

OpenScape Desk Phone CP700 OpenScape Key Module 600 OpenScape Voice OpenScape 4000

User Guide SIP

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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-C1000-U125-01-7619

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Important information



For safety reasons, the telephone can only be supplied with power as follows:

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



Never open the telephone. If you encounter any problems, contact your technical support.



Use only original accessories!

Using other accessories may be dangerous, and will invalidate the warranty, extended manufacturer's liability and the CE mark and other certifications.

Marks





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

Care and cleaning instructions

- Never spray liquids onto the telephone since any liquid penetrating the telephone can lead to malfunctions or destruction of the device.
- Any substances such as alcohol, chemicals, solvents or scouring agents should also be avoided since these may damage the surface.
- · Clean the telephone with a soft cloth moistened with water.

Online documentation

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

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

Notes about Place of Use

- Operation of a SIP telephone is only permitted with indoor LAN cabling. The device shall be connected to the IP infrastructure using a shielded LAN cable: Cat-5 for 100 Mb/s or Cat-6 for 1000 Mb/s. The LAN cabling of the building shall ensure that the shield of this cable is grounded.
- The telephone should be operated in a controlled environment with an ambient temperature between 5 °C and 40 °C (41 °F and 104 °F).
- 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 equipment and the plastic casing.
- Do not operate the telephone in damp environments such as bathrooms.

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 on → page 237.

License information

More information about the EULA and Open Source licenses you can find on the Web interface, section Licenses → page 239.

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General information

About this manual

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

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

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

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



This icon in a section heading indicates that the feature is not available on an OpenScape 4000 telephone system.

Other special features in relation to operation on an OpenScape 4000 can be found on \rightarrow page 250.

This User Guide is intended to help you familiarize yourself with the OpenScape Desk Phone CP700/700X and all of its functions. It contains important information on the safe and proper operation of the OpenScape Desk Phone CP700/700X. These instructions should be strictly complied with to avoid operating errors and ensure optimum use of your multifunctional telephone in the network.

This User Guide should be read and followed by every person installing, operating or programming the OpenScape Desk Phone CP700/700X.



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

This User Guide is designed to be simple and easy to understand, providing clear step-by-step instructions for operating the OpenScape Desk Phone CP700/700X.

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

Icons used in the manual

Tips



Refers to a setting performed via the Web interface.



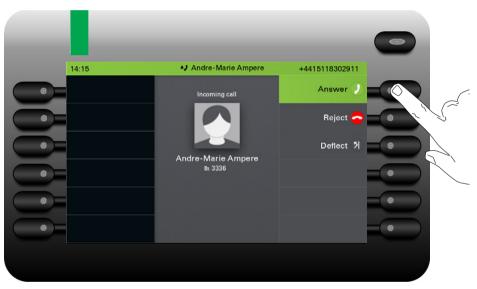
Indicates important additional information in relation to handling.



Indicates required intervention by the administrator.

Displays for describing operation Selected action

Original illustration on display



Step-by-step illustration in User Guide

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

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

* Andre-Marie Ampere Incoming call Andre-Marie Ampere 3336

Answer



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

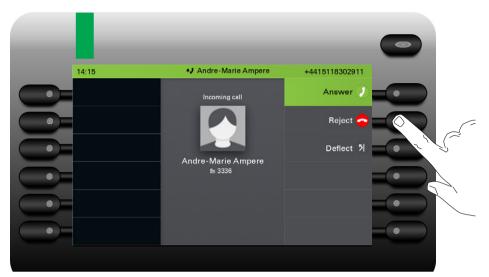


The selected function can be confirmed alternatively using the Navigator's key (→ page 23).



Action not selected

Display illustrations

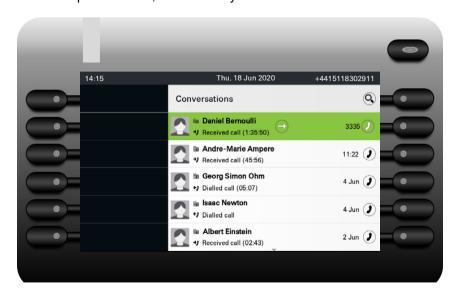


Step-by-step illustration in User Guide

When an action is not selected, it will be shown right-aligned in a light color. The associated Softkey is also shown. The action can be executed by pressing the Softkey even if it has not been selected.

Conversation display

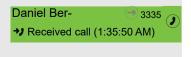
When the phone is idle, the first entry in the conversation list is selected.

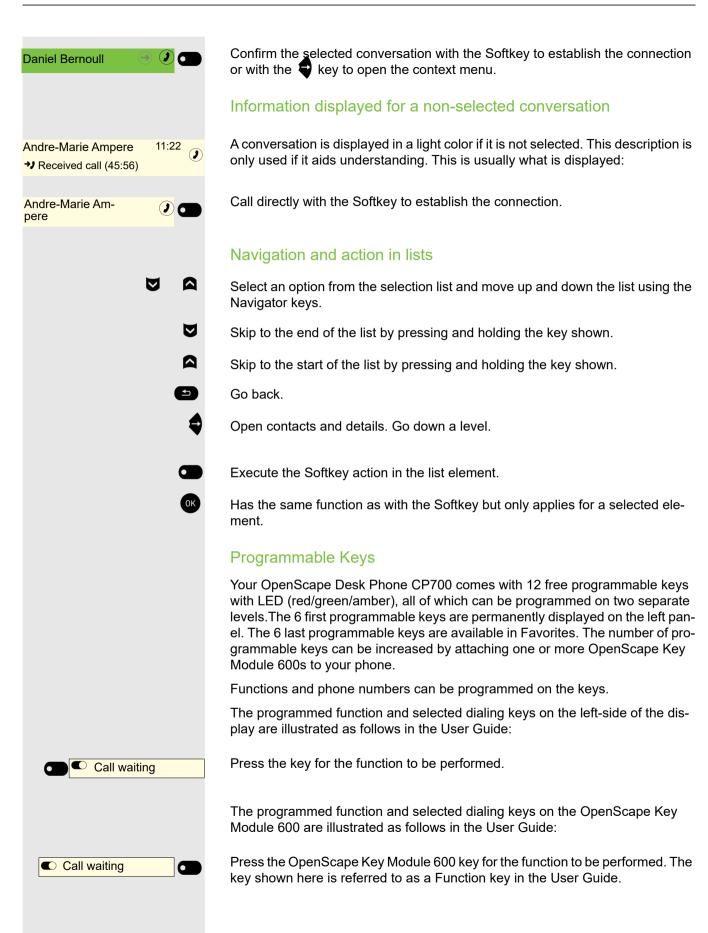


Information displayed for a selected conversation

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







Service



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

Should you have any questions regarding operation, your specialist retailer or network administrator will be glad to assist you. For queries regarding connection of the telephone, please contact your network provider.

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

Intended use

The OpenScape Desk Phone CP700/700X phone is a desktop unit designed for voice transmission and for connection to the LAN. The OpenScape Desk Phone CP700X can be also connected to Wi-Fi. The phone 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 your telephone can be found on the underside of the base unit. Specific details concerning your communication platform can be obtained from your administrator. Please have this information ready when you contact the service department regarding faults or problems with the product.

Speakerphone quality and display legibility

- To ensure good speakerphone quality, the area in front of the telephone (front right) should be kept clear.
 - The optimum handsfree distance is approx. 50 cm.
- · Proceed as follows to optimize display legibility:
 - Turn the phone and tilt the display so that you have a frontal view of the display while eliminating light reflections.

Single-line telephone/multi-line telephone

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

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

All lines and their status is displayed in the Favorites screen which can be configured through the 12 available programmable keys. You can add more lines by attaching one or more OpenScape Key Module 600s to your phone.

When using a multi-line phone to make and receive calls, certain particularities must be taken into account → page 151.

Remote configuration for cloud service providers

From factory defaults to operational telephone

This section describes the remote configuration process, from the initial factory defaults to the operational telephone. If your telephone is already operational, please continue reading from Section "Getting to know the OpenScape Desk Phone CP700/700X (→ page 18)".

You can start up your new OpenScape Desk Phone CP700/700X yourself using a remote maintenance function. The prerequisites for this are:

- The administrator has provided you with a Deployment PIN for the initial startup
- You have a LAN connection with access to the Internet
- You have a new OpenScape Desk Phone CP700/700X that you want to start up using the remote maintenance function

Starting up the telephone

Connect the telephone to the LAN. If the power is not supplied by the LAN cable, connect a power supply if appropriate (the power supply is not needed with PoE). The telephone should now boot.

The telephone recognizes based on the stated conditions that a remote configuration is to be performed and starts this process.

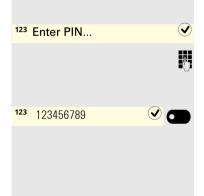
Entering the Deployment PIN

The first time you start up the telephone, it will automatically check the remote configuration requirements. If the requirements are fulfilled,

you will be prompted to enter the Deployment PIN (cloud PIN).

Enter the PIN you received from your administrator. Only numeric characters are accepted.

Confirm with the Softkey shown.



Asking redirect server...
Configuring phone...
Deployment done

Starting the remote configuration

Once you have entered a valid PIN, the remote configuration of your telephone starts automatically. You are shown the following messages on the display:

The configuration is concluded and the telephone is operational with the required settings. You can now make calls.

New operating system software may be downloaded and installed during the remote configuration. If this happens, reboot the telephone following the configuration.

Canceling the Remote configuration

You can stop the process in order to continue the configuration manually before entering the PIN or after entering an invalid PIN.

- 1. The remote configuration is concluded once you enter a valid PIN. The process can no longer be canceled at this stage.
- 2. If an error still occurs even though a correct PIN has been entered, you can repeat the remote configuration by simply restarting the telephone.
- 3. You can likewise repeat the process following a cancellation by restarting the telephone, assuming you have not already started the manual configuration.



Restart the phone to reinitiate deployment

Press the Softkey.

Press the Softkey shown to confirm that the process is to be canceled.

The following message is displayed:

The telephone is set to the factory defaults at this time and has to be configured manually by you or your administrator or the remote configuration repeated by restarting the telephone.



Please note that all "No telephony possible" errors are hidden whilst the Cloud Deployment is in progress.

When Cloud Deployment is complete than any error codes that are still relevant will be shown as error notifications.

Getting to know the OpenScape Desk Phone CP700/700X

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

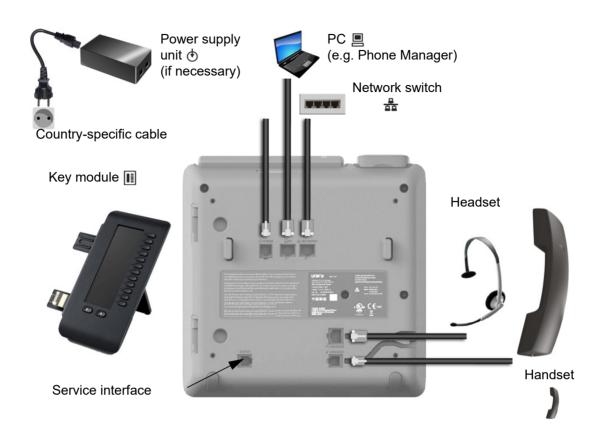
The user interface of your telephone



1	Handset - Use it for handset calls	
2	Graphic display - allows intuitive operation of the phone → page 27	
3	Menu key - switches to the main menu	
4	Navigator - allows you to navigate through the various applications on your phone	
4	→ page 23	
5	Softkeys - selects a function or opens a menu → page 22	
6	Audio keys - allows you to optimally configure the audio features on your phone → page 22	
7	Notification-LED - incoming calls, new voice messages or missed calls indicator	
'	→ page 65	
8	Dialpad - allows you to enter phone numbers or text → page 24	
9	Out-of-Office/Call Forwarding key - opens a menu to set up immediate call forwarding or	
٩	to activate Do not disturb → page 28	
10	NFC transmitter (logo: N) - allows simple Bluetooth pairing → page 109	

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

Ports on the underside of the phone



Properties of your OpenScape Desk Phone CP700

Display type	5" color graphic display, 800x480 pixels.
Illuminated display	✓
Full-duplex speakerphone function	✓
Headset	✓
Interface for key module	✓
Bluetooth 5.0 → page 125	✓
10/100/1000 Mbps switch → page 21	✓
Wi-Fi	✓ Available only on CP700X.
Web-Based Management (WBM) → page 238	✓
Notification-LED (red/green/orange)	✓
OpenScape Key Module 600 optional	✓

Using network ports more efficiently

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



Using this connection option saves a network port for the switch used and allows shorter network cables to be used.

OpenScape Key Module 600

The OpenScape Key Module 600 is a key module attached to the side of the phone that provides an additional 12 illuminated, programmable Function keys at two levels.

These keys can be programmed and used according to your needs → page 59.



