Unify OpenScape Desk Phone CP

Atos Unify OpenScape Desk Phone CP210

Atos Unify OpenScape Business
User Guide HFA



Important information



For safety reasons, the telephone should only be supplied with power:

- · using the original power supply unit.
- over a LAN with PoE (Power over Ethernet), which complies with the IEEE 802.3af standard.



Never open the telephone. Should you encounter any problems, consult your administrator.



Use only original accessories.

The use of other accessories is hazardous and will render the warranty, extended manufacturer's liability and the CE and other markings invalid.

Trademarks



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



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

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

Software update

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

Care and cleaning instructions

• Never spray the phone with liquids as the penetrating fluids can lead to malfunctions or may damage the device.

- Do not use substances such as alcohol, chemicals, solvents or scouring agents, as these substances can lead to surface damage.
- Clean the phone with a soft and slightly damp cloth.

Online documentation

This document along with additional information is available online at: $https://www.unify.com/ \rightarrow Support.$

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

Location of the telephone

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

Product-oriented environmental protection

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



Special setting instructions for energy-efficient use of telephones can be found in section "Settings that impact energy efficiency" \rightarrow page 39.

Energy Star



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

Products that earn the ENERGY STAR prevent greenhouse gas emissions by meeting strict energy efficiency criteria or requirements set by the US Environmental Protection Agency.

Unify is an ENERGY STAR partner participating in the ENERGY STAR program for Enterprise Servers and Telephony.

The Unify products OpenScape Desk Phones have earned the ENERGY STAR. Learn more at energystar.gov

Blue Angel



The OpenScape DeskPhone CP telephone family has been awarded with the BLUE ANGEL label in Germany. The proprietor of this environmental label is the German Federal Ministry for the Environment, Nature Protection and Reactor Safety. VoIP Telephones with the BLUE ANGEL fulfill high standards in regard of energy efficiency, environmental friendly use of materials and a sustainable repair and recycling concept. Further information in regard of the environmental compatibility of the products can be found on the following websites:

- http://www.unify.com/de/about/green-enterprise.aspx
- http://www.blauer-engel.de/en/products_brands/search_products/ produkttyp.php?id=559

License information

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

Contents

| Important information | 3 |
|--|----|
| Trademarks | |
| Software update | |
| Care and cleaning instructions | |
| Online documentation | 4 |
| Location of the telephone | 4 |
| Product-oriented environmental protection | 4 |
| License information | 5 |
| General information | 12 |
| About this manual | 12 |
| Icons used in the manual | 12 |
| Displays for describing operation | 12 |
| Selecting and confirming the required option | 13 |
| Setting the required option | 13 |
| Intended use | 13 |
| Telephone type | |
| Speakerphone quality and display legibility | 14 |
| Getting to know the OpenScape Desk Phone CP210 | 16 |
| The user interface of the phone | |
| Display | |
| Idle mode | |
| Programmable function keys | 18 |
| Dialpad | 19 |
| Navigation keys | 21 |
| Mailbox | 22 |
| Messages | 22 |
| Voicemail | 22 |
| Call list | |
| Settings and functions | |
| Ports on the underside of the phone | |
| How to use network connections | 25 |
| Telephone settings | 26 |
| Display | |
| Setting the display contrast | |
| Setting the display language | 26 |
| Audio | 27 |
| Adjusting the volume during a call | |
| Adjusting the ringer tone | |
| Adjusting the attention ring volume | 27 |

| Adjusting the speakerphone to the room acoustics | 28 |
|--|----|
| Call settings | 28 |
| Preventing and allowing call waiting (automatic camp-on) | 28 |
| Enabling or muting the call waiting tone | 28 |
| Door opener | 29 |
| Configuring a speed-dial key | 29 |
| Activating or deactivating the night answer service | 30 |
| Programming the function keys | 31 |
| Configuring function keys | 31 |
| Overview of functions | 31 |
| Programming a procedure key | 37 |
| Configuring selected dialing keys | 38 |
| Deleting function key programming | 38 |
| Settings that impact energy efficiency | 39 |
| Making calls | 40 |
| Receiving calls | |
| Answering a call via the handset | |
| Answering a call via the loudspeaker (speakerphone mode) | |
| Answering a call via the headset | |
| Rejecting calls. | |
| Picking up a specific call for your colleague | |
| Using the speakerphone | |
| Accepting calls from the entrance telephone and opening the door | |
| Turning the microphone on and off | |
| Ending a call | |
| Dialling | |
| Off-hook dialing | |
| On-hook dialing | |
| En-bloc sending or correcting phone numbers | |
| Dialing with the headset connected | |
| Dialing with selected dialing keys | |
| Redialing a number | |
| Using the caller list | |
| Calling a subscriber from the internal system phonebook | 46 |
| Making calls using system speed-dial numbers | 46 |
| Dialing with speed-dial keys | 47 |
| Talking to your colleague with a speaker call | 47 |
| Automatic connection setup (hotline) | 47 |
| Sending a message | 47 |
| Leaving an absence text | 48 |
| Deleting absence text | 49 |
| Assigning a phone number (not for US) | 49 |
| Forwarding calls | 49 |
| Using variable call forwarding | 50 |

| Using call forwarding no reply | 51 |
|---|-----------|
| Using callback | 51 |
| Saving a callback | 51 |
| Accepting a callback | 52 |
| Viewing and deleting a saved callback | 52 |
| During a call | 52 |
| Switching to speakerphone mode | 52 |
| Switching to the handset | 53 |
| Open listening in the room during a call | 53 |
| Using call waiting (second call). | 53 |
| Saving a phone number | 54 |
| Calling a second party (consultation) | |
| Transferring a call | |
| Parking a call | |
| Holding a call | |
| Conducting a conference call | |
| Saving phone numbers for redial | |
| Using the second call feature | |
| Activating tone dialing / DTMF suffix dialing | 58 |
| Making calls in an executive or secretary team | 60 |
| , | |
| Lines. | |
| Line seizureLine or trunk keys | |
| Accepting calls with the line keys. | |
| Dialing with line keys. | |
| Placing a call on hold on a line key and retrieving the held call | |
| Making calls on multiple lines alternately | |
| MULAP privacy release | |
| Direct destination selection keys | |
| Calling a team member directly. | |
| Transferring a call in progress | |
| Picking up a call for another team member | |
| Forwarding calls on trunks | |
| Transferring calls directly to the executive phone | |
| Croup call / bunt croup | CO |
| Group call / hunt group | |
| Activating or deactivating a group call | |
| Picking up a call for another member of your team | |
| Ringing group | |
| Uniform Call Distribution (UCD) | 70 |
| Privacy and security | 72 |
| Turning silent ringing on and off | |
| rarining shelleringing on and on | |

| Turning do not disturb on and off | 72 |
|---|----|
| Caller ID suppression | 73 |
| Locking the telephone to prevent unauthorized use | 73 |
| Locking another telephone to prevent unauthorized use | 74 |
| Saving your PIN code. | 74 |
| User password | |
| Changing the password | 75 |
| Other settings and functions | 76 |
| Call charges | 76 |
| Displaying call charges (not for US) | |
| Displaying call charges for another telephone (not for US) | 76 |
| Dialing with call charge assignment | |
| Appointment reminder function | 77 |
| Saving a timed reminder | 77 |
| Using timed reminders | 78 |
| Using another telephone like your own for a call | 78 |
| Logging on to the "guest telephone" | 79 |
| Logging off from the "guest telephone" | 79 |
| Fax details and message on answering machine. | 80 |
| Resetting services and functions (system-wide cancellation for a telephone) | 80 |
| Activating functions for another telephone | 80 |
| Using system functions from outside DISA (Direct Inward System Access) | |
| Controlling connected computers / programs / telephone data service | |
| Paging persons (not for US) | |
| Diagnostic data | 84 |
| Special networking functions | 92 |
| Leaving or joining a hunt group or group call | |
| Setting up "follow me" call forwarding | |
| Using night answer | |
| Ringing group | 94 |
| Opening a door | |
| Testing the phone | 96 |
| Testing functionality | |
| Checking the key assignment | |
| Web interface (WRM) | 98 |
| Web interface (WBM) | |
| General | |
| Launching the web interface | |
| Administrator Settings | |
| User Pages | |
| Licenses | 99 |

| User menu | 99 |
|--|-----|
| Fixing problems | 104 |
| Responding to error messages | |
| Troubleshooting | 104 |
| Overview of functions and codes (alphabetical) | 106 |
| Index | 112 |

General information 12

General information

About this manual

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

This document contains general descriptions of the technical options, which may not always be available in individual cases. If a function is not available as described on your telephone, please contact your Administrator.

Icons used in the manual

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



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



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



Indicates important additional information in relation to handling.



Indicates required intervention by the Administrator.

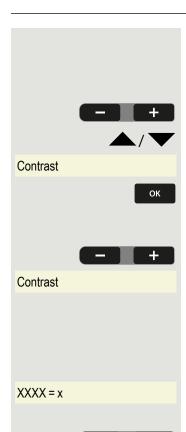
Displays for describing operation

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

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

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

General information 13



Selecting and confirming the required option

Required operating steps with display text

Press the key on the left or right side.

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

The required option is selected.

Confirm the selected option.

Shortened illustration in the user guide

Press the key on the left or right side.

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

Setting the required option

Required operating steps with display text

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

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

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

Shortened instruction in the user guide

Keep pressing the keys until the desired result is achieved.

Intended use

The OpenScape Desk Phone CP210 phone is a desktop or wall-mounted unit designed for voice transmission and for connection to the LAN. It can also be used as a workstation device. Any other use is regarded as unintended.

Telephone type

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



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

General information 14

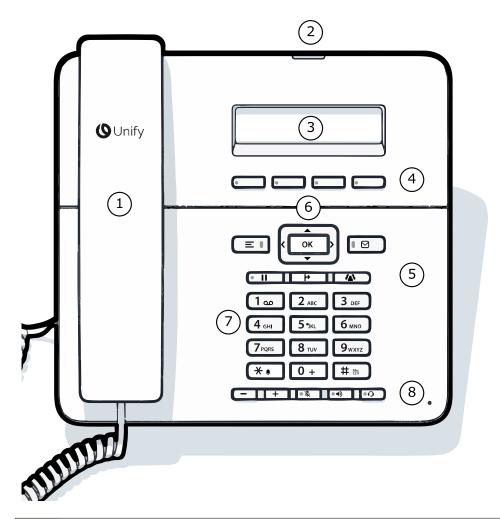
Speakerphone quality and display legibility

- To ensure good speakerphone quality, the area in front of the microphone (bottom right of the telephone front panel) should be kept clear. The optimum distance is approx. 50 cm.
- Proceed as follows to optimize display legibility:
 - Turn the phone to tilt the display to ensure you have a frontal view of the display and avoid light reflections.
 - Adjust the contrast as required display contrast (see "Setting the display contrast" → page 26).

Getting to know the OpenScape Desk Phone CP210

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

The user interface of the phone



- 1 You can make and receive calls as normal using the **handset**.
- **2** The **status LED** displays the phone connection status.
- **3** The **display** shows information during telephone operation (two lines with up to 33 characters each).

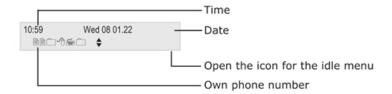
- The programmable function keys can be set to various functions (see "Programmable function keys" → page 18).
- 5 The **function keys** (non-programmable) are assigned to the following functions during a call:
 - : Provides access to the user menu for locally controlling the phone settings.
 - : Allows voicemails to be managed.
 - II : Hold or retrieve the active call.
 - : Transfer a call to another subscriber.
 - : Enable access to the conference functions.
 - : Activate or deactivates the speakerphone.
 - : Activates or deactivates the headset.
 - : Increases or decreases the speaker or headset volume (see "Displays on the status line for adjusting the volume" → page 1).
 - : Activates or deactivates the microphone. This prevents the other party from listening in, e.g. when consulting with someone else in the room or in case of background noise.
- The **navigation keys** help you navigating through the various phone functions, applications and configuration menus (see "Navigation keys" → page 21).
- 7 The **dialpad** can be used to enter phone numbers and write text.
- **8** Incoming calls and new voice mails are visually signaled via the Notification LED.

Display

Idle mode

If there are no calls taking place or settings being made, your OpenScape Desk Phone CP210 is in idle mode.

Example



Idle menu

The idle menu opens when you press the Navigation keys in idle mode (see "Navigation keys" \rightarrow page 21).

You can call up various functions. The idle menu includes selected functions from the Program/Service menu (see "Settings and functions" \rightarrow page 1).

The idle menu may contain the following entries:

- Caller list
- Forwarding on
- · Lock telephone
- DND on (Must be activated by the Administrator)
- · Absence text on
- · Silent ringing on
- Send Message
- View sent message (Must be activated by the Administrator
- View callbacks (Only appears if callback requests are saved)
- Phonebook
- · HF answerback on
- · Suppress call ID
- · Waiting tone off
- · DISA internal

Programmable function keys

Your OpenScape Desk Phone CP210 has four fixed function keys (with LED) below the display, which you can program with different functions or phone numbers. 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. Depending on how they are programmed, you can use the keys as follows:

- Function keys, see "Programming the function keys" → page 31
- Selected dialing keys, see "Programming enhanced functions" → page 1



Line and direct station selection (DSS) keys can only be programmed by the administrator via the program or service menu.

Meaning of LED displays on function keys

| L | Meaning of function key | | |
|---|-------------------------|------------------------------|--|
| • | Off | The function is deactivated. | |
| • | Lights up green or red | The function is activated. | |
| • | Lights up amber | The function is on hold. | |
| | Blinking amber | A recall is active. | |
| | Blinking green | A call is incoming. | |



Some of the programmable keys on multi-line phones can be set up as trunk or line keys (see "Line / trunk keys" \rightarrow page 1).

Dialpad



You can only use the digits 1 to 9 and 0 as well as the \ast and # characters when dialing a number.

