Unify OpenScape Desk Phone CP200T

OpenScape 4000

User & Administrator Guide
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Mitel®

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Important information

⚠	Never open the telephone. Should you encounter any problems, consult your administrator.
⚠	Use only original accessories. The use of other accessories is hazardous and will render the warranty, extended manufacturer's liability and the CE and other markings invalid.

Trademarks

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

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

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

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.

Product support on the Internet

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/.

Software update

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

Location of the telephone

- The telephone is designed for operation in a protected environment within a temperature range of 5 °C to 40 °C.
- To ensure good speakerphone quality, the area in front of the microphone (front right) should be kept clear. The optimum speakerphone distance is 50 cm.
- Do not install the telephone in a room where large quantities of dust accumulate; this can considerably reduce the service life of the telephone.
- Do not expose the telephone to direct sunlight or any other source of heat, as this is liable to damage the electronic components and the casing.
- Do not install the telephone in bathrooms 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 Unify sales partner for information on how to upgrade.

Your telephone can be operated on an OpenScape 4000 telephone system. Individual telephone features may deviate on an OpenScape Business from those described.

This User & Administartor Guide is intended to help you familiarize yourself with the OpenScape Desk Phone CP200T and all of its functions running on a OpenScape 4000 configuration. It contains important information on the safe and proper operation of the OpenScape Desk Phone CP200T. These instructions should be strictly complied with to avoid operating errors and ensure optimum use of your multifunctional telephone in the network.

This User & Administartor Guide should be read and followed by every person (simple user or administrator) installing, operating or programming the OpenScape Desk Phone CP200T.

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

This User Guide is designed to be simple and easy to understand, providing clear step-by-step instructions for operating the OpenScape Desk Phone CP200T.

Service

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

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

Intended use

The OpenScape Desk Phone CP200T phone is a desktop unit designed for voice transmission. Any other use is regarded as unintended.

Telephone type

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

Speakerphone quality and display legibility

- To ensure good speakerphone quality, the area in front of the telephone (front right) should be kept clear. The optimum distance is approx. 50 cm.
- Proceed as follows to optimize display legibility:
  – Turn the phone to tilt the display to ensure you have a frontal view of the display and avoid light reflections.
  – Adjust the contrast as required → page 18.

Single-line telephone/multi-line telephone

Your OpenScape Desk Phone CP200T is a "multi-line telephone". This means that your service personnel can configure multiple lines on your phone, which is not the case with single-line phones. Each line is assigned an individual phone number which you can use to make and receive calls.

The programmable keys function as line keys on multi-line phones → page 64.

When using a multi-line phone to make and receive calls, certain particulars must be taken into account → page 64.

The executive-secretary configuration is a special case. This is a multi-line telephone with special features (e.g., "Ring Transfer" and "Accept call"), configured especially for executive/secretary use → page 64.

Team functions

To increase the efficiency of telephony, your service personnel can configure various Team functions such as pickup groups, hunt groups, and call distribution groups.

Getting to know the OpenScape Desk Phone CP200T

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

Assembling and Installing the Phone

Shipment

- Telephone
- Handset
- Handset cable
- Telephone foot stand
- Subpackage:
  - Document "Installation and Quick Reference Guide"

Assembly

Handset: Insert the plug on the long end of the handset cable into the jack 📞 on the base of the telephone and press the cable into the groove provided for it. Next, insert the plug on the short end of the handset cable into the jack on the handset.

Connecting the Phone

OpenScape Desk Phone CP200T:
- Insert the $U_{P0/E}$ cable into the jack ⏻ on the base of the telephone.

OpenScape Desk Phone CP200T:

If applicable, connect the following optional jacks:
  - 🎧 Headset (accessory)
  - 🔌 USB secondary for connection to PC

▐▐▐➡ Do not connect a USB hub to the phone's USB port, as this may lead to stability problems.

The user interface of your telephone

1	You can make and receive calls using the **handset**.
2	The **display** provides intuitive support for telephone operation (two lines with up to 33 characters each).
3	The **function keys** (cannot be reprogrammed) allow you to call up the following frequently used functions during a call: ✉ : Allows voicemails to be managed. ☰ : Use this function key to open the Program/Service menu. ◀› : Activates/deactivates the speakerphone function. 🎧 : Activates/deactivates the headset function. ➖➕ : Increases/decreases the speaker/headset volume. 🎙 : Activates/deactivates the microphone. This function is useful to prevent the other party from listening in under certain circumstances, for example when consulting with someone else in the room or in case of annoying background noise.
4	You can use the **navigation keys** to navigate conveniently through the various phone functions, applications and configuration menus.
5	The **function keys** allow you to call up the following frequently used functions during a call: P : Transfer a call to another subscriber. 👥 : Enable access to the conference functions. ‖ : Hold or retrieve the active call.
6	The **dialpad** can be used to enter phone numbers and write text.
7	You can customize your telephone by assigning phone numbers and functions to the **programmable keys**. Preset default values: • Caller list • Phonebook • Forwarding • Redial
8	Incoming calls and new voicemails are visually signaled via the Signaling LED → page 20.

Properties of your OpenScape Desk Phone CP200T

Display type	Grayscales Display 192*48 pixel
Illuminated display	✓
Full-duplex speakerphone function	✓
Headset	✓
USB	✓
Wall mountable	✓
Signaling LED (red/green/orange)	✓

Navigation keys

This control allows you to move between input fields and navigate in lists and menus. You use the OK button to confirm options and launch functions:

Key	Functions when key is pressed
	In lists and menus: • One level back Entry selected: • Cancel action In input fields: • Delete character to the left of the cursor
	In menu: • Press the right arrow button to show additional options within a submenu or menu
	In lists and menus: • Scroll up
	In lists and menus: • Scroll down
	Entry selected: • Perform action • Confirm your selection

Programmable function keys

Your OpenScape Desk Phone CP200T has four fixed function keys (with LED), which you can re-program with different functions or phone numbers at any time.

The icons represent the following functions:

• Caller list
• Phonebook
• Forwarding
• Redial

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

• Function keys → page 17
• Selected dialing keys → page 18

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

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

Meaning of LED displays on function keys

LED		Meaning of function key
⬛	Off	The function is deactivated.
◯	Lights up green	The function is activated.

▮▶ Some of the programmable keys on multi-line phones can be set up as trunk or line keys → page 53.

Keypad

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

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

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

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

Multi-function keys

Function	✱♪	#Abc 123
Long press (key held down)	Turn ringtone on/off.	
Text input	Next letter in upper case.	Delete character.

Character overview (depends on the current language setting)

Key	1x	2x	3x	4x	5x
1 ᴧ	1	1			
2 ABC	a	b	c	2	
3 DEF	d	e	f	3	
4 GHI	g	h	i	4	
5 JKL	j	k	l	5	
6 MNO	m	n	o	6	
7 PQRS	p	q	r	s	7
8 TUV	t	u	v	8	
9 WXYZ	w	x	y	z	9
0 +	+	.	-	0	
✱♪	2				

Key	1x	2x	3x	4x	5x
# Abc 123	3				

1 Space
2 Next letter in upper case
3 Delete character

Signaling LED

When the OpenScape Desk Phone CP200T is idle (on-hook), the Signaling LED state and color depends on the state of the Mailbox/Call log LED (see table below). Call log key must be configured on the phone to have the following functionality.

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

When the OpenScape Desk Phone CP200T is not idle, the Signaling LED shows a:

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

Display

Your OpenScape Desk Phone CP200T comes with a black-and-white LCD display. Adjust the contrast to suit your needs (→ page 71).

Idle mode

If there are no calls taking place or settings being made, your OpenScape Desk Phone CP200T is in idle mode.

Press the ✉ button to go back, for example, to the idle display from a call list . The idle display can be accessed again from the Program/Service menu with the ≣ key.

Example:

Time

10:59	Wed 09 09.19
220870	⬍

Date

Open the idle menu

Own phone number
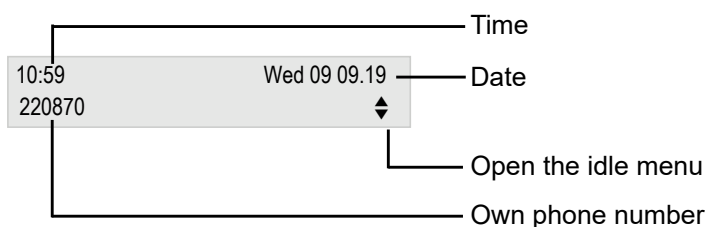
Idle menu

The idle menu opens when you press ⬇ or ⬆ Navigation keys → page 16 in idle mode. You can call up various functions here. The idle menu includes selected functions from the Program/Service menu → page 24

The idle menu may contain the following entries:

- Unanswered calls[1]
- Incoming calls[1]
- Outgoing calls[1]
- Call forwarding off[2]
- Act. FWD-FIXED[3]
- Variable call forw.f
- Display callbacks[4]
- Direct call pickup
- Voice encryption[5]
- Program/Service

---

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

Icons in the idle display

In the first line, the time, weekday and date are displayed in addition to icons for different situations and options:

Icon	Meaning
⌀	The ringer is deactivated.
⊸o	The phone lock is activated.
⊖	The "Do not disturb" function is activated.

