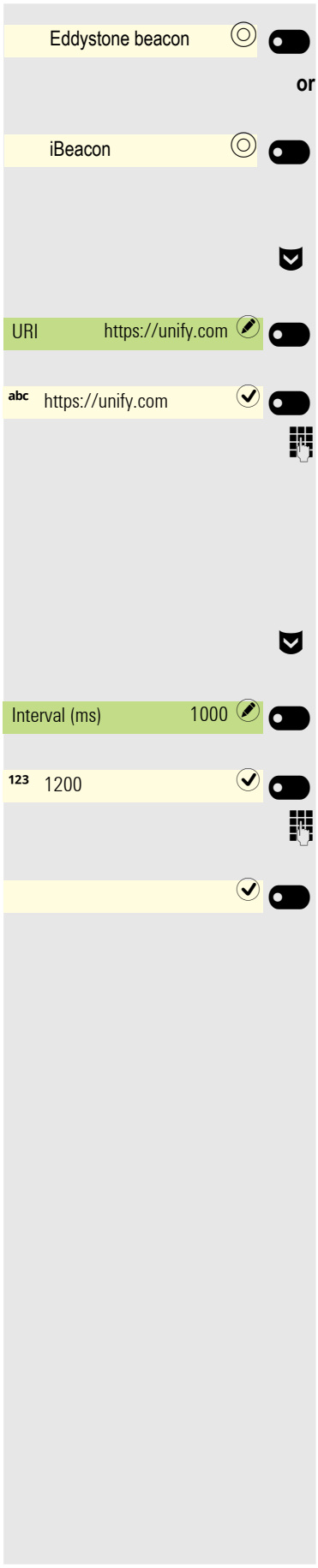
Bluetooth — Open using the Softkey.

Eddystone beacon — Open using the Softkey.

Mode Disabled — The current status is displayed. Open the mode with the Softkey.

Disabled — Deactivate with Softkey,

or



Activate with the Softkey,

Activate with the Softkey.

Set up connection for telephone beacon to a server

Select entry for URI

Current address is displayed. Open using the Softkey.

The predefined HTTPS address appears.

Change to the desired address and conclude your input with the Softkey.
This should be an HTTPS address that is as short as possible. For long addresses, use a URL shortener to shorten it.
It cannot be changed when setting up iBeacon.

Set up interval

Select entry for Interval (ms)

Current interval is displayed. Open using the Softkey.

The predefines interval appears.

Change to the desired value and press the Softkey to end the entry.

Save the settings with the Softkey

Phoning on several lines (multi-line)

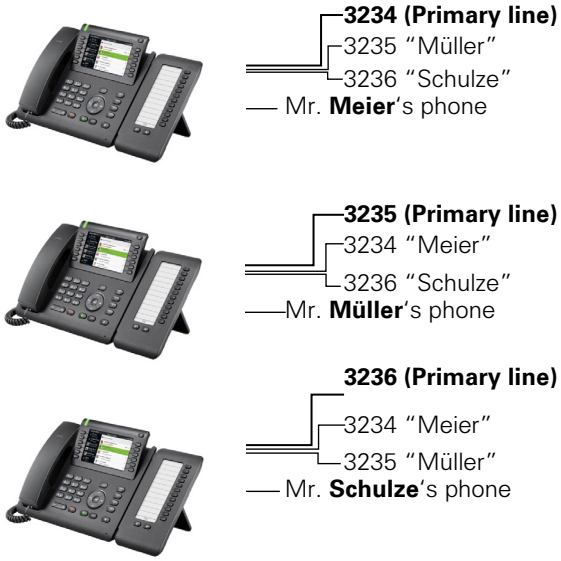
Line keys

Line keys can be set up on the freely programmable feature keys on an OpenScape Desk Phone CP700/CP700X. Any key assigned the “Line” function corresponds to a line, and so up to 4 lines can be set up.

A distinction is made here between primary and secondary lines. Each of these line types can be used on a private or shared basis → page 145.

Line keys are set up by the administrator responsible.

The following graphical example displays how phones are connected within a team with several line keys.
3234 is the extension number of Mr. Meier, 3235 that of Mr. Müller, and 3236 that of Mr. Schulze. All three lines can be used to phone from all three phones. The line of the phone’s own secondary extension number if, however, always the primary line.



Primary line

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

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

Secondary line

A secondary line on your phone is used as a primary line by another participant. At the same time, your primary line can be set up as a secondary line for another phone in the system.

Line usage

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 phones. The line status is displayed by a LED for all phones that share this line (if configured). If, for example, a shared line is being used by a phone, a status message indicating that this line is busy is displayed on all other telephones sharing the line.

Direct call line

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

LED displays for line keys

LED	Meaning
	LED off: the line is in idle mode.
	Flashes: Incoming call on the line or the line is on hold.
	LED lights green: the line is busy.

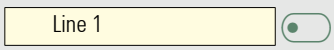
Preview

You are speaking on a line. The LED of another line key flashes. You can determine via the "Line preview" function who is calling on this line. The information is shown to you on the display. You can also determine which caller that you have previously put on "hold" or "exclusive hold" is waiting on a line key. You can also display information about the caller on the active line.

Prerequisite: You have accepted a call on a line key. The LED of another line key flashes quickly, the "Preview" is set up.

Activating preview

Press the programmed “Preview” function key. LED lights up.



Press the required line key.

The information about the caller and/or waiting or parked participants is displayed.

Deactivating preview

Press the programmed “Preview” function key. LED goes out.

The menu rows and the call-length display are displayed again.

Accepting calls on the line keys

If several calls are made at the same time, as usual, you can accept calls in the order provided. You can also, however, prioritize the acceptance of other calls.

Prerequisite: The administrator responsible has determined the order in which incoming calls are directed to line keys.

Accepting calls in the order provided

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

Lift the handset.

or

Press the key and use speakerphone mode.

Answering a prioritized call

Your phone rings (call). The caller ID is displayed. The LED of the suggested line key flashes quickly. The LEDs of other line keys are also flashing quickly.

Line 1

Press the prioritized line key. The caller ID is briefly displayed.

Lift the handset.

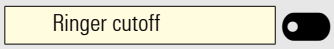
or

Press the key and use speakerphone mode.

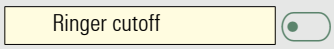
Activating/deactivating ringing mode (call)

If you are making a phone call on one line, ringing for other incoming calls may disrupt your conversation. If the “Ringer cutoff” function is enabled, your phone will no longer ring. Incoming calls are then only displayed via the flashing of the relevant line keys.

Prerequisite: The “Ringer cutoff” Function key has been set by your administrator.



Switch off ringing:
press the “Ringer cutoff” function key. The LED lights up.
The phone does not ring upon incoming calls.

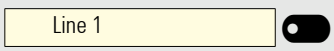


Switch on ringing:
press the “Ringer cutoff” function key. The LED goes out.
The phone rings upon incoming calls.

Forwarding calls for lines

If you activate call forwarding for an entire line in use → page 145, the line will be forwarded in general, on other phones as well.

The configuration of call forwarding for a particular line is identical to the call-forwarding already described. Just make sure that the desired line was previously busy.



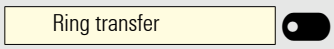
Press the line key of the desired line. LED lights up.

For more information, please see → page 107.

Ring transfer

If you are temporarily leaving your desk or do not wish to be disturbed, you can activate call ringing transfer for the line to a target phone for incoming calls. A “Ring transfer” function key (call ringing transfer/line) can be programmed by your administrator for every line.

Activation



Press the programmed “Ring transfer” function key. The LEDs on your phone and on the target phone light up. The line key only flashes if there is a call; it does not ring. The call is signaled on all the other team phones.

Dialing with line keys

The phone can be set up with automatic or selectable line seizure. The administrator responsible determines if a line, and which line, is to be automatically seized if the handset is lifted or speakerphone mode enabled.

The display screen “Please select a line” prompts the seizure of a line following lifting of the handset or pressing of the loudspeaker key.

Dialing with automatic line seizure

Lift the handset.

or

Press key.

The display briefly shows the line number and line status and prompts dialing.

Example:

220870 active

The line 220870 has been automatically selected.

Line

The LED of line 220870 lights up.

Enter the phone number.

Dialing with selectable line seizure

Lift the handset.

or

Press the key.

Please select a line

You are prompted to press a free line key.

Line

Press a free line key. LED lights up.

Example:

220870 active

The line 220870 has been automatically selected.

Line

The LED of line 220870 lights up.

Enter the phone number.

Call waiting with a direct station select (DSS) key

Prerequisite: You have set up DSS keys on your phone → page 17. The desired participant's line is busy.

Line

Press the DSS key.

The participant called accepts your call waiting.

Lift the handset.

or

Press the key and use speakerphone mode.

During the call

Holding calls on line keys

Press the "hold" key. The LED of the line key flashes slowly.

Your OpenScape 4000 system can also be configured so that the call is held by pressing the line key. Try it out or ask your relevant administrator.

Holding and then reaccepting a call on a line key

Prerequisite: You have accepted a call on a line key → page 147 or you are making a consultation call.

Line

Briefly press the current line key,

or

Press key.

Press key.

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

Reaccepting

Line

Press the flashing line key. Proceed with your call.

Exclusively holding and reaccepting a call on a line key

Prerequisite: You have accepted a call on a line key or you are making a consultation call that only you are able to, intend to, or are permitted to continue.

Private hold

Press the programmed “Private hold” function key.

or

Private hold

Select and confirm.

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

Reaccepting

Line

Press the flashing line key. Proceed with your call.

Directed line pickup

A colleague in an open-plan office has parked a call on a line key and calls across the room to ask you to accept the call. You have no access to this line.

Lift the handset.

Direct call pickup

Select and confirm.

Enter the extension number of the phone on which the call was parked. You can then accept the call.

Saved number redial for a particular line (stored phone number)

If this type of saved number redial is set up on your phone, you can save a phone number for subsequent saved number redialing to a particular line → page 154. You dial the saved extension number with the line and the saved number redial keys.

Lift the handset.

or

Press key.

Please select a line

You are prompted to press a free line key.

Line

Press the relevant line key. LED lights up.

Saved # Dial

Press the Function key.

The last saved number is redialed.