To delete digits press \langle .

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

For example, to enter the letter "h", press 4 GHT on the keypad twice.



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

Character overview

The 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 ao | 1 | b | ; | = | \$ | ١ | & | [|] | { | } | % | | | | | |
| 2 ABC | а | b | С | 2 | ä | | | | | | | | | | | | |
| 3 DEF | d | е | f | 3 | | | | | | | | | | | | | |
| 4 _{GHI} | g | h | i | 4 | | | | | | | | | | | | | |
| 5 JKL | j | k | I | 5 | | | | | | | | | | | | | |
| 6 MNO | m | n | 0 | 6 | ö | | | | | | | | | | | | |
| 7 _{PQRS} | р | q | r | s | 7 | В | | | | | | | | | | | |
| 8 тих | t | u | v | 8 | ü | | | | | | | | | | | | |
| 9 _{wxyz} | w | x | у | z | 9 | | | | | | | | | | | | |
| * • c | | * | 1 | # | , | ? | | , | " | + | - | (|) | @ | / | : | _ |
| 0 + | 0 | + | | | | | | | | | | | | | | | |
| # 155 | d | | | | | | | | | | | | | | | | |

- ^a Special characters (not in 123 mode)
- ^b Space
- ^c Extended character
- d Toggle between uppercase and lowercase and number entry

Multi-function keys

| Key | Function during text input | Function when held down | | |
|-----|----------------------------|--|--|--|
| ** | Type special characters | 2 seconds: Ringer off 3 seconds: Beep rather than ringtone | | |

| Key | Function during text input | Function when held down |
|-----|--|--|
| # % | Switch between uppercase and lowercase text and number entry | Activate the telephone lock "Locking the phone" → page 1 |
| 1 🕳 | Type special characters (not in 123 mode). | Call answering machine |

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 editor

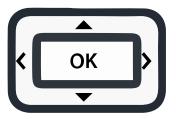
Additional options are available in the text editor. This is used when programming a forwarding destination, for example. In this way, you can, for example, move the cursor freely and copy or insert text.

You can select further editor functions via the Navigator keys and confirm each one using ok :

- OK: Applies changes and closes the editor
- · Delete: Deletes characters from right to left
- Cancel: Discards changes and exits the editor
- Mode (# can also be used here to switch):
 - 123: Digits only
 - ABC: Uppercase letters only
 - Abc: First letter in uppercase, subsequent letters in lowercase
 - abc: Lowercase letters only
- Move cursor left: Moves the cursor to the left
- Move cursor right: Moves the cursor to the right
- · Copy: Copies the entire content to the clipboard
- Paste: Inserts the entire content from the clipboard at the cursor position

Navigation keys

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



| 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 lists and menus: Scroll upPress and hold: Skip to the start of the list or menu | | |
| • | In lists and menus: Scroll downPress and hold: Skip to the end of the list or menu | | |
| ок | Entry selected:Perform actionConfirm your selection | | |

Mailbox

Depending on your communication platform and its configuration, you can use the Softkey to access messages from services. The following messages are saved:

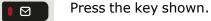
- · Callback requests
- Voicemail

Messages

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

- The key LED

 | □ | lights up.
- A message such as "Messages received" is displayed.





For a description of how to edit the entries, see "Sending a message" \rightarrow page 47.

Voicemail

Press the key shown.

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

If your telephone is connected to a voicemail system (such as Smart Voicemail), the weight will light up in addition to the Notification LED to alert you to any messages that have arrived.

An corresponding message is displayed.



You cannot delete (new) voice messages that you have not listened to in full. To mark a message as "listened to", press

6 MNO to jump to the end of the message.

Call list

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 (for more information, contact your Administrator).

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

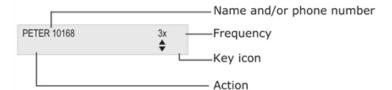
The caller list is automatically displayed in the idle menu.



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

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

Example





For a description of how to edit the call lists, see "Using the caller list" \rightarrow page 45.

Settings and functions

Menu title

Service:

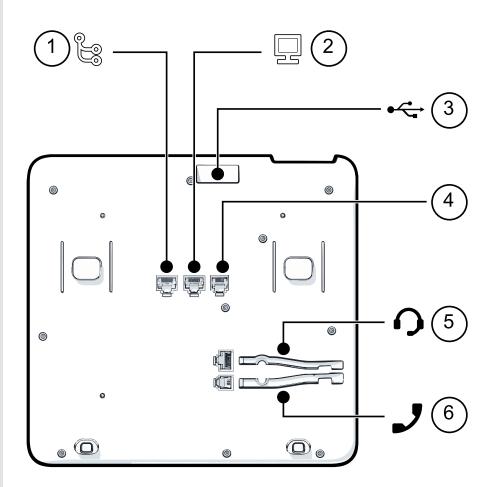
*7 = Use speed dialing?

Further entries are indicated by \clubsuit .

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

Open the menu by pressing the softkey.

Ports on the underside of the phone



| 1 | Network LAN connection | 2 | PC LAN connection |
|---|------------------------|---|--------------------|
| 3 | Optional power supply | 4 | Headset connection |
| 5 | Handset connection | | |

How to use network connections

The OpenScape Desk Phone provides a 1 Gb/s Ethernet-Switch and a USB port. The Ethernet switch connects a PC with a LAN port via the phone to the LAN.



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

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



Fig.: 5-1: LAN connections (example)

| 1 | USB port | 2 | PC LAN port |
|---|------------------|---|-------------|
| 3 | Network LAN port | | |

Telephone settings



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

Display

Setting the display contrast

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



You can also configure this setting via the (Notification LED) WEB interface (see "General" \rightarrow page 98).

Press the key shown.

Select and confirm the option shown.

Enter and confirm the user password, if required.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Set and confirm the contrast.

Select and confirm the option shown.

Setting the display language

Open the menu.

Select and confirm the option shown.

Select and confirm the option shown.

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

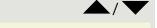




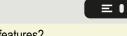
Phone?

Display?

Contrast: =



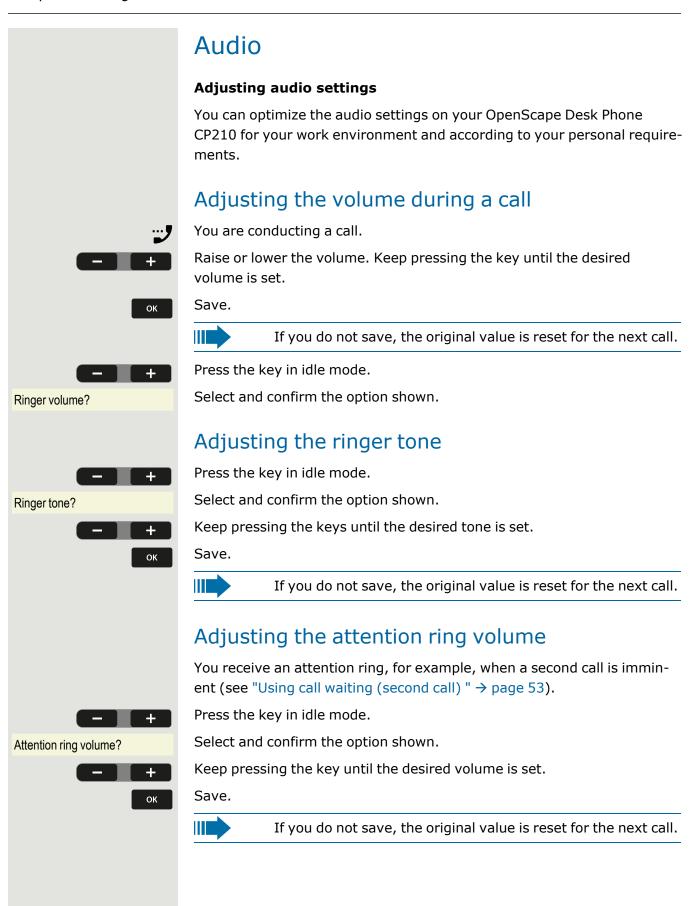
Save & exit

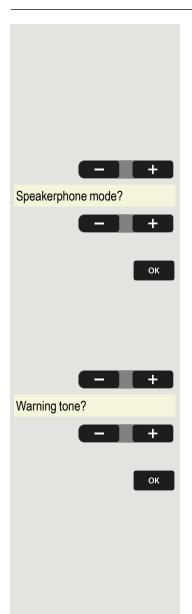


More features?

*48 = Select language?

15 = Spanish?





#490 = Call wait.term.off?

*490 = Call wait.term.on?

Adjusting the speakerphone to the room acoustics

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

Press the button in idle mode.

Select and confirm the option shown.

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

Save.

Setting the volume of the alert tone

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

Press the rocker button in idle mode.

Select and confirm the option shown.

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

Save.

Call settings

Preventing and allowing call waiting (automatic camp-on)

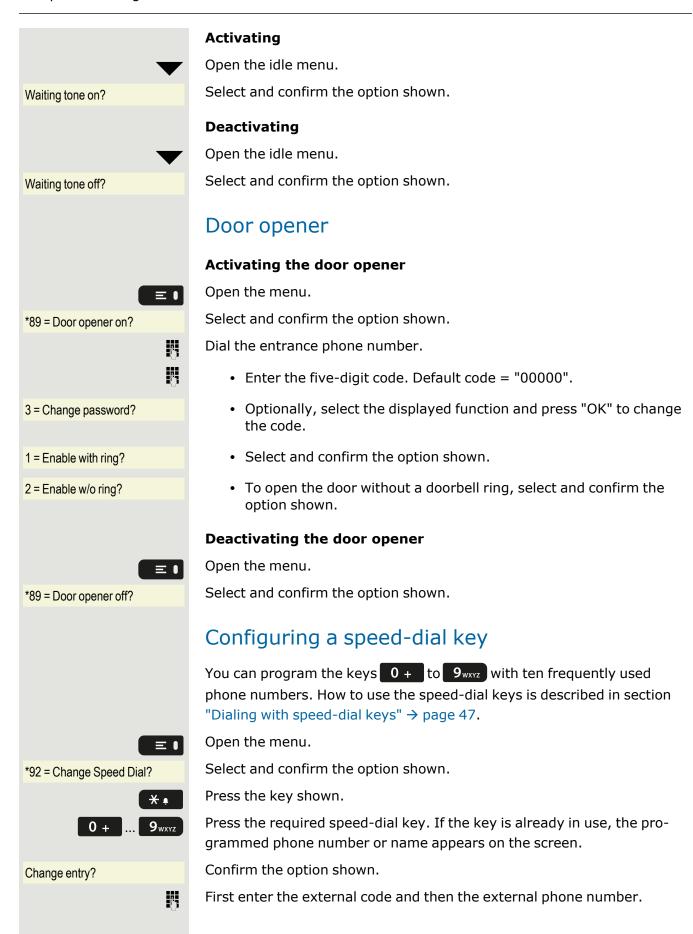
If this function has been configured, you can prevent or allow a second call from being signaled by automatic camp-on during an ongoing call (see "Using call waiting (second call)" \rightarrow page 53).

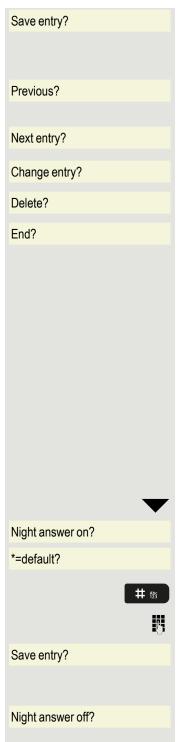
Open the menu.

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

Enabling or muting the call waiting tone

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





Confirm the option shown.

If you make a mistake

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

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

Activating or deactivating the night answer service

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

Activating

Open the idle menu.

Select and confirm the option shown.

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

Confirm the option shown.

Deactivating

Select and confirm the option shown.



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



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

Programming the function keys

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



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

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 assigned key for 5 seconds.

- The keys are preassigned in the as-delivered state (see "Programmable function keys" \rightarrow page 18).
- The keys can also be programmed via the WEB interface (see "General" \rightarrow page 98).

Configuring function keys



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

Example: Configuring a "conference key"

Open the menu.

Select and confirm the option shown.

Press a function key.

Confirm the option shown.

Select and confirm the option shown.

Confirm the option shown.

Confirm the option shown.

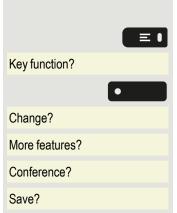


Pressing the key briefly activates the programmed function. For functions that can be switched on/off, such as second call, press once to switch the function on and press again to switch the function off.

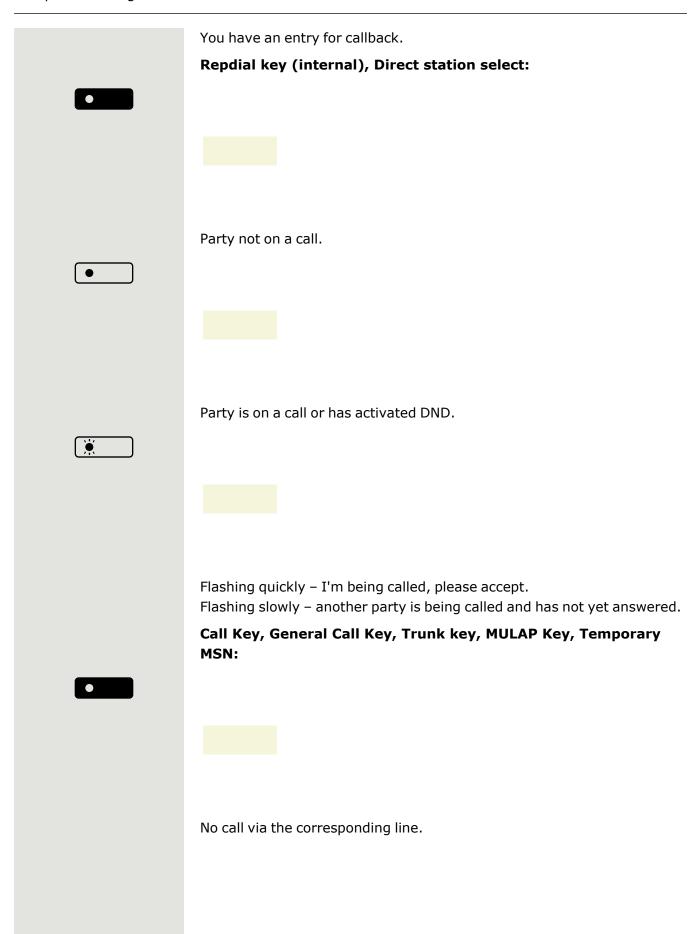
The LED display indicates the status of the function (see "Meaning of LED displays on function keys" \rightarrow page 19).

