



OpenStage 20 T OpenScape 4000/HiPath 4000

User Guide

A31003-S2000-U102-12-7619

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

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Reference No.: A31003-S2000-U102-12-7619

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Important Information



Never open the telephone or a key module. Should you encounter any problems, contact the responsible administrator.



Use only original accessories! The use of other accessories may be hazardous and will render the warranty, extended manufacturer's liability and the CE marking invalid.

Trademarks



The compliance of the equipment according to EU directives is confirmed by the CE mark. This Declaration of Conformity and, where applicable, other existing declarations of conformity as well as further information on regulations that restrict the usage of substances or affect the declaration of substances used in products can be found in the Unify Expert WIKI at <http://wiki.unify.com> under the section "Declarations of Conformity".



All electrical and electronic products should be disposed of separately from the municipal waste stream via designated collection facilities appointed by the government or the local authorities.



Proper disposal and separate collection of your old appliance will help prevent potential damage to the environment and human health. It is a prerequisite for reuse and recycling of used electrical and electronic equipment.

For more detailed information about disposal of your old appliance, please contact your city office, waste disposal service, the shop where you purchased the product or your sales representative.

The statements quoted above are only fully valid for equipment which is installed and sold in the countries of the European Union and is covered by the European Directive 2002/96/EC. Countries outside the European Union may impose other regulations regarding the disposal of electrical and electronic equipment.

Location of the telephone

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

Product support on the internet

Information and support for our products can be found on the Internet at:

<http://www.unify.com>.

Technical notes, current information about firmware updates, frequently asked questions and lots more can be found on the Internet at:

<http://wiki.unify.com>.

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General information

About this manual


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

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

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

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


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

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

This user guide is structured in a user-friendly manner. This means you are guided step-by-step through the operation of the OpenStage phone.

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

Service

 The Unify service department can only help you if you experience problems or defects with the phone.

Should you have any questions regarding operation, your specialist retailer or network administrator will gladly help you.

For queries regarding connection of the telephone, please contact your network provider.

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

Intended use

The OpenStage phone was developed as a device for speech transmission and should be placed on the desk or mounted on the wall. Any other use is regarded as unauthorized.

Telephone type

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

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

Speakerphone quality and display legibility



- To ensure good speakerphone quality, the area in front of the telephone (front right) should be kept clear.
The optimum handsfree distance is 20 in. (50 cm).
- Proceed as follows to optimize display legibility:
 - Turn the phone to tilt the display. This ensures you have a frontal view of the display while eliminating light reflexes.
 - Adjust the contrast as required.

Getting to know your OpenStage phone

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

OpenStage 20 T user interface



1	You can make and receive calls as normal using the handset .
2	The display permits intuitive operation of the phone ⑦ Page 13.
3	The function keys allow you to call up the most frequently used functions during a call (e.g. Disconnect) ⑦ Page 11.
4	 mailbox key and  menu key .
5	Audio keys are also available, allowing you to optimally configure the audio features on your telephone ⑦ Page 11.
6	The 3-way navigator is a convenient navigation tool ⑦ Page 12.
7	The keypad is provided for input of phone numbers/codes.

OpenStage 20 T properties

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

Keys

Function keys



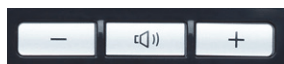
Key	Function when key is pressed
	End (disconnect) call ⑦ Page 19.
	Saved number redial (last number dialed) ⑦ Page 20.
	Button for fixed call forwarding (with red LED key) ⑦ Page 23.
	Activate/deactivate microphone (also for speakerphone mode) ⑦ Page 18.

Mailbox key and Menu key



Key	Function when key is pressed
	Open mailbox (with red LED key) ⑦ Page 14.
	Open Program/Service menu (with red LED key) ⑦ Page 16.

Audio keys




Key	Function when key is pressed
	Set volume lower and contrast brighter ⑦ Page 59.
	Turn loudspeaker on/off (with red LED key) ⑦ Page 18.
	Set volume louder and contrast darker ⑦ Page 59.







Star and hash key

Key	Function when key is pressed
	Turn ringtone on/off ⑦ Page 60.
	Turn phone lock on/off ⑦ Page 53.

3-way navigator

 Remove the protective film from the ring around the 3-way navigator before using the phone.

With this control, you can manage most of your phone’s functions, as well as its displays.

Operation	Functions when key is pressed
 Press the  key.	In idle mode: <ul style="list-style-type: none">• Open the idle menu ⑦ Page 13 In lists and menus: <ul style="list-style-type: none">• Scroll down
 Press the  key.	In idle mode: <ul style="list-style-type: none">• Open the idle menu ⑦ Page 13 In lists and menus: <ul style="list-style-type: none">• Scroll up
 Press the  key.	Entry selected: <ul style="list-style-type: none">• Perform action

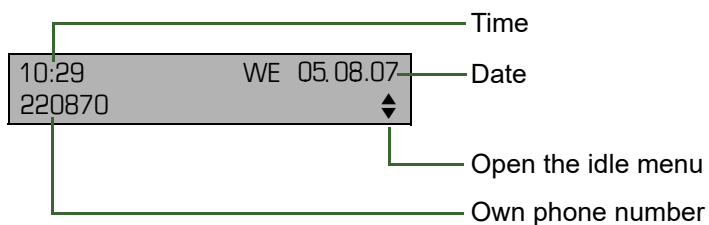
Display

Your OpenStage 20 T comes with a tilt-and-swivel black-and-white LCD display. Adjust the tilt and contrast to suit your needs ⑦ Page 59.

Idle mode

If there are no calls taking place or settings being made, your OpenStage 20 T is in idle mode.

Example:



Idle menu

When in idle mode, press a key on the 3-way navigator ⑦ Page 12 to display the idle menu. You can call up various functions here. Entries may vary.

The idle menu may contain the following entries:

- Unanswered calls?¹
- Incoming calls?¹
- Outgoing calls?¹
- Deact call forwarding?²
- Act. FWD-FIXED?³
- Act. FWD-VAR-ALL-BOTH?
- Display callbacks?⁴
- Direct call pickup?
- Program/Service?

1. This appears as an option if entries are available.

2. This appears as an option if fixed or variable call forwarding is activated.

3. This appears as an option if a phone number is saved for fixed call forwarding.

4. This appears as an option if a callback is saved.

Mailbox


Depending on your communication platform and its configuration (contact your administrator), you can use the mailbox key to access messages from services such as HiPath Xpressions.


The following messages are saved:


- Callback requests
- Voicemail

Messages (callback requests)

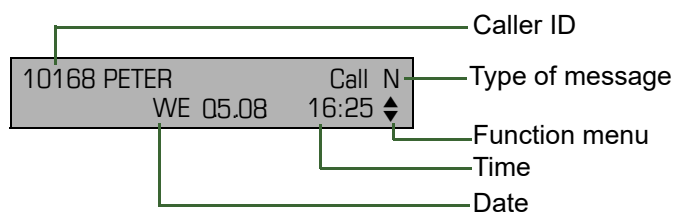
New messages, or messages that have not yet been processed are signaled as follows:


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

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


Accessing the menu: Press the mailbox key . The newest entry is displayed.

Example:






 For a description of how to edit the entries [⑦](#) Page 27.

Voicemail

Press the mailbox key .