Most recent extension number dialed for a particular line

The most recent extension number dialed via your main line is automatically saved.

If this type of saved number redial if installed on your phone, each most recently dialed extension number is automatically stored for the current line's saved number redial.

Lift the handset.

or

Press the key and use speakerphone mode.

Line

Press the required line key. LED lights up.

Last # Dial

Press the Function key "Last # Dial", if one is configured in the left panel, in Favorites or on a connected OpenScape Key Module 600.

Lift the handset.

or

Press the key and use speakerphone mode.

Saving an extension number for "saved number redial to line"

You have called a participant on a particular line and are still on the phone with him. Or you have been called by another participant, whose phone number was transmitted, and you are still on the phone with him.

Save number redial

Press the Softkey

or

Saved # Dial

Press the Function key "Saved # Dial", if one is configured in the left panel, in Favorites or on a connected OpenScape Key Module 600.

The phone number is saved for the current line.

Press key. LED goes out.

or

Replace the handset.

Line mailbox

Callers who wish to reach you while you are away can leave a callback request in the mailbox of the relevant line.
In the mailbox you will also find voice or fax messages from the mail server (if configured).

Prerequisite: A mailbox has been configured for one or more lines.

Retrieving messages

If there are new, as yet unqueried entries in the mailbox the LED for the MWI key lights up.

Press the MWI key.

Information on the caller is displayed → page 20.

Carrying out a callback request

A callback request is displayed.

Call originator

Select and confirm. The participant is called on the relevant line.

Next entry

There is more than one entry.

Next entry

Select and confirm. The following entry is displayed.

Deleting mailbox entries

The relevant entry is displayed.

Delete

Select and confirm.

Ending mailbox query

Press key.

or

Cancel

Select and confirm.

Entries in the mailbox which are not deleted remain saved. If there are as yet unqueried callback requests, the MWI keycontinues to light up.

Identifying the line used

If several lines are busy at the same time, you can find out which line you are currently speaking on.

With the programmed function key

Line in Use

Press the programmed “Line in Use” function key.

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

Via the Service menu

Press the Main Menu key, if needed.

Service/Settings

Open using the Softkey.

Service menu

Open with the Softkey.

Scroll.

More features

Select and confirm with the Softkey.

Show used line

Press the Softkey.

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

Alternately phoning on several lines

Prerequisite 1: The relevant administrator has determines that the lines are to be held during line transfer and may only be ended by hanging up the handset or with the release call key.

Prerequisite 2: You are connected to different call partners on two or more lines. These could be callers → page 147 or call recipients → page 98.

For example, you are conducting a call on line 1. The line key of the participant on hold flashes slowly.

Line 2

Press the slowly flashing line key 2. The first call partner is waiting on line 1.

Line 1

Press slowly flashing line key 1. The second call partner is waiting on line 2.

You can change as often as you like.

Ending connection on a line key

Press key. LED goes out.

or

Replace the handset.

Entering a call on a line (three-way)

Prerequisite: You are speaking on a line. The LED of the line key lights up.

Line

Press the line key. A conference tone is audible to you and the participants already connected. All three participants can now speak with one another. LED continues to light up.

Entry is not possible if the “Private call” function is activated for the line. If one of the three participants hangs up, the other two remain connected.

If you as the entering party, and the participant who previously occupied the line, remain on it, no further callback is possible.

Allowing or preventing entry

Allowing entry

It can be preset for your primary line that nobody can enter the line if it is busy. In this case you may allow entry. The authorization applies to the current or following call.

You are already conducting a call on a line.

or

Lift the handset.

With the programmed function key

Private call

Press the programmed “Private call” function key.

Via the Service menu

Press the Main Menu key, if needed.

Service/Settings

Open using the Softkey.

Service menu

Open with the Softkey.

Scroll.

More features

Select and confirm with the Softkey.

Privacy off

Press the Softkey.

Entry is now allowed.

Preventing entry

If no entry protection has been preset, you can prevent the entry. The entry protection applies to the current or following call.

You are already conducting a call on a line.

or

Lift the handset.

With the programmed function key

Private call

Press the programmed “Private call” function key.

Via the Service menu

Press the Main Menu key, if needed.

Service/Settings

Open using the Softkey.

Service menu

Open with the Softkey.

Scroll.

More features

Select and confirm with the Softkey.

Privacy on

Press the Softkey. Entry is now prevented.

Witness or tape connection

During a call a previously determined participant can be prompted to enter the call as a “witness” via a programmed “Request silent monitor” function key. The third participant in the call is not informed of the connection of the “witness”. The witness can not participate in the call, only listen in.

Please take note of the applicable data protection regulations for the configuration and use of witness or tape connection.

Prerequisite: The witness or tape connection is set up on your system and the programmed “Request silent monitor” function key is set up on your phone. You are conducting a call. “Private call” must be deactivated.

Request silent monitor

Press the “Request silent monitor” function key briefly twice. A special ringtone sounds on the phone of the “witness” and the message “Witness or tape connection” is shown on your display and that of the “witness”.

The “witness” lifts the handset,

or

Line 1

presses the line/function key on which the call is being carried out.

The “witness” can now listen in to the call unnoticed.

Only the “witness” can end the silent monitoring by hanging up or pressing the line key.

Deactivating

Ring transfer

Press the programmed “Ring transfer” function key. The LED goes out. A call is again signaled on the phone.

Accepting calls for the manager in the secretarial office

For calls for the manager, the phone rings in the secretarial office.

Lift the handset.

or

Press the key and use speakerphone mode.

Accepting calls for the manager during a call

You are conducting a call.
A call is coming in for the manager.

Ask your call partner to wait.

Pickup

Press the programmed function key “Pickup”, if configured.

Ending a call - back to the first call:

Release and return

Confirm.

Continue the call with the first call partner.

Transferring a call to the manager

Prerequisite: You have accepted a call for the manager in the secretarial office.

Manager

Press the “Manager” DDS key. You are connected with the manager.

With announcement

Announce call partner.

Replace the handset.

Without announcement

Immediately replace the handset.

Switching calls directly to the manager

If the secretarial office is not occupied, calls for the manager can be immediately switched to the manager. The switch is possible on both the phone in the secretarial office and on the manager's phone.

Activating

Call transfer

Press the programmed function key "Call transfer Manager". LED lights up.

Deactivating

Call transfer

Press the programmed function key "Call transfer Manager". LED goes out.

Calls for the secretarial office's phone are not switched, only calls for the manager's phone.

Accepting calls on the manager's phone

In the secretarial office a signaled call is not accepted for the manager. After 15 seconds (depending on the system), you will hear an alert tone signal on the manager's phone. The display shows who is calling.

Lift the handset.

Pickup

Press the programmed function key "Pickup" (→ page 58).

Accepting a call for another "Management/ Secretarial" team

If several "Management/Secretarial" teams are set up, they can also accept calls for other teams.

Lift the handset.

Manager 3

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

Pickup is also possible during a call. Ask your call partner to briefly wait, before pressing the flashing programmed function key.

Using the second phone for the manager

Prerequisite: a second phone has been set up for the manager. A programmed “Group Park” function key is set up on the manager’s first and second phone.

Parking a call on the first phone

Group Park

Press the programmed “Group Park” function key. LED lights up.

Continuing a call on the second phone

Lift the handset.

Group Park

Press the programmed “Group Park” function key.

Activating/deactivating second call for the manager

As the manager you can determine if calls for you should arrive in the secretarial office while you are on the phone. If you are on the phone and expecting another important call at the same time, it perhaps makes sense to switch on second call.

With the programmed function key

Camp/Overide

Press the “Camp/Overide” function key, if configured.

Via the Service menu

Press the Main Menu key, if needed.

Service/Settings

Open using the Softkey.

Service menu

Open using the Softkey.

Feature settings

Open with the Softkey.

Camp-on

Select and confirm.

Activate

Confirm to activate second call.

Using buzz function

If, on your manager's phone, a programmed "Buzz" has been set up, you can trigger a buzzing on a particular target phone (e.g. in the secretarial office) via a key press. The extension number of the calling phone is also briefly displayed on the target phone when it buzzes.

The programmed function key can be activated when in idle mode and during the phone call (once or several times).

If no programmed "Buzz" has been set up, you can pick up the handset and enter the "buzz" code to create a buzzing on a target phone.

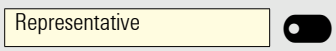
Messenger calls

You can call up messages with a key press if you configure a relevant key on the manager's phone. Assign function key with function →→ page 14.

Setting a representative for the secretarial office

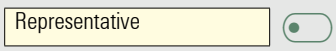
You can forward calls for the manager that come into the secretarial office to another phone. For this you must set up a programmed "Representative" function key. This works as described in chapter "Programmable Keys" → Page 14 (here Representative).

Activating representative:



Press the programmed "Representative" function key. LED lights up.

Deactivating representative:



Press the programmed "Representative" function key. LED goes out.

Other settings and functions

Save appointments

Appointment function

You can arrange for your phone to call you to remind you of an appointment. For this to happen, you need to save the desired times of the calls. This is possible for the next 24 hours.

Save reminders

Press the Main Menu key, if needed.

Service/Settings

Open using the Softkey.

Service Menu

Open with the Softkey.

Scroll.

Reminder

Select and confirm with the Softkey.

It is shown, whether an reminder is saved or not.

First reminder: Confirm.
Other reminder: Select and confirm.

New reminder

Enter a 3 or 4-figure time, e.g. 845 for 8:45AM or 1500 for 3:00PM.

Save

Confirm.

Delete saved reminder

Press the Main Menu key, if needed.

Service/Settings

Open using the Softkey.

Service Menu

Open with the Softkey.

Scroll.

Reminder

Select and confirm with the Softkey.
A saved reminder is displayed.

Next reminder

Confirm if you have saved several reminders.

Delete

Select and confirm.

Return

Press the Softkey.

Using timed reminders

Prerequisite: You have saved an appointment. The saved time arrives.

Reminder

The phone rings.

Press the key twice.

or

Lift the handset and put it back down.

Reminder 12:30 pm

The appointment time is displayed for a few seconds.

If you do not accept the arranged call, this will be repeated five times before the appointment is deleted.