Your attention will be drawn to events in the second line:

Icon	Meaning
✉	You received new voice messages.
(‡	New entries have been added to the call lists.
↳	Local call forwarding is active.

Mailbox

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

- Callback requests
- Voicemail

Messages (callback requests)

New or as yet unheard messages are signaled as follows:
✉ The key LED lights up.

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

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

Example:

```
                                    ┌─────── Caller ID
10168 PETER        Call N ──── Type of message
We08.01.           16:25 ▲▼
                              ├──── Function menu
                              ├──── Time
                          └──── Date
```
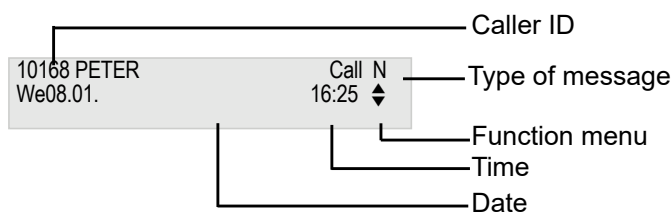
▥▶ For a description of how to edit the entries → page 37.

Voicemail

Press the ✉ mailbox key.

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

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

Call log

If you are unable to accept an external or internal call, the call attempt is stored in the caller list.
Answered calls can also be saved (contact your service personnel).

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

The caller list is automatically displayed → page 21 in the idle menu → page 21.

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

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

Example:

——— Caller ID

```
10168 PETER
Busy        21.02        15:42 ♦
```

——— Time
——— Date
——— Status icon

Program/Service menu

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

As long as you are in this menu, the menu key LED remains red.

Example:

——— Menu title

```
Program/Service:
Destinations                    ♦
```

——— Further entries are available

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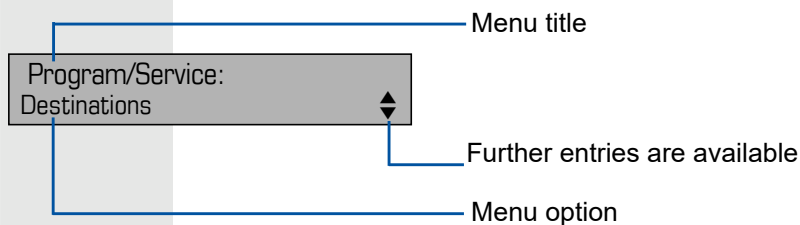
The menu structure comprises several levels. The first line in this structure shows the menu currently selected while the second line shows an option from this menu.

Basic functions

▮▶ Please read the introductory chapter "Getting to know the OpenScape Desk Phone CP200T"page 12 carefully before performing any of the steps described here on your phone.

Answering a call

Special default ring signaling is set for your telephone:
- When you receive an internal call, your telephone rings once every four seconds (single-tone sequence).
- When you receive an external call, your telephone rings twice in rapid succession every four seconds (dual-tone sequence).
- When you receive a call from the entrance telephone, your telephone rings three times in rapid succession every four seconds (triple-tone sequence).
- If a call is waiting, you hear a short tone (beep) every six seconds.

▮▶ Your service personnel can adjust the ring cadence for external and internal calls for you. In other words, different ring cadences can be set for different internal callers.

The number or the name of the caller appears on the display.

Answering a call via the handset

The phone rings. The caller is displayed.

Lift the handset.

if nec. Set the call volume.

Answering a call via the loudspeaker (speakerphone mode)

Suggestions for using speakerphone mode:

- Tell the other party that you are using speakerphone mode.
- The speakerphone works bests at a low receiving volume.
- The ideal distance between the user and the telephone set in speakerphone mode is about 50 cm (approx. 20 inches).

The phone rings. The caller appears on the screen.
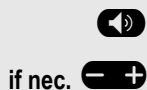
🔊   Press the key shown. The LED lights up.

if nec. ➖➕   Raise or lower the volume. Keep pressing the key until the desired volume is set.

Ending a call

🔊   Press the key shown. The LED goes out.

Accepting a call via the headset

Prerequisite: A headset is connected.

The phone rings. The 🎧 key flashes.
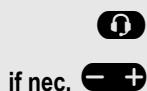
🎧   Press the key shown.

if nec. ➖➕   Set the call volume.

> The headset port on the phone is preset for a corded device and is automatically switched when you use a cordless headset. You must however use the "call answer" function of the headset at least once so that the telephone can make the corresponding setting.

Switching to speakerphone mode

People present in the room can participate in your call.

Prerequisite: You are conducting a call via the handset.

🔊 ☎ Hold down the key and replace the handset. Then release the key and proceed with your call.

if nec. ➖➕ Set the call volume.

U.S. mode

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

🔊 Press the key shown.

☎ Replace the handset. Proceed with your call.

if nec. ➖➕ Set the call volume.

Switching to the handset

Prerequisite: You are conducting a call in speakerphone mode.

☎ Lift the handset.

🔊 The key shown goes out.
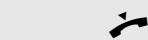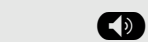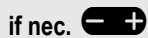
Open listening in a room during a call

People present in the room can silently monitor your call. Let the other party know that you have turned on the speaker.

Prerequisite: You are conducting a call via the handset.

Activating

Press the key shown.

Deactivating

Press the lit key.

Turning the microphone on and off

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

Prerequisite: You are conducting a call.

Deactivating the microphone

Press the key shown.

Activating the microphone

Press the lit key.

Ending a call

Press the lit key. (If in speakerphone mode)

or

Replace the handset.

Making calls

Off-hook dialing

➤ Lift the handset.

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

The connection is established as soon as your input is complete.

On-hook dialing

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

The party you are calling answers via loudspeaker.

The other party answers with speaker:

➤ Lift the handset.

or On-hook dialing: Speakerphone mode.

The called party does not answer or is busy:

🔊 Press the key shown. The LED goes out.

Dialing with the headset connected

Prerequisite: The headset is connected.

internal: Enter the station number.
External calls: Enter the external code and the station number.

The headset key lights up.

The connection is established as soon as your input is complete.

Dialing with DDS keys

Prerequisite: You have saved a number on a DDS key (page 69).

Press the key with a saved number.
If the number is saved on the second layer, press the shift key first.

> You can press the DDS key during a call and automatically initiate a call-back page 32.

Lift the handset.

or

Press the key shown.

Redialing a number

The last ten external telephone numbers dialed are stored automatically.

> If this feature is configured (contact your service personnel), account codes entered are also saved.

You can redial them simply by pressing a key.

Displaying and dialing saved station numbers

Press the "Redial" key to dial the last number dialed.

Press the key twice to dial the next to the last number dialed.

Press the key three times to dial the third-to-the-last number dialed.

or

Lift the handset.

Select one of the following options and press `OK` to confirm:

| Last number redial |

Redial the last number from your caller list.

or

| Saved number redial |

Redial a number from your saved list.

End call

☎ Replace the handset.

Reject calls

You can reject calls which you do not wish to take.

Prerequisite: You have an incoming call and your phone is ringing.

You see in your screen the Caller's name and the following indication.

Reject call?

OK Press **OK** to confirm

If a call cannot be rejected, your telephone will continue to ring.
The message "Currently not possible" is displayed (e.g. in the case of recalls).

Turning the microphone on and off

To prevent the other party from listening in while you consult with someone in your office, you can temporarily switch off the handset microphone or the hands-free microphone. You can also switch on the handsfree microphone to answer an announcement via the telephone speaker (speaker call, ☐ Page 45).

Prerequisite: A connection is set up, the microphone is activated.

🎤 Press the "microphone" key. The microphone is deactivated.

or

🎤 Press the illuminated "microphone" key. The microphone is activated.

Calling a second party (consultation)

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

While on a call the following is displayed:

Consultation

Select and confirm the option shown.

📳 Dial the number of the second party

Return to the first party:

Prerequisite: You have selected to start a consultation call and asked to dial a number.

Return to held call

Select and confirm the option shown.

You are switched to the party on hold.

Switching to the held party (alternating)

Prerequisite: You are conducting a consultation call.