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

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


Call log

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

- Unanswered calls
- Incoming calls
- Outgoing calls

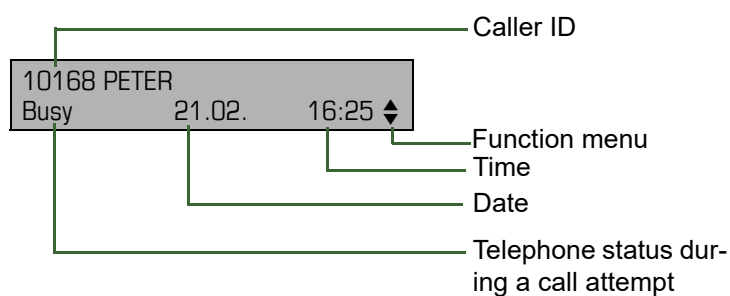
Your phone saves the last 10 unanswered calls, the last 6 outgoing calls, and the last 12 incoming calls in chronological order. Each call is assigned a time stamp. The most recent entry in the list that has not yet been retrieved is displayed first. In the case of calls from the same caller, only the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


Every list that contains at least one entry is automatically offered [Page 13](#) in the idle menu [Page 30](#).

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


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

Example:



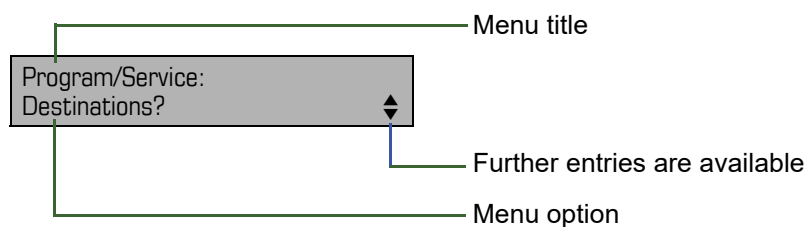
 For a description of how to edit the call logs [Page 30](#).

Program/Service menu

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

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








Example:




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

Accessing the menu


There are two ways to open the Program/Service menu on your communication system:

1. Press the menu key , use the  or  keys to select an option and confirm with .
2. In idle mode, press  or  and select a menu option from the idle menu  Page 13.

Basic functions

 Please read the introductory chapter "Getting to know your OpenStage phone" ⑦ Page 10 carefully before performing any of the steps described here on your phone.

Answering a call




 An incoming call will cancel any ongoing telephone setting operations.

Answering a call via the handset

The phone is ringing. The caller is displayed.

Lift the handset.

Set the call volume.

if nec.   or 




Answering a call via the loudspeaker (speakerphone mode)

The phone is ringing. The caller is displayed.

Press the key shown. The key LED lights up.

The speakerphone function is activated.

Set the call volume.


if nec.  or 

Suggestions for using speakerphone mode:

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

Switching to speakerphone mode

People present in the room can participate in your call.

Prerequisite: You are conducting a call via the handset.

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

Set the call volume.

U.S. mode

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

Press the key shown.

Replace the handset. Proceed with your call.

Set the call volume.

Switching to the handset

Prerequisite: You are conducting a call in speakerphone mode.

Lift the handset.

The key shown goes out.

Open listening

People present in the room can silently monitor your call.

Prerequisite: You are conducting a call via the handset.

Activating

Press the key shown.

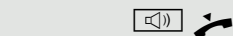
Deactivating

Press the lit key.

Turning the microphone on and off

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

Prerequisite: You are conducting a call.



if nec. or



if nec. or



Deactivating the microphone



Press the key shown.

Activating the microphone



Press the lit key.

Ending a call



Press the key shown.

or



Press the lit key.

or



Replace the handset.

Making calls

Off-hook dialing



Lift the handset.



Internal calls: Enter the station number.

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

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

Dialing in speakerphone mode



Internal calls: Enter the station number.

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

The party you are calling answers via loudspeaker.



Lift the handset.

or

On-hook dialing: Speakerphone mode.

Redialing a number (last dialed number)

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

Redial key



Press the key shown.



The key lights up. Speakerphone mode.

or



Lift the handset.

Redialing from the menu



Lift the handset.

or



Press the key shown.

Last number redial?



Confirm the option shown.

Redialing a number (saved number)

Prerequisite: You have saved a phone number  Page 28.



Lift the handset.

or



Press the key shown.

Saved number redial?



Select and confirm the option shown.

The saved phone number is dialed.



Consultation? ▾



Release and return? ▾

Toggle? ▾

Release and return? ▾

Conference? ▾



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.

Enter and confirm the second party's phone number.

Ending a consultation call

Confirm the option shown.

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

Switching to the held party (alternating)

Prerequisite: You are conducting a consultation call.

Select and confirm the option shown.

You are switched to the party on hold.

Ending an alternate operation

Select and confirm the option shown.

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

Combine the calling parties into a three-party conference

Select and confirm the option shown.

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

Transferring a call

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

Transferring with announcement

Select and confirm the option shown.

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

Replace the handset.

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

Transferring without announcement

Select and confirm the option shown.

Enter and confirm the required party's phone number.

Replace the handset.



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

Call forwarding



If you belong to an ONS group (parallel call ⑦ Page 62), please note the following:

Call forwarding can be configured on any phone in the ONS group and will then apply to all phones in that ONS group.

Call forwarding between two phones in an ONS group is not possible.

Overview of forwarding types


You can configure different call forwarding settings for your station.

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

¹ This duration is defined by your administrator.

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

Fixed call forwarding (all calls)

If you have programmed a destination for fixed call forwarding, forwarding can always be activated and deactivated using the key . The programmed forwarding destination remains unchanged until you reprogram or delete it.

Configuring/modifying a fixed forwarding destination

Open the Program/Service menu  Page 16.

Confirm the option shown.

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

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

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

Select and confirm the option shown.

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


Confirm, when the phone number is complete.

Fixed call forwarding is saved and activated.

Activating fixed call forwarding

Prerequisite: A fixed call forwarding destination is saved  Page 23.


Press the key shown. The key LED lights up.

Open the idle menu  Page 13.

Select and confirm the option shown.

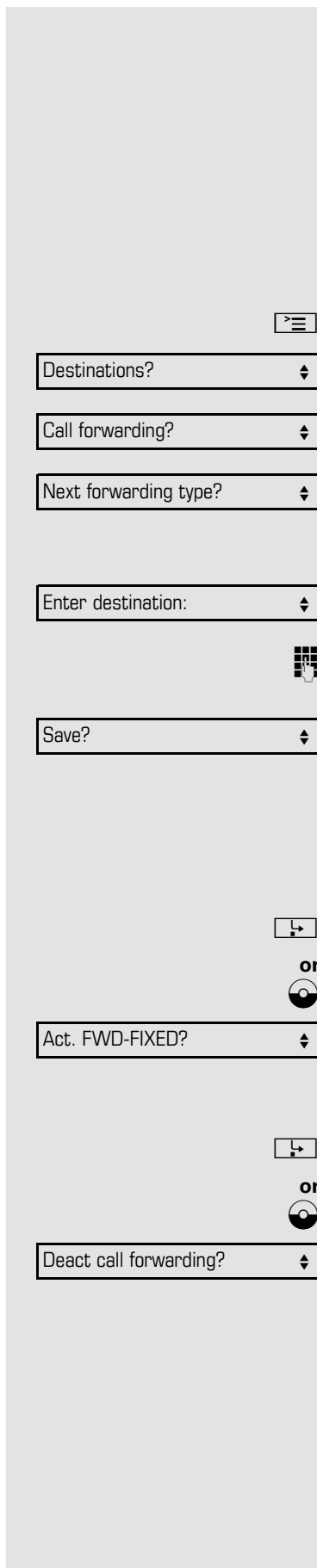
Deactivating fixed call forwarding

Press the lit key. The LED key goes out.