Using a different phone for a call in the same way as your own

You can identify yourself with a personal identification number (PIN) on a different phone of the OpenScape 4000-system (also on telephones of interlinked OpenScape 4000-systems, e.g. at other company locations). Then you can use the other phone

- calling with cost allocation,
- dial with project assignment,
- Check your mailbox,
- Use a phone number stored on your phone for redial,
- Enter appointments.

With an internal PIN you can divert your calls to another telephone at your place of residence (call forwarding “redirect”).

Identify yourself on another phone

Prerequisite: You have received a PIN from your responsible administrator. An internal PIN is required for your own OpenScape 4000-system. For other OpenScape 4000-systems in the network, you need a network-wide PIN.

Press the Main Menu key, if needed.

Service/Settings

Open using the Softkey.

Service Menu

Open with the Softkey.

Select "PIN / COS".

PIN / COS

Open with the Softkey.

PIN 1

Confirm.

If you have several PINs and you want to use another, select another PIN.

Applies in own OpenScape 4000 area

Enter your own phone number and press the hash key.

Enter the internal PIN and press the hash key.

or

The network applies in your own and other OpenScape 4000-systems

Enter the 2-digit node code for your own OpenScape 4000-system (ask responsible administrator).

Enter your own phone number and press the hash key.

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

Dial after successful identification.

You hear the dial tone. “Please dial“ appears on the display.

Press the key.

or

Enter a phone number immediately.

Retry call forwarding after successful identification

Call forwarding

Select and confirm.

Call forwarding is activ

Switch off identification on another device

Open menu.

PIN / COS

Select and confirm.

Deactivate PIN

Select and confirm.

The identification is automatically switched off if the different device is not used for several minutes.

Set your own connection to another phone (Mobility)

You can route the connection of your telephone to a different telephone with most of the functions and features (number, key assignment, authorizations). The "home phone" is disabled and the "guest phone" becomes "your" phone. The original connection of the "guest phone" is also deactivated, therefore a call forwarding key should be set up for its phone number beforehand → page 107. The re-route remains in place until you log out of the "guest telephone" again. The re-route can also be implemented for the entire network.

Mobility variants

There are two variants available for mobility:

- Basic
- Data privacy

Configuration is carried out by the technician.

Basic

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

- Key assignment
- Authorizations
- Call forwarding

In addition, outstanding messages or texts are signaled.

"Guest phone" conversations are visible and can be used.

The conversations you have had in the meantime are automatically deleted from the phone once you log off.

Data privacy

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

- Key assignment
- Call forwarding
- Authorizations (apart from user password)

In addition, outstanding messages or texts are signaled. The user password is not transferred, so you have to create a new password on the phone.

An empty conversation list is available to you which will be automatically deleted again after logging off from this phone.

Connect to “guest telephone”

Log on to mobile connection to "guest phone". The phone thereby behaves like your own as regards cost allocation, key programming, call forwarding etc.

Prerequisite: A mobile connection with your own number and an ID has been set up for you (ask relevant Administrator).

Press the Main Menu key, if needed.

Service/Settings

Open using the Softkey.

Service Menu

Open with the Softkey.

Select "Mobile HFA Logon".

Mobile HFA Logon

Select and confirm.

or

On the phone's idle screen, enter the system code for "Mobile HFA Logon" (e.g. *26)

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

Enter ID and press the hash key.

Mob. HFA Logon started
Please hold

The login procedure starts.

After logging in, you will see the icon and your own phone number in the notification area and to the right of the status bar.

The original user settings of the "guest phone" are no longer visible, but your connection is available. Your "home phone" can not be used during this time.

Connect to “home phone” again

Log off via the “guest phone”

If you no longer require a connection to the "guest phone", and/or if you want to switch again to your “home phone”, log off from the “guest phone”.

Press the Main Menu key, if needed.

Service/Settings

Open using the Softkey.

Service Menu

Open with the Softkey.

Select "Mobile HFA Logoff".

Mobile HFA Logoff

Select and confirm.

or

On the phone’s idle screen, enter the system code for “Mobile HFA Logoff” (e.g. *25)

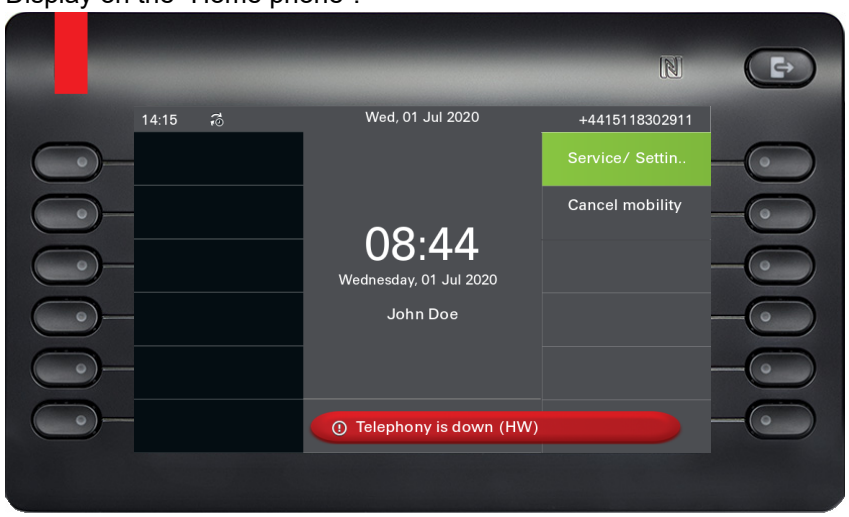
Mob. HFA Logoff started
Please hold

The logoff procedure starts.

Log off via the “home phone”

If you have forgotten to log off from the "guest phone", you can pick up from the "home telephone".

Display on the “Home phone”.



Cancel mobility

Select and confirm.

If your responsible administrator has activated the "Mobility password", you are prompted to enter it now.

Please enter the “mobility password”.

The "guest phone" is now once more available with its original phone number, features, and functions. Any call forwarding that may have been set up can be cancelled.

The "home phone" is activated again and you can make calls as usual.

Transfer connection to next phone

If you want to transfer your connection from the first "guest phone" to a second "guest phone", log in to the second "guest phone" (see → page 168).

The message "Logout successful" is displayed on the first "guest phone". The “home phone” remains locked. You can now use the second "guest phone" as the first.

OpenScape 4000 as house call system (intercom system)

You can speak to an internal subscriber on the OpenScape 4000 directly using the loudspeaker on their phone to set up a connection. You can also initiate a speaker call from a consultation call. The following functions are possible:

- System-wide voice calling
  - to a variable destination
  - to a fixed destination
- Speaker call in a group
  - to a variable destination
  - to a fixed destination
- Intercom within a group
  - to a variable destination
  - to a fixed destination
- Announcement to all members of a management group

You can cancel the voice calling or the announcement by placing the handset on hold, or resuming the call during a consultation.

For all functions, ensure that the Speaker call protect of the concerned phones is switched off → page 194.

If a subscriber is addressed directly whose speaker call protect is activated, the direct answer is ignored and a normal call is made.

System-wide voice calling

You can initiate a speaker call with any internal participant whose phone has a hands-free function or a loudspeaker.

Speaker call to a variable destination

A target subscriber is contacted via their internal phone number.

Lift the handset.

or

Press the key and use speakerphone mode.

Enter the system code for “Speaker call-one-way“ (ask relevant administrator if necessary)

or

Speaker call

Press the “Speaker call“ key, if it is set up.

Enter the internal phone number of the subscriber.

A connection to the target’s loudspeaker is established immediately, if

- not busy,
- the handset isn’t lifted,
- and the speaker call protect isn’t activated.

The caller receives a confirmation tone when the connection is established and they can talk.

The receiver can establish the connection by picking up the handset.

When the receiver the loudspeaker key

or

Line 1

presses the line key (if set-up), the connection is cancelled.

The amount of possible speaker calls corresponds to the number of possible normal connections.

Speaker call to a target destination

Prerequisite: The system code for “Speaker call-one-way“ and the destination phone number are programmed on a destination dial key → page 107.

123456

Press the programmed dial key. It will immediately establish a connection with the destination’s loudspeaker.

Speaker call in a group

Establishing a normal connection within a group or team (with team call= speed dial number for team members 0-9 or 00-99) can also be done via speaker call. Speaker call is initiated by a group phone.

The “Voice call group participants“ function is line-independent - anyone can voice call anyone else.

Speaker call to a variable destination

Lift the handset.

or

Press the key to use speakerphone mode.

System code for “Voice call group participants“ (ask relevant administrator if necessary).

or

Call group participants

Press the “Call group participants“ key, if it is set up.

Enter the speed dial code for the corresponding group member.

A connection to the target’s loudspeaker is established immediately, if

- not busy,
- the handset isn’t lifted,
- and do not disturb mode isn’t activated.

The recipient answers the speaker call by picking up the handset.

When the receiver the loudspeaker key

or

123456

presses the line key (if set up), the connection is cancelled.

Speaker call to a target destination

Prerequisite: The system code for “Voice call group participants“ and the speed dial number for the corresponding group member are programmed on a destination dial key → page 107.

123456

Press the programmed dial key. It will immediately establish a connection with the destination’s loudspeaker.

The receiver can establish the connection by picking up the handset.

When the receiver the loudspeaker key

or

Line 1

presses the line key (if set-up), the connection is cancelled.

Speaker call to a variable target

When talking in a group, the loudspeaker and microphone on the target phone are automatically turned on.

Lift the handset.

or

Press the key to use speakerphone mode.

System code for “Speaker call“ (ask relevant administrator if necessary)

or

Speaker call

Press the “Speaker call“ key, if it is set up.

Enter the speed dial code for the corresponding group member.
Loudspeaker and microphone of the target phone are automatically turned on.

Speaker call to a target destination

Prerequisite: The system code for “Speaker call“ and the speed dial number for the corresponding group member are programmed on a destination dial key → page 107.

DSS

Press the programmed key.

Loudspeaker and microphone of the target phone are automatically turned on.

Announcement (Broadcast) to all members of a management group

With this function, you can send an announcement to all members (10 to 40) of a management group at the same time.

After you have set the group call, you will receive a confirmation tone when you can start the announcement.

Lift the handset.

or

Press the key to use speakerphone mode.

System code for “Speaker call-1-way bcst“ (ask relevant administrator if necessary)

or

Speaker call-1-way bcst

Press the “Speaker call-1-way bcst“ key, if it is set up.