Release and return

Select and confirm the option shown.

You are switched to the party on hold.

Ending an alternate operation

Toggle

Select and confirm the option shown.

The active call is disconnected and the held call is restored.

Combine the calling parties into a three-party conference

Conference

Select and confirm the option shown.

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

⫸ For more information on conferences, see page 52.

Transferring a call

If the person you are speaking to wants to talk to another colleague of yours, you can transfer the call that colleague.

Consultation

Confirm.

📳 Enter the number of the party to which you want to transfer the call.

📞 Announce the call, if necessary.

📞 Replace the handset.

or

Start transfer

Select and confirm the option shown.

Call forwarding

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

Fixed call forwarding (all calls)

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

Configuring/modifying a fixed forwarding destination

Open the Program/Service menu.

Destinations

Select and confirm the option shown.

Call forwarding

Confirm the option shown. "Variable call forw." is displayed.

Next forwarding type

Confirm the option shown. "Fixed call forw." is displayed.

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

Enter destination:

Select and confirm the option shown.

Enter the destination number.

Save

Confirm, when the phone number is complete.

Fixed call forwarding is saved and activated.

Activating fixed call forwarding

Prerequisite: A fixed call forwarding destination is saved.

Press the forwarding key. The LED lights up.

or

Open the idle menu.

Fixed call forw. on

Select and confirm the option shown.

Variable call forwarding (all calls)

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

Configuring and activating variable call forwarding

Open the idle menu.

Variable call forw.f	Select and confirm the option shown.

or

☰ Open the Program/Service menu.

Destination	Confirm the option shown.

Call forwarding	Confirm the option shown.

"Variable call forw." is displayed.

Select and confirm the option shown.

Enter destination:	

⌨ Enter the call forwarding destination number.

Save	Confirm, when the phone number is complete.

Call forwarding is saved and activated.

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

Deactivating variable call forwarding

↱	⬤

Press the lit key. The LED goes out.

or

⬇ or ⬆ Open the idle menu.

Call forwarding off	Select and confirm the option shown.

Call forwarding is deactivated. The destination number is deleted.

Additional forwarding types

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

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

Configuring and activating call forwarding

☰ Open the Program/Service menu.

Destination	Confirm the option shown.

Call forwarding	Confirm the option shown.

Variable call forwarding is offered first.

Next forwarding type	Confirm until the required forwarding type is shown in the first line.

Example of "Call forward. no reply"

| Variable call.forw. |

Forwarding type with status.

| Enter destination: |

Select and confirm the option shown.

⌨   Enter the call forwarding destination number.

| Save |

Confirm, when the phone number is complete. The status is set to "FWD-VAR-RNA-BOTH on"

Deactivating variable call forwarding

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

↱ ◖   Press the lit key. The LED goes out.

For all other forwarding types:

⬙ or ⬙   Open the idle menu.

| Call forwarding off |

Select and confirm the option shown.

Call forwarding is deactivated and the destination number is deleted.

Using callback

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

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

> When configured (contact your service personnel), all callback requests are automatically deleted over night.

> If your phone belongs to an ONS group, please note the following:
>
> Callback on busy is only signaled on the busy phone, not in the whole ONS group.
>
> Callback on no reply is entered in the mailbox on all internal system phones in an ONS group..

Storing a callback

Prerequisite: You have reached a busy line or no one answers.

Callback

Press **OK** to confirm.

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

Accepting a callback

Prerequisite: A callback was saved. Your telephone rings. "Callback: ..." appears on the display.

➤ Lift the handset.

or
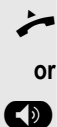
🔊 Press the key shown. The LED lights up.

You hear a ring tone.

> If the party has activated call forwarding you will receive the callback from the call forwarding destination.

Cancel callback

Cancel callback

Confirm the option shown.

or

Do not answer the call. After ringing four times, the callback is canceled (by default).
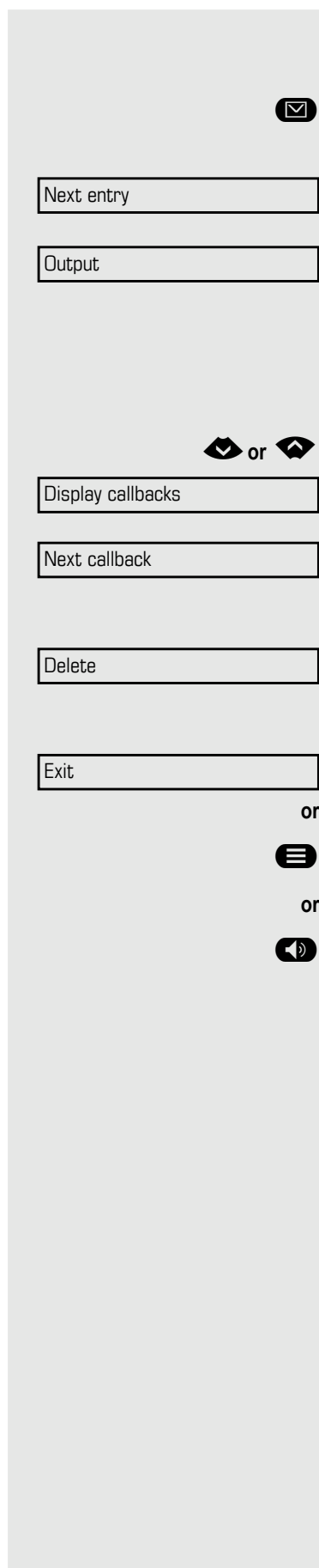
Responding to a callback request

Prerequisite: You have received at least one callback request.

✉ Press the key shown.

Information regarding the caller is displayed.

Select and confirm until the required entry is displayed.

Next entry

Output

Select and confirm the option shown.

The party is called and the entry deleted from the list

Viewing and deleting a stored callback

❤ **or** ❤ Open the idle menu.

Display callbacks

Select and confirm the option shown.

Next callback

Select and confirm to display additional entries.

Deleting a displayed entry

Delete

Confirm.

Ending retrieval

Exit

Select and confirm the option shown.

or

☰ Press the key shown. The LED goes out.

or

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

Conferences

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

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

The following functions are supported for all conference participants with system phones:
• Establishing a conference by calling a party, receiving a call, conducting a consultation call or receiving a second call
• Accepting a second call and including the caller in the conference
• Toggling between the conference and a consultation call or second call
• Conducting a consultation call during a conference and connecting it to the conference
• Connecting conference participants from two independent conferences via a remote network.
• Putting the conference on hold, if line keys are configured.
• Obtaining an overview of all conference participants
• Transferring a conference to a new party

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

Conducting a conference

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

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

Initiating a conference from a single call

📱 Call the first party.

or

📞 You are conducting a call.

Start conference

Select and confirm the option shown.

📱 Call the second party. Announce the conference.

Conference

Select and confirm the option shown.

The following message is displayed: "1 is your position".

If the second party does not answer

Confirm.

Return to held call

Adding a party

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

Adding up to five parties to a conference

If you intend to call another party and connecting them to the conference

Add to conference

Select and confirm the option shown.

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

Conference

Select and confirm the option shown.

The party is now added as a participant in the conference.

If the a new you want to add to the conference does not answer

Return to conference

Select and confirm the option shown

Viewing the conference participants

Prerequisites: You are connected to a conference and wish to view the other participants.

View members

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

220870 Coco

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

Next conference party

To display other parties, confirm each subsequent display.

or

Return

To exit the list: Select and confirm the option shown.

Removing participants from the conference

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

View members

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

Select one of the conference participants by following the steps in Section , "Viewing the conference participants".

Release party

Select and confirm to disconnect the current participant from the conference.

If the conference only included three parties, it is now closed.

Transferring a conference

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

Prerequisite: You are in a conference.

While in a conference:

📟 Call the new party.
Inform this party about the transfer.

| Transfer conference |

Select and confirm the option shown.

You have left the conference.

📞 Replace the handset

Consultation calls while on a conference

Extending a conference by adding a consultation call

If during the conference, you wish to hold a consultation call.

| Consultation |

Select and confirm the option shown.

📟 Call the second party. Hold the consultation call.

| Conference |

Select and confirm the option shown.

or

| Toggle |

Toggle between the conference and the consultation call.

or

| Return to conference |

Select and confirm to end the consultation call and return to the conference.

Enhanced phone functions

Answering calls

Answering calls for another member of your team

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

In idle mode

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

\~ Lift the handset

and

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

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

or

\~ Lift the handset.

During a call

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

Ending the second call and returning to the first one

Confirm to disconnect.

Directed call transfer

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

➜ Lift the handset.

| Direct call pickup ▲ |

Select and confirm the option shown.