Open the idle menu  Page 13.

Select and confirm the option shown.

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



Deleting a fixed call forwarding destination

You can delete the destination for fixed call forwarding.


Open the Program/Service menu ⑦ Page 16.

Confirm the option shown.

Confirm the option shown.

Confirm the option shown. "Fixed call forwarding" and the forwarding destination are displayed.

Select and confirm the option shown.

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

Variable call forwarding (all calls)

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

Configuring and activating variable call forwarding

Open the idle menu ⑦ Page 13.

Select and confirm the option shown.

Open the Program/Service menu ⑦ Page 16.

Confirm the option shown.

Confirm the option shown.



"Variable call forw." is displayed.

Select and confirm the option shown.

Enter the call forwarding destination number.

Confirm, when the phone number is complete.

Call forwarding is saved and activated.

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

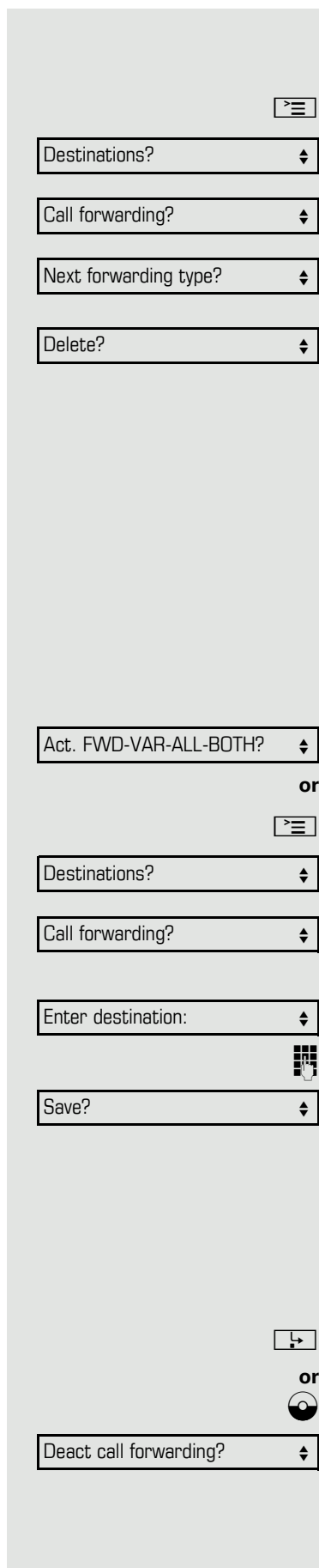
Deactivating variable call forwarding

Press the lit key. The LED goes out.

Open the idle menu ⑦ Page 13.

Select and confirm the option shown.

Call forwarding is deactivated. The destination number is deleted.



Additional forwarding types

This description applies for the following forwarding types:

- Forwarding for intnl
- Forwarding for extnl
- Forwarding on busy
- Call forward. no reply
- Forwarding on busy/after timeout

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


Configuring and activating call forwarding

Open the Program/Service menu  Page 16.

Confirm the option shown.

Confirm the option shown.

Variable call forwarding is offered first.

Confirm until the required forwarding type  Page 22 is shown in the first line.

Example:

Forwarding type with status.

Select and confirm the option shown.

Enter the call forwarding destination number.


Confirm, when the phone number is complete.

Deactivating variable call forwarding

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

Press the lit key. The LED goes out.

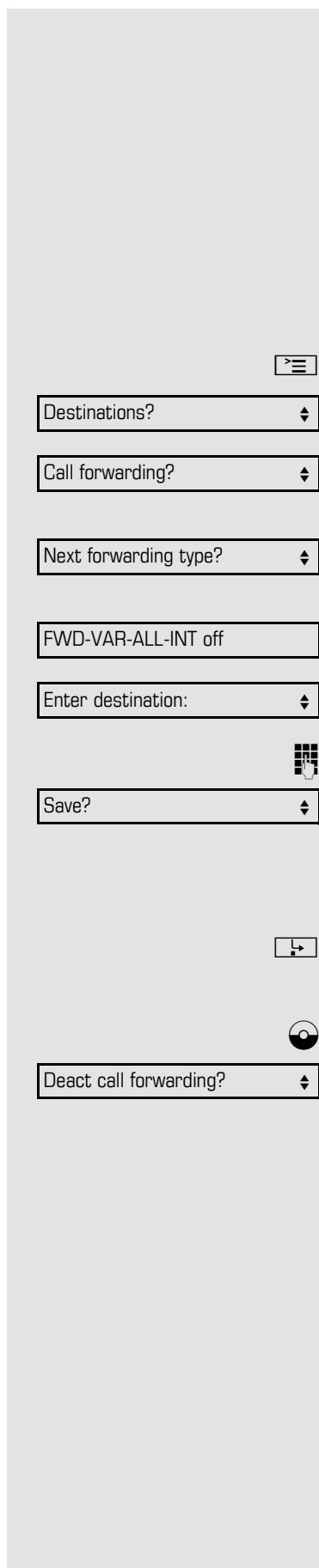
For all other forwarding types:

Open the idle menu  Page 13.

Select and confirm the option shown.

Call forwarding is deactivated and the destination number is deleted.

 Call forwarding can also be preconfigured in the system  Page 43.



Displays

In idle mode (⑦ Page 13), the following signals remind you that call forwarding is activated:

Fixed/variable call forwarding

The key LED lights up.

Phone number of the forwarding destination

Call forwarding for internal/external

The key LED lights up.

➡ There is no display message for the call forwarding types "Busy", "No answer" and "Busy/no answer". The LED key does not light up.

Using callback

➡ If you belong to an ONS group (parallel call ⑦ Page 62), please note the following:

Callback on busy is only signaled on the busy phone, not in the whole ONS group.

Callback on no reply is entered in the mailbox (⑦ Page 14) on all internal system phones in an ONS group.

Storing a callback

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

Confirm the option shown.

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

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

Accepting a callback

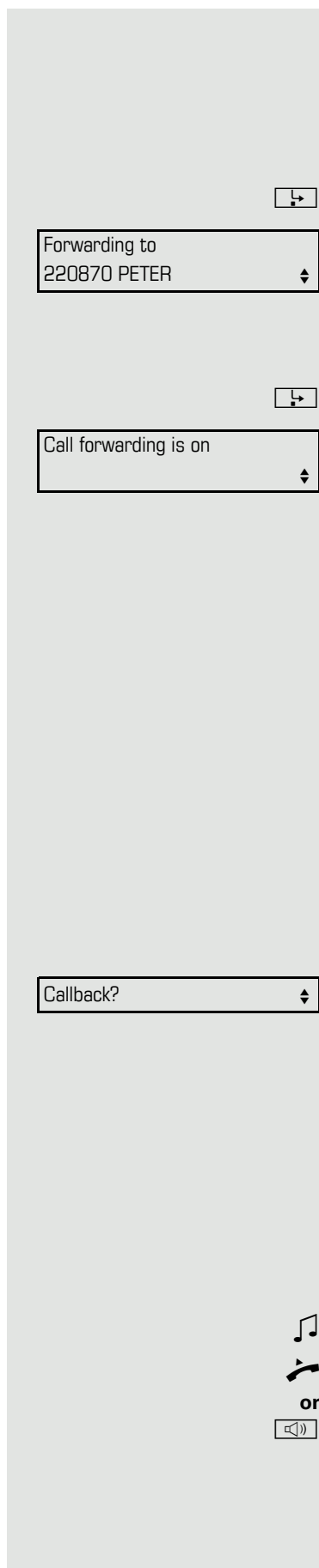
Prerequisite: The internal station called was busy. You have saved a callback request.