The diagram shows the OpenScape Key Module 600. You can attach up to two OpenScape Key Module 600s to OpenScape Desk Phone CP700/700X.

Keys

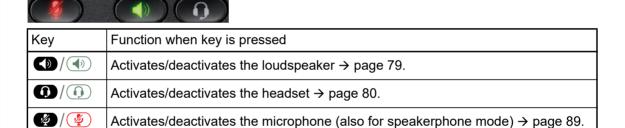
Softkeys



Key Function when key is pressed		Function when key is pressed
(Activates the function shown next to the key on the display or opens an additional menu.
		If there is no description next to the key, the key is not active.

Audio controls

Audio keys



Volume

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



Fixed Function Keys

You can switch to the function application using these keys.



Key	Function when key is pressed	
	Switches between current screen and Main menu → page 27.	
B	Switches to Presence and back → page 28.	
	Provides access to the voicemail system	
•		
P		

Key	Function when key is pressed
	Establishes a conferences call
0	Activates a function configured by your administrator

Navigator

You can use this control to navigate within lists and execute actions in the selected area.

Operation	Functions when key is pressed
_	In conversation mode:
Press the key.	Opens subscriber information
	In settings:
	Moves down a level
	In lists and menus:
Press the (2) key.	Moves one level back
	In input fields:
	Deletes character to the left of the cursor
Press the key.	In lists and menus:
Press trie ♥ key.	Scrolls down
\bigcirc	Press and hold: Skips to the end of the list/menu
Press the A key.	In lists and menus:
ok → Tress the Rey.	Scrolls up
	Press and hold: Skips to the start of the list/menu
Proce the OK Kov	
Press the OK key.	Executes an action for the selected entry.

In some cases the button has no functionality. This happens when no menu option is highlighted in order to protect you from accidentally triggering the wrong action with the button. If you accidentally press the button when nothing is highlighted, no action will be performed. You have to use either or to make your selection first and then confirm your choice.

Dialpad

Number entry

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

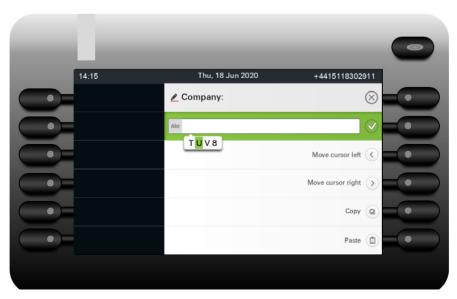


Alphabetic labeling of dial keys is also useful when entering vanity numbers (letters associated with the phone number's digits as indicated on the telephone spell a name, e.g. 0700 - PATTERN = 0700 - 687837).

Text input

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

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



To enter a digit in an alphanumerical input field, press the relevant key and hold it down. You no longer need to scroll through the entire list of possible characters.

Complete your input:



Press the Softkey for 🗸 to complete your input.

Character overview (depends on the current language setting)

Key	1x	2x	3x	4x	5x	6x	7x	8x	9x	10x	11x	12x	13x	14x	15x	16x	17x
120	1	ш	;	=	\$	١	&	[]	{	}	%					
2 ABC	а	b	С	2	ä												
3 DEF	d	е	f	3													
4 GHI	g	h	i	4													
5 лкг	j	k	I	5													
6 ммо	m	n	0	6	ö												
7 Pars	р	q	r	s	7	ß											
8 тич	t	u	V	8	ü												
9 мхчг	w	х	у	z	9												
0+	0	+															
**		*	1	#	,	?	!	,	"	+	-	()	@	/	:	_
# Abc 123																	

Multi-function keys

Key	Function during text input	Function when held down			
*1	I IVNES SPECIAL CHARACTERS	 2 seconds: Ringer off 3 seconds: Beep rather than ringer			

Key	Function during text input	Function when held down
##	Switches between uppercase and lower- case text and number entry • "Abc" mode • "ABC" mode • "123" mode	Activates the telephone lock → page 170
120	Types special characters (not in 123 mode).	Calls the answering machine.

Programmable keys

Programmable keys are keys that can be programmed and special functions or phone numbers can be assigned to each one of them→ page 59.



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

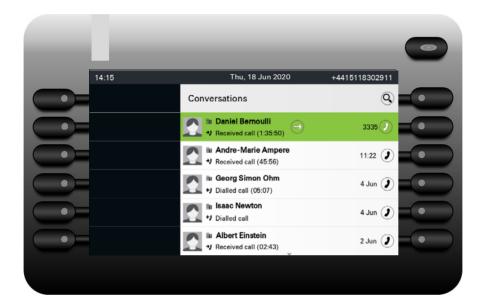
Different display interfaces

Your OpenScape Desk Phone CP700/700X is fitted with a color graphic display → page 20, in which different contents are displayed depending on the particular situation.

Conversations

The conversation list appears in the start display and is a collection of contact details and data from the call log. You will find detailed information from \rightarrow page 36.

You have the option, also, to configure the start display.



Main menu

You can access the Main menu at any time using the key. The time of day, day of the week and date as well as your own name or phone number will be displayed. The main menu offers many additional features, as shown in the screenshot. As the name suggests, it is the starting point for the entire menu tree. However, as telephony features take priority on a telephone, the start display is the conversation list or the display that you have configured.





Presence

To access the "Presence" menu, press the key above the Softkeys. You are offered the following selection:



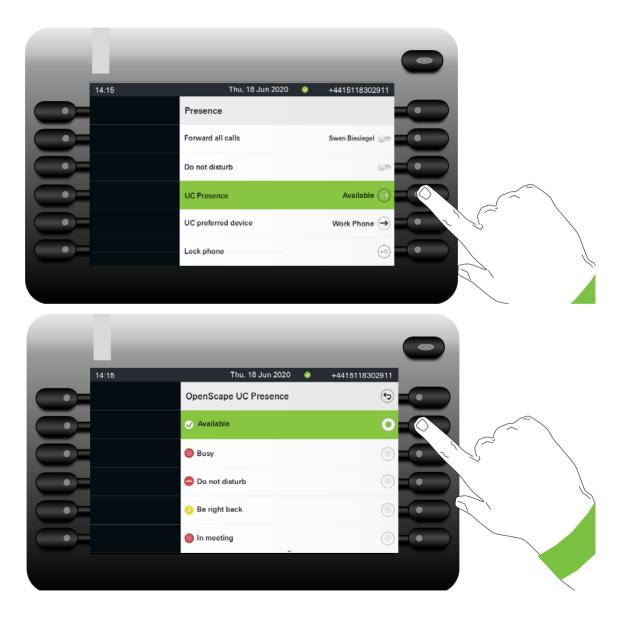
Personal Presence via the phone is temporarily suspended by means of Call forwarding or Do not disturb.

Setting up OpenScape UC Presence state

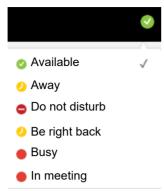
Your current OpenScape UC Presence state is indicated by an icon in the always visible status bar at the top of the screen.

The available OpenScape UC Presence state is shown as following:

- V Available
- Busy
- Do not disturb
- Be right back
- In meeting
- Offline
- U Away



The OpenScape UC Presence state can be also changed from the OpenScape UC web client. Various states can be selected from a drop down menu.



Status bar

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

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

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

Different icons represent different situations and switches:

Icon Meaning The ringer is deactivated → page 25	
· · · · · · · · · · · · · · · · · · ·	
The ringer is set to a beep → page 25	
The ringer is activated → page 25	
Forwarding on all calls is enabled	
Forwarding on busy is enabled	
Forwarding on no reply is enabled	
Recording is set to auto-start	
Recording can be started manually	
The remote maintenance function is activated	
A Bluetooth keyboard is paired	
A Bluetooth remote device is paired	
The Bluetooth function is activated → page 109	
The Bluetooth function is activated and a device is connected	
There is an incoming, connected or outgoing HFAG call	
※ [
※ ■	
Indicates the battery level of the connected Bluetooth device	
% □	
\$₽	

Icon	Meaning
8	
8	
8	Indicates the battery level of the connected Bluetooth device, when the device has a call
8	
8	
٥	Indicates a Bluetooth temperature sensor reading
.	Indicates a Bluetooth humidity sensor reading
7. J.	The Mobility function is activated and the mobility logon is complete
	Mobility data synchronization is in progress
(3)	Indicates that a mobile user is logged on to the telephone
•	The "Do not disturb" function is activated → page 167
:-0	The Phone lock is activated → page 170

The following icons are available only on OpenScape Desk Phone CP700X.

Icon	Meaning
3	Indicates an unsecured Wi-Fi connection with excellent signal strength
%	Indicates an unsecured Wi-Fi connection with good signal strength
%	Indicates an unsecured Wi-Fi connection with fair signal strength
76	Indicates an unsecured Wi-Fi connection with poor signal strength
(6	Indicates a secured Wi-Fi connection with excellent signal strength
78	Indicates a secured Wi-Fi connection with good signal strength
1	Indicates a secured Wi-Fi connection with fair signal strength
1	Indicates a secured Wi-Fi connection with poor signal strength
*	Indicates a Wi-Fi connection with no signal

Context-dependent displays

Depending on the situation at hand, the graphic display on your OpenScape Desk Phone CP700/700X shows different content, to which you can respond intuitively.

Action with Softkey



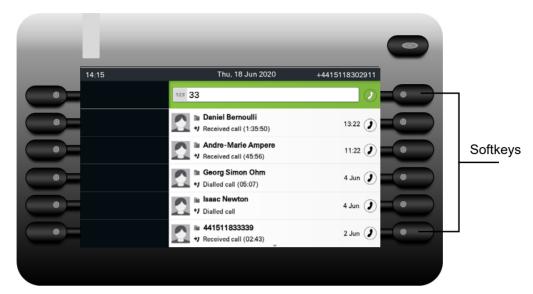
Press the top Softkey to start an alphanumeric search → page 46.



Use the Softkey to dial the respective subscriber.

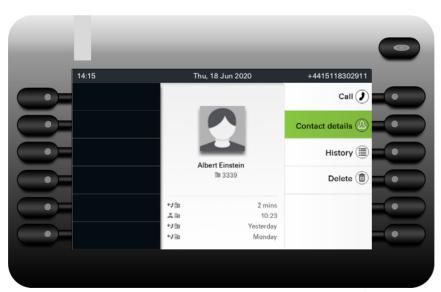
Action via dialpad

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



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

Action with navigation key



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

Operating your OpenScape Desk Phone CP700/700X

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



Before looking at the functions and settings, you should set up the User password to protect your phone against unauthorized use → page 168.

Navigating in menus

Activating an application

You can use the → page 22 to toggle, for example, between the main menu and the landing screen or to open the Presence menu.

Browsing lists

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

Opening context menus

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

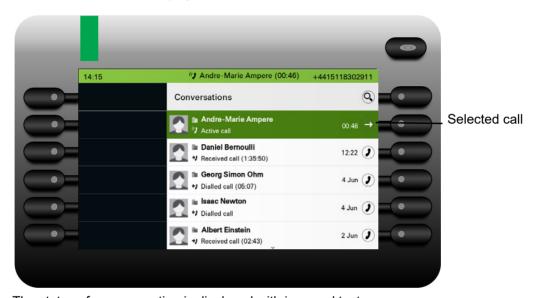
Conversations

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

- · a previously answered call
- · a dialed call
- · a missed call
- · an Exchange entry following automatic synchronization

If the phone is configured to MultiLine (more information about keyset→ page 151), conversations are created for calls on all lines, except for answered calls on secondary shared lines.

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

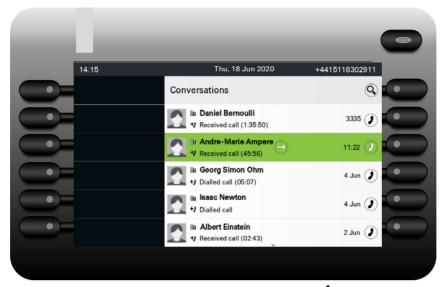


The status of a conversation is displayed with icon and text.

Icon	Text
	Active call
×	Missed call (current)
×	Missed call (old)
+)	Dialled call
→)	Answered call
مه	New voicemail
مه	Old voicemail
<u></u> ይቀ	You forwarded the call
<u></u> ∂ ∆	Your call was forwarded

Opening details of a conversation or conducting a call

You can open a selected conversation using a navigation key or start a call using the Softkey or the navigation key . If a conversation is not selected, you can start a call using the Softkey ...



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



You can also query the contact details for a conversation during the call.

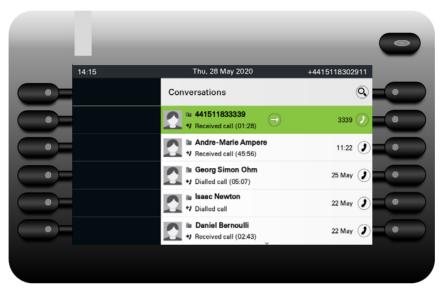


Use the we key to navigate to the Contact details option and select this option using the Softkey.