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

Displaying the called extension

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

➜ Lift the handset.

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

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

Using the speakerphone

A colleague addresses you directly over the speaker with a speaker call. You hear a tone before the announcement. The other party's name or station number appears on the screen.

You can conduct the call with the handset or in speakerphone mode.

➜ Lift the handset and answer the call.

or

| Mute off |

Press the "OK" key to confirm your selection and answer the call.

> If handsfree answerback is enabled (see below), you do not need to switch on the microphone - you can answer directly. You can answer immediately in speakerphone mode.
> If handsfree answerback is disabled (default setting), follow the procedure described above.
>
> Placing a speaker call to a colleague Page 45.

Making calls

Using the caller list

Detailed information, as well as a sample display entry are provided on page 24.

Retrieving the caller list

Prerequisite: Service personnel has set up a caller list for your telephone.

❖ or ❖   Open the idle menu.

Incoming calls   Select and confirm.

or

Outgoing calls   Select and confirm.

> If you have unanswered calls there will be also an option "Unanswered calls".

The latest entry is displayed.

Next call   To view other calls, confirm each subsequent display.

Ending retrieval

Return   Select and confirm the option shown.

or

☰   Press the key shown. The LED goes out.

Dialing a station number from the caller list

Prerequisite: You have retrieved the caller list and the selected call is displayed.

Call   Select and confirm the option shown.

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

Removing an entry from the caller list

Prerequisite: You have retrieved the caller list and the selected call is displayed.

Delete   Confirm.

Making calls using system speed-dial numbers

Prerequisite: You know the system speed-dial numbers (consult your service personnel). This function must be configured by your administrator.

☰   Press the key shown.

Use speed dialing   Select and confirm the option shown.

⌨   Enter a three-digit speed-dial number.
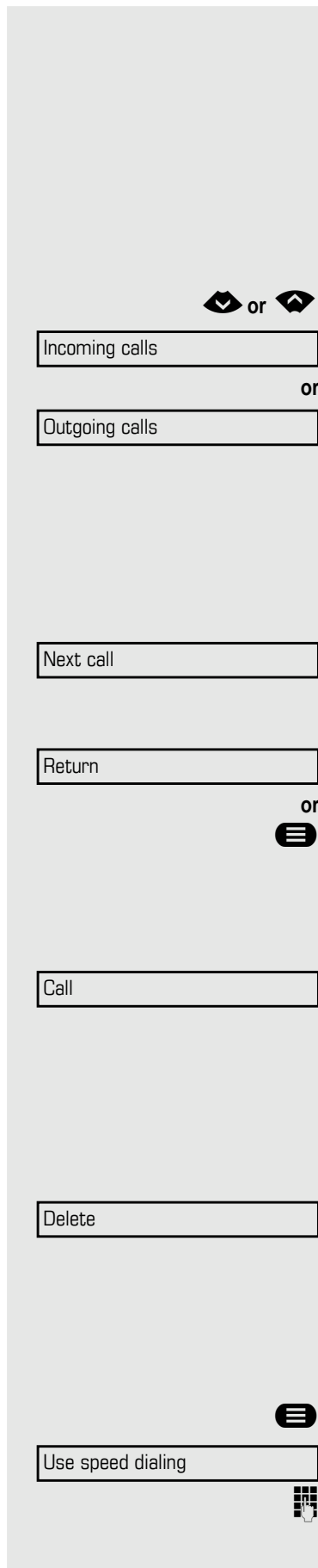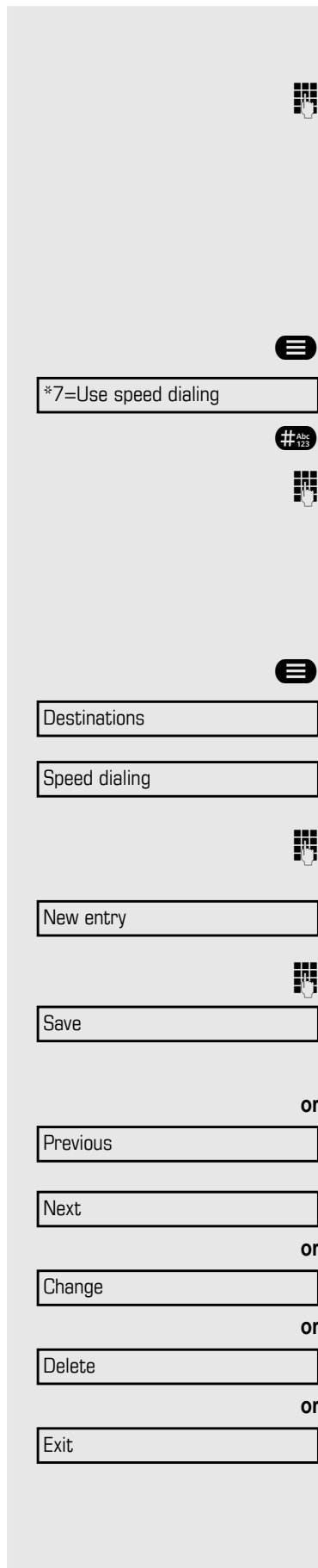
Suffix-dialing

If necessary, you can suffix-dial additional digits (for example, the user's exten-
sion) at the end of the saved station number.
If this feature is configured, a suffix is automatically dialed (for example, "0" for
the exchange) if no entries are made within 4 or 5 seconds.

Dialing with speed-dial keys

Prerequisite: You have configured speed-dial keys page 44.

Press the key shown.

*7=Use speed dialing

Select and confirm the option shown.

Press the key shown.

Press the required speed-dial key.

Configure a speed-dial key

You can program the keys $0+$ to 9_{wxyz} with ten frequently used phone num-
bers.

Press the key shown.

Destinations

Select and confirm the option shown.

Speed dialing

Select and confirm the option shown.

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

New entry

Confirm.

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

Save

Confirm.

Your entry is saved.

or   If you make a mistake:

Previous

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

Next

Confirm.

or

Change

Select and confirm the option shown.

or

Delete

select and confirm the option shown

or

Exit

select and confirm the option shown.

Talking to your colleague with a speaker call

You can make a loudspeaker announcement through a loudspeaker if connected (ask your service personnel), or to an internal user with a system telephone without any action on their part.

Press the key shown.

Speaker call

Select and confirm the option shown.

Enter the station number.

For more information about responding to a speaker call, please refer to page 45.

Reserving a trunk

If configured (ask your service personnel), you can reserve an occupied trunk for yourself. When the line is free, you receive a call and a note on the display.

Prerequisite: "Currently busy" appears on the display.

Reserve trunk

Confirm.

Reserved line is free:

Your telephone rings and the display shows "Trunk is free".

Lift the handset. You will hear the dial tone.

Enter the external phone number.

Enter the DID number you wish to use.

Dial the external number.

En-bloc sending/correcting numbers

If this feature is configured (contact your service personnel), a connection is not attempted immediately when a station number is entered. This means that you can correct the number if necessary.
The station number is only dialed at your specific request.
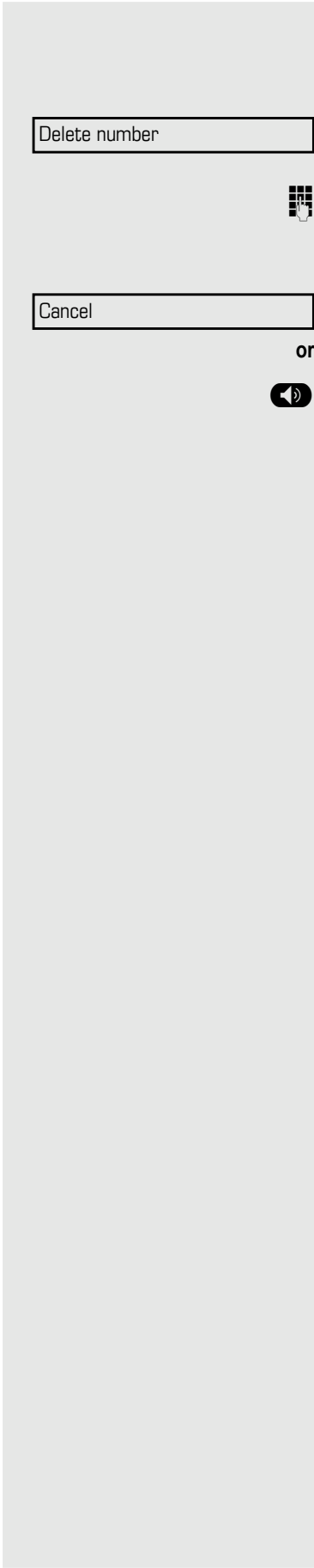
internal: Enter the station number.
External calls: Enter the external code and the station number.