Your telephone rings.

Lift the handset. You hear a ring tone.


Press the key shown. You hear a ring tone.

➡ If the party has activated call forwarding (⑦ Page 22), you will receive the callback from the call forwarding destination.




Cancel callback?

or



Next entry? ▾


Output? ▾



Display callbacks? ▾

Next callback? ▾

Delete? ▾



or

Cancel? ▾

Cancel call backs

Confirm the option shown.

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

Responding to a callback request

Prerequisite: You have received at least one callback request ⑦ Page 14.

Press the key shown.

Information regarding the caller is displayed ⑦ Page 14.

Select and confirm until the required entry is displayed.

Select and confirm the option shown.

The party is called and the entry deleted from the list.

Checking/deleting a saved callback

Prerequisite: You have saved a callback ⑦ Page 26.

Open the idle menu ⑦ Page 13.

Select and confirm the option shown.

The newest entry is displayed first.

Select and confirm to display additional entries.

Deleting a displayed entry

Select and confirm the option shown.

Ending retrieval

Press the key shown.

Select and confirm the option shown.

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 phone number from the idle menu ⑦ Page 20.

Saving the current phone number

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

Select and confirm the option shown.

Saving any phone number

Prerequisite: Your phone is in idle mode ⑦ Page 13.

Open the Program/Service menu ⑦ Page 16.

Confirm the option shown.

Select and confirm the option shown.

Confirm the option shown.

Enter the station number.

Confirm the option shown.

Save number?



Destinations?



Saved number redial?



New entry?



Save?



Enhanced phone functions

Answering calls

Accepting a specific call

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

Lift the handset.

Select and confirm the option shown.

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

Displaying the called extension

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

Lift the handset.

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

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

Picking up a call in a hunt group

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

Your telephone rings.

Lift the handset.


Using the speakerphone

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

The speaker key lights up.

Answering via speakerphone mode is immediately possible.

Lift the handset and answer the call.

 Placing a speaker call to a colleague ⑦ Page 40.

Making calls

Dialing a phone number from a list

Information on the features of the call log as well as a display example for an entry is provided on ⑦ Page 15.

➡ If you belong to an ONS group (parallel call ⑦ Page 62), please note the following:

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

Open the idle menu ⑦ Page 13.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

The latest entry in the relevant list is shown, see the example on ⑦ Page 15.

Dialing a phone number from a list

Select and confirm the option shown.

The relevant party is called.

Displaying additional calls in a list

Select and confirm the option shown.

Removing an entry from a list

Select and confirm the option shown.

Ending retrieval

Select and confirm the option shown.

Press the key shown.



Unanswered calls?



or

Incoming calls?



or

Outgoing calls?



Output?



Next call?



Delete?



Return?



or



Using speed dialing

 This function must be configured by your administrator.

Speed dial numbers may contain command or access code sequences and may be linked to other speed dial numbers ⑦ Page 49.

Making calls using central speed dial numbers

Prerequisite: You know the central speed dial numbers ⑦ Page 49.

Open the Program/Service menu ⑦ Page 16.

Select and confirm the option shown.

Enter the speed dial number.

The connection is immediately established.

Dialing using individual speed dial numbers

Prerequisite: You have configured individual speed dial numbers ⑦ Page 50.

Open the Program/Service menu ⑦ Page 16.

Select and confirm the option shown.


Press the configured speed dial key.

The connection is immediately established.

During a call

Using the second call feature

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

 If you belongs to an ONS group (parallel call ⑦ Page 62), please note the following:

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

Activating/deactivating second call

Open the Program/Service menu ⑦ Page 16.

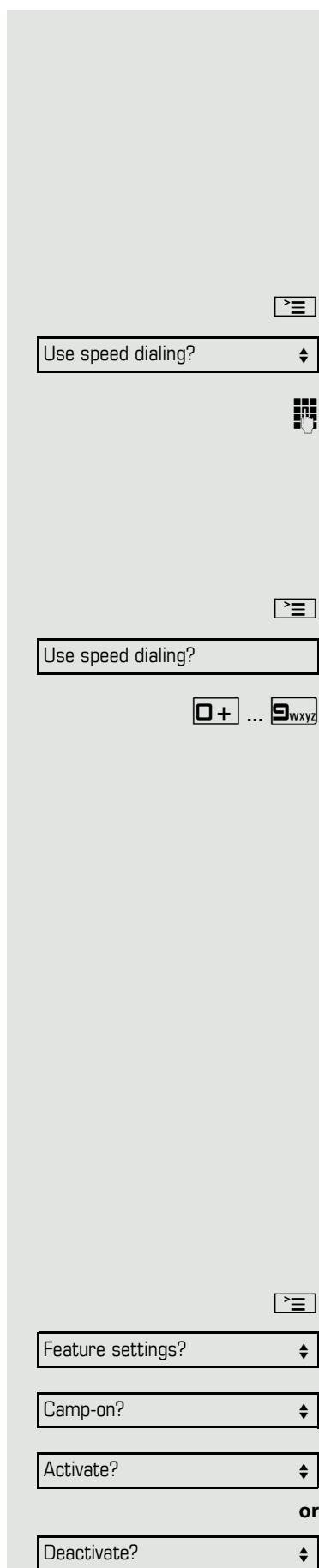
Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

or

Select and confirm the option shown.



Accepting a second call

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

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

Select and confirm the option shown.

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

Ending the second call and resuming the first one

Press the key shown.

Replace the handset and lift it once more.

System-supported conference

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

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

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

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

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



Establishing a conference

Initiating a conference from a single call

You are conducting a call.

Select and confirm the option shown.

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

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

This message is then displayed.

Establishing a conference from a consultation call

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

Select and confirm the option shown.

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

Select and confirm the option shown.
The following message is displayed: "1 is your position".

Establishing a conference from a second call

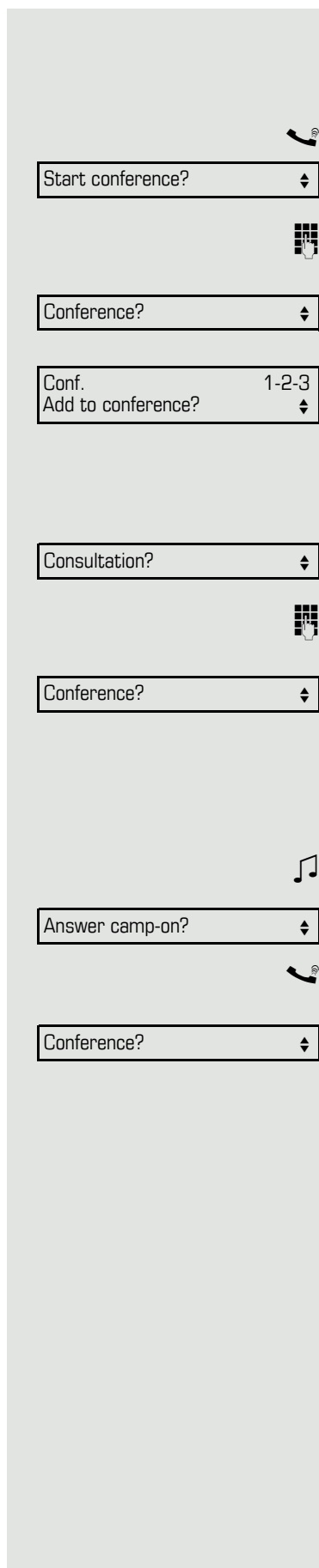
Prerequisite: You are conducting a call and receive a second call ⑦ Page 32.