Enter the internal phone number of a group member.

The loudspeakers of all group telephones are automatically switched on and you receive a confirmation tone. You can begin the announcement.

Hang up the handset to end the announcement.

Once a group member lifts the handset, they are then connected to you and the announcement is cancelled.

When a group member presses the loudspeaker key

or

DSS

the concerned line key of the announcement, they will then be separated from the announcement. If the last remaining member of the group presses the loudspeaker or line key, the announcement is ended.

Forward calls for another connection

You can save, turn on, query, and turn off call forwarding for another phone, fax, or PC connection from your own phone. To do so, you must know the PIN of the connection or the authorization "Call forwarding for external connection". In both cases, the responsible administrator of your system will help you.

Save destination for other phone - Activate call forwarding

Press the Main Menu key, if needed.

Service/Settings

Open using the Softkey.

Service Menu

Open with the Softkey.

Destinations

Confirm.

Forward station no:

Select and confirm.

Variable call forwarding

Confirm.

Enter phone number of other phone.

Finished

Confirm.

Enter PIN

Confirm.

Finished

Enter the destination phone number.

Save

Select and confirm. Call forwarding is active.

Save destination for fax /PC/busy stations- call forwarding activated

Press the Main Menu key, if needed.

Service/Settings — Open using the Softkey.

Service Menu — Open with the Softkey.

Destinations — Confirm.

Forward station no: — Select and confirm.

Enter the code for the desired call forwarding type. Codes are assigned by the responsible administrator. In the table, you can enter the key figures that are valid for you:

"Forwarding for Fax":
"Forwarding for PC":
"Forwarding for Busy":

Enter phone number of other connection.

Finished — Confirm.

Enter PIN

Finished — Confirm.

Enter the destination phone number.

Confirm.
Call forwarding is active.

Save

Check/turn off call forwarding for other phone

Press the Main Menu key, if needed.

Service/Settings

Open using the Softkey.

Service Menu

Open with the Softkey.

Feature settings

Select and confirm.

Forward station no:

Select and confirm.

Variable call forwarding

Confirm.

Enter phone number of other phone.

Finished

Confirm.

Enter PIN

Finished

Confirm.

Deactivating

Deactivate

Confirm.

or

Query

Interrogate

Select and confirm.

Example for the display:

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

Calls to connection 3428 are redirected to connection 8968.

Check/deactivate call forwarding for fax/PC/busy stations

Press the Main Menu key, if needed.

Service/Settings

Open using the Softkey.

Service Menu

Open with the Softkey.

Feature settings

Select and confirm.

Forward station no:

Select and confirm.

Enter the code for the desired call forwarding type. Codes are assigned by the responsible administrator. In the table, you can enter the key figures that are valid for you:

“Query call forwarding for fax”:
"Query forwarding for PC":
“Query call forwarding for busy”:
“Deactivate call forwarding for fax”:
“Deactivate call forwarding for PC”:
“Deactivate call forwarding for busy”:

Enter phone number of other connection.

Finished

Confirm.

Enter PIN

Finished

Confirm.

Deactivating

Deactivate

Confirm.

or

Check

Select and confirm.

Interrogate

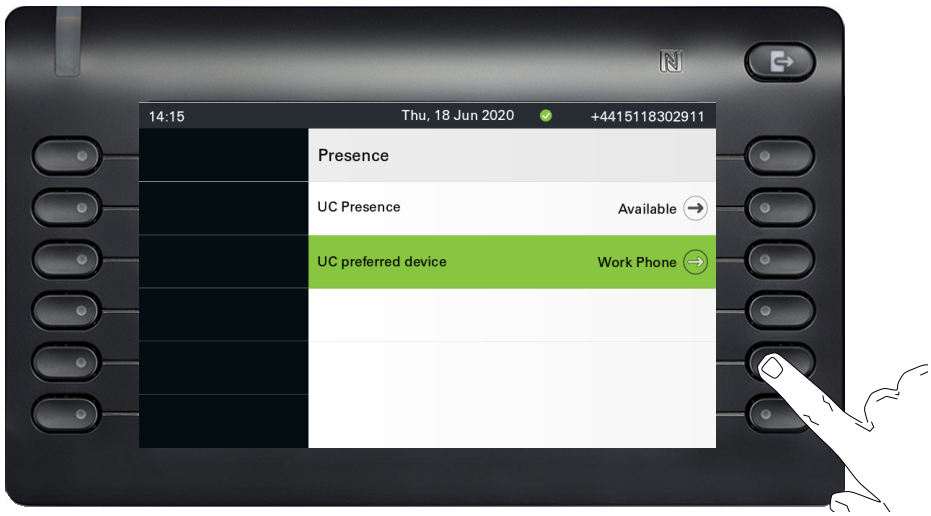
Change call forwarding for other connection

To do this, follow the same procedure as for saving / switching on:
for a different phone → page 177, for fax, PC, or busy → page 178.

Control OpenScape UC preferred device settings from phone

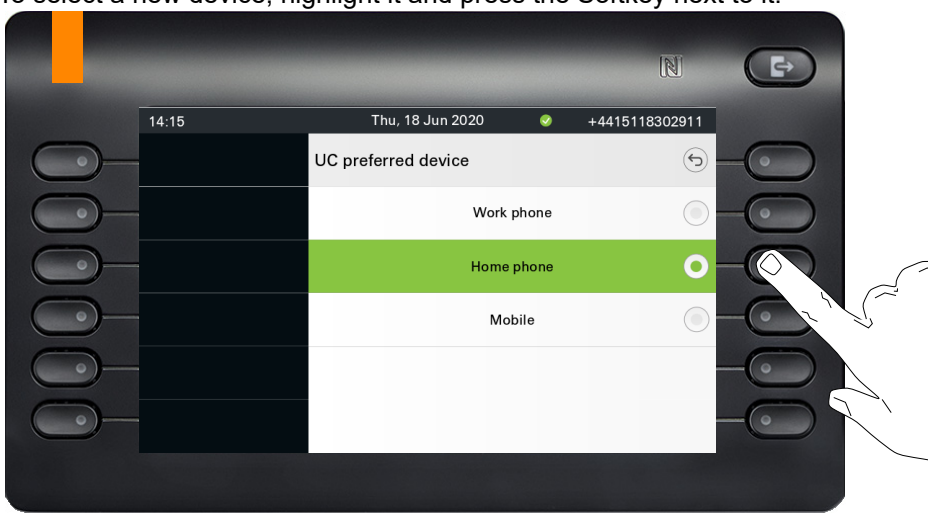
You can easily control and modify your UC preferred device from your CP phone. Press the Presence key to open the Presence menu. Your selected preferred device is shown next to the UC preferred device option.

To choose another device, highlight **UC preferred device** and press the Softkey next to it.



The UC preferred device screen shows a list with the names of all the devices you have configured through the UC web client.

To select a new device, highlight it and press the Softkey next to it.



The LED state will change to amber color if the UC preferred device is not the ONS (One Number Service) device, otherwise it will stay off.

The UC preferred device for incoming and outgoing calls will always be the same when configured via the CP phone.

If the UC server is unavailable or the user has not provided correct credentials, “no preferred device state” will be displayed in presence screen menu.

Watching a video stream through a camera

You can open a video stream by using a camera e.g. from the door phone and watch a real-time video on your CP700/700X telephone device, when the administrator has configured your device. This enables you to monitor your place.

The telephone can control up to four different cameras, but only one of them can be used at a time. Multiple telephone users can watch the video simultaneously.

How to program a camera

Example: Programming your door phone's camera

Prerequisite: Direct Video has been enabled by your administrator.

At first you have to set up a programmable key for the activation/ deactivation of the camera.

Hold down the Function key in the left panel or on a connected OpenScape Key Module 600 to which you want to assign the camera until the programming prompt is displayed.

or

If you want to use a Function key in the Favorites menu:

Press the Main Menu key, if needed.

Favorites

Open using the Softkey.

Favorites (1/2) Page 1

Select desired page (1 to 2).

Press and hold the Function key to which you want to assign the camera.

Select "Assign local feature".

Assign local feature

Confirm.

Direct Video

Confirm.

Camera 1

Confirm. The key is programmed.

See also at → page 95 that explains how to set up a local feature.

How to activate/ deactivate the camera

Prerequisite: Direct Video has been enabled by your administrator.

When you have configured a programmable key for the camera in the left panel or on a connected OpenScape Key Module 600 , you can press the relevant key to turn the camera on.

or

If you have used a Function key in the Favorites menu:

Press the Main Menu key, if needed.

Favorites

Open using the Softkey.

Favorites (1/2) Page 1

Select desired page (1 to 2).

Camera 1

Press the Softkey that corresponds to the camera you want to activate.

The video turns on and you can see the following screen:

To deactivate the video, click the Softkey next to the camera icon.

You will return back to the idle screen of your telephone device.

LED displays for camera keys

LED	Meaning
	LED off: the camera is in idle mode.
	LED lights green: Video stream active
	LED lights orange: In progress.
	LED lights red: Failure, contact your administrator if the problem persists.

Door opener

Activating the Door opener

Prerequisite: Door opener has been enabled by your administrator.

At first you have to set up a programmable key to open a door.

See also at → page 95 that explains how to set up a local feature.

Long press the Function key in the left panel or hold down the Function key on a connected OpenScape Key Module 600 to which you want to assign the DoorOpener function, until the programming prompt is displayed.

or

Press Main Menu key, if needed.

Favorites

Open using the Softkey.

Favorites (1/2) Page 1

Select desired page (1 to 2).

Press and hold the Function key to which you want to assign the door.

Select "Assign local feature"

Assign local feature

Confirm.

Door opener

Confirm.

DoorOpener 1

Confirm. The key is programmed.

LED displays for door opener keys

LED	Meaning
	LED off: The door opener is in idle mode.
	LED lights green: Door opened
	LED lights orange: In progress.
	LED lights red: Failure, contact your administrator if the problem persists.

Opening the door without receiving a call

Prerequisite: The functionality has to be enabled by your administrator.

When you have configured a programmable key to open the door, you can press the relevant key to open the door for your visitor without receiving a call from the door phone.

Press the Function key in the left panel or on a connected OpenScape Key Module 600 to which the Door opener function has been assigned.