Dialing entered/displayed numbers

Lift the handset.

or

Please dial
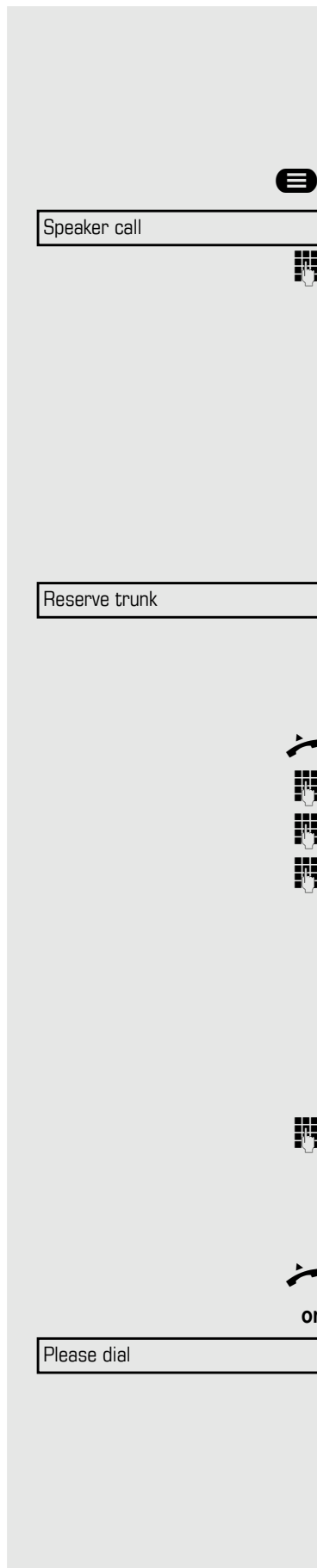
Confirm the option shown.

Correcting numbers entered

⫴▶ A station number can only be corrected as it is being entered. Station numbers stored for number redial, for example, cannot be corrected.

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

Delete number

🔲 Enter the required digit(s).

Canceling en-bloc sending

Select and confirm the option shown.

Cancel

or

🔊 Press the key shown. The LED goes out.

More on call forwarding

Variable call forwarding (all calls)

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

Configuring and activating variable call forwarding

❤ or ❤   Open the idle menu.

Var. call forw   Select and confirm the option shown.

or

☰   Open the Program/Service menu.

Destination   Confirm the option shown.

Call forwarding   Confirm the option shown.

"Variable call forw." is displayed.

Enter destination: Select and confirm the option shown.

☷   Enter the call forwarding destination number.

Save   Confirm, when the phone number is complete.

Call forwarding is saved and activated.

> If you enter a cross-system number, you must complete your entry by pressing **#₁₂₃**.

Deactivating variable call forwarding

⬚   Press the lit key. The LED goes out.

or

❤ or ❤   Open the idle menu.

Call forwarding off   Select and confirm the option shown.

Call forwarding is deactivated. The destination number is deleted.

Additional forwarding types

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

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

Configuring and activating call forwarding

⊟ Open the Program/Service menu.

Destinations

Confirm the option shown.

Call forwarding

Confirm the option shown.

Variable call forwarding is offered first.

Next forwarding type

Confirm until the required forwarding type (page 34) is shown in the first line.

Example of "Forward internal calls off"

FWD Internal calls off

Forwarding type with status.

Enter destination:

Select and confirm the option shown.

⌗ Enter the call forwarding destination number.

Save

Confirm, when the phone number is complete. The status is set to "FWD-VAR-RNA-BOTH on".

Deactivating variable call forwarding

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

⎗ Press the lit key. The LED goes out.

For all other forwarding types:

❤ or ❤ Open the idle menu.

Call forwarding off

Select and confirm the option shown.

Call forwarding is deactivated and the destination number is deleted.

▌▌➡ Call forwarding can also be preconfigured in the system.

During a call

Using call waiting (second call)

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

Callers can still reach you while you are engaged in another call. A signal alerts you to the waiting call. You can ignore or accept the second call.

When you accept the waiting call, you can either end the first call or place it on hold and resume the call later on.
You can block the second call or the signal tone (page 50).

Ending the first call and answering the waiting call:

☎ Replace the handset. Your telephone rings.

☏ Answer the second call. Lift the handset.

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

Answer camp-on

Select and confirm the option shown.

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

Ending the second call and resuming the first one:

Release and return

Confirm.

or

☎ Replace the handset. "Recall appears on the display: ..." appears on the screen.

☏ Lift the handset.

Preventing and allowing call waiting (automatic camp-on)

If this function has been configured (ask your service personnel), you can prevent or allow a second call (page 49), from being signaled by automatic camp-on during an ongoing call.

▤   Open the Program/Service menu.

| Feature settings |

Select and confirm.

| Camp-on |

Select and confirm.

| Activate |

Select and confirm the option shown to activate.

or

| Deactivate |

Select and confirm the option shown to deactivate the camp-on feature.

Saving a number

You can save your call partner's station number for subsequent redialing from the caller list page 43.

Prerequisite: You are conducting a call.

| Save number redial |

Select and press **ok** to confirm the option shown.

| Stored |

You see this message on your screen.

Parking a call

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

Prerequisite: You are conducting a call.

Call park

| Direct call park |

Select and confirm the option shown.

⌨ Enter the destination number.

The call is now parked.

☎ Replace the handset.

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

If you want to return the

| Return to held call |

Confirm and continue the call.

or

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

Retrieving a parked call

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

☎ Lift the handset

or

◀)) Press the key and enter speakerphone mode.

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

If you cannot reach a destination

Call waiting (camp-on)

Prerequisite: You have dialed an internal number and hear a busy signal. It is important that you reach the called party.

Camp-on

Wait (approx. 5 seconds) until "Camp-on" appears on the display and the busy tone is followed by the ring tone.

The called party can then respond (page 49).

> The called party can prevent automatic call waiting (page 50).
>
> If this feature is configured (contact your service personnel), you will hear the ring tone and the message "Camp-on" is immediately displayed.

Busy override – joining a call in progress

This function is only available if it has been configured by the service technician (contact your service personnel).

Prerequisite: You have dialed an internal number and hear a busy signal. It is important that you reach the called party.

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

Override

Select and confirm the option shown.

The called party and person to whom this party is talking hear an alerting tone every two seconds.
If the called party has a system telephone with display, the following appears on the screen: "Override: (Number or name)".

You can now start talking.

Programming function keys

The phone features a range of functions that can, if required, be stored on programmable keys.

The phone comes with four programmable keys, all of which can be programmed on two separate levels.

You should assign the "Shift" function to one of these keys to be able to switch between the two key levels. The other possibility to access the second level function is by long pressing the key (5 seconds).

Previously, you had to have a separate Shift key programmed to access a function on the second level. On the OpenScape Desk Phone CP200T, this means that one of four programmable keys can not be used by the user. With this new feature, it is no longer necessary to program a "Shift key" on the OpenScape Desk Phone CP200T.

Must be activated by the administrator.

The keys are preassigned in the as-delivered state (see → page 17).

List of available functions

1. Unallocated
2. Selected dialling
3. Repeat dialling
4. CF unconditional
5. CF no reply
6. CF busy
7. CF unconditional - any
8. CF no reply - any
9. CF busy - any
10. CF unconditional - ext.
11. CF unconditional - int.
12. CF no reply - ext.
13. CF no reply - int.
14. CF busy - ext.
15. CF busy - int.
16. Ringer off
17. Hold
18. Alternate
19. Blind transfer call
20. Transfer call
21. Deflect
22. Conference
23. DND
24. Group pickup
25. Repertory dial
26. Line
27. Feature toggle[1]
28. Mobility
29. Directed pickup
30. Release
31. Callback[1]
32. Cancel callbacks[1]
33. Consultation
34. DSS
35. Call waiting
36. Immediate ring[1]
37. Call recording[1]
38. AICS Zip tone
39. Server feature
40. BLF
41. Send URL
42. 2nd alert

1 The feature is not available on an OpenScape 4000 telephone system.

Displaying key functions

◼ Open the Program/Service menu.

Key function

Select and confirm.

Please press a key

Press one of the function keys.

e.g. | Consultation |

The function of this key will be displayed on the screen

You can press an other function or programmable key to display its function.

To return back to the Idle Menu:

◼ Press the key shown.

or

Return

Select and confirm.

Programming a key

Initiating programming

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

The programmable keys are
- Caller list
- Phonebook
- Forwarding
- Redial x

Example: Configuring a "conference key"

▤ Open the Program/Service menu.

| Key function |

Select and confirm the option shown.