Overview of functions

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



Saved function LED display Call forwarding, Forwarding - trunk, Forward Line Key, Night Service, Do not disturb, Lock telephone, Absence text, Silent ringing, HF answerback on/off, Hunt group join/leave, Caller ID suppression, Call wait.term., Waiting tone off, Ring Transfer, Recording, Door opener on/off, Ringing group on, Shift Key, UCD (Available on/off, Wrap up), Night answer on/off, Privacy Release: Saved function is not activated. Saved function is activated. **Set Callback:** You have no entry for callback.







Telephone settings 37

The following functions programmed on keys do not have a LED function:

Repdial key (external), Procedure key, Trace call, Speed dial, Clear Display, Telephone Lock, Send Message, Phonebook (1=internal, 2=LDAP, Call waiting, Toggle/Connect, Conference, Speaker call, Retrieve line, Reserve trunk, Release trunk, Temporary Phone, Intrude, Park a call, Pickup - directed, Pickup - group, Account code, Show call charges, Page, Answer page, Timed reminder, Open door, DTMF dialing, Recall-key, Room monitor, Hold key, Enquiry internal, Enquiry, Associated dial, Associated serv., Tel. data service, Mobile Login, Discreet Call.

Programming a procedure key

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

Example

The function "Associated serv." together with the required input (phone number of the phone for which the call is to be made + phone number to be dialed) can be saved on a key (see "Activating functions for another telephone" \rightarrow page 80).

Phone numbers that require further input can also be saved (also refer to "Programming the function keys" \rightarrow page 31).

Open the menu.

Select and confirm the option shown.

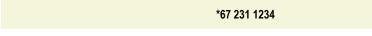
Press one of the four keys you want to program with a procedure.

Confirm the option shown.

Select and confirm the option shown.

Enter procedure.

Example



★ • 6 MNO 7 PQRS

• Dial code for the phone number to be dialed.

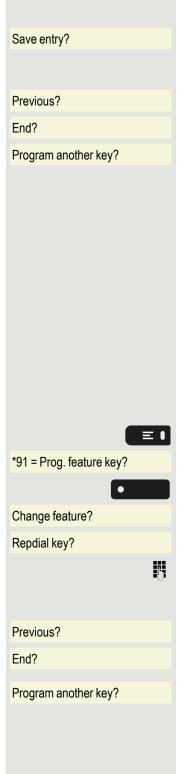
2 ABC 3 DEF 1 ao

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

1 ao 2 ABC 3 DEF 4 GHI



Telephone settings 38



• The phone number to be dialed.

Confirm the option shown.

If you make a mistake

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

Confirm the option shown.

Select and confirm the option shown.

Select the saved procedure by pressing the key.



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

- You can also press the procedure key during a call to automatically send the saved digits as DTMF signals (see
 "Opening the door from your telephone without calling the entrance telephone" → page 42).
- For display messages when saving procedures, see "Responding to error messages" → page 104.

Configuring selected dialing keys

Open the menu.

Select and confirm the option shown.

Press one of the four keys you want to program.

Confirm the option shown.

Confirm the option shown.

Enter the phone number.

If you make a mistake

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

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



You dial the saved phone number by pressing the key (see "Dialing with selected dialing keys" → page 44). You can also save a phone number during a call.

Deleting function key programming

Deleting the phone number

Open the menu.

Telephone settings 39



Confirm the option shown.

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

Press the required selected dialing or direct station selection key. Select and confirm the option shown.

Settings that impact energy efficiency

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

You can reduce the ringer volume, display brightness and contrast

 the default settings on delivery is 50 %.



Receiving calls

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

Answering a call via the handset

The phone rings. The caller is displayed.



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



Lift the handset.

Adjust the call volume, if necessary.

Answering a call via the loudspeaker (speakerphone mode)

The phone rings. The caller is displayed.

The key flashes green.

Confirm the option shown.

The key lights up green.

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



Adjust the call volume, if necessary.

Answering a call via the headset

The phone rings. The caller is displayed.

The and flash green.

Confirm the option shown.

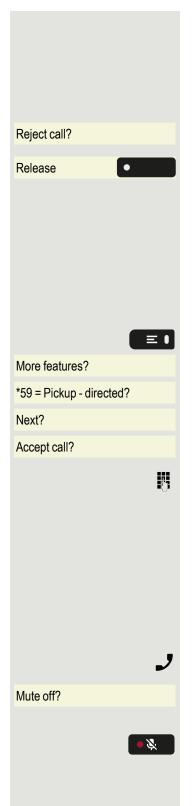
Optionally, press the key. The key lights up. The headset is activated.

Adjust the call volume, if necessary.









Rejecting calls

You can reject calls you do not wish to take. The call is then signaled on another definable telephone.

The phone rings. The caller is displayed.

- · Confirm the option shown.
- Optionally, press the key (for configuration, consult your administrator).

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).

Picking up a specific call for your colleague

You hear another telephone ring.

Open the menu.

Select and confirm the option shown.

Select and confirm the option shown.

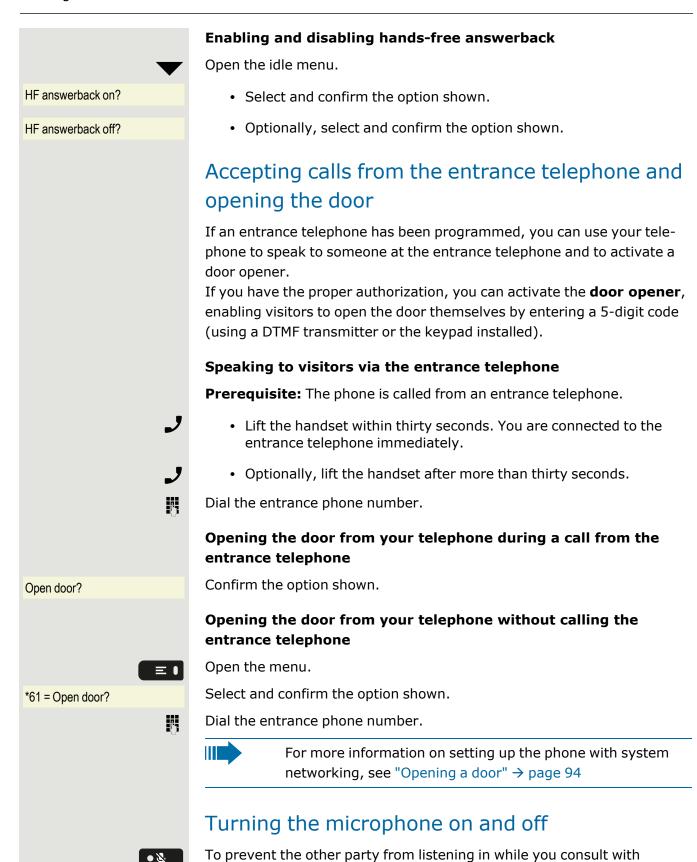
Select and confirm until the required station is displayed.

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

Using the speakerphone

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

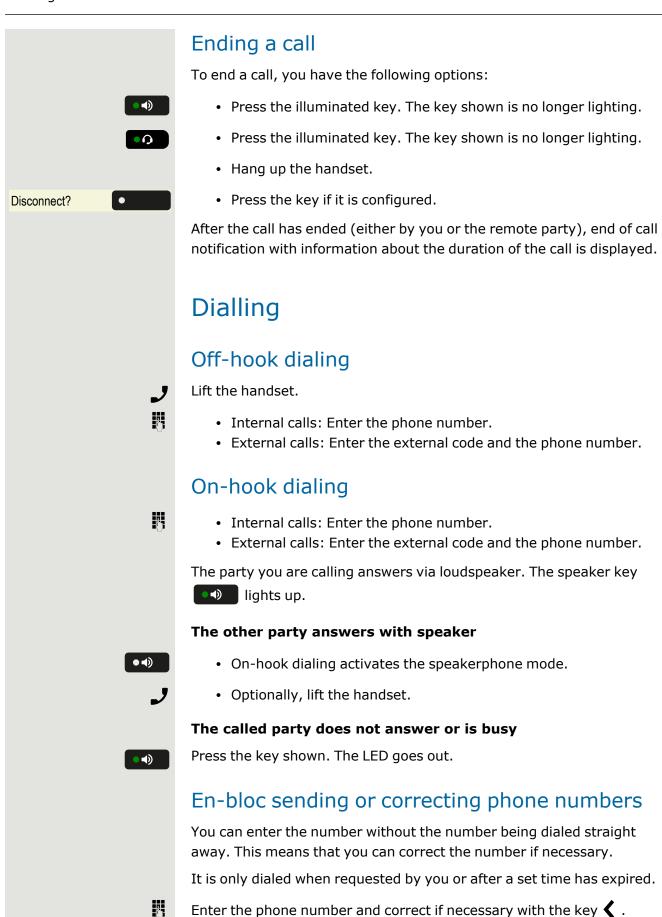
- · Lift the handset and answer the call.
- Optionally, press "OK" to confirm your selection and answer the call.
- Optionally, press the illuminated microphone key.
- If hands-free answerback is enabled (see below), you do not need to switch on the microphone - you can answer directly. You can answer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

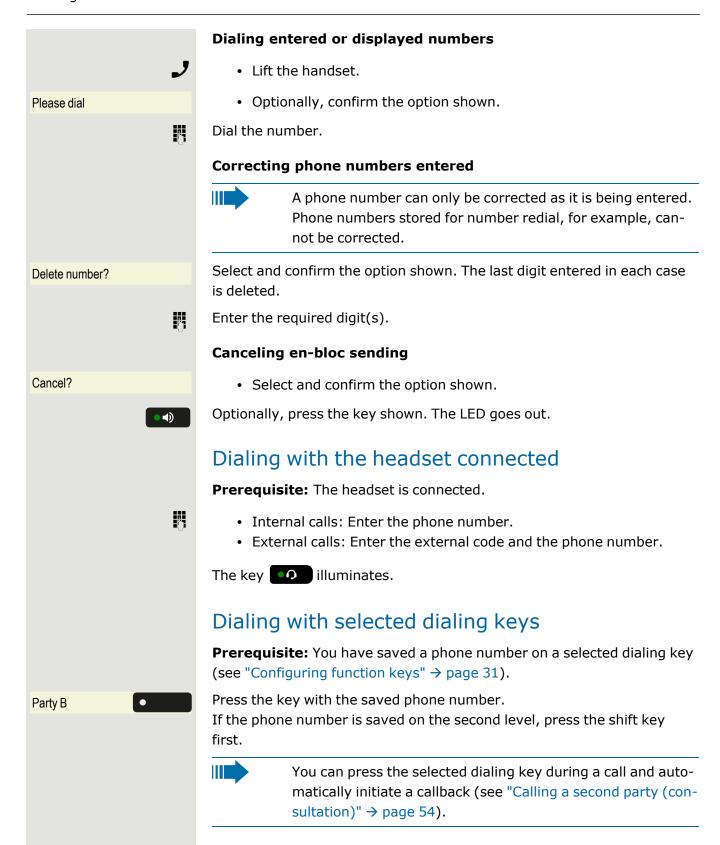


phone or the handsfree microphone.