DoorOpener 1

or

Press Main Menu key, if needed.

Favorites

Open using the Softkey.

Favorites (1/2) Page 1

Select desired page (1 to 2).

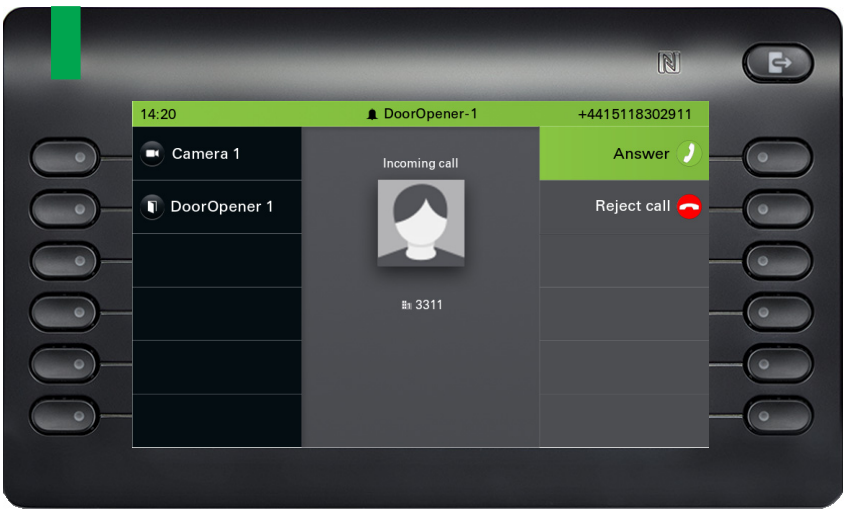
DoorOpener 1

Press the Function key to which the Door opener function has been assigned. The door opens. In case there is a problem with the communication with the door, you will see a pop-up message on your device screen.

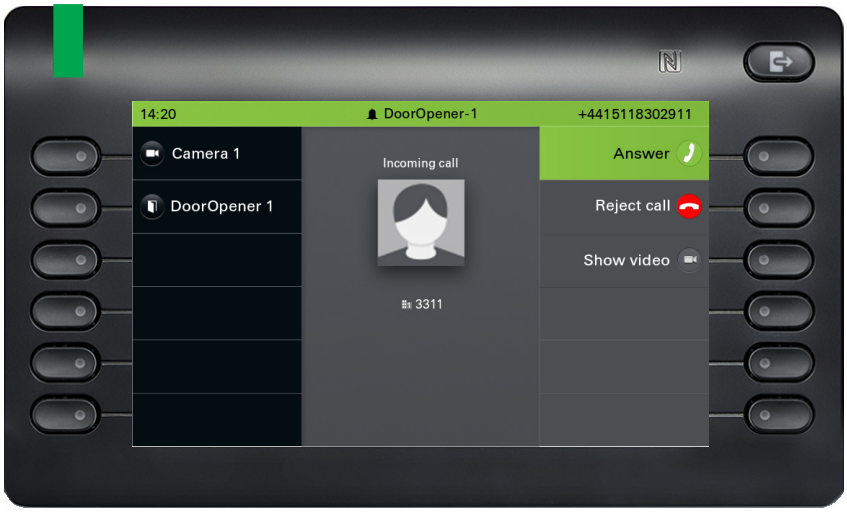
Receiving a call from the door phone

Prerequisite: Door opener has been configured by your administrator. Since you have a door phone with an embedded camera, direct video has to be enabled by the administrator too.

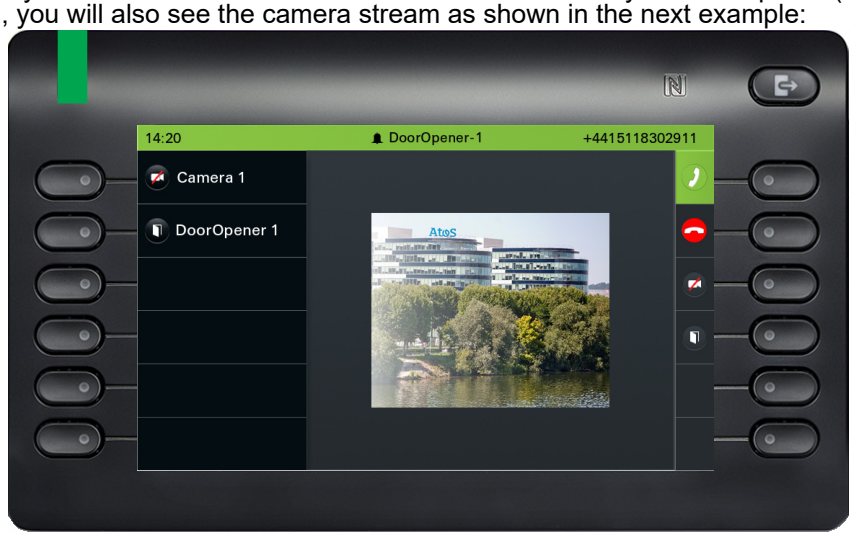
If the service engineer has set up a door phone and your administrator has configured it, you can speak to the visitors and activate the door opener from your CP700 phone.
When someone rings the door bell, you will receive an incoming call from the door.



If your door phone has an embedded camera and your administrator has configured it you will see the following screen:



If your administrator has enabled automatic video for your door opener (default) , you will also see the camera stream as shown in the next example:



Speak with a visitor over the door terminal

Prerequisite: Phone is called from the door phone.

Lift the handset. You are connected to the entrance telephone immediately

or

Press key

or

Answer

Confirm with the Softkey to answer the call.

You can now talk with your visitors.

Rejecting a call from the door phone

Confirm with the Softkey. The call is rejected.

Open a video stream before answering a door phone call

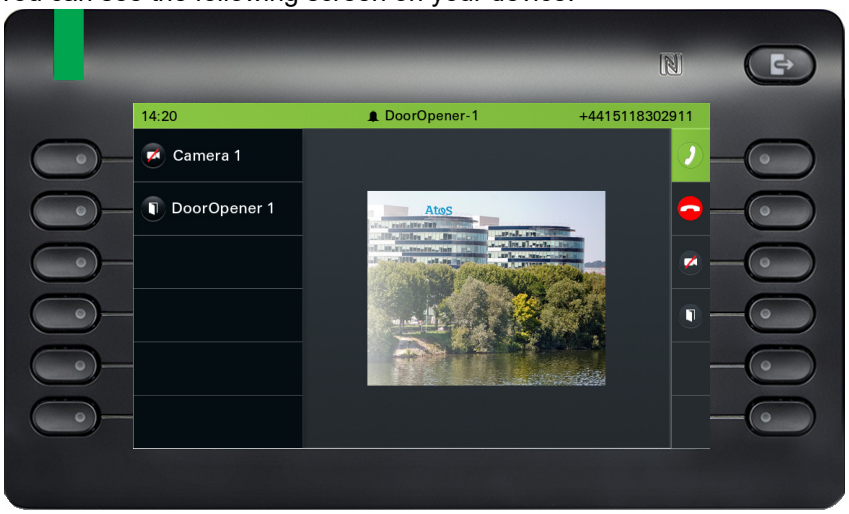
Prerequisite: Telephone is called from the door phone. The door opener and the direct video has been configured by the administrator.

You can watch the video stream of your entrance before opening the door.

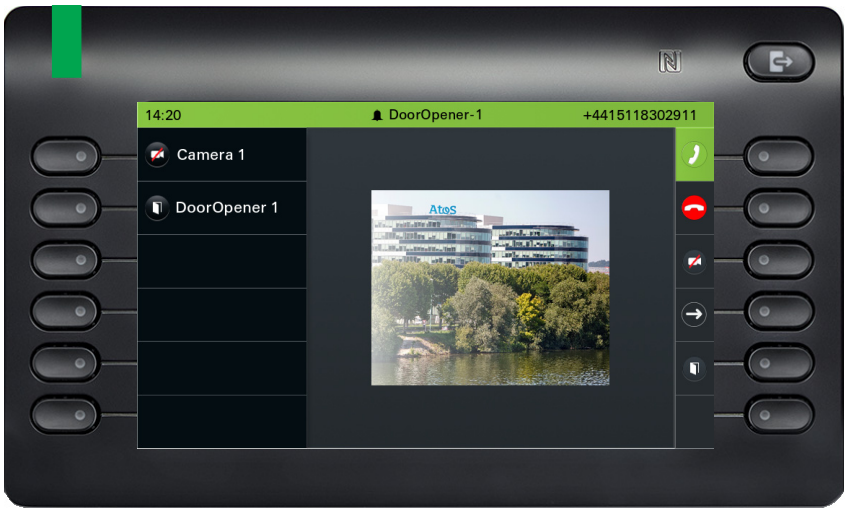
Show video

Confirm with the Softkey.

You can see the following screen on your device.



When you have configured more than one camera you will see the following screen. Press the Softkey next to the arrow to see the video screen of another camera.



The telephone continues ringing. Press the Softkey next to to answer the call.

Since you answer the call your OpenScape Desk Phone CP700 screen changes as follows:

Press the Softkey next to the video icon to turn the video off. Alternatively press the Function key you have configured for the camera. See also at → page 182. The video turns off. You can turn it on again.

Press the Softkey next to the door icon to open the door.

Open a video stream after answering a door phone call

Prerequisite: Door opener and Direct Video have been configured by your administrator. A call from the door phone has been answered.

When you answer the call from the door phone, you see the following screen on your CP600 screen. You can talk to your visitor.

Navigate using the down arrow ⮟ at your next screen until you find the option to Show video.