⬤ Press the function key.

| Change |

Confirm the option shown.

| More features |

Select and confirm the option shown.

| Conference |

Confirm the option shown.

| Save |

Confirm the option shown.

.

⫸ Pressing the key briefly activates the programmed function. Procedures with activatable/deactivatable functions, e. g. second call, are activated with one press of the button and deactivated with the next.
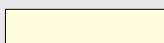
Configuring repdial/direct station selection keys

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

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

A typical application of direct station selection keys is the executive-secretary configuration.

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

▤ Open the Program/Service menu.

Destinations

Confirm the option shown.

Repdial

Select and confirm the option shown.

or

Direct dest. select

Select and confirm the option shown.

Save

Confirm the option shown.

Defining the phone number

▦ Enter the number

Enter new number?

Confirm the option shown.

Save

Confirm the option shown.

Your entry is saved.

Additional repdial key functions

Prerequisite: You have defined a phone number for a direct destination select key and are still in the menu → page 56.

Entering an automatic consultation call

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

Enter Consult

📱 Add the destination number.

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

Entering a number with a pause (example)

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

Enter Pause

📱 Enter additional numbers.

▆▶ A pause is three characters long.

Direct destination select keys with enhanced functions

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

Example: Locking the phone with simultaneous call forwarding

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

⁎⃟ 2ABC 0+ Enter the phone locking code.

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

📱 Enter the destination phone number.

▆▶ In networked systems, the sequence must end with **#Abc123**.

Deleting function key programming

Deleting the number

Open the Program/Service menu.

Destinations

Confirm the option shown.

Direct dest. select

Select and confirm the option shown.

Press the required repdial/DSS key.

Delete

Select and confirm the option shown.
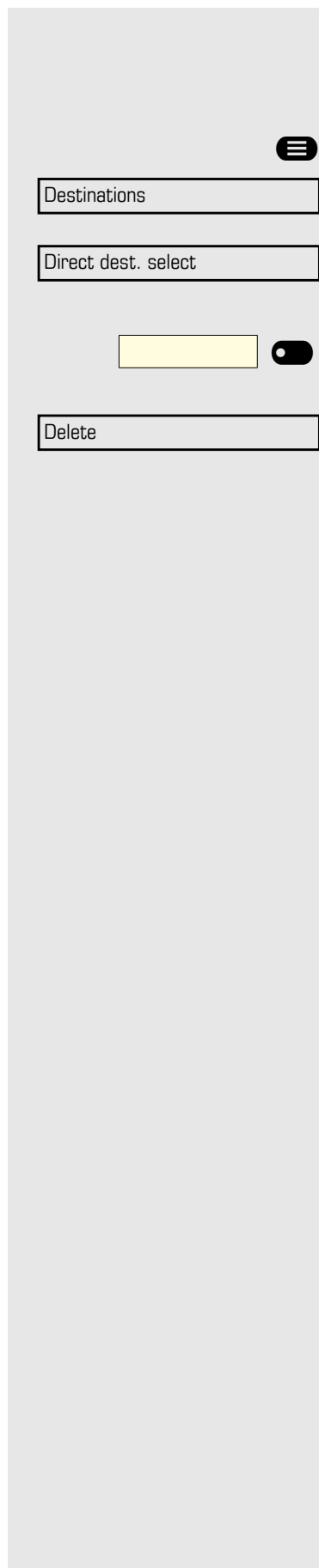
Privacy/security

Locking the telephone to prevent unauthorized use

You can prevent certain unauthorized functions being enabled on your phone during your absence. For example dialing external numbers and access to your mailbox can be prohibited. Ask your administrator which functions are locked.

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

Locking the telephone to prevent unauthorized use

Open the Program/Service menu.

| PIN / COS |

Select and confirm.

| Change COS |

Select and confirm.

Enter the code number.

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

Unlocking the phone

Open the Program/Service menu.

| PIN / COS |

Select and confirm the option shown.

| Change COS |

Select and confirm the option shown.

Enter the code number.

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

Activating/deactivating "Speaker call protect"

You can block speaker calls to your phone. If a caller attempts to contact you via a speaker call, the connection is established as a normal call.

Open the Program/Service menu.

| Feature settings |

Select and confirm the option shown.

| Speaker call protect |

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

| Activate |

Confirm the option shown.

or

| Deactivate |

Confirm the option shown.
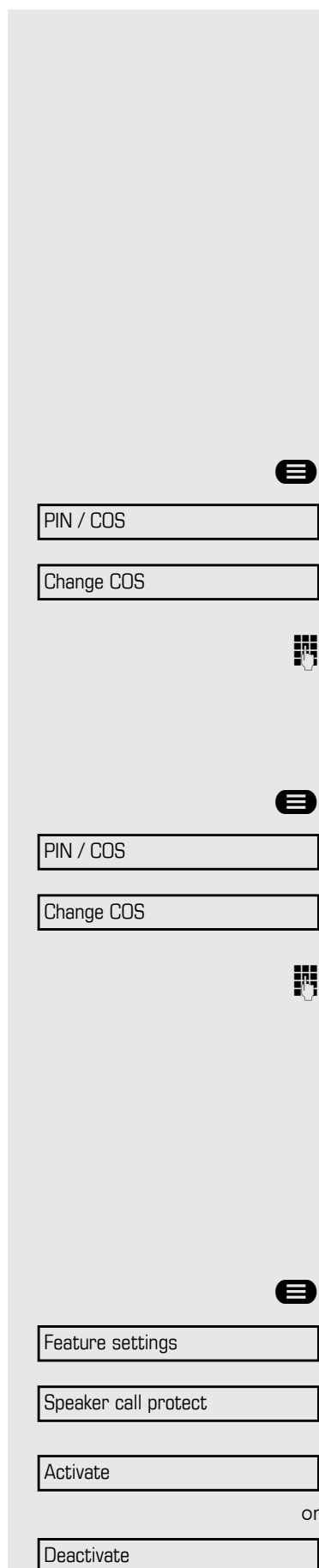
Activating/deactivating "Do not disturb"

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

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

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

☰ Open the Program/Service menu.

| Feature settings |

Select and confirm the option shown.

| Do not disturb |

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

| Active |

Confirm the option shown.

or

| Deactivate |

Confirm the option shown.

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

Caller ID suppression

You can prevent your station number or name from appearing on the displays of external parties you call. The feature remains active until you deactivate it.

☰ Open the Program/Service menu.

| More features |

Select and confirm.

| Block caller ID on |

Confirm the option shown.

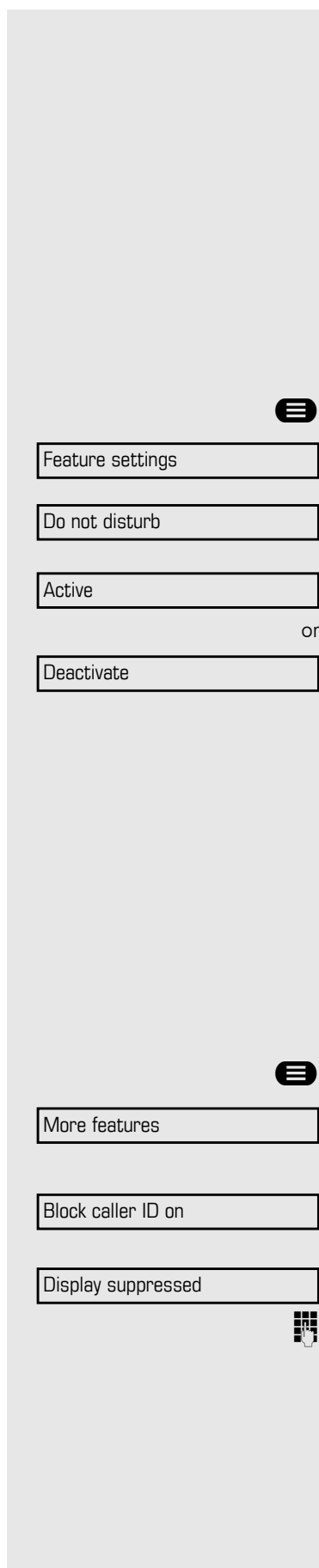| Display suppressed |

This message will be dislayed and you will hear the dial tone.

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

⏸➡ Your service personnel can activate/deactivate caller ID suppression for all phones.