someone in your office, you can temporarily switch off the handset micro-

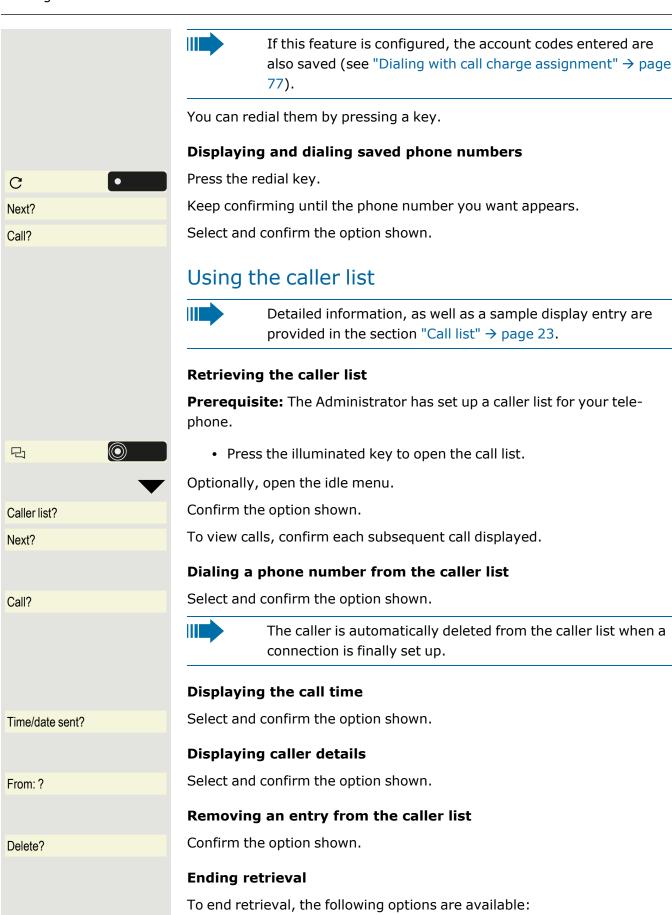
• %

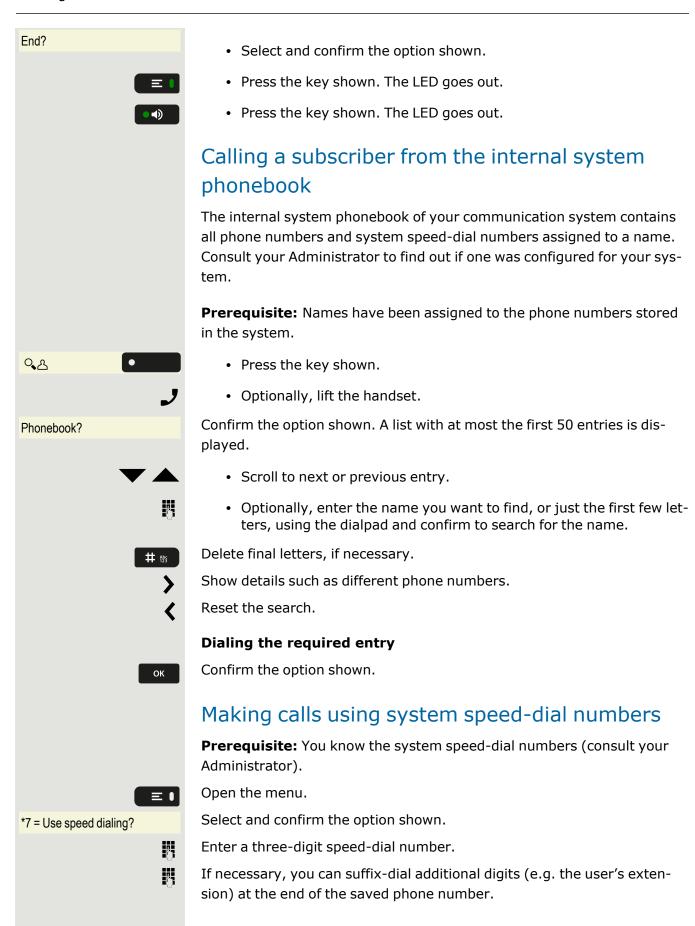


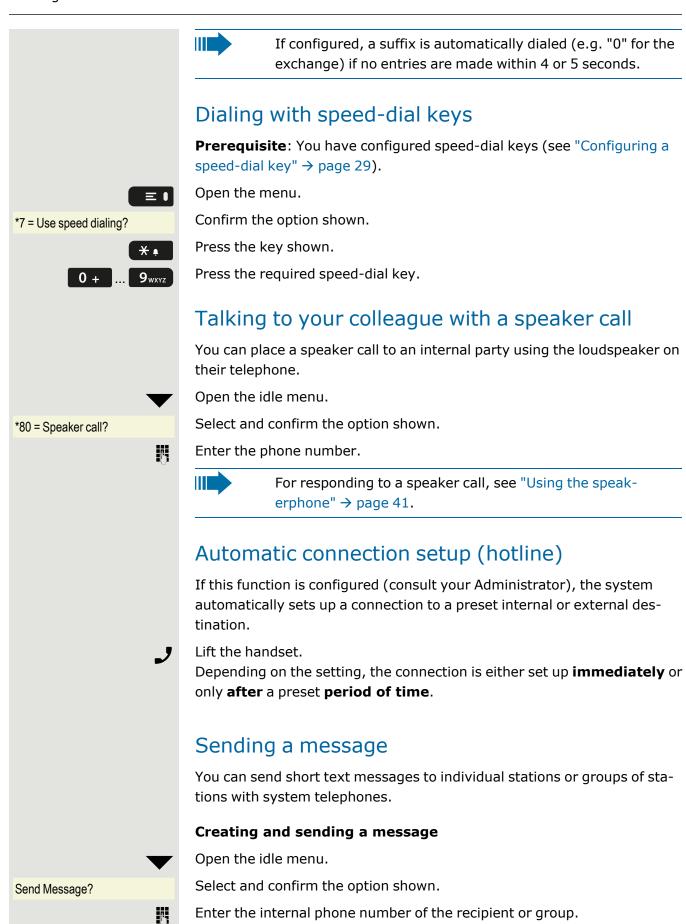


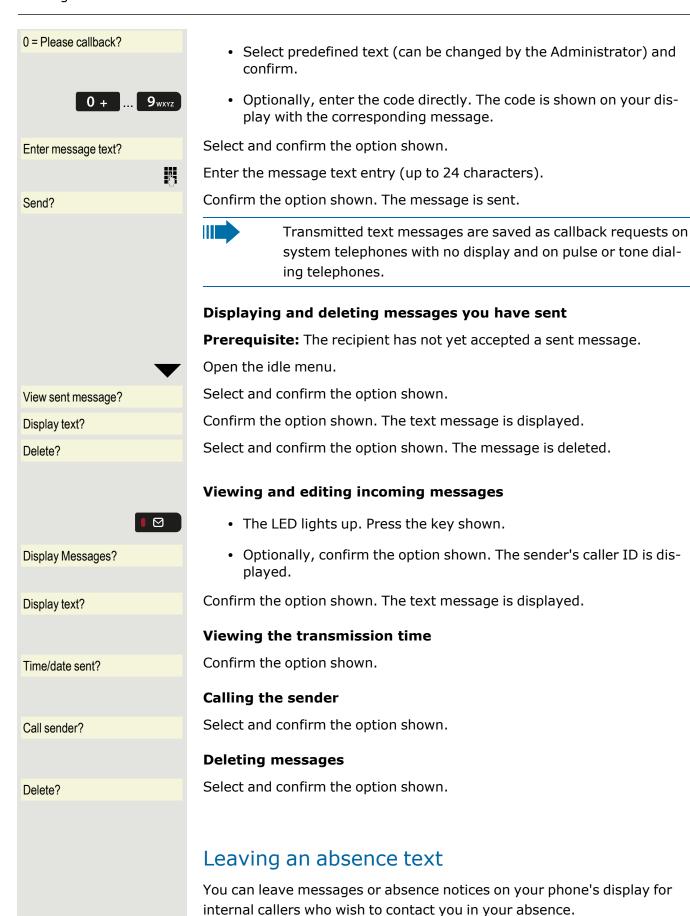
Redialing a number

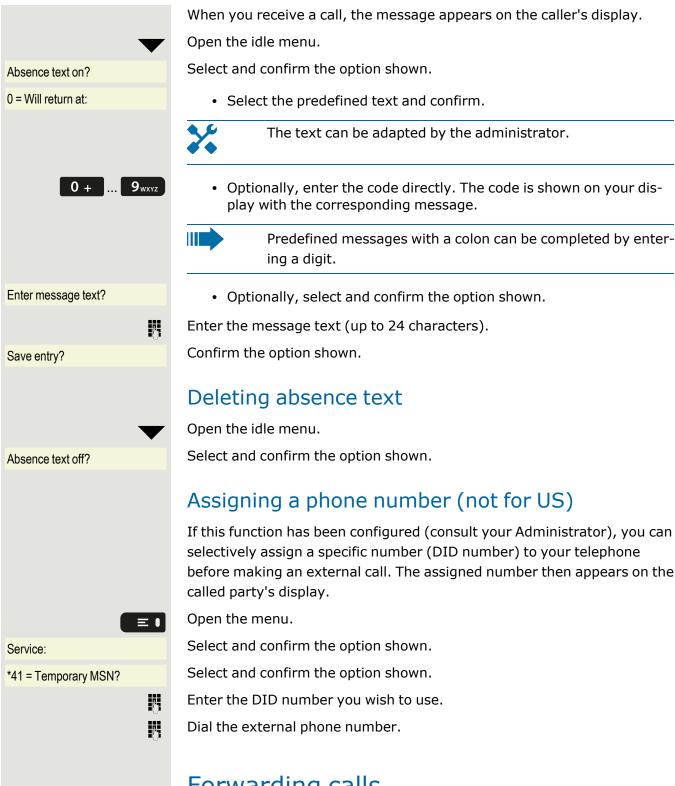
The last ten external phone numbers dialed are stored automatically.











Forwarding calls



For programming call forwarding, see "Overview of forwarding types" → page 1.

Using variable call forwarding

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



External destinations require special configuration in the system

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



For more information on special features if your telephone operates with system networking, see "Setting up "follow me" call forwarding" \rightarrow page 92

Activating call forwarding

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

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

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

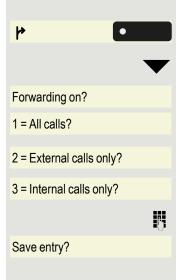
Enter the destination phone number.

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

Deactivating call forwarding

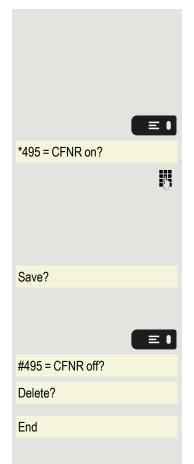
- · Press the key shown.
- Optionally, open the idle menu.

Select and confirm the option shown.



p

Forwarding off?



Callback?

Using call forwarding no reply

Calls that are not answered after three rings (=default, can be adjusted by the Administrator) or that are received while another call is ongoing can be automatically forwarded to a specified telephone.

Open the menu.

Select and confirm the option shown.

Enter the destination phone number.

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

Confirm the option shown.

Deactivating call forwarding no reply

Open the menu.

Select and confirm the option shown.

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



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

Using callback

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

You receive a callback with the following options:

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

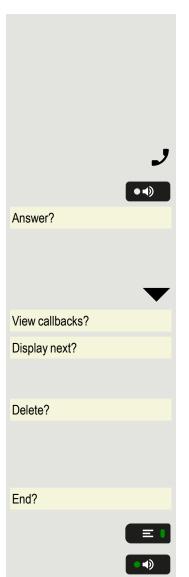


When configured, all callback requests are automatically deleted overnight.

Saving a callback

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

Confirm the option shown.



Accepting a callback

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

The following options are available:

· Lift the handset.

Press the key shown. The LED lights up.

Select and confirm to accept the callback.

Viewing and deleting a saved callback

Open the idle menu.

Select and confirm the option shown.

Select and confirm to display additional entries.

Deleting a displayed entry

Confirm the option shown.

Ending retrieval

The following options are available:

- · Select and confirm the option shown.
- · Press the key shown. The LED goes out.
- Press the key shown. The LED goes out.

During a call

Switching to speakerphone mode

People present in the room can participate in your call.

Prerequisite: You are conducting a call via the handset.

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

US mode

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

••)

Press the key shown.



Hang up the handset. Proceed with your call.

Switching to the handset

Prerequisite: You are conducting a call in speakerphone mode.



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

Open listening in the room during a call

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

Prerequisite: You are conducting a call via the handset.

Activating



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

Deactivating



Press the key shown. The LED goes out.

Using call waiting (second call)

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

You can ignore or accept the second call. Before you accept the second call, you can end the first call or place it on hold for subsequent retrieval. You can block the second call or the advisory tone (see "Enabling or muting the call waiting tone" \rightarrow page 28).

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

Ending the first call and answering the waiting call



Hang up the handset. Your phone rings.

Lift the handset. Answer the second call.

Placing the first call on hold and answering the second call

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

Call waiting?

Ending the second call and resuming the first one Quit and return? · Confirm the option shown. Optionally, hang up the handset. Call the first party again. Lift the handset. Saving a phone number You can save your call partner's phone number for subsequent redialing from the caller list (see "Using the caller list" \rightarrow page 45). **Prerequisite:** You are conducting a call. Select and confirm the option shown. Save number? Calling a second party (consultation) You can call a second party while a call is in progress. The connection to the first party is placed on hold. **Prerequisite:** You are conducting a call. Confirm the option shown. Consultation? Ä • Enter and confirm the second party's phone number. • Optionally, select the number from the caller list (see "Dialing subscribers from the call lists" \rightarrow page 1). Optionally, select the number from the phonebook (see "Calling a subscriber from the phonebook" \rightarrow page 1). **Ending a consultation call** Confirm the option shown. The consultation call is disconnected. The call Release and return? with the first party is resumed. Switching to the held party (alternating) Prerequisite: You are on a consultation call. Select and confirm the option shown. You switch to the held party. Toggle? **Ending an alternate operation** Select and confirm the option shown. The active call is disconnected and Release and return? the held call is restored. Combining the call partners in a three-party conference Conference? • Select and confirm the option shown. · Optionally, press the key shown.

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



If voice encryption is not activated or not available on a conference party's phone, the entire conference is not secure. It may be indicated that the call is not secure (see "Notes on voice encryption" \rightarrow page 1).

Transferring a call

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

Transferring with announcement

Select and confirm the option shown.

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

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

Hang up the handset.

Transferring without announcement

Select and confirm the option shown.

Enter and confirm the required party's phone number.

Hang up the handset.

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

Parking a call

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

Prerequisite: You are conducting a call.

Open the menu.

Select and confirm the option shown.

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

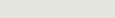
Consultation?