An alert tone is audible.

Select and confirm the option shown.

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

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



Adding a party

Any party in a system conference can extend the conference by

- calling a specific party and connecting them,
- connecting a party from a consultation call to the conference, or
- accepting a second call and connecting the caller to the conference.

Calling a specific party and connecting them

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

Select and confirm the option shown.

Call the new party.

Inform this party that you are initiating a conference.

Select and confirm the option shown.

The party is connected to the conference.

If the new party does not answer

Select and confirm the option shown.

Extending a conference by adding a consultation call

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

Select and confirm the option shown.

Call a party. Hold the consultation call.

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

or

Toggle between the conference and the consultation call.

or

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

Add to conference?



Conference?

Return to conference?

Consultation?



Conference?

Toggle?

Return to conference?

Accepting a second call and connecting it to the conference

If you receive a second call during the conference ⑦ Page 31, you can connect this party to the conference.

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

An alert tone is audible.

Select and confirm the option shown.

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

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

Transferring a conference

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

Prerequisite: You are in a conference.

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

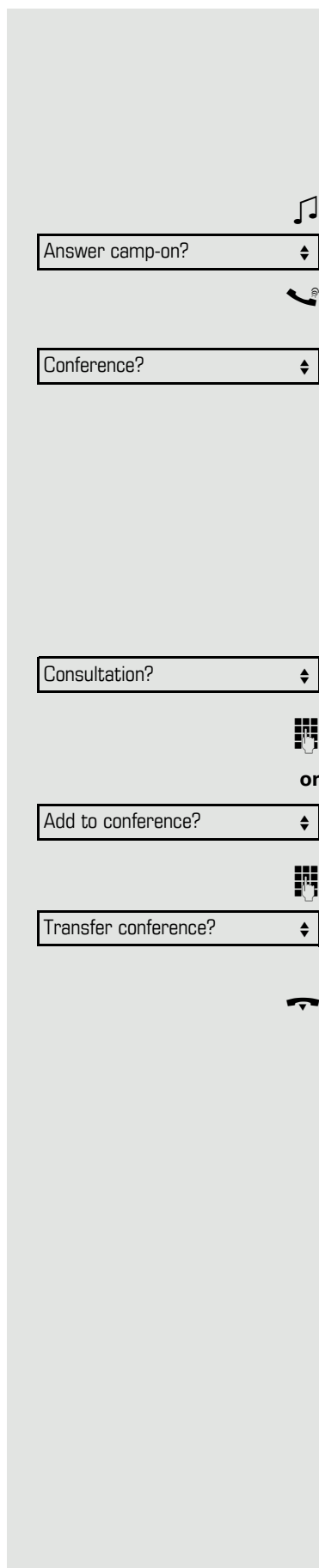
Call a party.

Select and confirm the option shown.

Call a party and announce the transfer.

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

Replace the handset.



View members? ▾

220870 Coco 1

Next conference party? ▾

or

Stop viewing? ▾

or

Release party? ▾

Remove last party? ▾



More features? ▾

DTMF suffix dialing? ▾

Disconnecting conference participants

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

Select and confirm the option shown.

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

Confirm to show the next participant.

Select and confirm to exit the display.

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

Disconnecting the last participant

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

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

Entering commands using tone dialing (DTMF suffix dialing)

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

Open the Program/Service menu ⑦ Page 16.

Select and confirm the option shown.

Select and confirm the option shown.

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



Ending the call also deactivates DTMF suffix dialing.

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

System-wide parking

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

There are two options for parking a call:

- Automatic park
- Manual park

You cannot park calls if:

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

Manually parking a call

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

Call park

Park to station? ▾



Select and confirm the option shown.

Enter the destination number.

The call is now parked.

Replace the handset.

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

Return to held call? ▾

or



Confirm and continue the call.

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

Retrieving a parked call

Lift the handset.



or



Press the key and enter speakerphone mode.

If you cannot reach a destination ...

Call waiting (camp-on)

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

Select, confirm and briefly wait.

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



To camp on, you must have received the correct authorization.

Camp on is not possible if the called party has do-not-disturb activated.

Busy override – joining a call in progress

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

Select, confirm and briefly wait.

Your colleague and their call partner hear a warning tone.

You can now start talking.



To override a call, you must have received the correct authorization.

Call override is not possible if the called party has station override security activated.

Camp-on?



Override?



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

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

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

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



Please ensure for all functions that "Speaker call protect" is deactivated on the relevant phones ⑦ Page 55.

If a speaker call is placed to a party and "Speaker call protect" is activated on their phone, the speaker call is ignored and a normal call is established.

System-wide speaker call

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

Speaker call to a variable destination

The destination party is contacted via their internal phone number.

Lift the handset.



or



Press the key and enter speakerphone mode.



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



Enter the internal number of the party.

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

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



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



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



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



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

Speaker call in a group

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



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

Speaker call to a variable destination

Lift the handset.

Press the key and enter speakerphone mode.

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

Enter the speed dial number for the corresponding group member.

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

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

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

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

Two-way intercom to a variable destination

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

Lift the handset.

Press the key and enter speakerphone mode.

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

Enter the speed dial number for the corresponding group member.

The loudspeaker and microphone of the destination phone are automatically switched on.



or



or



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

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



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



Lift the handset.

or



Press the key and enter speakerphone mode.



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



Enter the internal phone number of a group member.



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



You end the announcement by replacing the handset.




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



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

Using call forwarding

 Please note the description for programming call forwarding ⑦ Page 22.

Automatically forwarding calls

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

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

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

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

Delayed call forwarding

This function is configured by the administrator for the system.

Prerequisite: The second call feature must be activated ⑦ Page 31.

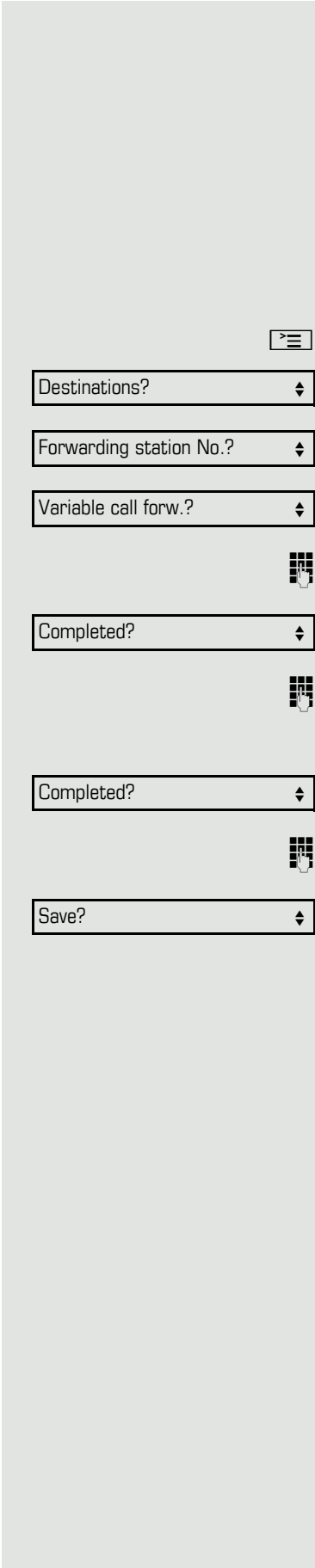
If you have activated "Call forwarding busy/no reply" or "Call forwarding no reply" (⑦ Page 22), you will hear a call waiting tone when a second call is received and the caller information will appear in your display. You then have the option of accepting this call before call forwarding is activated (e.g. if you are waiting for an urgent call).