More functions/services

Using another telephone like your own

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

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

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

Logging on to another phone

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

Open the Program/Service menu.

| PIN / COS |

Select and confirm.

| PIN 1 |

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

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

In your local OpenScape 4000 system

Enter your internal PIN.

or

In your local system and other OpenScape 4000 systems in the network:

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

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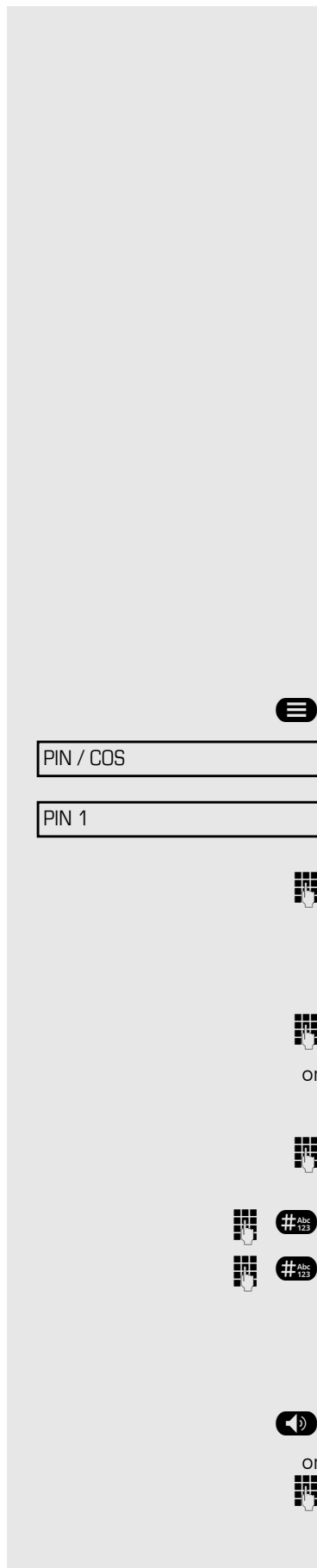
Enter the network-wide PIN and press the pound key.

Making a call after successful logon

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

Press the key shown.

or

Enter a phone number immediately.

Setting up "follow me" call forwarding following successful identification

Call forw. - follow me?

Select and confirm.

Save

Select and confirm the option shown.

Call forwarding is now active.

Logging off from another phone

☰ Open the Program/Service menu.

PIN / COS

Select and confirm.

Deactivate PIN

Select and confirm the option shown.

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

Moving with the Phone

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

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

Logging the phone off from the current port

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

🎜 Enter the PIN.

Unplug the phone plug from the port socket.

Log the phone on at the new location

Put the phone plus in the port socket.

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

🎜 Enter the PIN.

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

Appointments function

You can configure your phone to call you to remind you about appointments
page 63.
You must save the required call times. You can enter a single appointment that
will take place in the next twenty-four hours or you can enter a daily recurring
appointment.

Saving appointments

☰ Open the Program/Service menu.

Reminder

Select and confirm.

New reminder

Select and confirm.

▥▶ If you have already configured an appointment, you will see an extra option
"Next reminder".

Please dial

📞 Enter a 4-digit time such as 0905 for 9.05 (= 9.05 am) or 1430 for 14.30 (= 2.30
pm).

Save

Confirm.

Reminder stored

You see the following screen.

Deleting a saved appointment

☰ Open the Program/Service menu.

Reminder

Select and confirm.

Delete?

Select and confirm.

Using timed reminders

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

The phone rings. This screen is displayed.

Reminder

🔊 Press key twice.

or

📞📞 Lift the handset and replace it again.

▥▶ If you do not answer the timed reminder, it is repeated five times and then
deleted.

Making calls in the team/executive/ secretary configuration

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

Calling an executive or secretary phone

Calling an executive/secretary phone

On the secretary phone, a DSS key is configured as "executive" and on the executive phone, a DSS key is configured as "secretary".

Example: calling the secretary from the executive phone.

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

Prerequisite: Configured a DSS key

Press the "secretary" DSS key.

Lift the handset.

or

Press the key and enter speakerphone mode.

The LED is lit – the secretary is on a call

Prerequisite: Configured a DSS key

Camp-on to the secretary phone. The called party hears a tone and the "Pickup" programmed function key flashes.

Press the "secretary" DSS key.

Lift the handset.

or

Press the key and enter speakerphone mode.

DSS from the secretary to the executive functions in the same way, using the "executive" DSS key.

Accepting calls for the executive phone at the secretary phone

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

Lift the handset.

or

Press the key and enter speakerphone mode.

Accepting calls for the executive phone when already on a call

Prerequisite: You are conducting a call.

The executive phone receives a call.

Ask your call partner to wait.

Press the "Pickup" programmed function key.

Transferring a call to the executive phone

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

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

With announcement

Announce the call partner.

Replace the handset.

Without announcement

Replace the handset immediately.

Transferring calls directly to the executive phone

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

Activating

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

Deactivating

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

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

Accepting calls on the executive phone

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

➤ Lift the handset.

▩ Press the "Pickup" programmed function key.

Accepting a call for another executive secretary team

If multiple executive-secretary teams are configured, you can also accept calls for other teams..

➤ Lift the handset.

▩ Press the "Pickup" programmed function key.

> ▦ Call pickup is also possible during a call. Ask your call partner to wait briefly and then press the flashing programmed function key

Using a second (executive) telephone

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

Parking a call on the first phone:

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

Continuing a call on the second phone:

➤ Lift the handset.

▬ Press the "Group Park" programmed function key.

Activating/deactivating a second executive call

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

☰ Open the Program/Service menu

| Feature settings |

Select and confirm.

| Camp-on |

Confirm the option shown.

Activate	Confirm the option shown.
or	
Deactivate	Confirm the option shown.

Using signal call

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

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

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

Lines

If configured (consult your service personnel), you belong to a team of subscribers with multiple lines. Your phone features trunk keys (MULAP keys).

A distinction is made between primary and secondary lines. Each of these line types can be used on a private or shared basis page 68.

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 are signaled on this line.

Secondary line

The secondary line on your phone is used as a primary line by another subscriber. Your primary line, which is configured on another telephone, simultaneously functions as the secondary line on that telephone.

Line utilization

Private line

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

Shared line

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

Direct call line

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

Line seizure

Line seizure must be configured (consult your service personnel). If automatic line seizure is configured, a trunk is automatically assigned when you lift the handset or press the trunk key.

Direct station selection key

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

Understanding LED messages from DSS keys

LED on the DSS key is off - the team member is not engaged in a phone call.

or

LED on the DSS key is lit - the team member is engaged in a phone call or has activated do not disturb.

or

LED on the DSS key is flashing **rapidly** - a call has arrived for you and needs to be answered.

or

LED on the DSS keys is flashing **slowly** - a caller is trying to reach another member of your team, who has not yet answered.

Using DSS keys to answer calls

Prerequisite: Your telephone rings or the DSS key flashes.

if nec. Press the flashing DSS key.
This is not necessary if you are called directly (DSS key flashes quickly).

➤ Lift the handset.

or On-hook dialing: Speakerphone mode.

Calling a team member directly

Press the DSS key.

or

If the team member you wish to reach is engaged in another call, the DSS key on your telephone is lit. You can still make the call in this case.

➤ If the party does not answer: Lift the handset.

or On-hook dialing: Speakerphone mode.

Transferring a call in progress

Press the DSS key and announce the call if necessary.

Replace the handset.

Accepting a call for another team member

Press the flashing DSS key or trunk key.

Lift the handset.

or On-hook dialing: Speakerphone mode.

Transferring calls directly to the executive phone

Normally, all calls for the executive are audibly signaled only by the secretary phone.
You can set audible signaling so calls are signaled only by the executive phone or by a second phone assigned to it.

Prerequisite: On your phone there is a sensor key programmed with the function "Ring Transfer". The default label is "Ring xfer".

Activating

Press the "Ring xfer" key. The LED lights up.

or

Open the Program/Service menu (page 24).

| Ring Transfer: On |

Select and confirm.

Press the required line key.

or

Enter the required trunk number.

Deactivating

Press the "Ring xfer" key. The LED goes out.

or

Open the Program/Service menu (page 24).

| Ring Transfer: Off |

Select and confirm.

Press the required line key.

or

Enter the required trunk number.

Individual phone configuration

Setting contrast

– +

Display contrast

Press one of the keys shown in idle mode.

Select and confirm the option shown.

– +

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

OK Save.

Adjusting audio settings

Optimize the audio settings on your OpenScape Desk Phone CP200T for your environment and according to your personal requirements.

Adjusting the receiving volume during a call

You are conducting a call.

– +

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

OK Save.

Adjusting the ring volume

– +

Ring volume

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

Confirm.

– +

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

OK Save.

Adjust ring tone

– +

Ring tone

Press one of the keys shown in idle mode .

Select and confirm the option shown.

