Key Layout and Operation

Fixed Function Keys

- Show phone screen
- Open configuration menus and applications
- Activate/deactivate the loudspeaker
- Activate/deactivate the headset
- Increase volume
- Decrease volume
- Deactivate/activate the microphone
- Access messages (voicemail)
- Access call log
- Access directory services
- Call forwarding control and options
- Establish a conference call
- Transfer a call
- Hold a call
- Decrease volume
- Increase volume
- Activate/deactivate the headset
- Activate/deactivate the loudspeaker
- Establish a conference call
- Transfer a call
- Hold a call
- Access messages (voicemail)
- Access call log
- Access directory services
- Call forwarding control and options
- Establish a conference call
- Transfer a call
- Hold a call

Context Sensitive Soft Keys

- The OpenScape Desk Phone IP 55G has four Soft Keys providing context sensitive features. The “More...” Soft Key (if shown) provides access to more options.

Navigation Keys

Press \ key:
- Cancel function
- Delete character left of cursor
- Go back one menu level
- for tab navigation to move left

Press > key:
- for tab navigation to move right

Press OK key:
- Confirm input
- Perform action

Press ^ key:
- Scroll upwards
- Hold down ^ key:
- Jump to top of list

Press v key:
- Scroll downwards
- Hold down v key:
- Jump to end of list

Key Pad Shortcuts

- Longpress # to lock/unlock the phone
- Longpress * to deactivate/activate the ring tone

Display Icon Overview

Display Icons in Idle State

<table>
<thead>
<tr>
<th>Icon</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>📨</td>
<td>You have received one or more new messages</td>
</tr>
<tr>
<td>📞</td>
<td>You have one or more new missed calls</td>
</tr>
<tr>
<td>📞</td>
<td>Call Forwarding is activated for all calls</td>
</tr>
</tbody>
</table>

Display Icons during a Call

<table>
<thead>
<tr>
<th>Icon</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>📞</td>
<td>Call is active</td>
</tr>
<tr>
<td>📞</td>
<td>Voice connection with high quality (G.722)</td>
</tr>
<tr>
<td>📞</td>
<td>Call has been disconnected</td>
</tr>
<tr>
<td>📞</td>
<td>You have placed the call on hold</td>
</tr>
<tr>
<td>📞</td>
<td>Your call partner has placed the call on hold</td>
</tr>
<tr>
<td>🗝️</td>
<td>Secure voice connection</td>
</tr>
<tr>
<td>🗝️</td>
<td>Insecure voice connection</td>
</tr>
</tbody>
</table>

Generic Display Icons

<table>
<thead>
<tr>
<th>Icon</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>🎧</td>
<td>Ringer is deactivated</td>
</tr>
<tr>
<td>🎧</td>
<td>Do not disturb is activated</td>
</tr>
<tr>
<td>🗝️</td>
<td>Phone lock is activated</td>
</tr>
<tr>
<td>📞</td>
<td>A mobile user is logged on to the phone</td>
</tr>
<tr>
<td>📞</td>
<td>Remote maintenance has been activated</td>
</tr>
</tbody>
</table>
Using your OpenScape Desk Phone IP

### Place a Call
- Lift handset, dial number and press OK, or
- Dial number and lift handset, or
- For handsfree mode: dial number and press OK, or
- If headset connected: dial number and press OK.

### Redial the last dialed Number
- (Lift handset and) press Soft Key "Redial".

### Dial from the Call Log
1. Press Call Log.
2. Press Call Log to cycle through call log tabs.
3. Select the desired entry and press OK to dial.

### Answer a Call
- Lift handset, or
- For handsfree mode: press Speaker, or
- If headset connected: press Headset, or
- Press Soft Key "Accept".

### Deflecting an Incoming Call while ringing
1. Press Soft Key "Deflect".
2. Enter a destination phone number and press OK.

### Hold or Retrieve a Call
- In an active call press Hold.
- To retrieve a held call: press Hold.

### Make a Conference Call
1. During a call with party A, press Conference.
2. Hear dial tone. Party A is automatically put on hold.
3. Enter the phone number for party B and press OK.
4. Once connected with party B, press Conference.
   - Press Forward.
   - Press Soft Key "Settings".
   - Select the call forwarding type (All calls, Busy, No reply).
   - Press Soft Key "Enter dest."
   - Enter the destination number and press Soft Key "Save". A Call Forwarding for all calls is now configured and activated.

### Turn Call Forwarding on or off for All Calls
1. During a call with party A, press Transfer.
2. Enter the phone number of party B and press OK.
3. You may then either:
   - Press Transfer while party B is ringing, or
   - wait for party B to answer, announce the call and then press Transfer.
   The party A will be transferred to party B.