Press with the Softkey to activate the video. You will be navigated to the following screen:

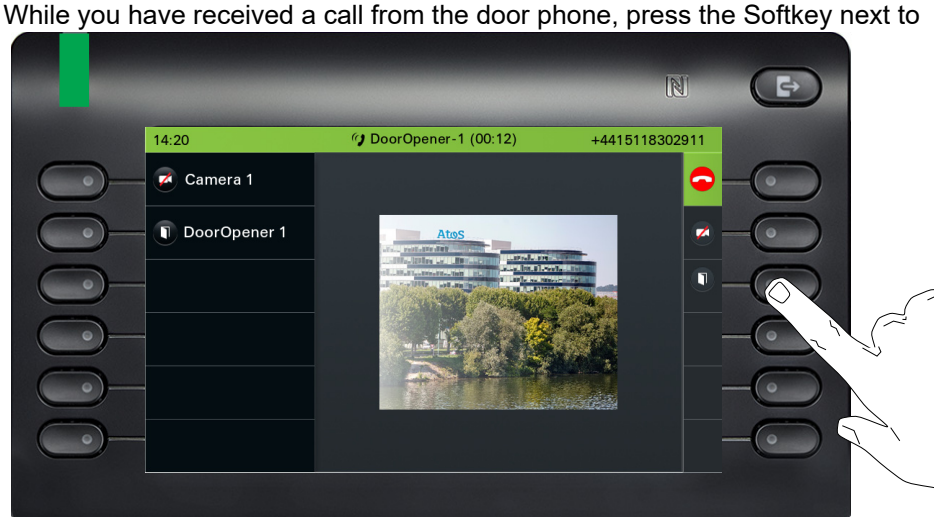
.

Press the Softkey next to the video icon to turn the video off. Alternatively press the Function key you have configured for the camera. See also at → page 182. Your video turns off. You can turn the video on again.

Press the Softkey next to to end the call.

Opening the door

While you have received a call from the door phone, press the Softkey next to



the door to open it.

Ending a call from the door phone

Replace the handset.

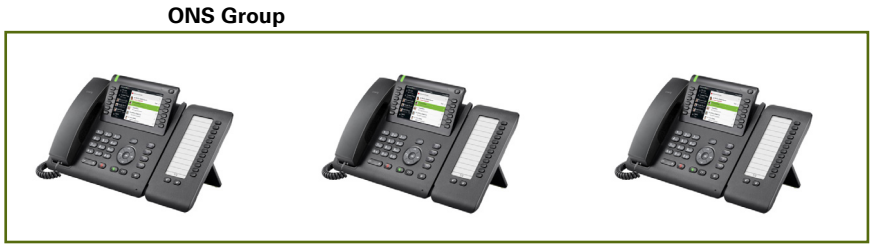
or

Press the key

Special functions for parallel call (ONS)

If your telephone is integrated into an ONS group (ONS = "One Number Service"), you can be connected to all other telephones of this group in the same way as on your own telephone. To set up an ONS group, contact your responsible administrator.

One ONS group may consist of max. 3 phones (phone numbers).



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

Max. one group member may be an external telephone (e.g. a cell phone). One phone in the group is the "master" (**A**), whose number also given to the other members (**B**, **C**) of the ONS group.

If **A**, **B** or **C** are called then all the phones in the ONS group will ring. If **A**, **B,** or **C** is busy, all phones in the ONS group are busy (busy tone for a caller from outside the ONS group). Within the ONS group, the phones can be reached with their original call numbers.

Further effects on the phones of internal participants of an ONS group are also available with the following features:

- Call waiting→ page 114
- Call forwarding → page 107
- Do not disturb → page 193
- Mailbox (MWI) → page 155
- Callback → page 109
- Conversations → page 36

If your ONS group contains a cell phone, make sure that it is always available (switched on). Otherwise it can lead to problems with the call signaling for other ONS group participants due to the premature call acceptance by the mobile mailbox.

Leaving/entering a hunt group

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

You can take yourself out of the hunt group at any time, e.g. when you leave the workplace. When you are present, you enter the group again.

You also remain contactable when disconnected via your own phone number.

Press the Main Menu key, if needed.

Service/Settings

Open using the Softkey.

Service Menu

Open with the Softkey.

Feature settings

Select and confirm.

Join hunt group

Select and confirm.

Deactivate

Confirm

or

Activate

Confirm.

Private / Security

Activating/deactivating do not disturb

If you do not wish to take calls, you can activate do not disturb. Internal callers hear the ringing tone and the message "Do not disturb." External callers are forwarded to the operator. The responsible administrator can also set up call forwarding destinations to redirect internal and external calls.

If your phone belongs to an ONS group (parallel calls → page 191), please note the following special features:
The call protection can be switched on/off on each phone of the ONS group and then applies to all phones in the ONS group.

Prerequisite: The responsible administrator has generally released the do not disturb for all OpenScape 4000 participants in your system.

Press the Main Menu key, if needed.

Do not disturb

Select and confirm. The display shows whether do not disturb is switched on or off.

Do not disturb

Press the Softkey again to switch mode.

A sound reminds you that do not disturb is activated after you lift the handset. Also, the ⛔ icon appers in the status bar.

The operator can bypass the call protection and reach you.
If the responsible administrator has generally blocked the do not disturb for the OpenScape 4000, the menu point "Do not disturb" does not appear in the menu.

Speaker call protect on/off

You can prevent yourself from being contacted directly. Any attempt to talk to you directly via the loudspeaker will then result in a normal call.

Press the Main Menu key, if needed.

Service/Settings — Open using the Softkey.

Service Menu — Open with the Softkey.

Feature settings — Select and confirm.

Speaker call protect — Select and confirm. The display shows whether the speaker call protect is switched on or off.

Activate — Confirm.

or

Deactivate — confirm.

Caller ID suppression

The display suppression applies only to a subsequent call and is not stored during the redial → page 154 selection.

Press the Main Menu key, if needed.

Service/Settings — Open using the Softkey.

Service Menu — Open with the Softkey.

More features — Select and confirm.

Block caller ID on — Confirm. The dial tone is audible.

Enter the phone number of the subscriber. If the subscriber accepts the call, your number is not displayed.

User password

With your User password you protect your user settings. You can also use the User password to fully lock your phone → page 197.

The administrator may have configured the following settings:

- The password is deactivated: You do not have the option to configure user settings. The message "Password is disabled" is displayed.
- The password is temporarily locked: You do not have the option to configure user settings at this time. The message "Password is suspended" is displayed.
- After initially logging on to a user area, you may have to replace the default password with a new password.
- A password can have a predefined period of validity: You will have to create a new password when the period ends. The message "Change password (x days remaining)" will alert you to this at the appropriate time. The message "Password has expired" appears when the validity period has expired. Confirm "Change password" and change the password as described in this section.
- If you repeatedly enter the wrong password (2 to 5 times), additional attempts are blocked. You can make another attempt after a predefined time.
- It is possible that you will not be able to re-use a previously used password for a period of time, which means you have to create another "new password".
- Your administrator can tell you about the rules for which and how many characters can or must be used in 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 (see also → page 196).

You can also configure this setting via the Web interface → page 210.

Press the Main Menu key, if needed.

Service/Settings — Open using the Softkey.

User settings — Open using the Softkey.

if needed — Enter and confirm the User password.

Select "Change user password."

Change user password — Open using the Softkey

Current password — Open using the Softkey

123 ****** — The input field is displayed.

Enter the current password and conclude your input with the Softkey.

New password — Open using the Softkey.

123 ****** — The input field is displayed.

Enter the new password (at least 6 characters) and conclude your input with the Softkey.

Confirm password

Open using the Softkey

123 ******

The input field is displayed.

Re-enter the new password and conclude your input with the Softkey.

Save your input. The new password is now valid.

Deactivating the password prompt

You can deactivate the phone's password prompt if a password has already been configured.

Deactivating the password prompt does not apply to the Web interface → page 210. As long as the password prompt is deactivated, you do not have access to the web interface via the User settings.

If you deactivate the password prompt, you can **no longer** lock the phone → page 197 and the user menu is **not** password protected.

Press the Main Menu key, if needed.

Service/Settings

Open using the Softkey.

User settings

Open using the Softkey.

if needed

Enter and confirm the User password.

Select "Change user password."

Change user password

Open using the Softkey

Current password

Open using the Softkey

123 ******

The input field is displayed.

Enter the current password and conclude your input with the Softkey.

New password

Open using the Softkey

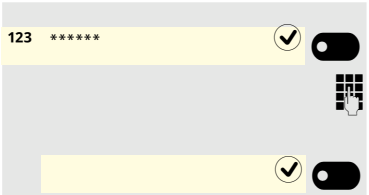
123 ******

The input field is displayed.

Enter 6 zeros ("000000") to deactivate the password request. Confirm your input with the Softkey.

Confirm password

Open using the Softkey.



The input field is displayed.

Enter 6 zeros ("000000") once again. Confirm your input with the Softkey.

Save your input. The password is now deactivated.

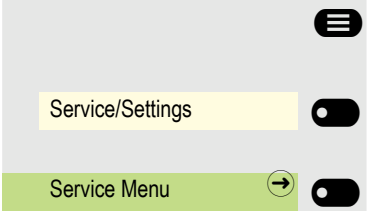
Locking the phone to prevent misuse

You can stop unauthorized parties from using certain functions on your phone while you are away. E.g. the dialing of external phone numbers and access to your mailbox can be prevented. Ask your administrator which features are locked.

Locking the phone in the system

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

Locking the phone



Press the Main Menu key, if needed.

Open using the Softkey.

Open with the Softkey.

Select and confirm.

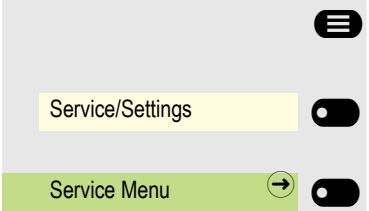
Select and confirm.

Enter ID.

"Carried out" is displayed upon successful entry.

When the receiver is disconnected, a special dial tone is heard. OpenScape 4000-internal can be selected as usual.

Unlocking the phone



Press the Main Menu key, if needed.

Open using the Softkey.

Open with the Softkey.

Select and confirm.

Select and confirm.

Enter ID.

"Carried out" is displayed upon successful entry.

Lock local phone

Locking the phone

To protect the phone against unauthorized access, you can lock the phone so that nobody can make calls or change settings without knowing the User password.

Predefined numbers from the dial plan can still be dialed when the phone is locked. For more information, contact your administrator.

You can only lock the phone if you set a User password → page 195. The password for this must **not** be the default setting "000000." Check, if necessary, whether the phone lock function has been activated for you by the administrator.

Activating the phone lock

Hold down the key until the "Lock phone" message appears.

Lock

Press the Softkey to activate the lock.