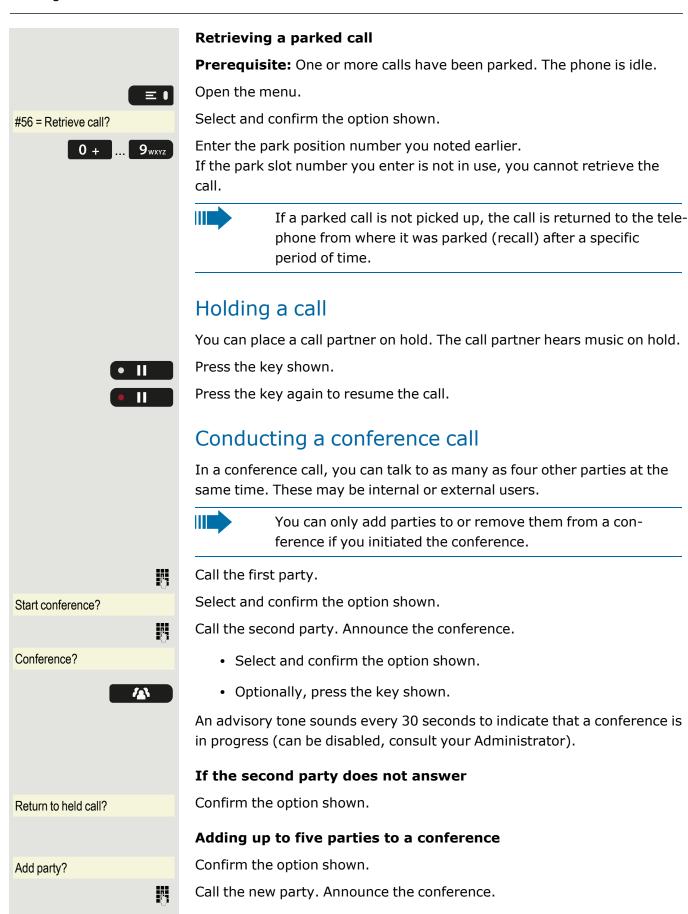




9_{wxyz}









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

Forming a conference

Prerequisite: You are conducting a consultation call (see "Calling a second party (consultation)" \rightarrow page 54).

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

Removing parties from the conference

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

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

Select and confirm the option shown.

Leaving a conference

- · Select and confirm the option shown.
- Optionally, hang up the handset if this feature is configured (consult your Administrator).

End conference

- Select and confirm the option shown.
- Optionally, hang up the handset if this feature is configured (consult your Administrator).

Saving phone numbers for redial

This phone number is saved under the idle menu entry "Saved number redial" and overwrites previously saved phone numbers. Dial the saved number from the idle menu (see "Redialing a saved number" \rightarrow page 1).

Saving the current phone number

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

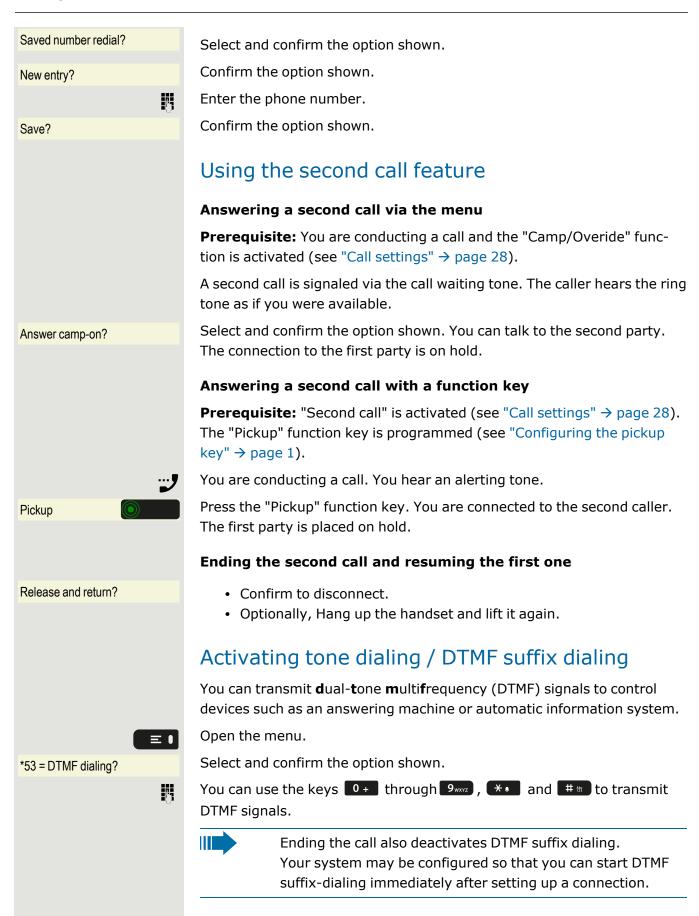
Select and confirm the option shown.

Saving any phone number

Prerequisite: Your phone is in idle mode.

Open the menu.

Confirm the option shown.



Making calls in an executive or secretary team

If configured, you belong to a team of subscribers with multiple lines. Your phone features trunk or line keys (also refer to "MULAP privacy release" → page 62).

Lines

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

- **Primary line**: All multi-line telephones have a primary line. This line can be reached in the usual manner via your public phone number. Incoming calls to your phone number are signaled on this line.
- **Secondary line**: A secondary line on your phone is used as a primary line by another subscriber. Your primary line, which is configured on another telephone, simultaneously functions as the secondary line on that telephone.
- **Private line**: A line that is used by a single telephone. This line cannot be used as a secondary line by another telephone.
- **Shared line**: A line that is configured on multiple telephones. The line status is displayed for all telephones that share this line (if configured). If, for example, a shared line is being used by a telephone, a status message indicating that this line is busy is displayed on all other telephones.
- **Direct call line**: A line with a direct connection to another telephone.

You can see the status of the line from the LED display.

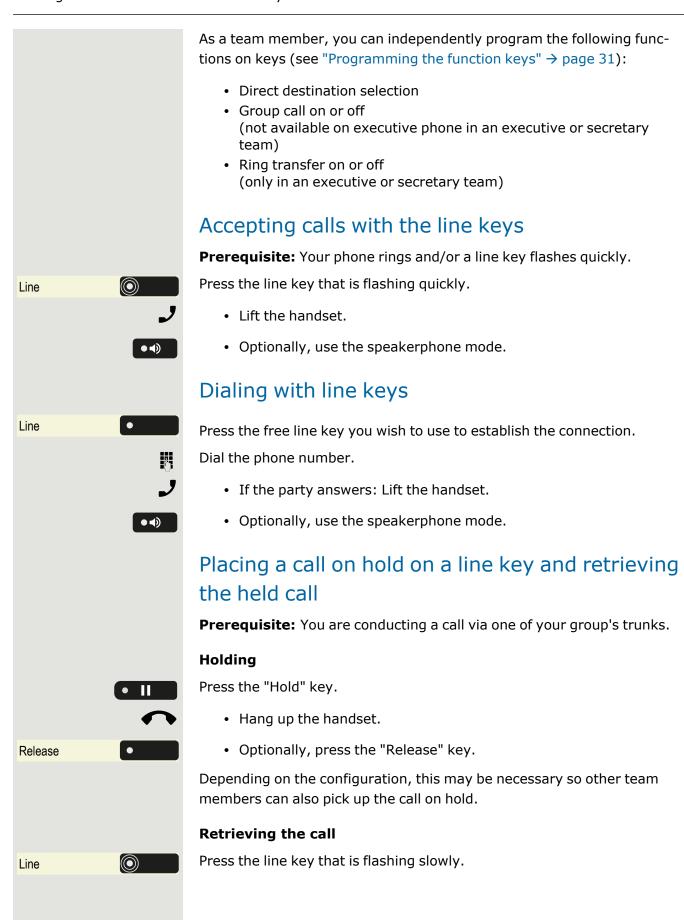
Line seizure



Line seizure must be configured by the administrator. If automatic line seizure is configured, a line is automatically assigned when you lift the handset or press the speaker key.

Line or trunk keys

The programmable keys on multi-line phones function as line or trunk keys. Every key programmed as a line key corresponds to one trunk with the result that you can configure up to four trunks in an OpenScape Desk Phone CP210.





Making calls on multiple lines alternately

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

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

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

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

MULAP privacy release

If configured, you can program a key on your phone with the function "Privacy Release" (see "Configuring function keys" \rightarrow page 31).

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



You are conducting a call.

Press the key shown. The LED lights up.

Up to three team members can now join the conference.

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

Press the flashing line key.

Line

Priv Release

Direct destination selection keys

Each team member has a direct destination 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.

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

LED displays for DSS keys

There are two styles of DSS key status indication via LED:

- The OpenStage style (default)
- · The CP style.



The flashing interval represents different statuses, which are described in detail in the corresponding sections of the manual.

OpenStage style (default)

| LED | | Meaning | | |
|-----|------------------------------|--|--|--|
| • | Off | The team member's phone is idle The team member's phone is logger off. | | |
| • | Green, steady | The team member is phoning | | |
| | Green, flash- ing quickly | The team member is being called, please accept. The team member has activated DND. Another team member is being called and has not yet answered. | | |
| | Green, flash- ing slowly | You are on call with the team mem- ber and you have placed the call on hold. | | |

CP style

| LED | | Meaning | | |
|-----|--------------------|--|--|--|
| • | Off | The team member's phone is idle The team member's phone is logged off. | | |
| • | Red, steady | The team member's phone is busy The team member's phone is on hold by another station You are calling the team member's phone. | | |
| | Red, flash- ing | The team member has activated DND | | |
| | Green, blinking | The team member is calling you | | |
| | Green, | The team member's phone is being | | |

| LED | | Meaning | | |
|-----|------------------|---|--|--|
| | flashing | called by another station A waiting call is signaled on the team member's phone and the call is from another station | | |
| • | Amber, steady | You are on call with the team member and you have placed the call on hold. | | |



If you want your phone to use the CP style, ask your administrator to change the DSS/Keyset indication setting accordingly.

Calling a team member directly

- · Press the DDS key.
- If the team member you want to reach is conducting another call, the DDS key on your telephone lights up. You can also make calls in this case if the call waiting function is permitted for the other member of the team (automatic camp on).
- · If the party answers: Lift the handset.
- Optionally, use speakerphone mode.

Transferring a call in progress

Press the DDS key and announce the call if necessary.

- · Hang up the handset.
- Optionally, press the "Release" key.

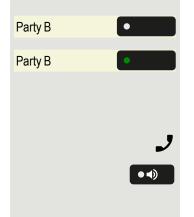
Picking up a call for another team member

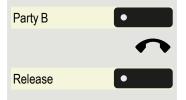
Press the flashing DDS key or line key.

- · Lift the handset.
- · Optionally, use speakerphone mode.

Forwarding calls on trunks

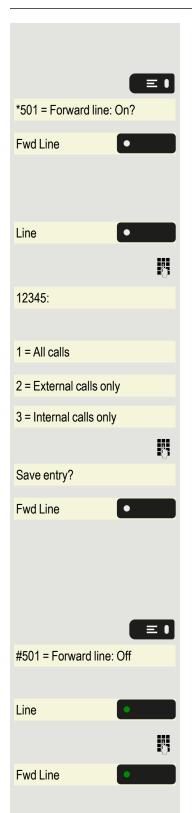
You can immediately forward internal and/or external calls to your lines to different internal or external telephones (destinations).











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

Open the menu.

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



If no forwarding type and destination is configured, see "Programming the function keys" \rightarrow page 31).

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

Confirm the trunk number.

You have the following options:

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

Enter the destination phone number.

· Confirm the option shown.

If available, press the key shown.



If no forwarding type and destination is configured, see "Programming the function keys" \rightarrow page 31).

Deactivating call forwarding

Open the menu.

Select and confirm the option shown.

You have the following options:

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



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

Fwd Line

Fwd Line



Understanding LED messages on the "CFW MULAP"

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

Transferring calls directly to the executive phone

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

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

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

Activating

- Press the key shown. The LED lights up.
- Optionally, open the menu.

Select and confirm the option shown.

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

Deactivating

- Press the key shown. The LED goes out.
- · Optionally, open the menu.

Select and confirm the option shown.

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

Group call / hunt group

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



For configuration of the hunt group, consult your Administrator.

Activating or deactivating a group call



For more information on leaving a hunt group if your telephone operates with system networking via LAN, see "Ringing group" → page 94

If configured, you belong to one or more groups of stations, which can be reached via hunt group or group call phone numbers.

Incoming calls are signaled one after the other (= hunt group) or simultaneously (= group call) on all phones in the group, until a group member answers the call.

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

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

You are part of a hunt group or call group

Open the idle menu.

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

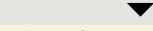
You belong to multiple groups

Open the idle menu.

Select and confirm the option shown.

Optionally, select and confirm the option shown.

- Press the key shown.
- Optionally, press the key shown.



Leave hunt group?

Join hunt group?

Hunt group IN/OUT

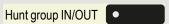


Hunt group IN/OUT



Leave hunt group?

Join hunt group?



Hunt group IN/OUT



301 X = Group name

Next?

Leave hunt group?

Join hunt group?

= Leave all groups?

* = Rejoin all groups?

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

You have the following options:

- Confirm the option shown. The next group or trunk number is displayed with a group name.
- Select and confirm the option shown. The audible tone for the group or trunk displayed is deactivated.
- Select and confirm the option shown. The audible tone for the group or trunk displayed is activated.
- Select and confirm the option shown.
 The audible tone for all groups and trunks is deactivated.
- Select and confirm the option shown.
 The audible tone for all groups and trunks is activated.



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

Picking up a call for another member of your team

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

In contrast to the DDS function, you do not need to have programmed a DDS key (see "Direct destination selection keys" \rightarrow page 62).

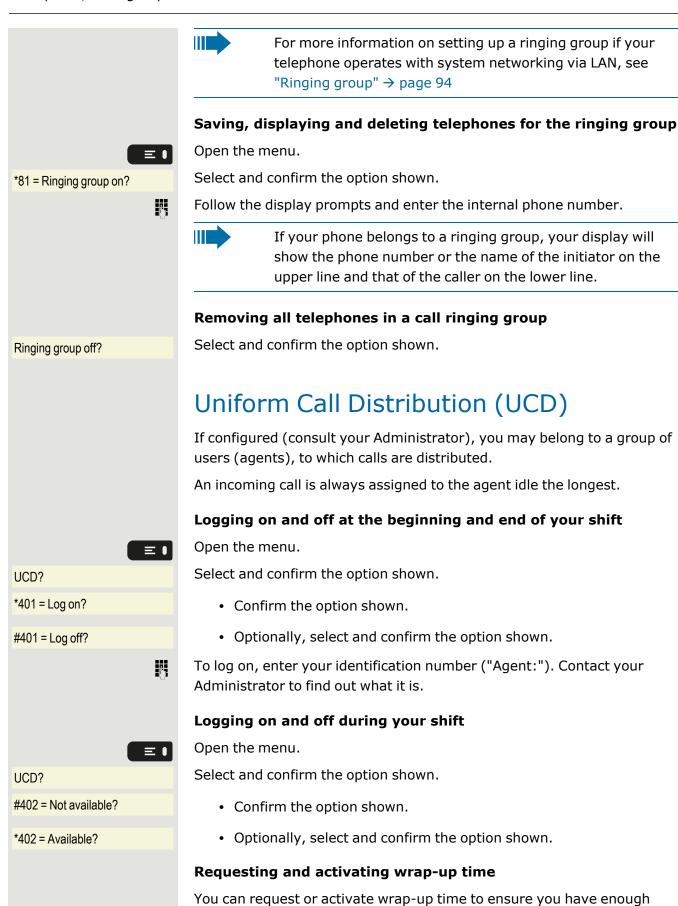
Prerequisite: Your telephone rings briefly. "Call for:" is displayed with the phone number or name of the originator. The phone number or name of the caller appears on the lower line.