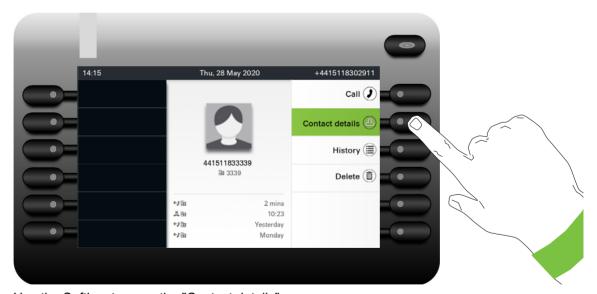
Creating or editing conversations

Conversations are created based on dialed or received calls. New contacts are synchronized with the phone when connected to Exchange. When you search for a subscriber using LDAP → page 103, this contact is transferred to conversations.

For example, you receive a call from a subscriber for whom a conversation does not yet exist in the list. When you have hung up again, this subscriber appears in your list with phone number only.



Open the details of the conversation using the \$\display\$ key.



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



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

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

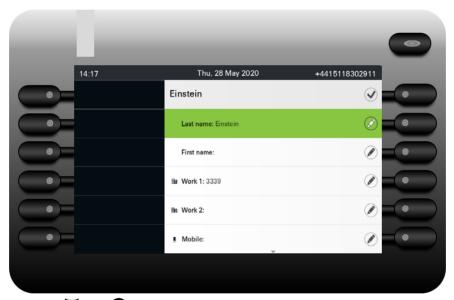


Press the Softkey for

to enter the last name.



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



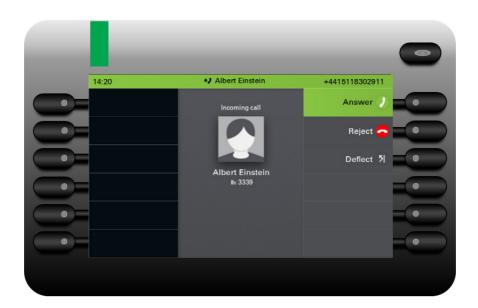
Use the lacktriangledown or lacktriangledown key to switch, for example, to "First name" and enter the first name here if appropriate.



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



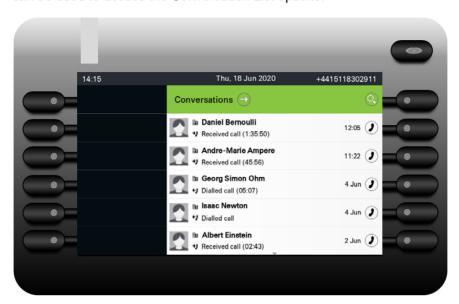
Save the contact data. You can add missing entries subsequently. The following information is shown on the display, for example, the next time you call this contact.



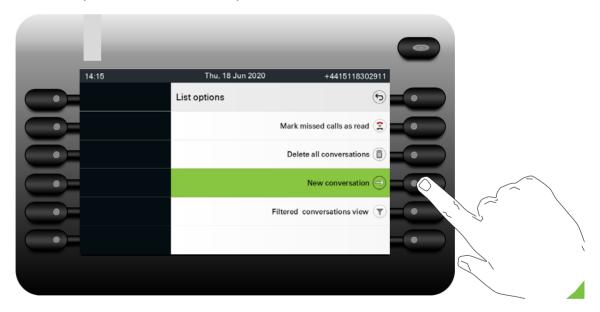
Create a new contact/conversation from scratch

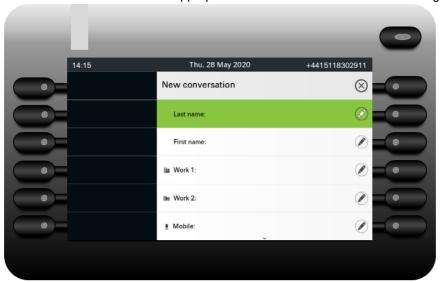
You can create a new contact from the conversation list with no previous history.

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



In the List options menu choose the option New conversation.





Searching for conversations

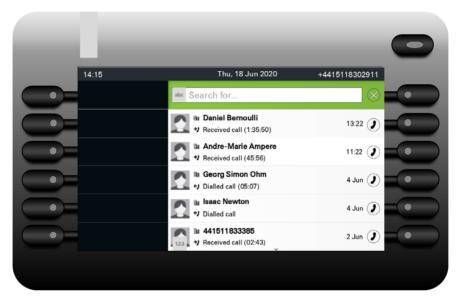
You have a number of options available to you for initiating a search for conversations. If you want to call the located contact for the conversation immediately and you know the phone number roughly then you can:

lift the handset or

press the speaker key or

press the headset key.

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



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



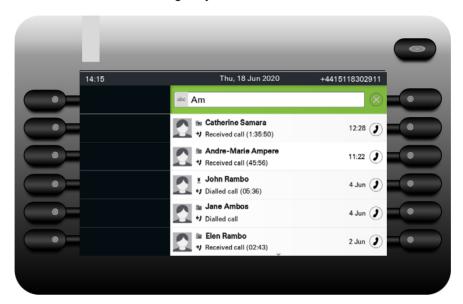
Use the key to switch from numeric to alphanumeric input when you have opened the search field with the Softkey . You can immediately dial a located subscriber whose phone number contains the number 33 in this case, for example, by pressing the Softkey.

Search for names (alphanumeric search string)

• LDAP was not configured by your administrator:

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

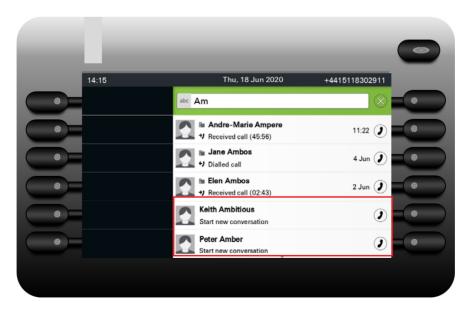
The hits are listed chronologically.



· LDAP was configured by your administrator:

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

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



Using special characters to control the search

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

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

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

Examples:

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

Order of conversations

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

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

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

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

Filtering conversations

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

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

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

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

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

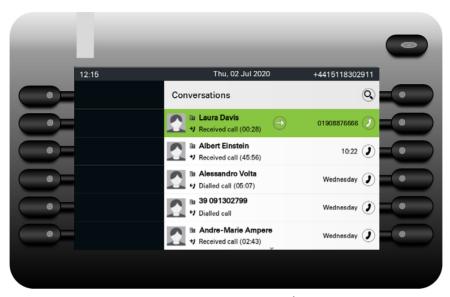






Displaying the history of a conversation

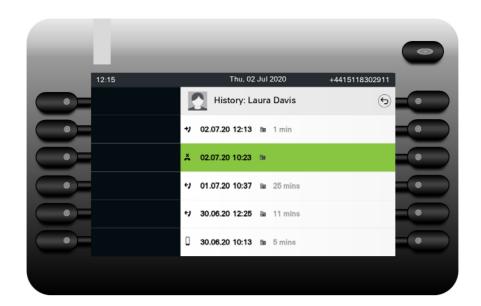
The current history of a conversation is shown directly in the conversation list. The histories of other calls can be viewed under Details or also directly with the History option during a call.



Open the details of the conversation using the \$\display\$ key.

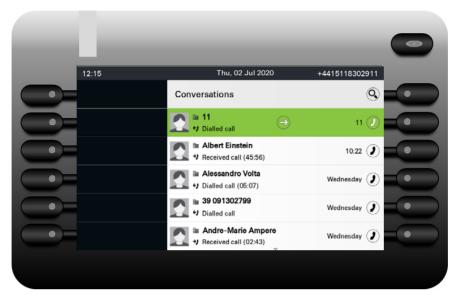


The latest four history entries are shown below the name/number of the subscriber. Press the Soft-key for (iii) to view a list of the last ten possible histories. Then scroll if appropriate using the or A key.



Deleting conversations

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



Open the relevant entry using the Navigator key .



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

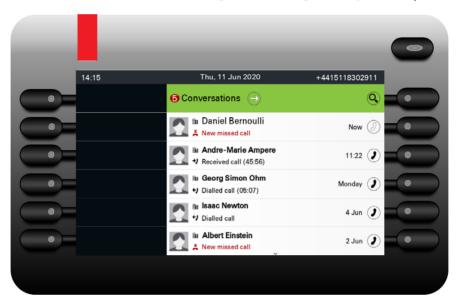
Marking all conversations as read

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

This means:

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

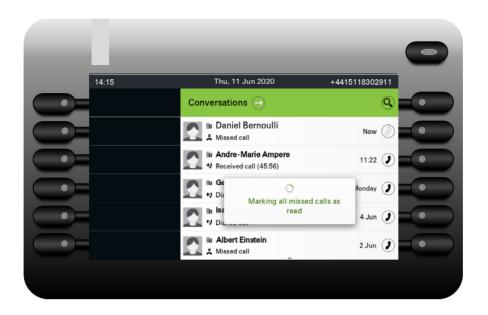
Select the title "Conversations" using the navigation key. Press to enter the Context menu.



Choose the option "Mark missed calls as read".



All missed calls are now marked as read.

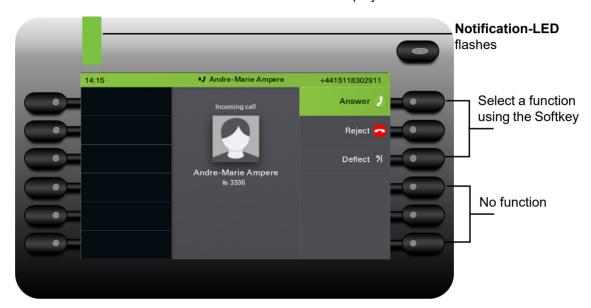


Telephony interface

Telephony view

Incoming call

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

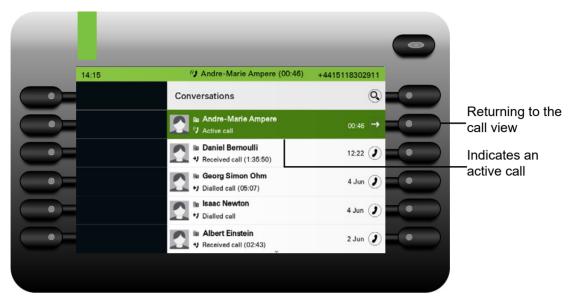


When conducting a call



Switching to a different menu during a call

You can use the (2) key while on a call to switch to the Conversations menu.

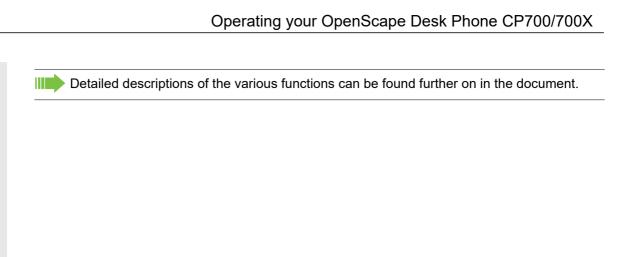


Use the key to open the main menu and from there, for example, change the Brightness of the display in the Settings. If you want to activate Do not disturb quickly, you can use the key to switch temporarily to the Presence menu and then return.

Icons in call states



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



Programmable keys

Programmable keys are available to you in the left panel of the display and in the Favourites menu or on an optionally connected OpenScape Key Module $600 \rightarrow page 63$. See more information how to set up the Favourites screen as the Landing screen $\rightarrow page 187$.