Dialing an emergency number

If an emergency number is entered on the phone by the administrator, Emergency call appears on the display for selection when you have activated the lock. You can also enter the emergency number via the dialpad.

The emergency call numbers pre-configured by the administrator can be called at any time via the dialpad in the locked state.

The number will be dialed automatically without pressing the OK button. An empty option on the screen will be shown, therefore if you accidentally press the OK button, the call will not be canceled.

Unlocking the phone

Phone locked

The display shows “Phone locked”.

Unlock phone

Press the Softkey.

Enter and confirm the User password, the phone is unlocked if the password is correct.

or

Admin unlock

Press the Softkey.

Enter the administrator password if you do not know the User password. Confirm with the Softkey. The phone is unlocked if the password is correct.

If the telephone is locked, an emergency number entered by the administrator can be input using the dial pad or dialed with the Emergency call option. If the phone is locked, selected dialing keys (see→ page 58) cannot be used. This also applies if the emergency number is saved on this key.

Secure calls

Query status in idle mode

When the phone is idle, you can check whether the secure calling is active on your phone.

Press the Main Menu key, if needed.

Scroll.

Voice encryption

Select and confirm.

Voice encryption enabled

The status display corresponding to the set security mode is displayed.
A connection is only encrypted if the other side also supports the encryption.

or

Voice encryption Always enabled

Connections are always encrypted.

If the entry "Voice encryption" appears in the idle menu, the function is not activated.

Querying the status when connected

During the call you can query whether your call is secure.

Voice encryption

Select.

Voice encryption Call encrypted

The call is secure.

or

Voice encryption Call not encrypted

The call is not secure.

Information about secure calls

The responsible administrator can determine whether and how you are notified of unencrypted calls in your communication system.

Warning tone.

and/or

Display screen.

Voice encryption
Call not encrypted

Identifying anonymous callers ("tracing")

This function must be set up by your responsible administrator.

You can have malicious external callers identified. The caller's phone number can be determined during the call or up to 30 seconds afterwards. You are not allowed to hang up.

Press the Main Menu key, if needed.

Service/Settings

Open using the Softkey.

Service Menu

Open with the Softkey.

More features

Select and confirm.

Call tracing

Select and confirm.

If the capture circuit was successful, the data obtained is stored with the network operator. Please contact your responsible administrator.

Local phone settings

Audio settings

Volumes

Set the volume here, for instance, for the loudspeaker, handset, or headset.

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

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

You can also configure this setting via the Web interface → page 210.

Press the Main Menu key, if needed.

Service/Settings

Open using the softkey

User settings

Open using the softkey.

if needed

Enter and confirm the User password.

Audio

Open using the softkey.

Volumes

Open using the softkey.

Ringer

E.g. open the Ringer sound with the softkey[1].

Use the softkey to increase the volume.

or

Use the softkey to decrease the volume

or

Adjust using the toggle key

Confirm the setting with the softkey.

Save the setting.

1. The display shows the current setting

Set local ringtones

Select and configure call type

The ringer mode "local ringtone" is set. Not all of the following types have to be used:

- 1: Internal
- 2: External
- 3: Buzz
- 4: Rollover
- 5: Simple alert
- 6: Multiple alert
- 7: Special 1
- 8: Special 2
- 9: Special 3
- 10: Attention
- 11: Unspecified
- 12: US DSN-Precedence
- 13: US DSN-Routine
- 14: Emergency

Select the desired call type and configure it according to your requirements.

You can also configure this setting via the Web interface → page 210.

Press the Main Menu key, if needed.

Service/Settings

Open using the softkey

⊞ User settings

Open using the softkey.

if needed

Enter and confirm the User password.

⊞ Ringer sound

Open using the softkey.

Local ringers

Open using the softkey.

1: Internal

Open with the softkey, e.g. to make settings for the internal ringer.

Ringer sound Ringer4.mp3

Open using the softkey.

Ringer5.mp3

Confirm with the softkey to e.g. select this tone file.

Save the setting.

If you have selected the "Pattern" instead of a ringer file, you can still set the values for "Pattern melody" and "Sample sequence".

Ringer mode

With both Ringer mode options

- HiPath
- Local ringer

determine who generates the ringtone on the phone. With the "HiPath" setting the system emits the ringer type and the related ringer, which you can adjust later → page 202.

If "local ringer" is selected, the phone sends the ringtone type and then you determine which ringtone should ring for the respective ringtone type in the "local ringtone" menu yourself → page 203.

You can also configure this setting via the Web interface → page 210.

Press the Main Menu key, if needed.

Service/Settings — Open using the softkey

User settings — Open using the softkey.

if needed — Enter and confirm the User password.

Ringer sound — Open using the softkey.

Ringer — Open using the softkey.

Mode HiPath — Open using the softkey.

Local ringer — Confirm with the softkey to set "Local ringer".

Save the setting.

Insecure call alert

You can also configure this setting via the Web interface → page 210 .

Press the Main Menu key, if needed.

Service/Settings

Open using the softkey

User settings

Open using the softkey.

if needed

Enter and confirm the User password.

Configuration

Open using the softkey.

Connected calls

Open using the softkey.

Insecure call alert

Activate with the softkey Insecure call alert.

or

Insecure call alert

Deactivate with the softkey Insecure call alert.

Save the setting.

Block dialing for outgoing calls

If block dialing is displayed, when deleting a phone number, for example, all of the characters available in the field are deleted at once. If block dialing is switched on, you can delete individual characters.

You can also configure this setting via the Web interface → page 210.

Press the Main Menu key, if needed.

Service/Settings

Open using the softkey

User settings

Open using the softkey.

if needed

Enter and confirm the User password.

Configuration

Open using the softkey.

Outgoing calls

Open using the softkey.

Block dialing

Activate with the softkey Block dialing.

or

Block dialing

Deactivate with the softkey Block dialing.

Save the setting.

Setting up Exchange access

To use your Exchange account in conversations you must enter the server address and your access details.

You can also configure this setting via the Web interface → page 210.

Press the Main Menu key, if needed

Service/Settings — Open using the softkey

User settings — Open using the softkey.

if needed — Enter and confirm the User password.

Configuration — Open using the softkey.

Microsoft® Exchange — Open using the softkey.

Server — Open using the softkey.

abc EXACSY.com — The input field is displayed.

Enter the URL for the Exchange server and conclude your input with the softkey.

User name — Open using the softkey.

abc email@example.com — The input field is displayed.

Enter your e-mail address used for Exchange and conclude your input with the softkey.

Password — Open using the softkey.

123 ********** — The input field is displayed.

Enter your password used for Exchange and conclude your input with the softkey.

Folder (optional) — Open using the softkey.

abc Output — The input field is displayed.

Enter the folder with the destination data and conclude your input with the softkey.

Save the configuration.

Displaying network information

This information overview in the Benutzer - Einstellungen area of the Service/ Settings menu provides you with information about the IP address or name of the phone and the HTML address of the web interface. It also provides real-time data about the network activity of the phone.

Press the Main Menu key, if needed.

Service/Settings

Open using the softkey

User settings

Open using the softkey.

if needed

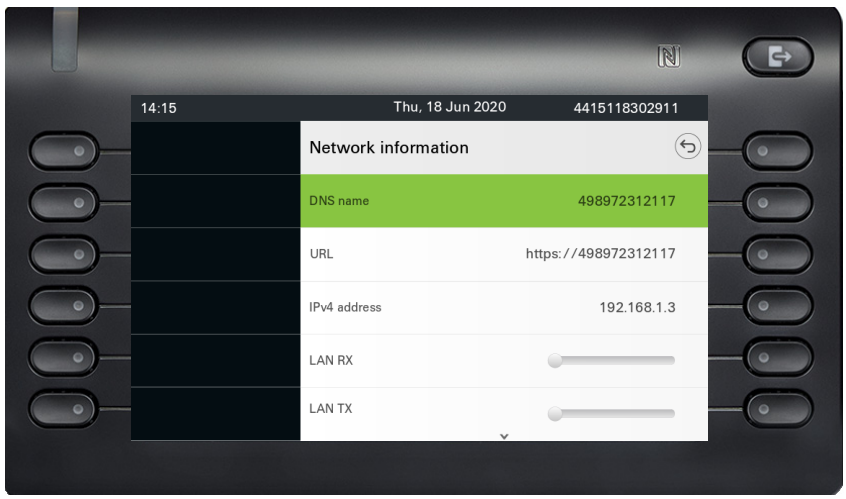
Enter and confirm the User password.

Select the "Network information" menu.

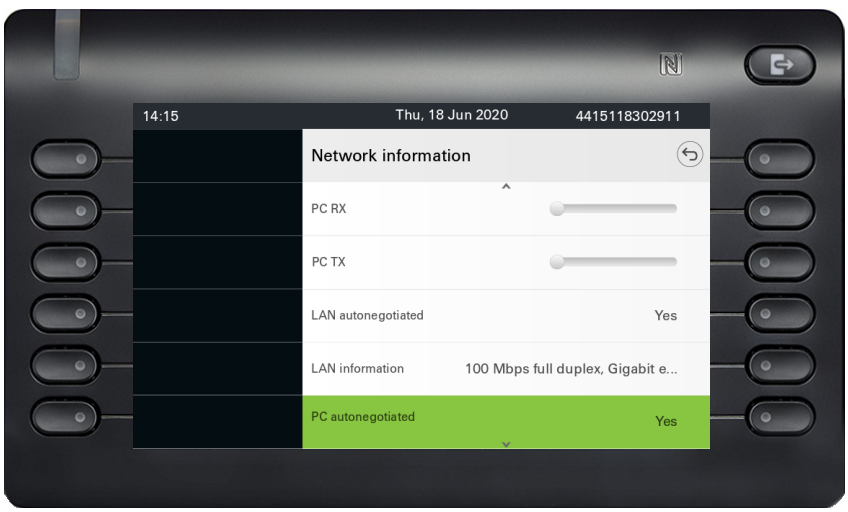
Network information

Open using the softkey.