### Switch to Handsfree Mode during a Call
1. Press Speaker and replace handset.

### Using your OpenScape Desk Phone IP

### Programmable Functions (Examples)

<table>
<thead>
<tr>
<th>Function</th>
<th>Explanation</th>
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<tbody>
<tr>
<td>Alternate</td>
<td>Switches between two calls</td>
</tr>
<tr>
<td>Blind transfer call</td>
<td>Transfers a call without consultation</td>
</tr>
<tr>
<td>Call recording</td>
<td>Records the call on a central Call Recorder</td>
</tr>
<tr>
<td>Call Waiting toggle</td>
<td>Allows a second incoming call while in an active call</td>
</tr>
<tr>
<td>Callback</td>
<td>Requests an automatic call back (busy/no answer)</td>
</tr>
<tr>
<td>Cancel callbacks</td>
<td>Cancels a callback request</td>
</tr>
<tr>
<td>CF busy</td>
<td>Forwards all incoming calls to the programmed destination when the line is busy</td>
</tr>
<tr>
<td>CF no reply</td>
<td>Forwards all incoming calls to the programmed destination if they are not answered</td>
</tr>
<tr>
<td>CF unconditional</td>
<td>Forwards all incoming calls to the programmed destination</td>
</tr>
<tr>
<td>Conference</td>
<td>Places a conference call</td>
</tr>
<tr>
<td>Consultation</td>
<td>Puts an active call on hold and provides a prompt for dialing</td>
</tr>
<tr>
<td>Directed pickup</td>
<td>Picks up another ringing phone</td>
</tr>
<tr>
<td>Do not disturb</td>
<td>Incoming calls do not ring; callers hear the busy signal</td>
</tr>
<tr>
<td>Feature toggle</td>
<td>Toggles OpenScape Voice services</td>
</tr>
<tr>
<td>Group pickup</td>
<td>Picks up a group call</td>
</tr>
<tr>
<td>Headset</td>
<td>Activates headset mode</td>
</tr>
<tr>
<td>Hold</td>
<td>Places a call on hold</td>
</tr>
<tr>
<td>Immediate ring</td>
<td>Ringing keyset line without delay (Executive/Assistant configuration)</td>
</tr>
<tr>
<td>Pause callbacks</td>
<td>Pauses all callbacks</td>
</tr>
<tr>
<td>PreView</td>
<td>Preview line details for shared lines</td>
</tr>
<tr>
<td>Release</td>
<td>Ends a call</td>
</tr>
<tr>
<td>Repeat dialing</td>
<td>Calls the last dialed number</td>
</tr>
<tr>
<td>Repertory dial</td>
<td>Dials pre-defined numbers and control sequences</td>
</tr>
<tr>
<td>Resume callbacks</td>
<td>Resumes all callbacks</td>
</tr>
<tr>
<td>Ringer off</td>
<td>Switches the ringer off/on</td>
</tr>
<tr>
<td>Selected dialing</td>
<td>Dials a pre-defined number</td>
</tr>
<tr>
<td>Shift</td>
<td>Switches to the shifted key level</td>
</tr>
<tr>
<td>Show phone screen</td>
<td>Switches to idle screen</td>
</tr>
<tr>
<td>Start application</td>
<td>Launches an application (short cut)</td>
</tr>
<tr>
<td>Transfer call</td>
<td>Transfers a call with consultation</td>
</tr>
<tr>
<td>Unallocated</td>
<td>Clears the key</td>
</tr>
</tbody>
</table>

### Using your OpenScape Desk Phone IP

### Switch to Handset Mode during a Call
- Lift handset.

### Switch to Headset Mode during a Call
- Press Headset.

### Using mute during a Call
- Lift handset and then press Messages, or
- Press Speaker and then press Messages (for speaker mode).

### End a Call
- Hang up, or
- For handsfree mode: press Speaker, or
- If headset connected: press Headset, or
- Press Soft Key "Disconnect".

### Call Voicemail
- Lift handset and then press Messages, or
- Press Speaker and then press Messages (for speaker mode).

### Cancel callbacks
- Cancels a callback request.

### Change Forwarding Destination
1. Press Forward.
2. Press Soft Key "Settings".
3. Select the call forwarding type (All calls, Busy, No reply).
4. Press Soft Key "Enter dest."
5. Enter the destination number and press Soft Key "Save". A Call Forwarding for all calls is now configured and activated.

### Program a Programmable Function Key *
1. Hold down the key you wish to program until a prompt appears and press OK. The LED for that key will be on.
2. With the highlight on the "Normal" field, press OK or "Edit".
3. Select the desired function and press OK or Soft Key "Select".
4. Edit the Label and Settings if required.
5. Press Soft Key "Save & exit".
6. Press Phone to return to phone mode.

*) Programming function keys is even easier via Web Based Management. Please consult your administrator.