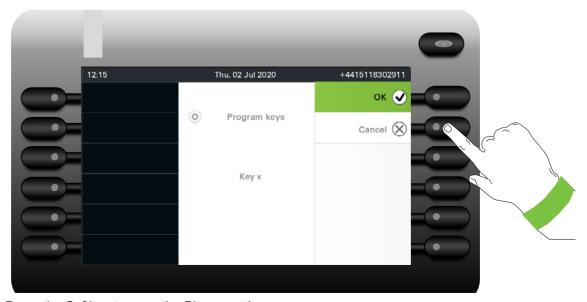
Programmable keys in the menu Favourites

You can use the Favourites menu to access 12 programmable keys, to which you can assign functions and phone numbers. The 6 first programmable keys are permanently displayed on the left panel. The 6 last programmable keys are available in Favorites. You can program preferred functions that are not offered in menus. Line or DSS keys may already be configured by your administrator → page 64. To program a function key, perform the following steps:

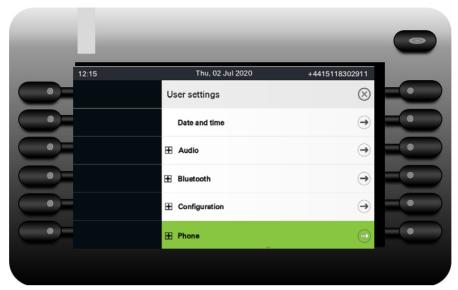
Open the Settings menu using the Softkey:



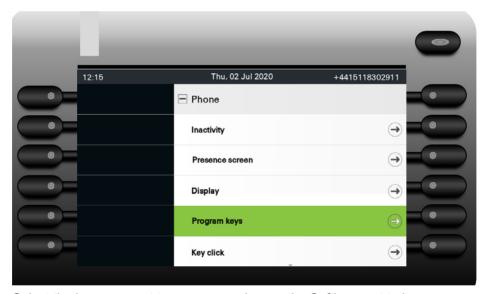
Open the User settings using the Softkey:



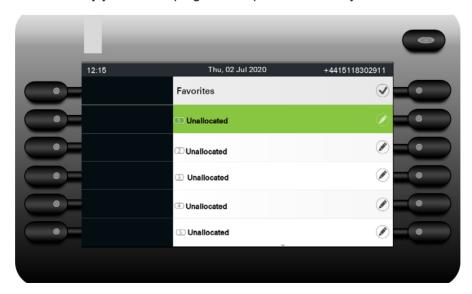
Press the Softkey to open the Phone settings:

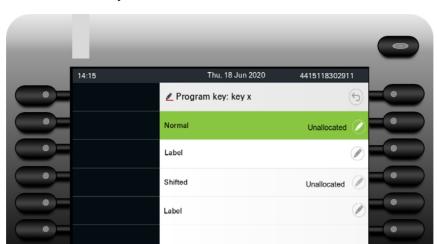


Press the Softkey to open the Program keys settings.



Select the key you want to program and press the Softkey next to it:





Use the \times key to select on of the available functions, for example Call waiting. Confirm the function with the Softkey.

If you prefer not to change the standard name Call waiting, simply conclude the assignment with the Softkey \checkmark . You will receive confirmation "Changes saved". It is **not** possible to program a second level under Favourites.

Exit programming by pressing the following button .



The Feature keys Call waiting is now configured and can be used.

Free Programmable keys on the left panel

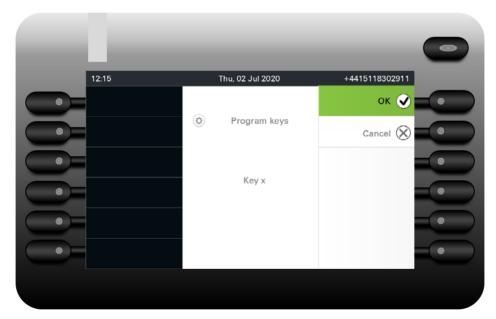
The CP700/700X comes with 6 illuminated, free programmable keys permanently displayed on the left panel, that can be programmed directly from the Softkeys on the left-side of the device.

To program the function keys on the left panel, perform the following steps:

Long press the Softkey that next to the left panel:



Press the Softkey next to OK:



Select Normal and choose the desired function:



If you prefer not to change the standard name Call waiting, simply conclude the assignment with the Softkey 🗸 . You will receive confirmation "Changes saved". It is **not** possible to program a second level under Favourites

Exit programming by pressing the following button

Programmable keys on the OpenScape Key Module 600

The OpenScape Key Module 600 has twelve keys to which you can assign functions or numbers at two levels. Use the and keys to switch to the required level when using a function or selected dialing key. In case you have switched to the second level, the key module will return to the first level automatically after 15 seconds.

Increase the number of programmable function or selected dialing keys by connecting an additional key module → page 21.

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

- Function key → page 141
- Selected dialing key → page 138
- Line key → page 151
- DSS key → page 148

Press the key to activate the programmed function or dial the stored number → page 141.

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

The status of a function is also shown by the LED on the corresponding key.



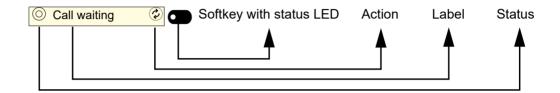
Line and direct station selection (DSS) keys can only be programmed by the administrator via the Program/Service menu → page 73.

Meaning of LED displays on Feature keys

Status LED		Meaning of Function key
	off	The function is deactivated.
	LED is flashing ¹	Indicates the status of the function (e.g. green or red).
•	On	The function is activated (e.g. green or red).

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

Display function of the function keys



Corporate directory

If you have access to a corporate directory or LDAP database (consult your administrator), you can search for contacts in it via conversations. LDAP is queried automatically when a phone number is dialed.

Answering machine (Voicemail)

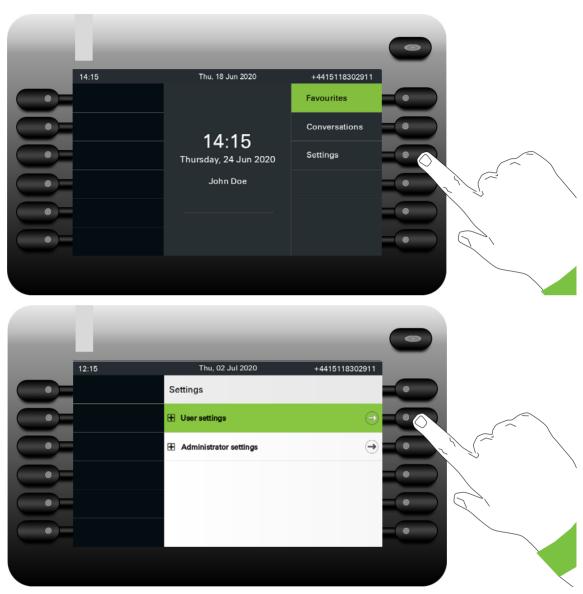
If configured (contact the relevant administrator), the Voicemail option in the main menu allows you to connect to your mailbox system. The **MWI key** provides also access to the your mailbox system.

Depending on the type and configuration of your communications platform (consult your administrator), messages from configured services are displayed in this application.

If new messages are available, they will be displayed at the top position in the list of conversations and highlighted and the **MWI key** will be flashing.

Settings

Use the key to open the Main menu and then switch to the settings.



The menu comprises a configuration area both for users and for administrators.



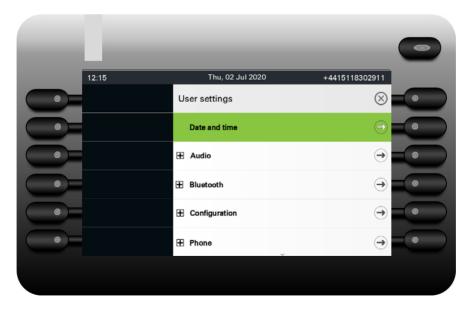
The first time you open the user settings you have to enter the User password → page 168.

User settings

Menu

You can adjust local settings for your OpenScape Desk Phone CP700/700X using the "User settings" menu.

The menu structure consists of several levels.



You can also configure all of the settings using your OpenScape Desk Phone CP700/700X's Web interface → page 238.

Control relays

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



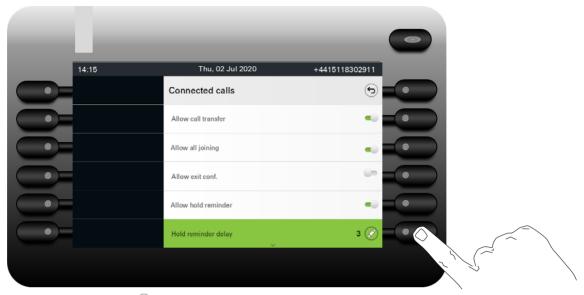
Press the Softkey "Allow call waiting" to enable the function. The switch is moved to the right. Alternatively you can use the and keys to select the option and confirm with to actuate the switch.



Press the Softkey for 🗸 to save your new setting.

Parameters

You can set values in some submenus.



Press the Softkey for

to open the setting.



Press the Softkey for the value 4 for example. The setting is changed and you return to the previous menu.



Exit the menu.

Level

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



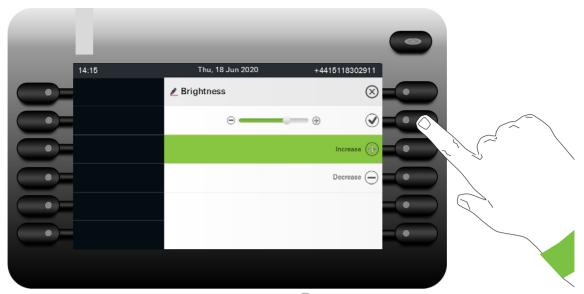
and open the display menu with the Softkey.



Open the menu for the brightness setting.



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



Complete the setting by pressing the Softkey for ${\color{red} \checkmark}$.



Save your new settings.

Administration

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

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



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

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

Control and monitoring function

A control or monitoring function can be activated on your phone for service purposes by remote maintenance.

Control function

Your administrator has the option to activate and deactivate features of the phone via remote maintenance. During maintenance, the handset, microphone, loudspeaker and headset are deactivated. You are additionally informed on the display that the control function is active.

Monitoring function

In order to detect malfunctioning of a phone, for example, your administrator can install a monitoring function. You can use your phone as normal during monitoring. However you will first be informed about the operation with a message on the display and prompted to allow monitoring.

If your administrator has activated a function on your phone, which continuously transmits operating data to a server, you will see the flashing * icon in the status bar at the top of the screen.

Activating a diagnostic call

In the event of connection problems with a specific destination, the administrator may ask you to enter an activation code before the number of the subscriber, which can be used to initiate tracing of the call data on the phone. The activation code, which must be provided to you by the administrator and which comprises a leading asterisk, followed by three digits and the hash sign as the terminating character, must be entered before the actual phone number. At the end of the call, the call-related data is sent for further analysis to a server.

Remote monitor and access warnings

The phone may be remotely accessed for various reasons. Some are part of normal operation (such as access by WBM or the DLS) but some types of diagnostic access require the phone to inform the user (SSH and remote trace recording) that they are taking place. The phone user may choose to modify their interaction with the phone during these types of remote access.

- · SSH is a means of getting low level access to the phone for diagnostic purposes
- Remote trace streams trace data from the phone to be stored on a remote server

Status during connection

An × icon is shown and flashes during the remote connection.

SSH access

- For the SSH access the Menu key LED flashes amber whilst the status icon is available to be seen.
- The Menu key LED only flashes amber when it would be off otherwise (i.e. other LED states have higher priority).

Telephone settings 75

Telephone settings



Please read the introductory chapters "Getting to know your OpenScape Desk Phone CP700/700X"→ page 18 and "Operating your OpenScape Desk Phone CP700/700X" → page 35 carefully before performing any of the steps described here on your phone.

Display angle

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

Display brightness

You can adjust the brightness of the display to suit your ambient lighting.

You can also configure this setting via the Web interface → page 238.

Press the key for the Main menu if needed.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Select "Phone".

if nec.

Increase (+)

Decrease (-)

Settings

User settings

Phone

Brightnessi

Display

Open using the Softkey.

Open using the Softkey.

Open using the Softkey¹.

Use the Softkey to set the display brighter.

Use the Softkey to set the display darker.

Adjust using the toggle key.

Save the setting by selecting the Softkey.

Exit the display menu if needed.

1. The phone displays the current setting

Settings **±** User settings if nec. + Audio Volumes Handset Increase + or Decrease -

Volumes

Set the volume here, for instance, for the loudspeaker, handset or headset.

You can preset different volumes for the following microphones and signals in ten levels:

- Loudspeaker
- Ringer
- Handset
- Headset
- Handsfree
- Rollover
- · Alert beep
- · Call waiting tone

Press the key for the Main menu if appropriate.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Open using the Softkey.

Open using the Softkey.

Open the Handset for example with the Softkey¹.

Use the Softkey to increase the volume.

Use the Softkey to decrease the volume.

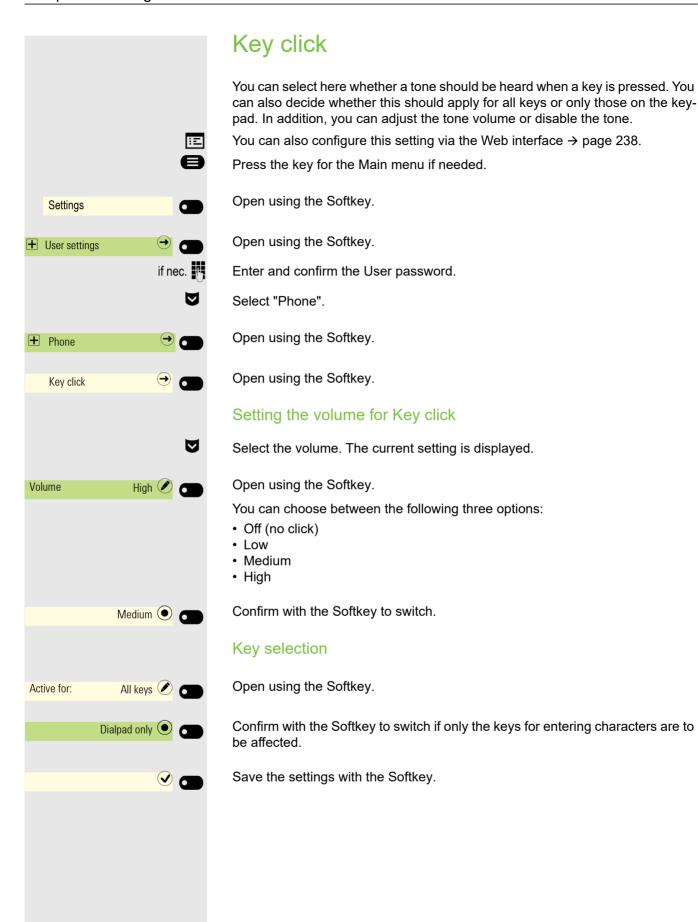
Adjust using the toggle key.