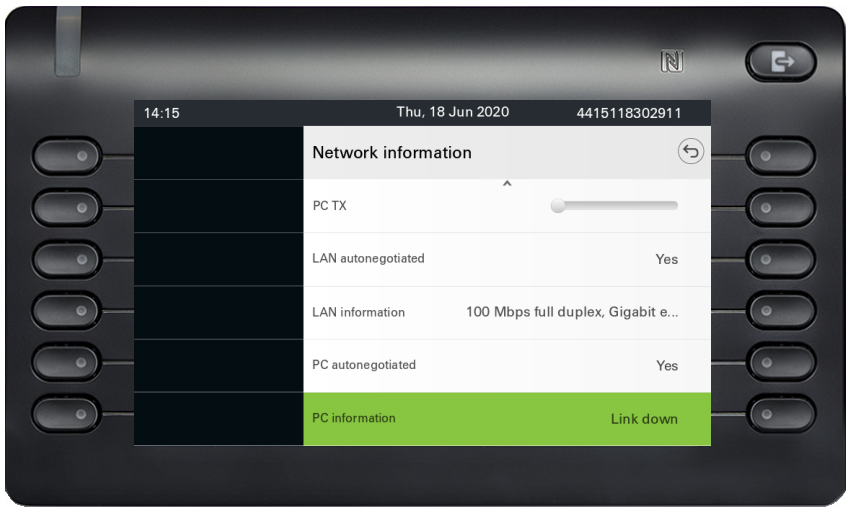
You can browse the following overview:



Scroll



Scroll



Scroll

DNS name: Name or number of telephone.

URL: HTTP address of the web interface. This address is specified in the address line of the Internet browser and is used to call up the web interface of the phone in the browser.

IPv4 address: Display of the IP address or name that was assigned to the phone in the network.

LAN-RX/PC-RX: The network or PC interface data packets received are illustrated dynamically in graphical form.

LAN-TX/PC-TX: The network or PC interface data packets sent are illustrated dynamically in graphical form.

LAN autonegotiation/PC autonegotiation [Yes)|No]: Displays whether the data transfer rate network or PC interface is set to automatic (**Yes)** or manual (**No**).

LAN information/PC information: [10|100|1000] Mbit/s: Data transfer rate of the network or PC interface. If an interface is not in use, **Link down** is displayed.

Resetting user data

All personal settings changed via the telephone menu or the web interface can be reset to factory settings.

Some images for the screensaver will be deleted or deleted default images will be restored.

Some ringer files will be deleted or deleted default ringer files will be restored.

Similarly, all of your personal information, and most importantly your conversation list with contacts, will also be deleted.

Important: All listed data is reset **without** a warning tone.

Initiating the reset

Press the Main Menu key, if needed.

Service/Settings

Open using the softkey

User settings

Open using the softkey.

if needed

Enter and confirm the User password.

Select the "Reset" menu.

Reset

Open using the softkey.

Reset all user data

Perform the reset **immediately** with the softkey. The user data is reset to factory settings.

Web interface

General

You can configure a number of settings for your phone via the web interface. Communication occurs via a secure HTTPS connection. Access to the web interface must be activated by your administrator.

Launching the web interface

For more information on the IP address, the web interface address, and how to connect the telephone to the network, refer to the section entitled "Network information" → page 207.

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

https://[IP address of the phone]

[IP address of the phone] is the IP address of your phone.

or

https://[Name of the phone]

[Name of the phone] that was assigned by the administrator.

You might receive a certificate notification from the browser. Follow the instructions to download the certificate.

You will be prompted to configure a user password the first time you call up the web interface → page 195. You must log in with this password in future every time you want to open the User pages.

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.

Administrator pages

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

User pages

All entries under the user menu on the web interface can also be found under the user menu on the telephone → page 72.

You will be prompted to configure a user password the first time you call up the web interface → page 195. You must log in with this password in future every time you want to open the User pages.

- Click a menu heading to display the individual menu entries. Click the menu heading again to close the menu.
- Click a menu entry to open the corresponding website.
- Make the desired changes.
- Click the corresponding button to save or discard your changes.

Button functions

- "Login": Log in to the phone after you have entered the user password
- "Save": Applying changes
- "Reset": Reset original values
- "Update": Update the values
- "Log out": Log out from the phone

User menu

User Login

Password ☎ → page 195

- Current password
- New password
- Confirm password

Ringer

- Local ringers
  - Call type ☎ → page 203
    - Internal call
      - Ringer sound
      - Pattern melody
      - Pattern sequence
    - External
      - Ringer sound
      - Pattern melody
      - Pattern sequence
    - Buzz
      - Ringer sound
      - Pattern melody
      - Pattern sequence
    - Rollover
      - Ringer sound
      - Pattern melody
      - Pattern sequence
    - Single alert
      - Ringer sound
      - Pattern melody
      - Pattern sequence
    - Multiple alert
      - Ringer sound

- Pattern melody
- Pattern sequence
- Special 1
  - Ringer sound
  - Pattern melody
  - Pattern sequence
- Special 2
  - Ringer sound
  - Pattern melody
  - Pattern sequence
- Special 3
  - Ringer sound
  - Pattern melody
  - Pattern sequence
- Attention
  - Ringer sound
  - Pattern melody
  - Pattern sequence
- Unspecified
  - Ringer sound
  - Pattern melody
  - Pattern sequence
- US DSN-Precedence
  - Ringer sound
  - Pattern melody
  - Pattern sequence
- US DSN-Routine
  - Ringer sound
  - Pattern melody
  - Pattern sequence
- Emergency
  - Ringer sound
  - Pattern melody
  - Pattern sequence

– Ringer mode (☎ → page 203)
  – OpenScape
  – Local ringer

Audio

– Audio settings
  – Ringer ☎ → page 84
  – Pattern melody
  – Pattern sequence
  – Room character ☎ → page 83
  – Headset socket → page 85

Configuration

– Outgoing calls
  – Autodial delay (seconds)
  – Block dialling ☎
– Forwarding ☎ → page 107
  – All calls
  – Favourites / recently used
  – Direct destination
  – Busy
  – Favourites / recently used
  – Direct destination

- – No reply
- – Favourites / recently used
- – Direct destination
- – Fixed forwarding allowed
- – Favourites / recently used
- – Direct destination
- – Forward external calls allowed
- – Favourites / recently used
- – Direct destination
- – Forward internal calls allowed
- – Favourites / recently used
- – Direct destination
- – Forward busy/no answer calls allowed
- – Favourites / recently used
- – Direct destination
- – Connected calls ☎
  - – Insecure call alert
- – Bluetooth
  - – Configuration
    - – Active
    - – Bluetooth addres
    - – Phone name
    - – Keyboard
  - – Beacon
    - – Mode
    - – URI
    - – UUID
    - – Major
    - – Minor
    - – Interval (ms)
- – UC credentials
  - – UC user name
  - – UC password
  - – Allow UC Journal
- – Microsoft® Exchange ☎ → page 206
  - – Server
  - – User name
  - – Password
  - – Folder to sync (optional)
- – OpenScape UC
  - – Serve
  - – Username
  - – Password

Phone

- – Display ☎ → page 73
  - – Brightness
  - – Key module contrast
  - – Key module brightness
  - – KM module text level
  - – DSS/Keyset indication
- – Inactivity
  - – Screen type
  - – Idle time (mins)
  - – Slide time (secs)
- – Energy saving ☎ → page 74
  - – Activate after

- Backlight dim
- Backlight off

File transfer ☎ → page 78

- Slideshow images
- Ringtones
- Contacts transfer

Diagnostic information

Fixing problems

Responding to error messages on the display

Incorrect input

Possible causes:

Number is not correct.

Possible response:

Enter correct number.

No authorization

Possible cause:

Locked function attempted.

Possible response:

Apply for authorization to execute function from manager.

Currently not possible

Possible cause:

Dialing a non-existent number. Phone you are trying to reach is not in use.

Possible response:

Enter correct number. Call again later.

Phone number invalid

Possible cause:

Own number entered.

Possible response:

Enter correct number.

Key memory is full

Possible cause:

External phone number memory space in system currently full.

Possible response:

Try again later.

Conflict on another level

Possible 1st cause:

If "Delete other level" shows in menu:
You have tried to save a function or internal phone number with LED-display using a key on an already occupied level (e.g. an external phone number).

Possible response:

Confirm "Delete other level" to save the phone number/function.

Possible 2nd cause:

If "Clear LED support" shows in menu:
You have tried to save a number without LED-display or an external number using a key that already has an internal number with LED-display.

Possible response:

Confirm "Clear LED support" to save the call number. The existing internal number remains on the other level without LED-display.

Pressed key does not respond:

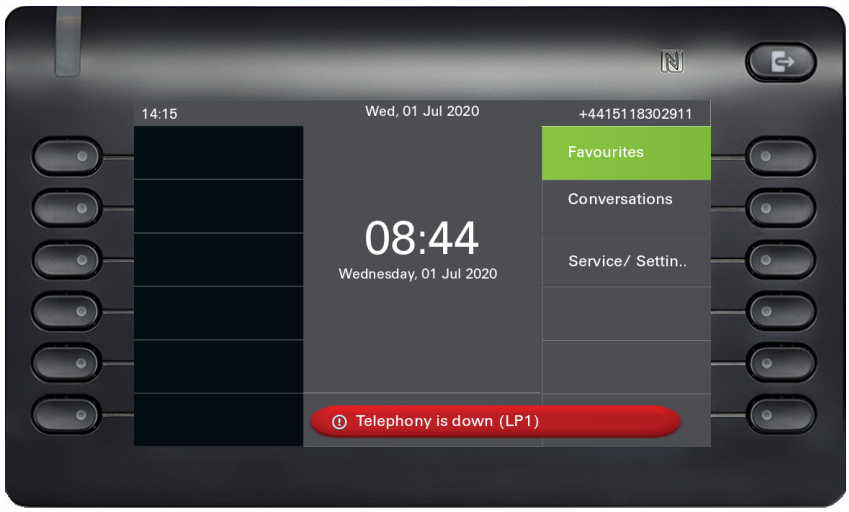
Check if the key is stuck.

Phone doesn’t ring when called:

Check if your phone is on silent (the ringer off icon appears on the status bar → page 30). If so, activate the ringer again.

To correct any other problems:

Contact your administrator if a fault persists for more than 5 minutes, for example. Pass on the message displayed in the red field, if appropriate, as shown in the next example. Problems that cannot be corrected should be referred to Customer Service.



Contact partner in case of problems

Contact your administrator if a fault persists for more than 5 minutes, for example.

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