Confirm the option shown.

Ringing group

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

Pickup - group?



time to wrap up the last call. Your phone is excluded from call distribution



for a set period or until you log back on.

Open the menu.

Select and confirm the option shown.

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

Turning the night service on and off for UCD

Open the menu.

Select and confirm the option shown.

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

Displaying the number of waiting calls

Open the menu.

Select and confirm the option shown.

Confirm the option shown.

Privacy and security 72

Silent ring. off?

Privacy and security

Turning silent ringing on and off

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

Activating

Open the idle menu.

- Select and confirm the option shown.

Deactivating

Open the idle menu.

- · Select and confirm the option shown.

Turning do not disturb on and off

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



If your phone belongs to an ONS group (One Number Service / parallel call), do not disturb can be activated or deactivated on any phone in the ONS group and then be applied for all phones in the ONS group.

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

Open the menu.

Select and confirm the option shown.

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

X •

≡⋃

Feature settings?

Do not disturb?

Privacy and security 73

Activate?

Deactivate?

Confirm the option shown.

Optionally, confirm the option shown.

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



The attendant can circumvent the Do Not Disturb function and reach you anyway.



If your administrator has blocked the "Do not disturb" function in general for the OpenScape 4000, the "Do not disturb" menu option will not appear in the Program/Service menu.

Caller ID suppression

The caller ID display can only be suppressed for a subsequent call and the setting is not saved if the number is redialed (see "Redialing a number (saved number)" \rightarrow page 1).



More features?

Display suppress. on?



Open the menu.

Select and confirm the option shown.

Confirm the option shown. You hear the dial tone.

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

Locking the telephone to prevent unauthorized use

You can prevent unauthorized parties from accessing certain functions on your phone during your absence, for example you can prevent external phone numbers being dialed or your mailbox being accessed. Consult your Administrator to determine which functions are locked.

Locking the phone



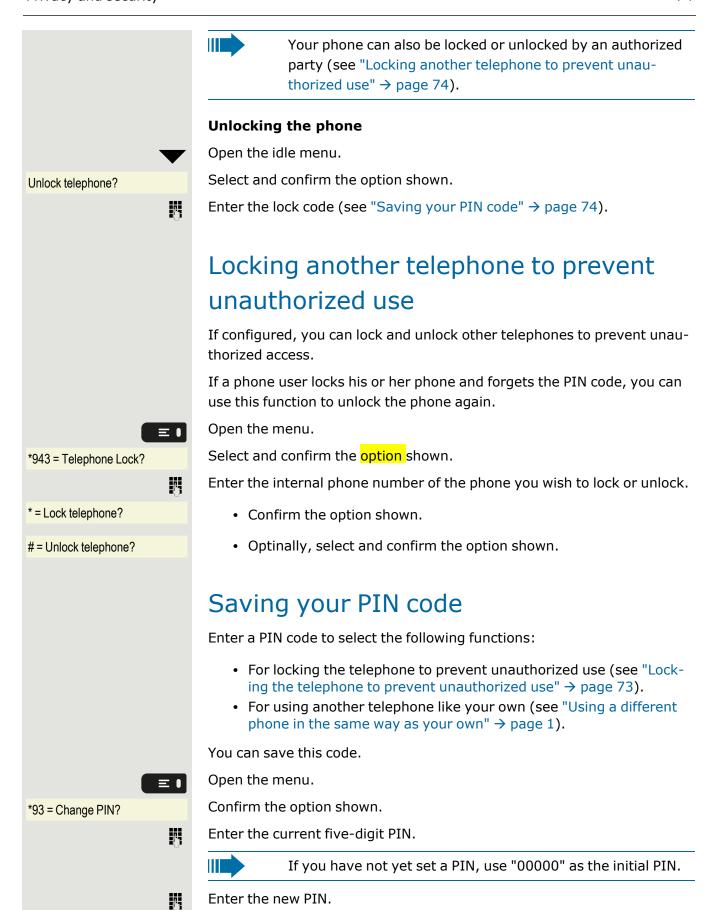
Open the idle menu.

Select and confirm the option shown.

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

Lock telephone?

Privacy and security 74



Privacy and security 75



Re-enter the new PIN.



If you forget your code, consult your Administrator, who can reset your code to "00000".

User password

Your User password protects your individual configurations. The administrator may have configured the following settings:

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

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

Changing the password



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



You can also configure this setting via the WEB interface (see "General" \rightarrow page 98).

Other settings and functions

Call charges

Displaying call charges (not for US)

For the current call



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

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

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

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



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

For all calls and for the last call

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



Open the menu.

Select and confirm the option shown.

Displaying call charges for another telephone (not for US)

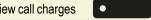
If configured, you can also display and print information on chargeable calls for other phones.

Prerequisite: You have programmed the function "View call charges" on a key (see "Configuring function keys" → page 31).

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

Press the key shown. Chargeable calls are displayed.

*65 = Show call charges?





One time only?

Press to display further chargeable calls.

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

Dialing with call charge assignment

You can assign external calls to certain projects.

Prerequisite: Your Administrator has defined account codes for you.

Open the menu.

Select and confirm the option shown.

Enter the account code.

- · Press this key, if required.
- Optionally, confirm the option shown. Depending on the configuration, consult your Administrator.

Enter the external phone number.



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

Appointment reminder function

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

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

Saving a timed reminder

Open the menu.

Confirm the option shown.

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

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

Confirm the option shown.



• Optionally, select and confirm the option shown.

Confirm the option shown.

Deleting and checking a saved appointment

Open the menu.

Confirm the option shown.

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

Using timed reminders

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

The phone rings.

- Lift the handset. The appointment time is displayed. Hang up the handset.
- Optionally, press the speakerphone key twice.



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

Using another telephone like your own for a call

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

Open the menu.

74-

Select and confirm the option shown.

Enter the phone number of the other user.

Enter the other user's code (see "Saving your PIN code" → page 74).

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

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

Logging on to the "guest telephone" Log on to the "guest telephone" with a mobile phone number. The telephone behaves like your own in terms of cost allocation, key programming, call forwarding, etc. Prerequisite: A mobile connection with a dedicated phone number and password has been configured for you. The "Mobile Login" key is configured on your OpenScape Desk Phone CP210 if appropriate. Press the "Mobile Login" key. Mobile Login If a key is not configured: Enter the code (e.g. *9419) for "Mobile Login Log on" (see "Overview of 74 functions and codes (alphabetical)" \rightarrow page 106). You see the prompt "New number". 興 Enter the mobile phone number. You are prompted to enter the "Code for **nnn**" (e.g. 834). 74 Enter the code and confirm, if required. Optionally, press the key shown. # 125 Confirm the option shown. The log-on procedure begins. Entry complete Your mobile phone number will appear on the left of the display when you are correctly logged on (see "Display" \rightarrow page 17). If you want to move your connection from the first "guest telephone" to a second "guest telephone", log on to the second "guest telephone" in the usual fashion. If you now log on to a different telephone with your PIN, without having logged off from the other telephone, you will be logged off automatically. Logging off from the "quest telephone" If you no longer need your connection on the "guest telephone" or if you want to switch to another telephone, log off from the "guest telephone". Mobile Login Press the key shown. If a key is not configured:

74

Enter the code (e.g. *9419) for "Mobile Login Log off", (see "Overview of

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

functions and codes (alphabetical)" \rightarrow page 106).

The log-off procedure begins.

be deleted.

Fax details and message on answering machine

If a fax or answering machine is connected to your system and you have assigned the "Fax details" function to a programmable key, the key lights up when a fax or a message has been received (see "Configuring function keys" \rightarrow page 31).

Deactivating signaling

Press the illuminated "Fax details" key. The LED goes out.

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

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

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

Open the menu.

Select and confirm the option shown.

Activating functions for another telephone

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

- DND on/DND off, code *97/#97, see "Turning do not disturb on and off" → page 72
- Forwarding on, code *11, *12, *13/#1, see "Using variable call forwarding" → page 50

Fax details

≡■

#0 = Reset services?

- Lock telephone/Unlock telephone, code *66/#66, see "Locking the telephone to prevent unauthorized use" → page 73
- Ringing group on, code *81/#81, see "Activating or deactivating a group call" → page 68
- Absence text on/Absence text off, code *69/#69, see "Leaving an absence text" → page 48
- Join hunt group/Leave hunt group, code *85/#85, see "Activating or deactivating a group call" → page 68
- Reset services, code #0, see "Resetting services and functions (system-wide cancellation for a telephone)" → page 80
- Night answer on/Night answer off, code *44/#44, see "Activating or deactivating the night answer service" → page 30
- Alarm call on/Alarm call off, code *46/#46, see "Saving a timed reminder" → page 77

= 0

Open the menu.

Confirm the option shown.

ij

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



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



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

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

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

- Reset services, code #0, see "Resetting services and functions (system-wide cancellation for a telephone)" → page 80
- Forwarding on/Forwarding off, code *1/#1, see "Using variable call forwarding" → page 50
- Lock telephone/Unlock telephone, code *66/#66, see "Locking the telephone to prevent unauthorized use" → page 73
- Change PIN, code *93, see "Saving your PIN code" → page 74
- Send Message/Display Messages, code *68/#68, see "Sending a message" → page 47
- Absence text on/Absence text off, code *69/#69, see "Leaving an absence text" → page 48
- Ringing group on/Ringing group off, code *81/#81, see "Activating or deactivating a group call" → page 68

*83 = Associated serv.?

- Join hunt group/Leave hunt group, code *85/#85, see "Activating" or deactivating a group call" → page 68
- Suppress call ID/Restore caller ID, code *86/#86, see "Caller ID suppression" → page 73
- Waiting tone off/Waiting tone on, code *87/#87, see "Enabling or muting the call waiting tone " → page 28
- Open door, code *61, see "Opening the door from your telephone without calling the entrance telephone" → page 42
- Door opener on/Door opener off, code *89/#89, see "Accepting" calls from the entrance telephone and opening the door" \rightarrow page 42
- DND on/DND off, code *97/#97, see "Turning do not disturb on and off" → page 72
- Silent ringing on/Silent ring. off, code *98/#98 "Turning silent ringing on and off" → page 72
- Use speed dialing, code *7, see "Making calls using system speeddial numbers" → page 46
- Associated serv., code *83, see "Activating functions for another telephone " → page 80

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

- Establish a connection to OpenScape Business. Enter the phone number (consult your Administrator).
 - Wait for the continuous tone (if necessary, switch phone to tone dialing) and enter the internal phone number assigned to you and the corresponding PIN code.

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

- Wait for the dial tone and enter the code, for example *97 for DND on. If necessary, make further entries; refer also to the user guide for dial pulse/DTMF phones.
- Optionally, dial the external phone number.



You can only perform one function/establish one outgoing connection at a time.

The connection is cleared as soon as the function is successfully activated.

In the case of an external call, the connection is cleared as soon as one of the call partners hangs up.









Controlling connected computers / programs / telephone data service

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

Prerequisite: You have set up a connection.

Open the menu.

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

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

Input in en-bloc mode

Enter data.

- Complete entry.
- Optionally, confirm the option shown.

Input in online mode

The connected computer processes your entries directly.

Enter the code.

Enter data.

Paging persons (not for US)

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

Paging persons

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

- A ringing group (see "Ringing group" → page 69)
- Call forwarding
- Call forwarding-no answer (service technician) to the internal phone number of your PSE (see"Using variable call forwarding" → page 50





Entry complete?







A call request is signaled automatically.

Responding to a page request

Lift the handset.

Enter the code.

Enter your own phone number.

Diagnostic data

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

Press the key shown.

Select and confirm the option shown.

Enter and confirm the user password, if required.

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

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



You can see a more structured view of the list via the WEB interface (see "General" \rightarrow page 98).