Save the setting by selecting the Softkey.

Exit the display menu if needed.

1. The phone displays the current setting

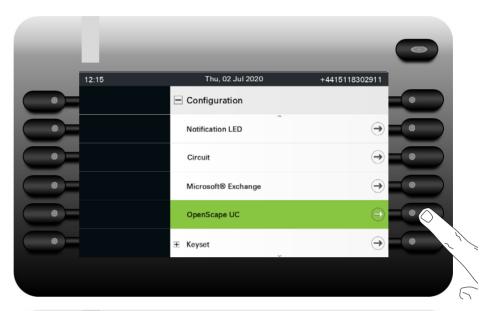
Telephone settings 77

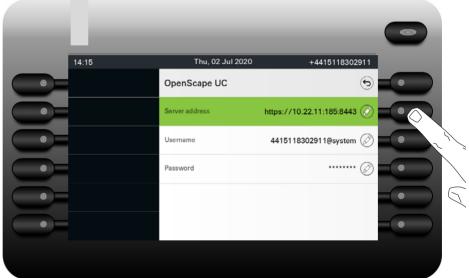


OpenScape UC Settings

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

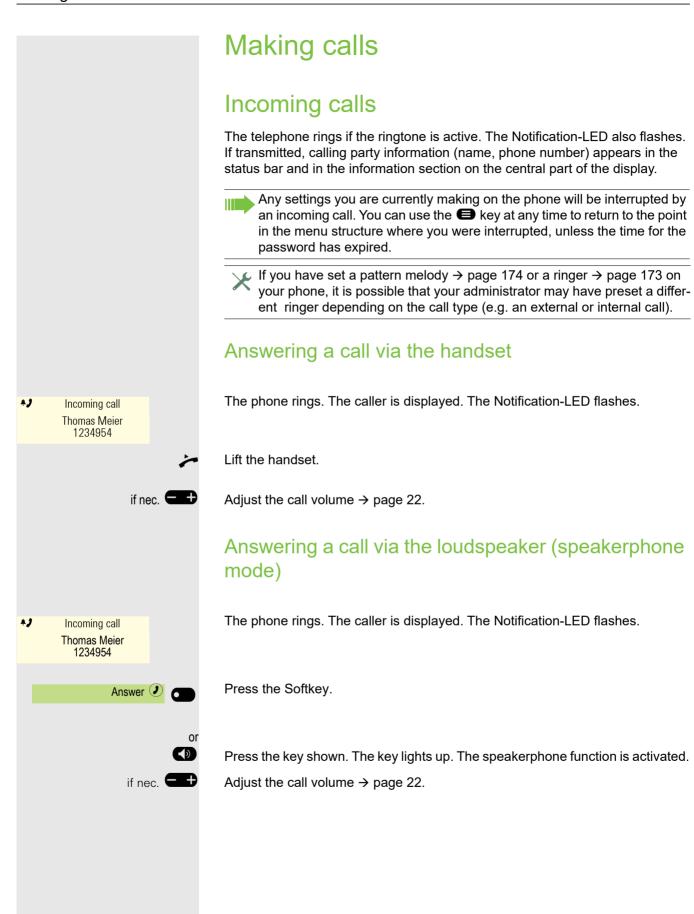
The OpenScape UC can be also configured in WBM → page 238.

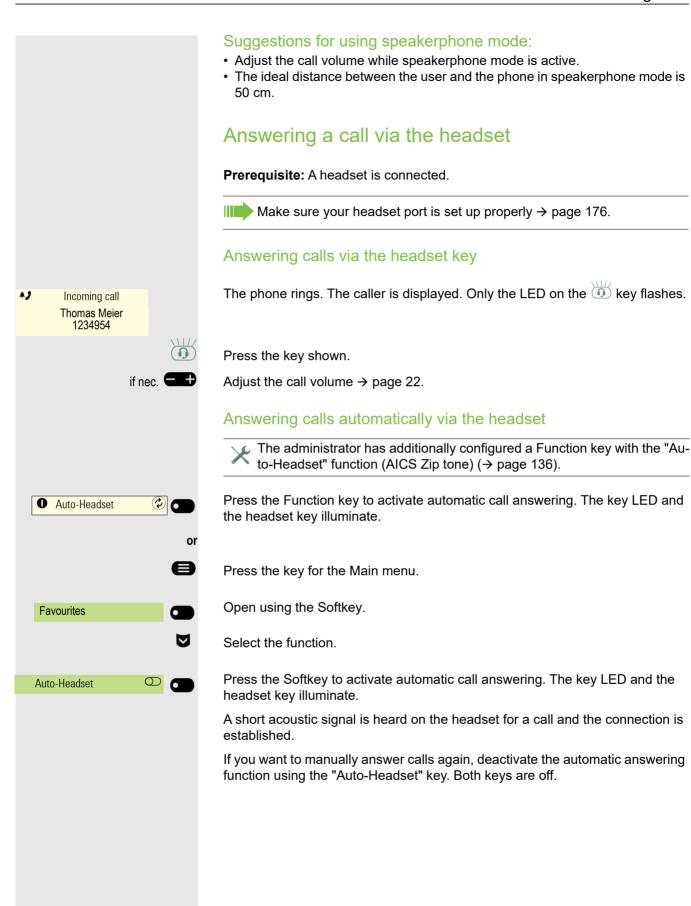


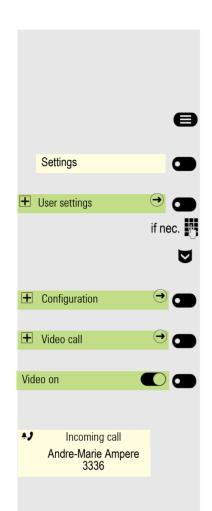


The OpenScape Desk Phone CP700/700X will login using the given user credentials. If the data is incomplete (missing server address, username or password) the phone will not try to login at all.

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







Answering a video call

Prerequisite: The configuration to accept video media has to be enabled. In case it was not enabled by administrator, you can configure the video media using the "User settings" menu.

Press the key for the Main menu if needed.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Select the "Configuration" function.

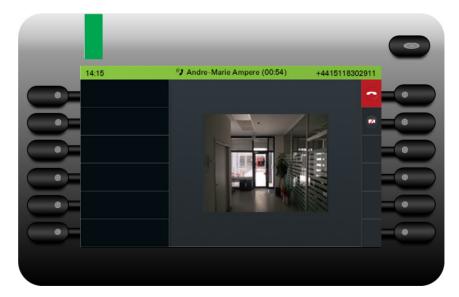
Open using the Softkey.

Open using the Softkey.

Enable or disable using the Softkey.

Incoming video calls appear as basic incoming calls. You can accept, reject or deflect a video call. The incoming video call behaves similarly to basic incoming call, only video media is added.

After accepting the video call, you will be shown the following screen:

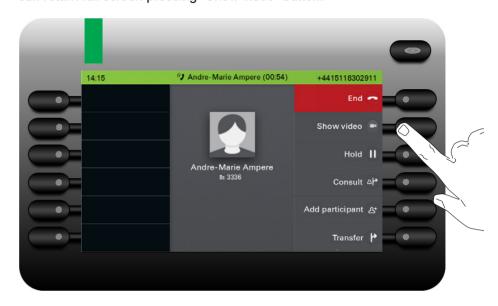




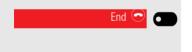
Hide video during a video call

After accepting the video call, press the softkey with the crossed out camera icon.

When you hide video using the Softkey, the following screen is displayed. You can return full screen pressing "Show video" button.



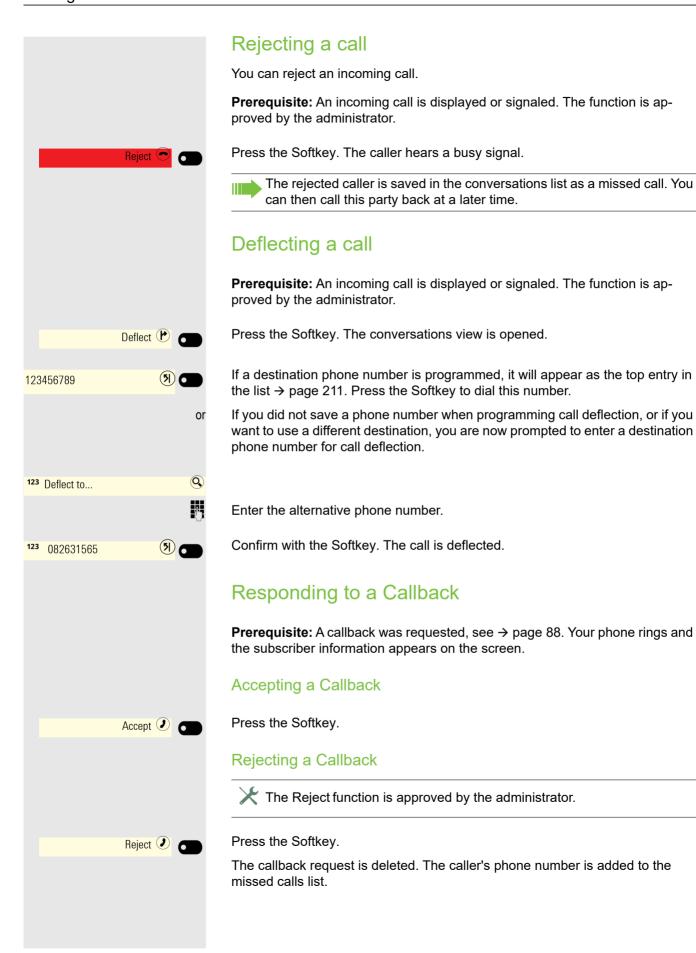
Ending a video call



When the video is off, press the Softkey for ending the video call or



when the video is on, press the Softkey for ending the video call.



123 Dial a number... () 123 082631565 OK Peter Maier

Making calls



If you allowed the option "Busy When Dialing" → page 217, you will not be interrupted by an incoming call. In this case, the caller hears the busy signal.

You make a call by entering the phone number of the relevant party using the dialpad or by searching for this party in the permanent **Conversations** list. Conversations include:

- · Dialed and received calls
- · Subscribers from Exchange
- · Subscribers from a Corporate directory

If you cannot find received or dialed calls in the list, check if the call log is activated.

Off-hook dialing



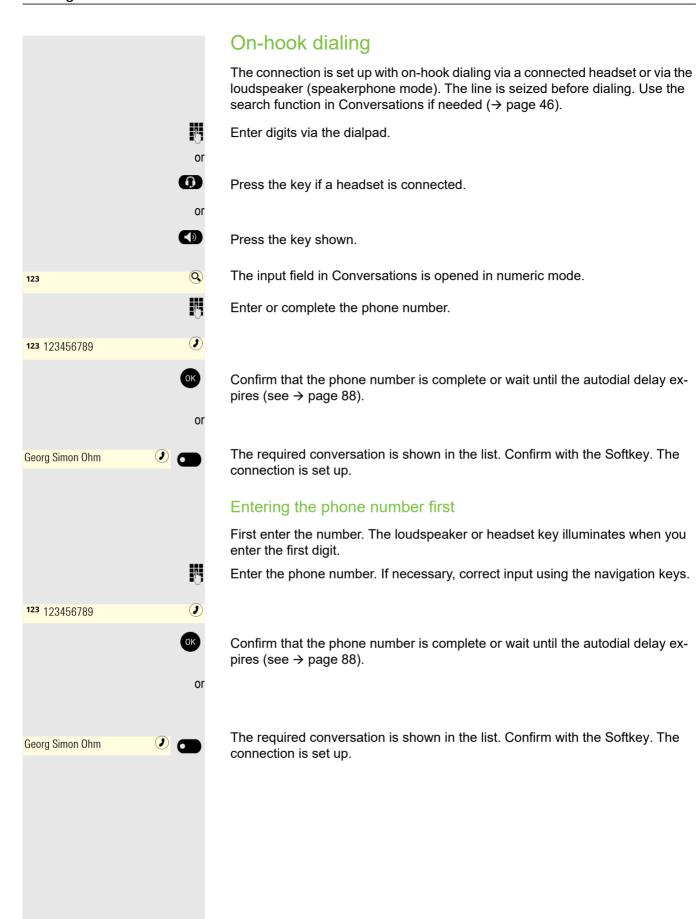
Lift the handset.