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

Forwarding calls for other stations

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

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



The screenshot shows a vertical menu with several options, each with a right-pointing arrow icon. The options are: 'Destinations?', 'Forwarding station No.?', 'Variable call forw.?', 'Completed?', 'Completed?', and 'Save?'. There are also small grid icons next to some of the options.

Destinations? ▾

Forwarding station No.? ▾

Variable call forw.? ▾

Completed? ▾

Completed? ▾

Save? ▾

Open the Program/Service menu ⑦ Page 16.

Confirm the option shown.

Select and confirm the option shown.

Confirm the option shown.

Enter the number of the other telephone.

Confirm the option shown.

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

Confirm the option shown.

Enter the destination number.

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

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

Open the Program/Service menu ⑦ Page 16.

Confirm the option shown.

Select and confirm the option shown.

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

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

Enter the number of the other station.

Confirm the option shown.

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

Confirm the option shown.

Enter the destination number.

Confirm the option shown.
Call forwarding is now active.

The screenshot shows a vertical menu on a light gray background. At the top right is a small icon of a document with a checkmark. Below it are several menu items, each in a white box with a black border and a small downward arrow on the right. The items are: 'Destinations?', 'Forwarding station No.?', a blank box with a grid icon and a hand cursor, 'Completed?', another blank box with a grid icon and a hand cursor, 'Completed?', and 'Save?'. The 'Save?' item is the last one in the list.

Displaying/deactivating call forwarding for another phone

Open the Program/Service menu ⑦ Page 16.

Select and confirm the option shown.

Select and confirm the option shown.

Confirm the option shown.

Enter the number of the other telephone.

Confirm the option shown.

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

Confirm the option shown.

Deactivating

Confirm the option shown.

Display

Select and confirm the option shown.

Sample display:

Calls for station 3428 are forwarded to station 8968.

The screenshot shows a vertical sequence of menu screens. At the top is a 'Feature settings?' screen with a right arrow icon. Below it is a 'Forwarding station No.?' screen. Then a 'Variable call forw.?' screen. A screen with a numeric keypad icon follows. Then a 'Completed?' screen. Another numeric keypad icon screen. Then another 'Completed?' screen. Below that is a 'Deactivate?' screen. A screen with 'or' is shown. Then a 'Display?' screen. At the bottom is a display showing '3428----->8968'.

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

Open the Program/Service menu ⑦ Page 16.

Select and confirm the option shown.

Select and confirm the option shown.

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

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

Enter the number of the other station.

Confirm the option shown.

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

Confirm the option shown.

Deactivating

Confirm the option shown.

Checking

Select and confirm the option shown.

Changing call forwarding for another station

Proceed as for saving/activating call forwarding:
for another phone ⑦ Page 44,
for fax, PC or busy station ⑦ Page 45.

The screenshot shows a vertical menu interface on a light gray background. At the top right is a small icon of a hand pointing to a screen. Below it is a dropdown menu labeled 'Feature settings?' with a downward arrow. This is followed by another dropdown menu labeled 'Forwarding station No.?' with a downward arrow. Below this is a small icon of a hand pointing to a screen. Further down is a dropdown menu labeled 'Completed?' with a downward arrow. Below this is another small icon of a hand pointing to a screen. Then another dropdown menu labeled 'Completed?' with a downward arrow. Below this is a dropdown menu labeled 'Deactivate?' with a downward arrow. Below this is the word 'or' in a bold font. Finally, there is a dropdown menu labeled 'Display?' with a downward arrow.

Leaving/rejoining a hunt group

Prerequisite: A hunt group is configured for the team.

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



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



Feature settings? ▾

Join hunt group? ▾

Deactivate? ▾

or

Activate? ▾

Open the Program/Service menu ⑦ Page 16.

Select and confirm the option shown.


Select and confirm the option shown.

Confirm the option shown

confirm.

Saving speed dial numbers and appointments

Central speed dial numbers

 Speed dial numbers are configured by your administrator.

Speed dial numbers are saved in the system.

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

Making calls using speed dial numbers ⑦ Page 31.

Speed dialing with extensions

 Speed dial numbers with sequences are configured by your administrator.

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

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

Example:

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

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

Making calls using speed dial numbers ⑦ Page 31.

Individual speed dial numbers

 This function must be configured by your administrator.

You can program the keys  to  with ten frequently used phone numbers.

Open the Program/Service menu  Page 16.

Confirm the option shown.


Select and confirm the option shown.

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

Confirm the option shown.

Enter the station number.

Confirm the option shown.
Your entry is saved.

Making calls using speed dial numbers  Page 31.

Appointments function

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

Saving appointments

Open the Program/Service menu  Page 16.

Select and confirm the option shown.

The display indicates whether a reminder has already been saved.

For the first appointment: Confirm the option shown.

For additional appointments: Select and confirm the option shown.

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

Confirm the option shown.

Deleting saved reminders

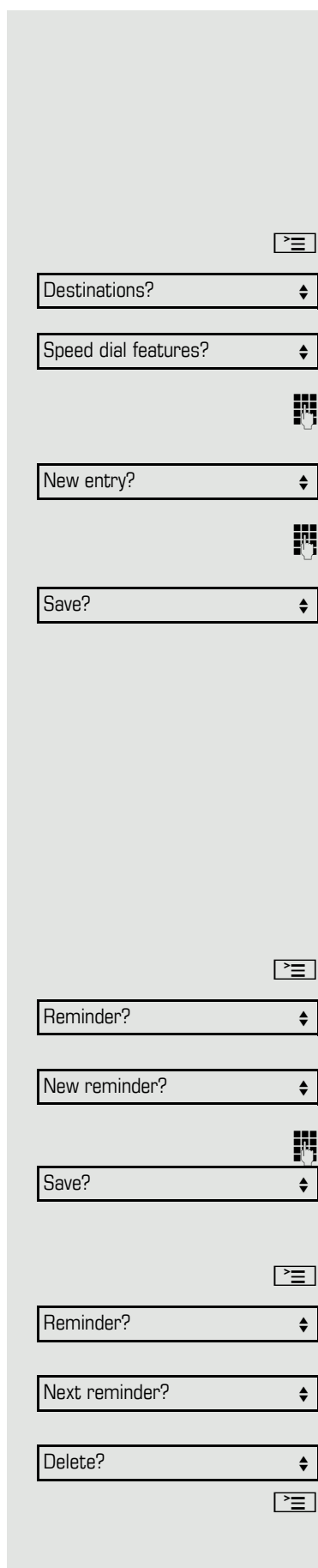
Open the Program/Service menu  Page 16.

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

Confirm, if you have multiple reminders saved.