Example

| Diagnos | Diagnostic information | | | |
|---------|------------------------|------------------|--|--|
| 2021-10 | 2021-10-13 11:24:32 | | | |
| 01 | SIP Server | 10.12.70.16 | | |
| 02 | SIP Port | 5060 | | |
| 03 | SIP Registrar | 10.12.70.16 | | |
| 04 | SIP Registrar Port | 5060 | | |
| 05 | SIP Gateway | 0.0.0.0 | | |
| 06 | SIP Gateway Port | 5060 | | |
| 07 | SIP Transport | ТСР | | |
| 08 | TLS Renegotiation | Secure (RFC5746) | | |

| Diagnostic information | | | |
|------------------------|-----------------------------|-----------------------|--|
| 09 | SIP local port | 5060 | |
| 10 | Server features | No | |
| 11 | DNS Results | None | |
| 12 | MultiLine | No | |
| 13 | Keyset Lines | None | |
| 14 | Backup Active | Yes | |
| 15 | Backup Proxy | 0.0.0.0 | |
| 16 | Use secure calls | No | |
| 17 | SRTP.Status | Disabled | |
| 18 | SIP Server Cert. Check | No Certificate Check | |
| 19 | Software Version | V1R8.7.214 SIP 210927 | |
| 20 | Display Message | None | |
| 21 | Last Restart | 1-10-2021 19:17:58 | |
| 22 | Memory free | 55169K free | |
| 23 | Protocol Mode | IPv4_IPv6 | |
| 24 | IPv4 IP Address | 10.12.138.14 | |
| 25 | IPv4 subnet Mask | 255.255.255.0 | |
| 26 | IPv4 default route | 10.12.138.1 | |
| 27 | Primary DNS | 10.12.0.2 | |
| 28 | Secondary DNS | 172.25.4.22 | |
| 29 | IPv4 Route 1 - IP | None | |
| 30 | IPv4 Route 1 - gate- way | None | |
| 31 | IPv4 Route 1 - mask | None | |
| 32 | IPv4 Route 2 - IP | None | |
| 33 | IPv4 Route 2 - gate- | None | |

| Diagno | Diagnostic information | | | |
|--------|---------------------------------|----------------------|--|--|
| | way | | | |
| 34 | IPv4 Route 2 - mask | None | | |
| 35 | IPv6 address | None | | |
| 36 | IPv6 prefix length | None | | |
| 37 | IPv6 global gateway | None | | |
| 38 | IPv6 link local address | None | | |
| 39 | IPv6 Route 1 - des- tination | None | | |
| 40 | IPv6 Route 1 - prefix length | None | | |
| 41 | IPv6 Route 1 - gate- way | None | | |
| 42 | IPv6 Route 2 - des- tination | None | | |
| 43 | IPv6 Route 2 - prefix length | None | | |
| 44 | IPv6 Route 2 - gate- way | None | | |
| 45 | MAC Address | 001ae875e054 | | |
| 46 | LLDP | Yes | | |
| 47 | VLAN Discovery | LLDP-MED | | |
| 48 | DHCPv4 | Yes | | |
| 49 | DHCPv4 re-use | No | | |
| 50 | DHCPv6 | Yes | | |
| 51 | lan.port.status | 100 Mbps full duplex | | |
| 52 | lan.port.speed | 0 | | |
| 53 | pc.port.speed | 0 | | |
| 54 | pc.port.mode | 0 | | |

| Diagnostic information | | | | |
|------------------------|----------------------------|---|--|--|
| 55 | PC port autoMDIX | No | | |
| 56 | VLAN-ID | None | | |
| 57 | QoS Layer 2 | Yes | | |
| 58 | QoS Layer 2 Lan- guage | 5 | | |
| 59 | QoS Layer 2 Sig- naling | 3 | | |
| 60 | QoS Layer 2 Stand- ard | 0 | | |
| 61 | QoS Layer 3 | Yes | | |
| 62 | QoS Layer 3 voice | EF / 46 | | |
| 63 | QoS Layer 3 Sig- naling | AF31 / 26 | | |
| 64 | LLDP-MED Oper- ation | Sent: Wed Oct 13 11:24:31 2021 Chassis ID TLV Data .Subtype = Network address .IANA_TYPE = IPv4 Address .ID = 10.12.138.14 Port ID TLV Data .Subtype = MAC address .ID = 00:1A:E8:75:E0:54 TTL TLV data .seconds = 120 System Caps TLV Data .Supported = Bridge, Telephone, .Enabled = Telephone, | | |

| Diagnostic information | tion |
|------------------------|--|
| | |
| | MAC_Phy config TLV data |
| | .Auto-set supported = Yes |
| | .Auto-set enabled = Yes |
| | .PMD = 0x6c00 |
| | .PMD1 = 10BASE-T half duplex mode |
| | .PMD2 = 10BASE-T full duplex mode |
| | .PMD3 = 100BASE-TX half duplex mode |
| | .PMD4 = 100BASE-TX full duplex mode |
| | .MAU = 100BaseTXFD : 0x10 |
| | LLDP-MED Caps TLV Data |
| | .Caps - LLDP-MED = Yes |
| | .Caps - Network Policy = Yes |
| | .Caps - Location ID = No |
| | .Caps - Extended Power Mdi PD = Yes |
| | .Caps - Extended Power Mdi Pse = No |
| | .Caps - Inventory = No |
| | .Type = Endpoint Class III |
| | Network policy (Voice) TLV data |
| | .Policy unknown = Yes |
| | .Tagged = No |
| | .VLAN ID = 0 |
| | .Layer 2 priority = 5 |
| | .DSCP = 46 |
| | Network policy (Voice Signalling) TLV data |

| Diagnostic information | |
|------------------------|---|
| | .Policy unknown = Yes |
| | .Tagged = No |
| | .VLAN ID = 0 |
| | .Layer 2 priority = 3 |
| | .DSCP = 26 |
| | Network policy (Video conferencing) TLV data |
| | .Policy unknown = Yes |
| | .Tagged = No |
| | .VLAN ID = 0 |
| | .Layer 2 priority = 0 |
| | .DSCP = 0 |
| | |
| | Extended Power TLV data |
| | .Type = PD |
| | .Source = PSE |
| | .Priority = Critical |
| | .Power value = 31 |
| | Inventory - Hardware Revision TLV data |
| | .Hardware revision = S30817-S7720- A101-03 |
| | Inventory - Firmware Revision TLV data |
| | .Firmware revision = U-Boot 2.0.0.1.200616 |
| | Inventory - Software Revision TLV data |

| Diagno | stic information | |
|--------|----------------------------|---|
| | | .Software revision = V1 R8.7.214 SIP 210927 |
| | | Inventory - Serial Number TLV data |
| | | .Serial number = 00:1a:e8:75:e0:54 |
| | | Inventory - Manufacturer Name TLV data |
| | | .Manufacturer name = Unify SW&Sol GmbH&Co.KG |
| | | Inventory - Model Name TLV data |
| | | .Model name = Desk Phone CP200 |
| | | Inventory - Asset ID TLV data |
| | | .Asset ID = 1631707220 |
| | | Received: Wed Oct 13 11:24:32 2021 |
| | | TTL TLV data |
| | | .seconds = 120 |
| | | Network policy |
| | | .TLV not available |
| 65 | NG911 Position | Disabled |
| 66 | FIPS enabled | No |
| 67 | Media.Negotiation | Single IP |
| 68 | ICE connectivity pairs max | 10 |
| 69 | ICE connectivity max timer | 5000 |
| 70 | ICE gathering timeout | 5000 |

| Diagnostic information | | | | |
|------------------------|-----------------------------|--|--|--|
| 71 | ICE gathering Ta timer | 20 | | |
| 72 | ICE connectivity Ta timer | 20 | | |
| 73 | ICE connectivity Tr timer | 15000 | | |
| 74 | ICE connectivity RTO timer | 100 | | |
| 75 | Device Certificate | Not installed | | |
| 76 | Installed Cer- tificates | Secure file transfer Not installed Secure send URL Not installed Secure SIP server Not installed Secure 802.1x Not installed LDAP via TLS Not installed Secure DMS server Not installed Secure XSI server Not installed Secure auto configuration server Not installed | | |
| 77 | DMS Client Status | Configuration already in sync | | |
| 78 | Device Certificate | Installed | | |

Special networking functions

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

In this instance, you must note certain particularities for some functions. These are described in this section.

Leaving or joining a hunt group or group call

Prerequisite: You are part of a hunt group or group call in another OpenScape Business (see "Activating or deactivating a group call" → page 68

Open the idle menu.

Select and confirm the option shown.

- Enter the (DISA) phone number of the other OpenScape Business.
- · Optionally, confirm your entry.
- Enter the (DISA) phone number of your phone.
- Confirm your entry.

To leave, select and confirm the option shown.

To join, select and confirm the option shown.

You belong to multiple groups associated with another OpenScape Business

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

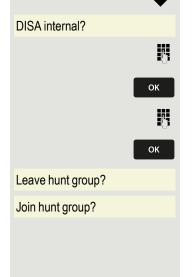
Setting up "follow me" call forwarding

You can activate/deactivate call forwarding for your phone from other phones in the network (see "Using variable call forwarding" \rightarrow page 50).

Open the idle menu.

Select and confirm the option shown.

- Enter the (DISA) phone number of your OpenScape Business.
- Optionally, confirm your entry.



DISA internal?

M



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

Activating

Open the idle menu.

Select and confirm the option shown.

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

Enter the destination phone number.

Confirm the option shown.

Deactivating

Open the idle menu.

Select and confirm the option shown.

Using night answer

If authorized (contact your Administrator), you can also define telephones in other OpenScape Business systems as the night answer destination (see "Activating or deactivating the night answer service" \rightarrow page 30).

Open the idle menu.

Select and confirm the option shown.

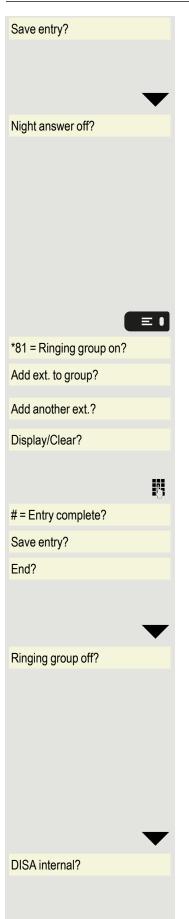
- Enter the (DISA) phone number of the OpenScape Business to which the night answer phone is connected.
- Optionally, confirm your entry.
- Enter the (DISA) phone number of the phone you wish to use to activate/deactivate night answer.
- Optionally,confirm your entry.

Activating

Open the idle menu.

Select and confirm the option shown.

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



Confirm the option shown.

Deactivating

Open the idle menu.

Select and confirm the option shown.

Ringing group

You can have calls for your telephone signaled audibly at external telephones or at telephones in other OpenScape Business systems (see "Ringing group" \rightarrow page 69).

Saving, displaying and deleting telephones for the ringing group

Open the menu.

Select and confirm the option shown.

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

Enter the phone number.

Confirm the option shown.

Confirm the option shown.

Select and confirm the option shown.

Removing all telephones in a call ringing group

Open the idle menu.

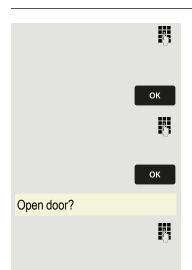
Select and confirm the option shown.

Opening a door

If this feature is configured (contact your Administrator), you can also activate the door opener from other OpenScape Business systems (see "Accepting calls from the entrance telephone and opening the door" \rightarrow page 42).

Open the idle menu.

Select and confirm the option shown.



- Enter the (DISA) phone number of the OpenScape Business where the relay is to be activated.
- Optionally, confirm your entry.
- Enter the (DISA) phone number of the phone you wish to use to control the door opener.
- · Optionally, confirm your entry.

Select and confirm the option shown.

Dial the entrance phone number.

Testing the phone 96

Testing the phone

Testing functionality

You can test and determine your phone's functionality.

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

The following may also be checked by the administrator:

- · Device ID of the phone
- OpenScape Desk Phone CP210 software version
- · Line power level

Prerequisite: The phone is in idle mode.

Open the menu.

Select and confirm the option shown.

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

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

Checking the key assignment

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

Open the menu.

Select and confirm the option shown.

Press any key. The key assignment is displayed.

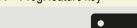
Select and confirm the option shown.

ΞI

Phone test?









Web interface (WBM)

General

You can configure a number of settings for your phone via the WEB interface. Communication is via a secure HTTPS connection. Access to the WEB interface must be activated by the administrator.

Launching the web interface



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

- 1. To launch the interface, open a web browser and enter one of the following addresses:
 - https://[IP address of the phone]
 [IP address of the phone] is the IP address of your phone.
 - https://[Name of the phone]
 [Name of the phone] that was assigned by the administrator.
- 2. You might receive a certificate notification from the browser. Follow the instructions to download the certificate.
- You will be prompted to configure a user password the first time you call up the WEB interface (see "User password" → page 75).
 You must log in with this password the next time you want to open the User settings.

Administrator Settings

This area lets you configure settings for administering your phone and the network environment. Access to the Administrator Settings is protected by the admin password.



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

User Pages

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

1. Click a menu heading to display the individual menu entries. Click the menu heading again to close the menu.

- 2. Click a menu entry to open the corresponding form.
- 3. Make the desired changes.
- 4. Click the corresponding button to save or discard your changes.

Button functions

"Login": Log in to the phone after you have entered the user password

• "Submit": Apply changes

• "Reset": Reset original values

• "Refresh": Update the values.