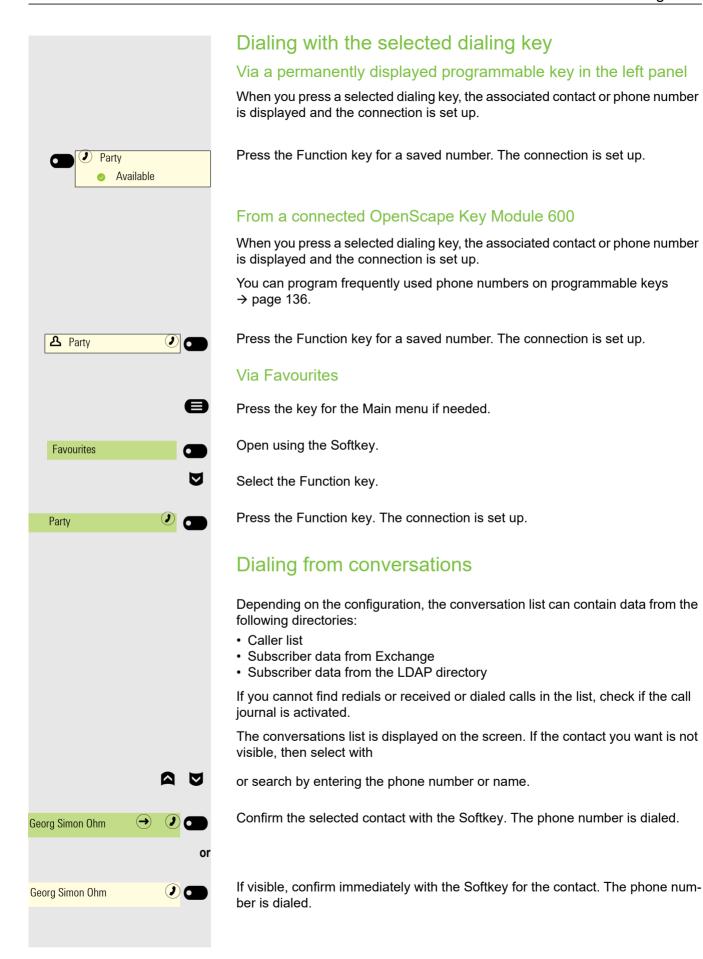
The input field in Conversations is opened in numeric mode.

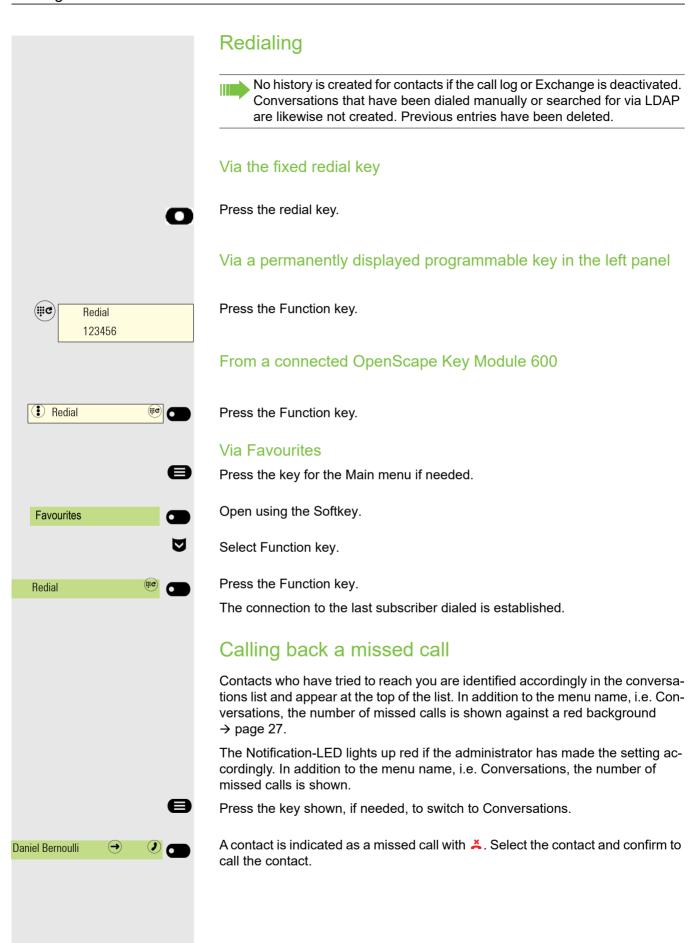
Enter the phone number.

Confirm that the phone number is complete or wait until the autodial delay expires (see → page 88).

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









Cancel callbacks

Requesting callback

You can request a callback if the subscriber called is busy or if nobody answers. You receive a callback when the other party's line becomes free.



This option is only available if both you and your administrator have activated the function (\rightarrow page 220).

This function is available with restrictions on an OpenScape 4000, see → page 250.

Prerequisite: The subscriber called is busy or nobody answers.

Press the Softkey.

Deleting callback requests

You can delete scheduled callback requests if you no longer need to return a call, for example because you have met the other party in person.

Prerequisite: A callback was requested.

Press the Softkey. All callback requests are deleted.

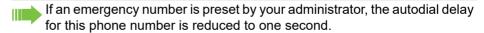
Using autodial delay

A number is automatically dialed after a set delay starting from the entry of the number's last digit. The autodial delay can be used:

- · when dialing in idle mode
- · when deflecting an incoming call
- · during a consultation
- · when transferring an answered call

The delay can be reduced by performing one of the following activities:

- Press the OK key. This always works.
- Lift the handset. This only works if the phone number was entered when the phone was idle or if it was entered for a consultation call when the handset was off hook.



During a call

Activating/deactivating the microphone

You can temporarily switch off the handset microphone to prevent the other party from listening in while you consult with someone in your office for example.

Prerequisite: You are conducting a call.

Deactivating the microphone

Press the key shown.

Activating the microphone

4 Press the key shown.

Changing the volume

You can change the volume of the handset or the loudspeaker during the call.

You are conducting a call.

Adjust the volume using the toggle key \rightarrow page 27.

Switching from handset to speakerphone mode

Take note of the two different processes and activate your preferred setting as appropriate → page 175.

Prerequisite: You are conducting a call via the handset.



The microphone and loudspeaker functions are activated by your administrator istrator.

Open listening in standard mode

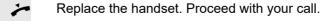


Hold down the key and replace the handset. Then release the key and proceed with your call.

Open listening in US mode (default setting)

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

Press the key shown.





A secure voice communication is indicated by a padlock icon on the status bar.

Switching from speakerphone mode to the handset

Prerequisite: You are conducting a call in speakerphone mode.



Lift the handset.



The key shown is no longer lighting.

Switching from headset to speakerphone mode

In standard mode

Press and hold the key (open listening is activated).

Press the key shown. Speakerphone mode is activated.

In US mode

Press the key shown.

Press the key shown. Speakerphone mode is activated.

Open listening

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

Prerequisite: You are conducting a call via the handset.

Activating

Press the key shown.

Deactivating

Press the illuminated key.

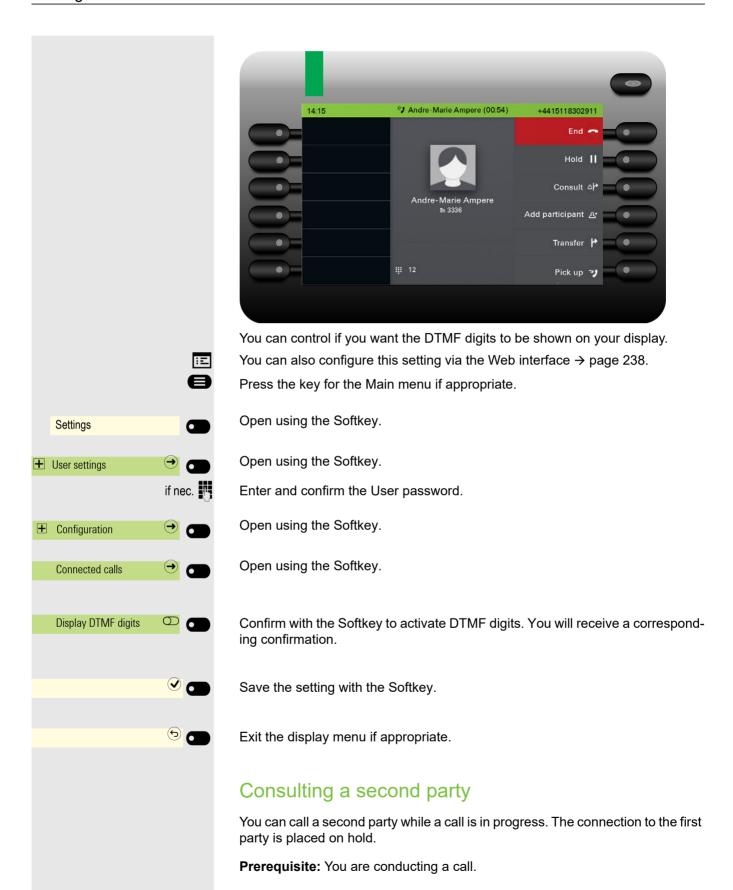
Switching to speakerphone mode

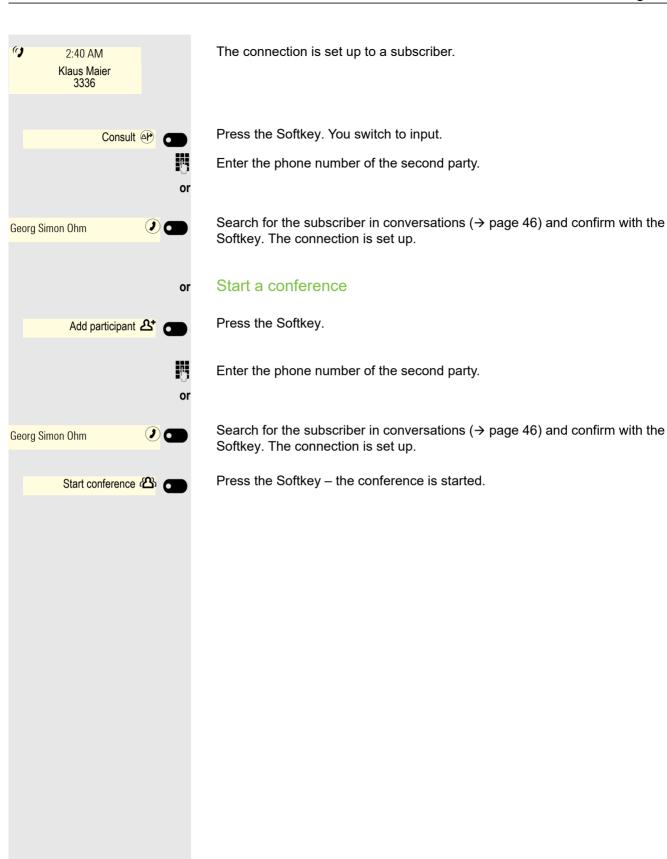
Hold down the illuminated key and replace the handset.

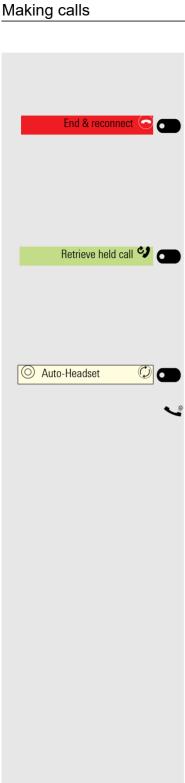
Displaying of DTMF digits

CP phones are able to send DTMF tones when numpad buttons are pressed during an active call.

When you press any of the Numpad keys during an active call, the key(s) pressed will be presented on the call screen:







Ending a consultation call

You end the consultation

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

The second party hangs up

If the second party hangs up, you will be prompted to retrieve the first call again if "Hold and hang-up" is disabled (→ page 209). Otherwise, the first call will remain on hold until you receive this prompt after a defined time interval.

Press the Softkey. You are reconnected with the first party.