Select and confirm the option shown.

Press the key shown.



Using timed reminders

Reminder :



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

The phone is ringing.

Lift the handset. The appointment time is displayed.

Replace the handset.



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

Dialing with call charge assignment

You can assign external calls to certain projects.

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

Dialing with project assignment

Open the Program/Service menu ⑦ Page 16.

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

Enter the PIN.

Open the Program/Service menu ⑦ Page 16.


Select and confirm the option shown.

Confirm the option shown.

Select and confirm PIN2 to PIN5.

Enter the external phone number.

Then make a call as usual ⑦ Page 17.

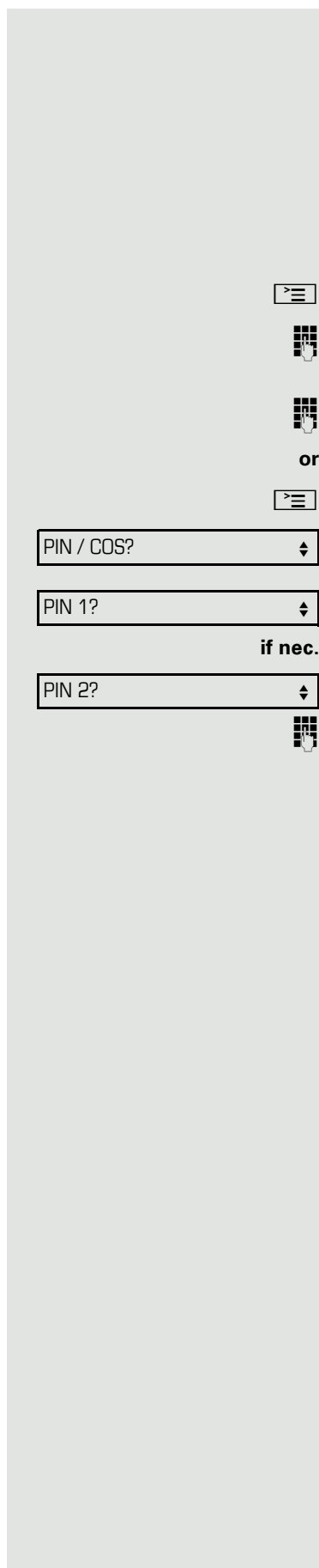
 Project assignment is temporary. It is automatically switched off if you have not used your phone, for example, for five minutes.

Call duration display

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

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

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



Privacy/security

Locking the telephone to prevent unauthorized use

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

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

Locking the telephone to prevent unauthorized use

Open the Program/Service menu ⑦ Page 16.

Select and confirm the option shown.

Select and confirm the option shown.



PIN / COS?



Change COS?



or



Hold down the key shown.



Enter the PIN (code no.).



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

Unlocking the phone

Hold down the key shown.



Enter the PIN (code no.).



Confirm.

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

Activating/deactivating "Do not disturb"

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

➡ If you belongs to an ONS group (parallel call ⑦ Page 62), please note the following:
Do not disturb can be activated/deactivated on any phone in the ONS group - it then applies to all phones in that group.

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

Open the Program/Service menu ⑦ Page 16.

Select and confirm the option shown.

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

Confirm the option shown.

confirm.

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



Feature settings?



Do not disturb?



Activate?



or

Deactivate?



Activating/deactivating "Speaker call protect"

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

Open the Program/Service menu ⑦ Page 16.

Select and confirm the option shown.

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

Confirm the option shown.

confirm.

Caller ID suppression

Display suppression only applies to a subsequent call and is not saved in the case of saved number redial ⑦ Page 20.

Open the Program/Service menu ⑦ Page 16.

Select and confirm the option shown.

Confirm the option shown. You will hear the dial tone.

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

Identifying anonymous callers (trace call)


 This function must be configured by your administrator.

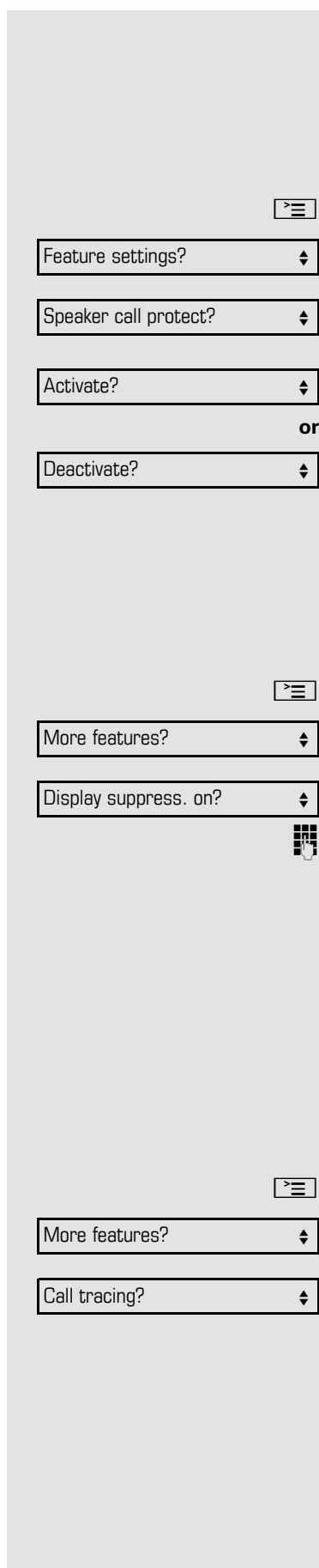
You can identify malicious external callers. You can record the caller's phone number during a call or up to 30 seconds after a call. In this case, you should not hang up.

Open the Program/Service menu ⑦ Page 16.

Select and confirm the option shown.

Select and confirm the option shown.

 If the trace is successful, the transmitted data is stored by your network operator. Contact your administrator.



More functions/services

Using another telephone in the same way as your own

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

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

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

Logging on to another phone

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

Open the Program/Service menu  Page 16.

Select and confirm the option shown.

Select and confirm the option shown.

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

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

In your local HiPath 4000 system:

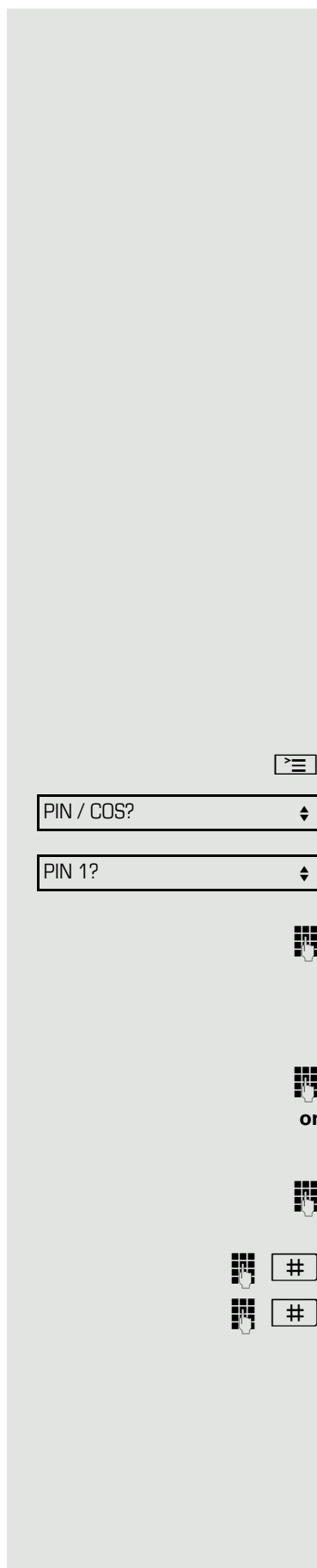
Enter your internal PIN.