· "Logout": Log out from the phone

Licenses

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

User menu



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

User login

Password "User password" → page 75

- · Old password
- · User password
- Confirm password

Ringer

- Local ringers
 - Call type
 - Internal
 - Ringer file
 - Ringer melody
 - Ringer sequence
 - External
 - Ringer
 - Pattern melody
 - Ringer sequence
 - Buzz

- Ringer
- Sample tone
- Ringer sequence
- Alert tone 1
- Ringer
- Sample tone
- Ringer sequence
- Single alert
- Ringer
- Sample tone
- Ringer sequence
- Multiple alert
- Ringer
- Sample tone
- Ringer sequence
- Special 1
- Ringer
- Sample tone
- Ringer sequence
- Special 2
- Ringer
- Sample tone
- Ringer sequence
- Special 3
- Ringer
- Sample tone
- Ringer sequence
- Attention
- Ringer file
- Ringer melody
- Ringer sequence
- Unspecified
- Ringer
- Sample tone
- Ringer sequence
- US DSN-Precedence
- Ringer
- Sample tone
- Ringer sequence
- US DSN-Routine
- Ringer
- Sample tone
- Ringer sequence
- Emergency call

- Ringer
- Sample tone
- Ringer sequence
- Ringer mode
 - HiPath
 - Local ringer

Audio, see "Audio settings" → page 1

- Settings
 - Ringer file
 - Room character
 - Headset socket

Configuration

- · Outgoing calls
 - Block dialing
- Forwarding, see "Forwarding calls" → page 49
 - Forwarding favorites
 - Include answered elsewhere
 - Favourites / recently used
 - Busy
 - Direct destination
 - No reply
 - Favourites / recently used
 - Direct destination
 - Fixed forwarding allowed
 - Favourites / recently used
 - Direct destination
 - Forward internal calls allowed
 - Favourites / recently used
 - Direct destination
 - Forward external calls allowed
 - Favourites / recently used
 - Direct destination
 - Forward busy/no answer calls allowed
 - Favourites / recently used
 - Direct destination
- · Connected calls
 - Insecure call alert
- Bluetooth
 - Configuration
 - Active
 - Bluetooth address
 - Phone name
 - Beacon

- Mode
- URI
- UUID
- Major
- Minor
- Interval (ms)
- UC login information
 - UC username
 - UC password
- Microsoft© Exchange
 - Server
 - Benutzername
 - Passwort
 - Folder to sync (optional)
- OpenScape UC

Phone

- Display, see "Display" → page 17
 - Brightness
 - Key mod. contrast
 - Key module brightness
- Idle screen
 - Enabled
 - Monitor type
 - Idle time (mins)
 - Picture time (secs)
- Energy saving
- Activate after:
- · Lighting reduced
- · Backlight off

Fixing problems 104

Fixing problems

Responding to error messages

- · Possible causes: Station number is incorrect.
- · Possible reactions: Enter correct station number.
- Possible causes: Locked function selected.
- Possible reactions: Apply to the Administrator for authorization for relevant function.
- Possible causes: Dialed a non-existent station number. Called phone is unplugged.
- Possible reactions: Enter correct station number. Call this station again later.
- · Possible causes: Dialed your own station number.
- Possible reactions: Enter correct station number.

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 if your telephone is locked when the following message is displayed: "Phone locked. To unlock enter the PIN.".

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

The phone does not ring

Check whether the ringer is deactivated (see icon in the status bar on the display (see "Do not disturb" \rightarrow page 1). If it is deactivated, activate the ringer.

You cannot dial a number

Check if the telephone is locked when the following message is displayed: "Phone locked. To unlock enter the PIN. ".

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

Incorrect entry

Access denied

Feature not available

Number cannot be dialed

Fixing problems 105

Other problems

• Consult your administrator. Customer Service must clarify any problems that cannot be resolved.

- Contact partner in case of problems
- Contact the administrator if a fault persists for more than five minutes.

Overview of functions and codes (alphabetical)

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

| Functions | Interactively | Via Service ■ 1 | | Using |
|---------------------------|---------------|---------------------------|------|-------|
| (Display) | ▲▼ | \$ | Code | key |
| Call waiting | ✓ | ✓ | *55 | X |
| Waiting tone off | ✓ | ✓ | *87 | X |
| Waiting tone on | ✓ | ✓ | #87 | X |
| Call wait.term.on | | ✓ | *490 | X |
| Call wait.term.off | | ✓ | #490 | X |
| Headset (Headset Working) | | | | x |
| Release | | | | X |
| Caller list | ✓ | ✓ | #82 | X |
| Save number | ✓ | ✓ | *82 | X |
| DND on | ✓ | ✓ | *97 | X |
| DND off | ✓ | ✓ | #97 | X |
| UCD | | | | |
| Log on | | ✓ | *401 | X |
| Log off | | ✓ | #401 | X |
| Available | | ✓ | *402 | X |
| Not available | | ✓ | #402 | X |
| Wrap up on | | ✓ | *403 | X |
| Wrap up off | | ✓ | #403 | X |
| UCD night on | | ✓ | *404 | X |
| UCD night off | | ✓ | #404 | X |
| Calls in queue | | ✓ | *405 | X |

| Functions | Interactively | Via Serv | ice = 1 | Using |
|-------------------|---------------|-------------|---------|-------|
| (Display) | ▲▼ | \$ | Code | key |
| Absence text on | ✓ | ✓ | *69 | Х |
| Absence text off | ✓ | ✓ | #69 | Х |
| Associated serv. | | ✓ | *83 | Х |
| Associated dial | | ✓ | *67 | X |
| Intrude | ✓ | ✓ | *62 | x |
| Room monitor | | ✓ | *88 | Х |
| En-bloc dialing | | | | |
| Dial | ✓ | | | |
| Data I/O Service | | | *494 | Х |
| Reset services | | ✓ | #0 | Х |
| Speaker call | | ✓ | *80 | X |
| HF answerback on | ✓ | √ | *96 | Х |
| HF answerback off | ✓ | ✓ | #96 | Х |
| DISA | | | | |
| DISA internal | ✓ | ✓ | *47 | x |
| Discreet Call | | | *945 | Х |
| Shift Key (Layer) | | | | Х |
| Phone test | | ✓ | *940 | |
| Trace call | | √ | *84 | Х |
| Temporary Phone | | ✓ | *508 | Х |
| Join hunt group | ✓ | ✓ | *85 | Х |
| Leave hunt group | ✓ | ✓ | #85 | X |
| IN hunt group | ✓ | ✓ | *85* | x |
| OUT of hunt group | ✓ | ✓ | #85# | Х |
| Hotline | | | | |

| Functions (Display) | Interactively | Via Service | | Using |
|---|---------------|----------------|-------|-------|
| | ▲▼ | • | Code | key |
| Send Message | ✓ | ✓ | *68 | Х |
| View sent message | ✓ | ✓ | #68 | X |
| Display Messages | ✓ | ✓ | #68 | X |
| Mailbox | | | | Х |
| Keypad dialingl | | ✓ | *503 | |
| Conference | ✓ | ✓ | *3 | × |
| Start conference | ✓ | | | |
| Add party | ✓ | | | |
| End conference | ✓ | ✓ | #3 | |
| View conf parties | ✓ | ✓ | | |
| Remove party | ✓ | ✓ | | |
| Drop last conf. partyn | | | *491 | |
| Show call charges (own tele-phone) | | √ | *65 | X |
| <u>View call charges (third-party tele-phone)</u> | | | | X |
| Use speed dialing | | 1 | *7 | Х |
| Speed dial (station speed dial) | | ✓ | *7* | X |
| Change Speed Dial (station) | | ✓ | *92 | X |
| Reserve trunk | ✓ | | | Х |
| Toggle/Connect | ✓ | ✓ | *2 | Х |
| DTMF dialing | | ✓ | *53 | Х |
| Mute on | | ✓ | *52 | Х |
| Mute off | | ✓ | #52 | X |
| Mobile Login Log off | | | #9419 | X |
| Mobile Login Log on | | | *9419 | X |

| Functions (Display) | Interactively Via Servi | | ce = I | Using |
|------------------------------|----------------------------|----------|--------|-------|
| | ▲▼ | • | Code | key |
| Night answer on | ✓ | √ | *44 | Х |
| Night answer off | ✓ | ✓ | #44 | Х |
| Park a call | | ✓ | *56 | X |
| Retrieve calln | | ✓ | #56 | |
| <u>Page</u> | | | | |
| Answer page (not for U.S.) | | ✓ | *59 | |
| Account code | | ✓ | *60 | Х |
| Enquiry | ✓ | | | Х |
| Return to held call | ✓ | ✓ | *0 | |
| Quit and return | ✓ | ✓ | *0 | |
| Transfer/Accept | ✓ | | | |
| Set Callback | ✓ | ✓ | *58 | X |
| View callbacks/Delete | ✓ | ✓ | #58 | |
| Suppress call ID | ✓ | ✓ | *86 | X |
| Restore caller ID | ✓ | ✓ | #86 | X |
| Temporary MSN (not for U.S.) | ✓ | ✓ | *41 | X |
| Ring Transfer: On | | ✓ | *502 | Х |
| Ring Transfer: Off | | ✓ | #502 | X |
| Ringing group on | | √ | *81 | Х |
| Ringing group off | | ✓ | #81 | X |
| Silent ringing on | ✓ | √ | *98 | Х |
| Silent ring. off | ✓ | ✓ | #98 | X |
| Trunk flash (flash) | | ✓ | *51 | Х |
| Select language | | ✓ | *48 | |
| Lock telephone | ✓ | √ | *66 | Х |

| Functions (Display) | Interactively | ctively Via Service | | Using |
|------------------------|---------------|---------------------|------|-------|
| | ▲▼ | • | Code | key |
| Unlock telephone | ✓ | ✓ | #66 | х |
| Change PIN | | ✓ | *93 | |
| Phonebook | ✓ | ✓ | *54 | X |
| Tel. data service | | | *42 | |
| Alarm call on | | ✓ | *46 | Х |
| Alarm call off | | ✓ | #46 | X |
| Door opener on | | ✓ | *89 | X |
| Door opener off | | ✓ | #89 | X |
| Open door | | ✓ | *61 | X |
| Transfer | ✓ | | | |
| Pickup - directed | | ✓ | *59 | X |
| Pickup - group | ✓ | ✓ | *57 | X |
| Accept call | ✓ | | | |
| Forwarding on | ✓ | ✓ | *1 | X |
| 1=all calls | ✓ | ✓ | *11 | X |
| 2=external calls only | ✓ | ✓ | *12 | X |
| 3=internal calls only | ✓ | ✓ | *13 | X |
| Forwarding off | ✓ | ✓ | #1 | X |
| CFNR on | | ✓ | *495 | X |
| CFNR off | | ✓ | #495 | X |
| Redial | | | | Х |
| Retrieve line | | ✓ | *63 | Х |
| Telephone Lock | | ✓ | *943 | X |

Index rejecting 41 retrieving from park 56 Call charge assignment 77 Α Call charges Absence text 48 for another telephone 76 deleting 49 for your telephone 76 Activating door opener 42 Call duration 76 Agents 70 Call list 23 Alternating Call request 23 in a team 62 Call waiting Announcement 47 allowing 28 Answering machine 80 preventing 28 Appointment 77 Call waiting (camp-on) Assigning a DID number 49 answering 53 Associated service 80 Call waiting tone on/off 28 Attention ring volume 27 Callback 51 Automatic call waiting Caller list, using 45 preventing and allowing 28 Calling a second party 54 Automatic connection setup 47 Calls in queue 70 CE marking 3 C Central telephone lock 74 Call Charges accepting, group 69 for another telephone 76 Answering 40 for your telephone 76 distributing 70 Checking the key assignment 96 entrance telephone 42 Conference 57 forwarding in a team 64 Connection options 24 holding 56 Connection setup in a team with line keys 61 automatic 47 Incoming 40 Consultation 54

Contrast 26

parking 55

picking up in a team 64

picking up, directed 41

| D | resetting 80 | | | |
|---------------------------------------|---|--|--|--|
| Details, fax 80 | using from the outside 81 | | | |
| Dialed number, editing 43 | _ | | | |
| Dialing | G | | | |
| from caller list 45 | General information 12 | | | |
| from the internal phonebook 46 | Group call 68 | | | |
| using speed dial 46 | н | | | |
| With en-bloc dialing 43 | Handsfree answerback 41 | | | |
| with last number redial 44 | | | | |
| with selected dialing keys 44 | disabling 42 enabling 42 | | | |
| Direct destination selection 62 | HiPath 5000 | | | |
| Direct Inward System Access 81 | "follow me" call forwarding 92 | | | |
| DISA 81 | night answer 93 | | | |
| Display contrast 26 | opening a door 94 | | | |
| Distributing calls 70 | ringing group 94 Holding 56 Hot line 47 | | | |
| Do not disturb 72 | | | | |
| Door opener 29 | | | | |
| DTMF suffix dialing (tone dialing) 58 | Hunt group 68 | | | |
| E | I | | | |
| Editing a dialed number 43 | | | | |
| Editing number 43 | Idle mode 17 Incoming calls 23 | | | |
| En-bloc dialing 43 | | | | |
| Entrance telephone 42 | Internal phonebook 46 | | | |
| _ | IP telephony 92 | | | |
| F | L | | | |
| Fax details 80 | LAN telephony 92 | | | |
| Function key | Leaving absence text 48 LED displays Direct station selection keys (DSS) 19 | | | |
| Programmable 18 | | | | |
| Programming 31 | | | | |
| Functions for another phone on/off 80 | | | | |
| | Function keys 19 | | | |
| | | | | |

PIN 74 LED messages, understanding 32, 62, 66 PIN, saving 74 Line key 60 Placing on hold Locking/unlocking 73 in a team 61 Primary line 60 М Privacy 72 Making mobile calls 78 Private line 60 Message(text) Procedure accepting 48 programming a key 37 deleting/viewing 47 Programmable function key 18 receiving 48 Project calls 77 sending 47 Project code, account code 77 Microphone 42 MULAP privacy release 62 R Radio paging equipment (PSE) 83 Ν Redialing Night answer 30 from caller list 45 Redialing a number 44 0 Reset services 80 Open listening 53 Resetting functions 80 Opening a door 42 Ring transfer Operating instructions 3 in an executive/secretary team 66 Operating steps Ringer tone 27 programming a key 37 Ringing group 69 Outgoing calls 23 S P Safety notes 3 Parking a call 55 Saving appointments 77 Personal identification number 74 Second call 58 Phone number answering 53 assigning 49 Second level 44 Correcting 43 Secondary line 60 Phone settings 76 Security 72 Picking up (call) 41, 69

Settings 76 Troubleshooting 104 Shared line 60 U Shift 44 Unanswered calls 23 Shift key 44 Uniform call distribution 70 Silent ringing 72 User password 75 Speaker call 47 Speakerphone mode 40, 52 Adjusting the room acoustics 28 Web interface 98 Function 52 Wrap-up time 70 Speed dial dialing 46 saving station speed dialing 29 system 46 Station speed dialing 29 Suffix dialing DTMF tone dialing 58 System-wide cancellation 80 System speed dialing 46 T Telephone locking 73-74 locking another phone 74 locking/unlocking 73-74 locking/unlocking centrally 74 using another phone like your own 78 Telephone data service 83 Telephone lock central 74 for a telephone 73-74 Temporary phone 78 Tone dialing 58