– +

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

OK Save.
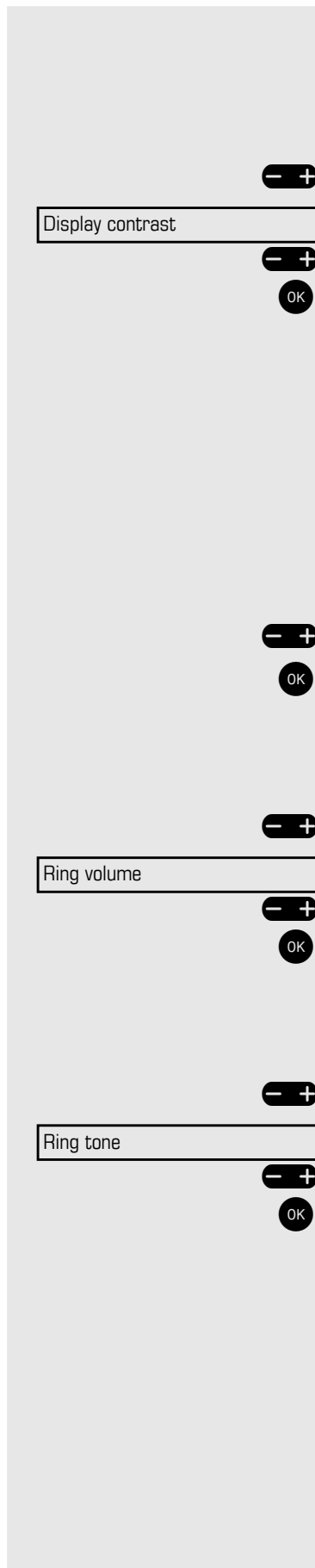
Adjusting the attention ring volume

If you are part of a team with line keys, other calls can be signaled acoustically
in the team during a call. You will hear the attention ring.

➖ ➕ Press one of the keys shown in idle mode .

| Attention Ring Vol. | Select and confirm the option shown.

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

**OK** Save.

Adjusting the speakerphone to the room acoustics

To help the other party understand you clearly while you are talking into the mi-
crophone, you can adjust the telephone to the acoustics in your environment:
"Quiet room", "Normal room" and "Noisy room".

➖ ➕ Press one of the keys shown in idle mode .

| Speakerphone mode | Select and confirm the option shown.

➖ ➕ To set the room type: Keep pressing these keys until the setting you want ap-
pears on the screen.

OK Save.
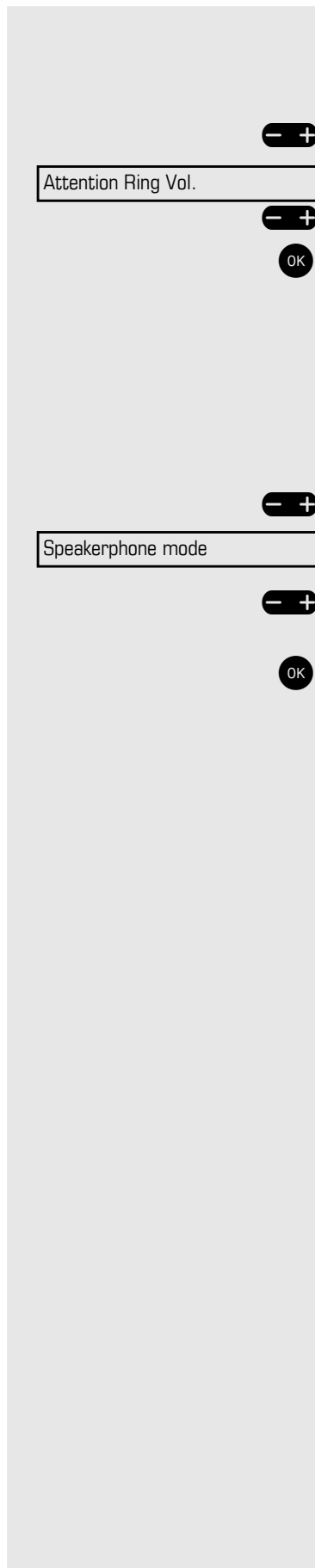
Testing the phone

Testing functionality

You can test and determine your phone's functionality:

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

The following may be checked by administrator:

- Device ID for the phone

- OpenStage software version

- Line power level

You can test your phone's functionality.

Prerequisite: The phone is in idle mode.

Open the Program/Service menu.

| Phone test |

Select and confirm the option shown.

or Use these buttons to navigate between the different options.

You can test one of the following:

- LED
- Display
- Key
- Asset ID
- Firmware version
- Power level

Seclect and confirm one of the options above. Usually the test process will last for a couple of seconds.

Example: Testing the LED

Open the Program/Service menu.

Select and confirm.

| Phone test |

| LED |

Select and confirm the option shown.

All LEDs on the phone should light for a few seconds.(
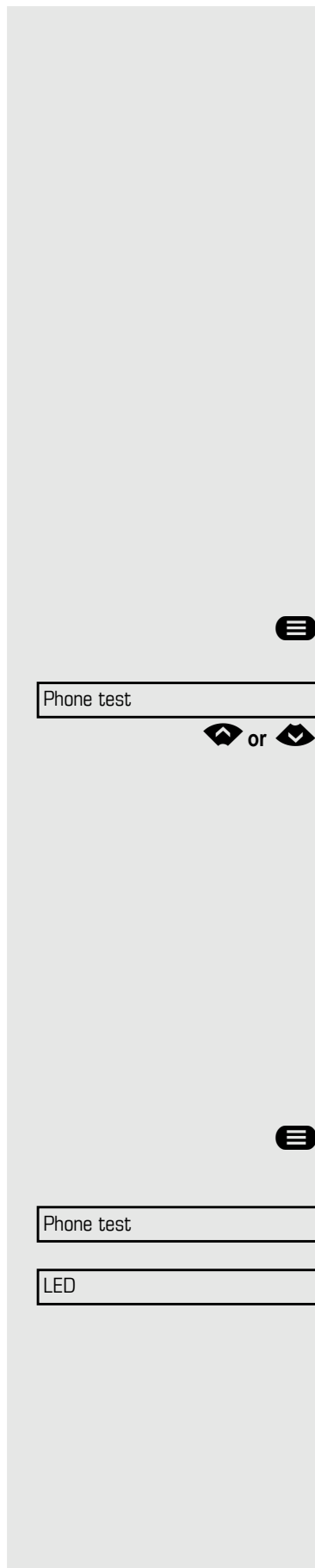
Fixing problems

Caring for your telephone

- Never allow the telephone to come into contact with coloring, oily or aggressive agents.
- Always use a damp or antistatic cloth to clean the telephone. Never use a dry cloth.
- If the telephone is very dirty, clean it with a diluted neutral cleaner containing surfactants, such as a dish detergent. Afterwards remove all traces of the cleaner with a damp cloth (using water only).
- Never use cleaners containing alcohol, cleaners that corrode plastic or abrasive powders!

Troubleshooting

Pressed key does not respond:

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

Check whether your telephone is locked (The following message appears on the screen: "Phone locked. To unlock enter the PIN."). If the phone is locked, enter your PIN to unlock it.

The phone does not ring on call:

Check whether the ringer is deactivated (see icon in the status bar on the display → page 59). If it is deactivated, activate the ringer.

You cannot dial a number:

Check whether your telephone is locked (The following message appears on the screen: "Phone locked. To unlock enter the PIN. "). If the phone is locked, enter your PIN to unlock it.

To correct any other problems:

First consult your administrator. Customer Service must clarify any problems that cannot be resolved.

Contact partner in case of problems

Contact your administrator if a fault persists for more than five minutes.

Responding to error messages on the screen

"Time exceeded"

Possible causes:
- Maximum input time exceeded.
- Handset not replaced.

"Please try later"

Possible causes:
- Make entries more quickly.
- Avoid long pauses between key presses.

Possible reactions:

Wait and try again later

"Currently not accessible"

Possible causes:
- Function is currently not available.
- The phone number dialed is not in service.

Possible reactions:
- Wait and try again later.
- Enter the number correctly or call the exchange.

"Not possible/Incorrect input/Nothing stored"

Possible causes:

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

Possible reactions:

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

"Not authorized/Not allowed"

Possible causes:
- Disabled function selected.
- Incorrect PIN entered.

Possible reactions:
- Apply for authorization for disabled function from administrator.ƒn
- Enter correct PIN.

"Not available"

Possible causes:

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

Possible reactions:

Enter phone number or code correctly or as instructed.

"Protected"

Possible causes:

Data transfer in process.

Possible reactions:

Wait and try again later.

Key terms

Mitel