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

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

Enter your own phone number and press the pound key.

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





Call forw. - follow me? ▾

Save? ▾



PIN / COS? ▾

Deactivate PIN? ▾

Making a call after successful logon

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

Press the key shown.

Enter a phone number immediately.

Setting up "follow me" call forwarding following successful identification

Select and confirm the option shown.

Select and confirm the option shown.

Call forwarding is now active.

Logging off from another phone

Open the Program/Service menu ⓘ Page 16.

Select and confirm the option shown.

Select and confirm the option shown.



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

Moving with the Phone

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

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

Logging the phone off from the current port



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



Enter the PIN.

Unplug the phone plug from the port socket.

Log the phone on at the new location



Put the phone plug in the port socket.



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

Enter the PIN.



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

Individual phone configuration

Adjusting display settings

Adjusting the display to a comfortable reading angle

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

Setting contrast

Press one of the keys shown in idle mode ⑦ Page 13.

Select and confirm the option shown.

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

Save.

Adjusting audio settings

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

Adjusting the ring volume

Press one of the keys in idle mode ⑦ Page 13 or while a call is in progress.

Confirm the option shown.

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

Save.

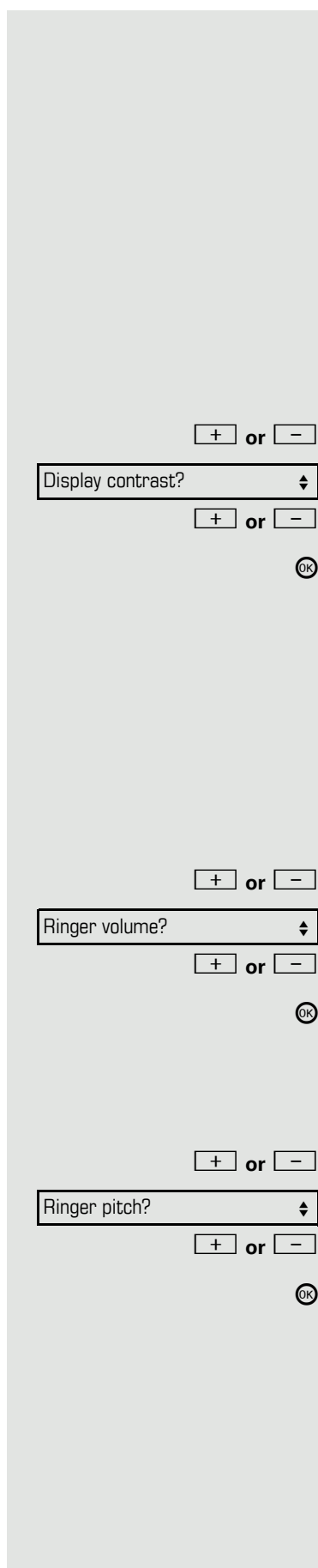
Adjusting the ring tone

Press one of the keys shown in idle mode ⑦ Page 13.

Select and confirm the option shown.

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

Save.



Room character for speakerphone mode

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

Press one of the keys shown in idle mode ⓘ Page 13.

Select and confirm the option shown.

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

Save.

Setting the volume of the alert tone

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

Press one of the keys shown in idle mode ⓘ Page 13.

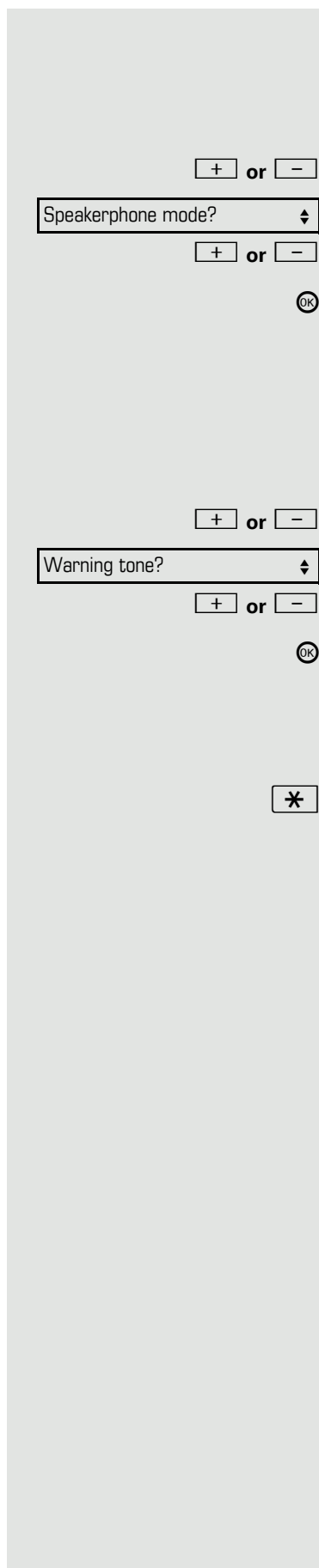
Select and confirm the option shown.

Modify the volume. Keep pressing the key until the desired volume is set.

Save.

Activating/deactivating the ringer

Hold down the key shown.



Testing the phone

Testing functionality

You can test and determine your phone's functionality:

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

The following may be checked by administrator:

- Device ID for the phone
- the software version OpenStage,
- Line power level

Prerequisite: The phone is in idle mode ⓘ Page 13.

Open the Program/Service menu ⓘ Page 16.

Select and confirm the option shown.

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

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



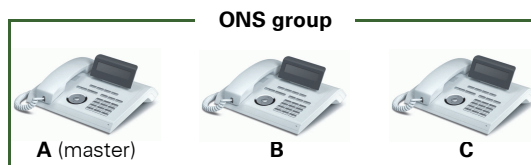
Phone test? ▾



Special parallel call (ONS) functions

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

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



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

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

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

- Call waiting ⑦ Page 31
- Call forwarding ⑦ Page 22
- Do not disturb ⑦ Page 54
- Mailbox (MWI) ⑦ Page 14
- Callback ⑦ Page 26
- Call log ⑦ Page 30



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

Fixing problems

Responding to error messages on the screen

Time exceeded

Possible causes:

Maximum input time exceeded.
Handset not replaced.

Possible reactions:

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

Please try later

Possible causes:

System is overloaded, no line free, queue full.

Possible reactions:

Wait and try again later.

Currently not accessible

Possible causes:

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

Possible reactions:

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

Not possible

or Incorrect input

or Nothing stored

Possible causes:

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

Possible reactions:

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

Not authorized

or Not allowed

Possible causes:

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

Possible reactions:

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

Not available

Possible causes:

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

Possible response

Enter phone number or code correctly or as instructed.

protected

Possible causes:

Data transfer in process.

Possible reactions:

Wait and try again later.

Contact partner in the case of problems

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

Troubleshooting

Pressed key does not respond:

Check if the key is stuck.

Telephone does not ring:

Check whether the "Do not disturb" function is activated on your telephone (🔍 Page 54). If so, deactivate it.

You cannot dial an external number:

Check whether your telephone is locked.
If the phone is locked, unlock it 🔍 Page 53.

The displayed time is incorrect:

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

To correct any other problems:

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

Caring for your telephone

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

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