Ending the consultation with an active headset



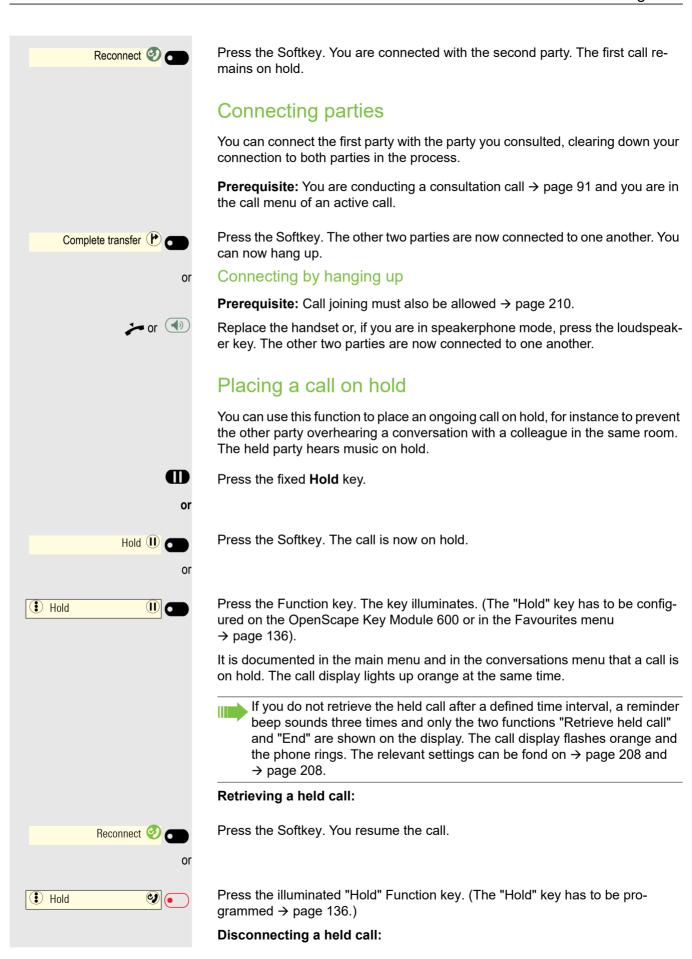
The administrator has additionally configured a key with the "Auto-Head-set" function (AICS Zip tone) on a key module, in the left panel or in Favourites menu (→ page 136).

Press the Function key to activate automatic call answering. This key and the headset key illuminate.

You are conducting a consultation call and the second party hangs up. You are automatically reconnected with the waiting first party. The prompt "Retrieve held call" does not appear.









Press the Softkey to disconnect the held call.

Call waiting (second call)

You can accept a second incoming call in the course of an ongoing call. The caller hears the on-hook signal while you hear a call-waiting signal tone. You can reject, forward or accept the second call. You can block the second call or the signal tone → page 213.

Answering a second call

Prerequisite: You are conducting a call and call waiting is allowed (→ page 213).

The phone rings. The caller is displayed.

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

You can still

- toggle between the first and second call or
- put on hold and retrieve the second and first call alternately → page 95 or
- · initiate a conference

Consultation call from second call

If the second call is your active call you can initiate a consultation call from it.



The administrator must have approved the consultation in the second call.

From a consultation call in the second call you can

- · initiate a conference
- · toggle between the second call and a consultation call
- put on hold and retrieve second and consultation call successively → page 95
- · transfer a call
- · disconnect the calls again

During a consultation in the second call, the first call is parked and can only be unparked if the consultation or second call was ended or these calls were connected.

Disconnecting the second call

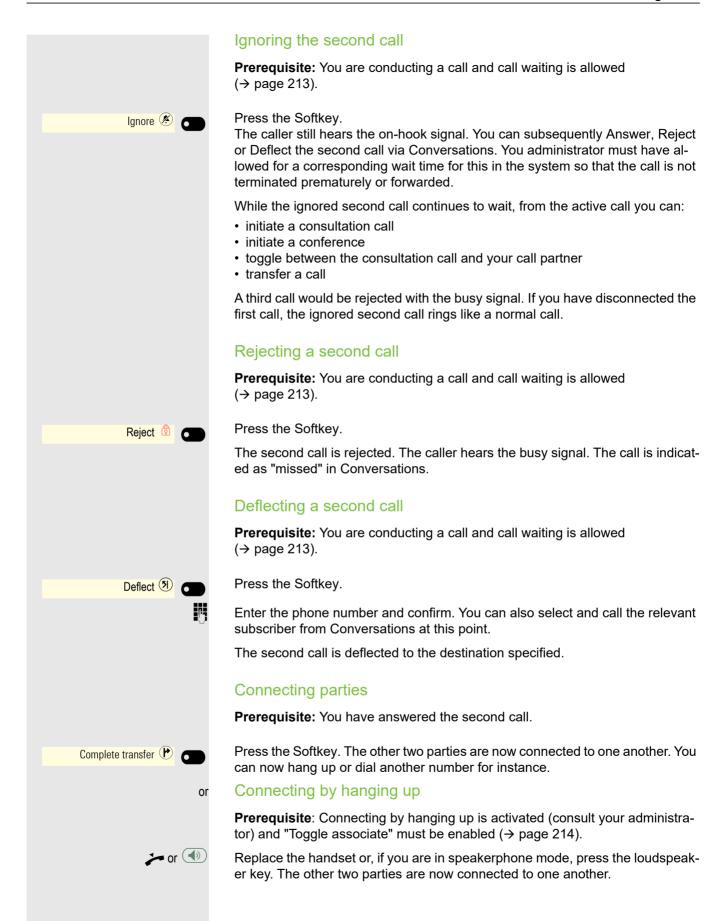
End & reconnect

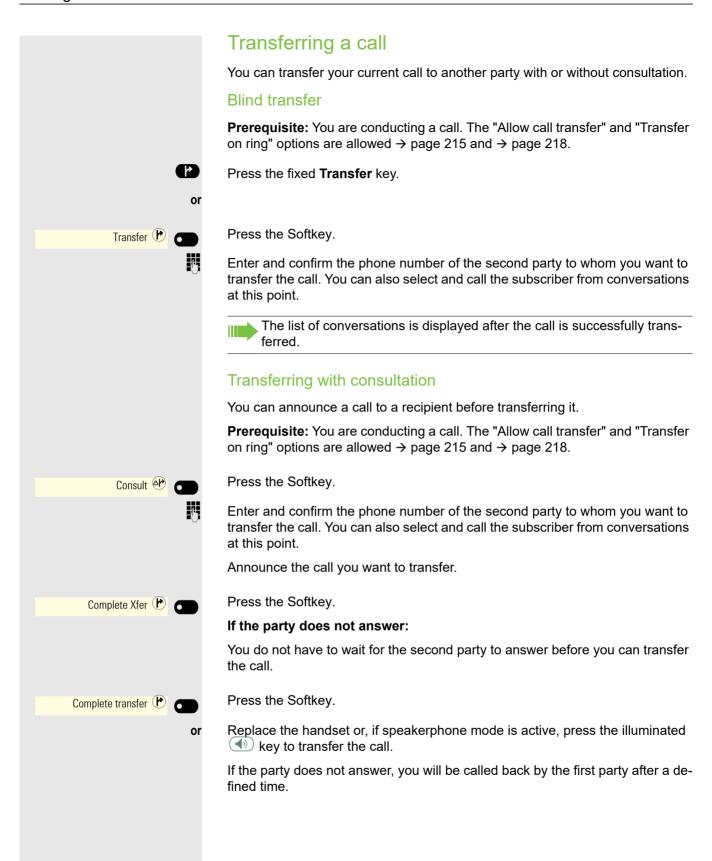
Press the Softkey. The call to this subscriber is disconnected and the call to the first subscriber is reconnected.

Ending the second call

End & reconnect by hanging up

If you or the second call partner hangs up, you will be prompted to retrieve the first call again if "Hold and hang-up" is disabled (→ page 209). Otherwise, the first call will remain on hold until you receive this prompt after a defined time interval.





Transferring with Selected Dialing key Prerequisite: You are conducting a call. The Selected Dialing key should be configured to one of the permanent programmable keys. Your administrator should have configured the option Selected Dial Action on Calls to be either "Consult" or "Transfer". If it is set to "No Action" nothing will happen. If the Selected Dialing key is configured inside the Favourites menu: Press the key for the Main menu. Open using the Softkey. **Favourites** Select the Selected Dialing key and the configured action will be triggered. The call will be placed on Hold and either a Consultation call will take place, or a Blind transfer. If the Selected Dialing key is configured to a permanently displayed key in the left panel: Press the Selected Dialing key and the configured action will be triggered. The call will be placed on Hold and either a Consultation call will take place, or a Blind transfer. The ability to transfer a call using the Selected Dialing keys is also possible for mobile users who are logged on the phone and when a Bluetooth headset is used.



Ending a call

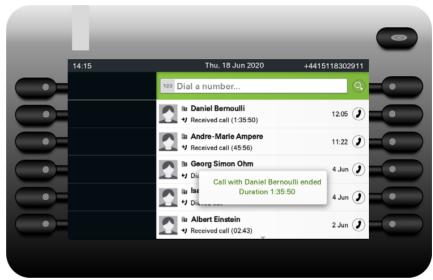
Press the Softkey shown.

Press the key shown. The key LED goes out.

Press the key shown. The key LED goes out.

Replace the handset.

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



Configuring Call forwarding

You can also enter the call forwarding settings via the "Presence" key → page 200.

This is how you set local call forwarding on an OpenScape 4000.

You can also configure this setting via the Web interface → page 238.

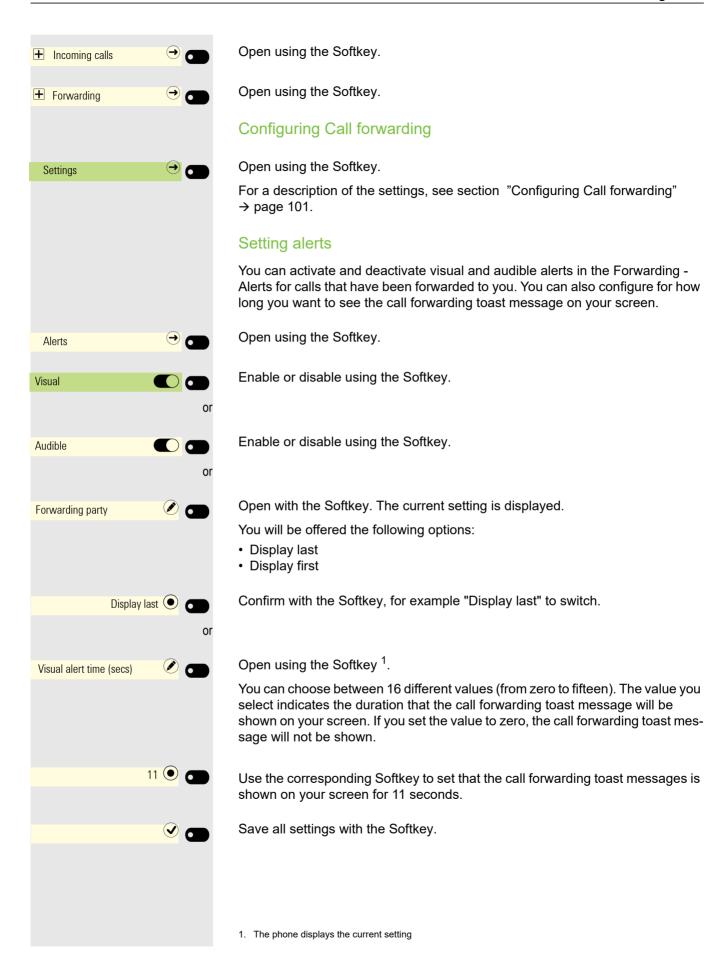
Press the key for the Main menu if appropriate.

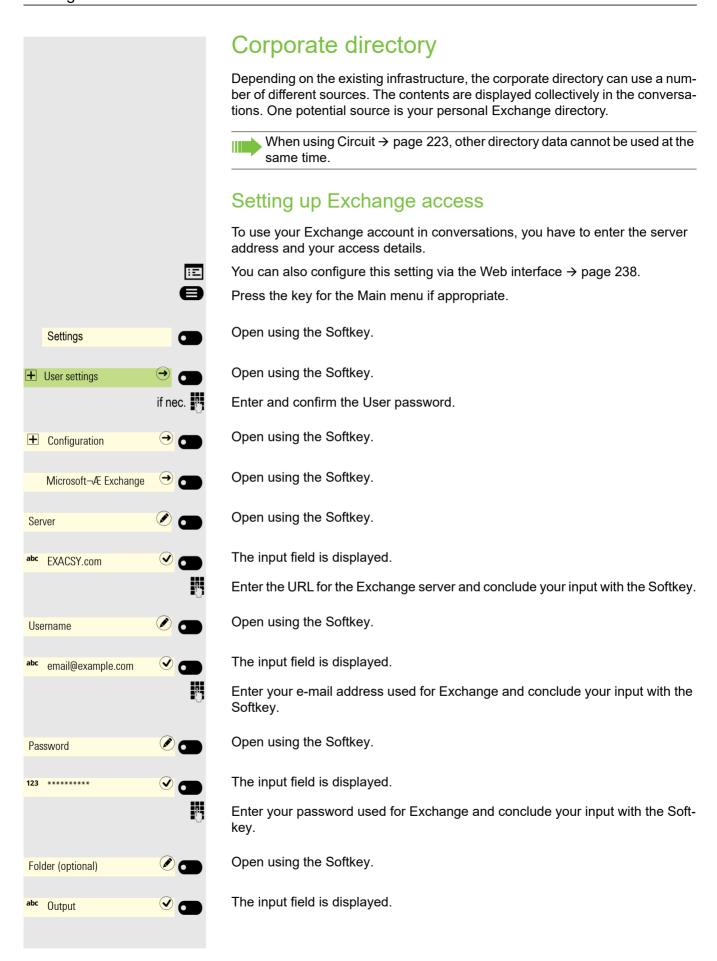
Open using the Softkey.

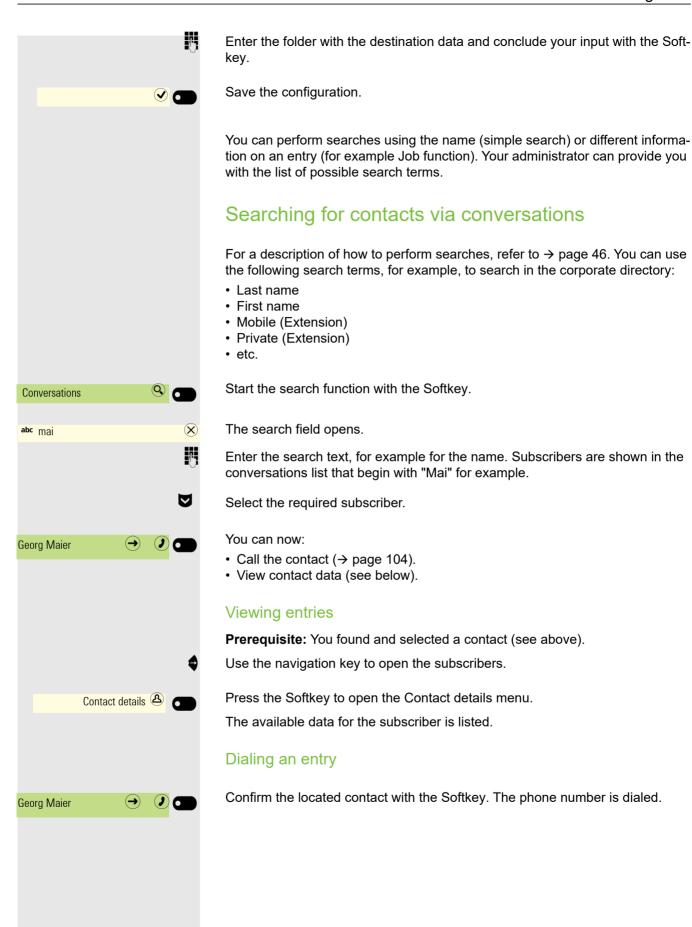
Open using the Softkey.

Enter and confirm the User password.

Open using the Softkey.







Voicemail

Listening to Voicemail

To use this function, you need to have a voice mailbox set up on your communication platform for Voicemails (see → page 65).

The Notification-LED lights up to signal new messages. It only extinguishes when all messages have been picked up. The number of messages is displayed, or the presence of messages is indicated by #.

Picking up messages

Press the fixed MWI key.

Press the key for the Main menu if needed.

Open using the Softkey.

The answering machine will be called.

Importing contacts via WBM

You can import your contacts into your phone through WBM interface (for more information, see "Web interface (WBM)" → page 238). The contact file can be exported from Outlook or OSM.



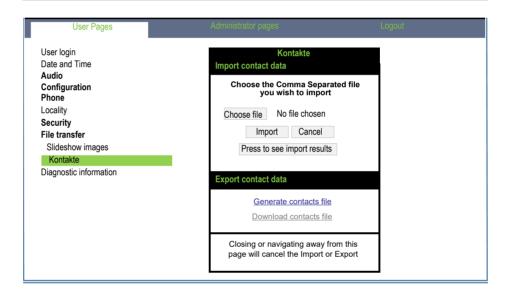
See the products documentation for instructions on how to export contacts from an Outlook client or OSM.



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



Log on to the User Pages on WBM using your password (for more information, see User Pages → page 239.)



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

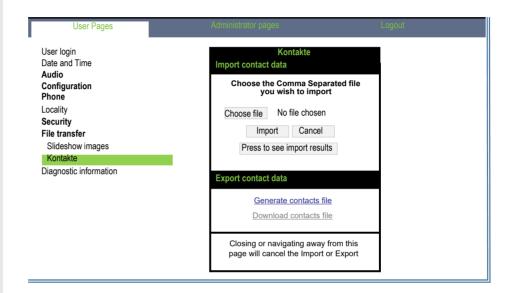
- 1. Click on the "Choose file" button and a window will open onto your PCs file system to allow you to navigate to a local or remote folder and select a file to be imported
 - The default format is ".csv"
 - You can use comma or a semi-colon as a value separator for the imported CSV file
 - When exporting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



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

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



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Exporting contacts via WBM

You can export your contacts from your phone through WBM interface → page 238, so you can use them elsewhere, store them, etc.



Log on to the User Pages on WBM using your password (for more information, see User Pages → page 239).

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

- 1. Once you are logged on the WBM, go to "User Pages", then to "File transfer" and "Kontakte".
- 2. Click on the "Generate contacts file" button and a new internal file containing all the valid contacts will be created.
 - The default format is ".csv".
- 3. Click on the "Download contacts file" button.
 - The .csv file will be downloaded to your PC with the file name "CP_contacts.csv."
 - You can then move/rename the file via your PC.
- 4. Navigating away from this page will remove the internal file and the "Download contacts file" link becomes inactive.



Please note that if you export contacts via Internet Explorer browser, the contacts CSV is written directly on to the page and you must copy and paste it.

Using Bluetooth

Bluetooth is an open standard for high-performance technology and allows wireless communication, for example between PCs and tablets or mobile telephones and headsets.

In contrast to infrared connections, Bluetooth does not require a visual contact for communication purposes and can be used over distances of up to 10 meters.

To exchange data between Bluetooth-enabled devices, the devices need to undergo a one-off discovery procedure.

Discoverability

When first enabling a connection to a Bluetooth device, this function must be switched on \rightarrow page 126.

The OpenScape CP700/700X is recognizable by default for other Bluetooth devices once you have opened the pairing menu.

The Interval (ms) discoverability feature is disabled on exiting the pairing menu in order to prevent misuse.



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

Pairing

Pairing is the process used by two Bluetooth-enabled devices to "see" one another and to "recognize" that they can exchange data. It is therefore used for checking the access authorization of a Bluetooth device in a Bluetooth network. To do this, a 128 bit link key is created for subsequent identification.



Pairing is only performed the first time contact is established between a Bluetooth device and your OpenScape CP700/700X. If the Bluetooth device is successfully paired, no further access authorization checks are necessary. Instead, each subsequent check uses the previously created link key.

Pairing NFC-enabled devices

If your Bluetooth device has a NFC reader (**N**ear **F**ield **C**ommunication), it can be paired very easily with your OpenScape CP700/700X.

The NFC transmitter on the OpenScape CP700/700X is located in the top right area of the display, to the left of the Presence key and below the "N" logo.



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

Transferring contacts

The Bluetooth function on your OpenScape CP700/700X allows you to transfer contacts in **vCard format** (file extension: .vcf) from other Bluetooth devices to your OpenScape CP700/700X and save them in the Conversations list. You can also send entries from the Conversations list as vCards to other Bluetooth-enabled devices



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

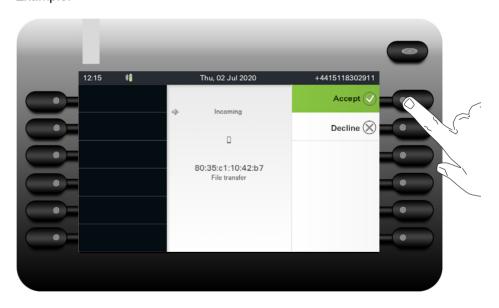
The instructions for data transfer via Bluetooth provided in the relevant manufacturer documentation should be observed.

Receiving a vCard

Prerequisite: The Bluetooth function on your OpenScape CP700/700X is activated → page 125. A vCard file is stored on your Bluetooth-enabled device (PC, tablet, mobile telephone, etc.). Start the data transfer.

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

Example:





Press the Softkey to allow the data transfer.

Saving contacts



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



Sending a vCard

Sending to a paired device

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

Select the required contact from the Conversations menu.

The selected contact is highlighted.

Open the contact.

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

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

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

Sending to an unpaired device

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

Select the required contact from the Conversations menu.

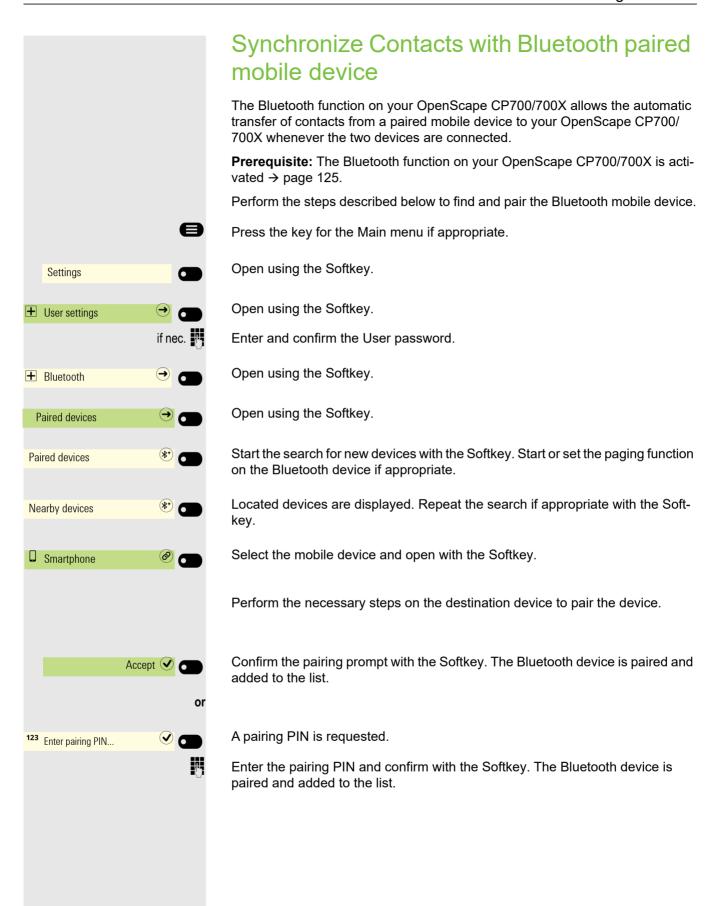
The selected contact is highlighted.

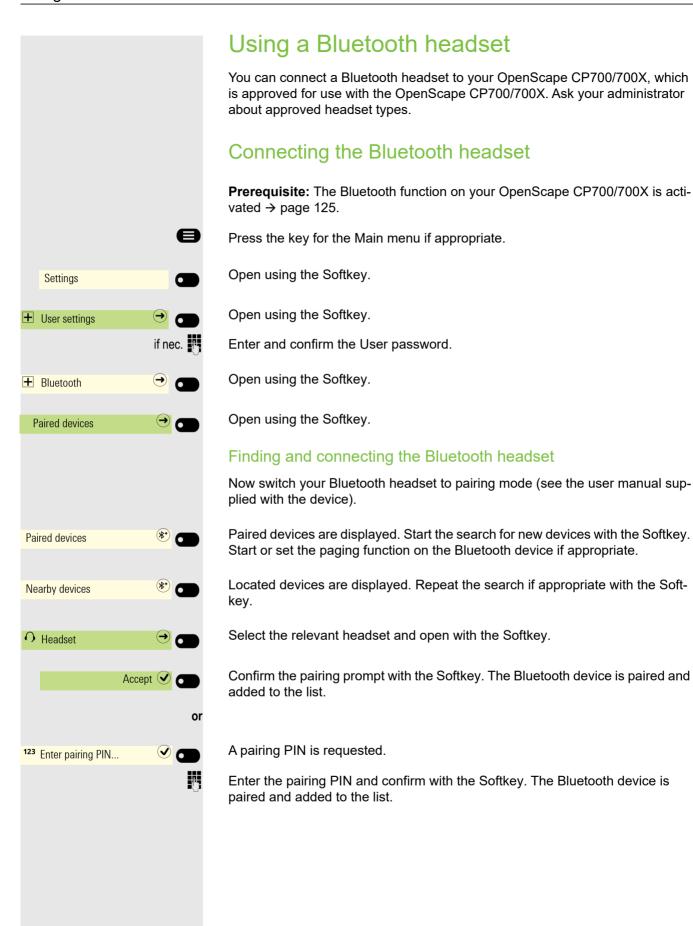
Open the contact.

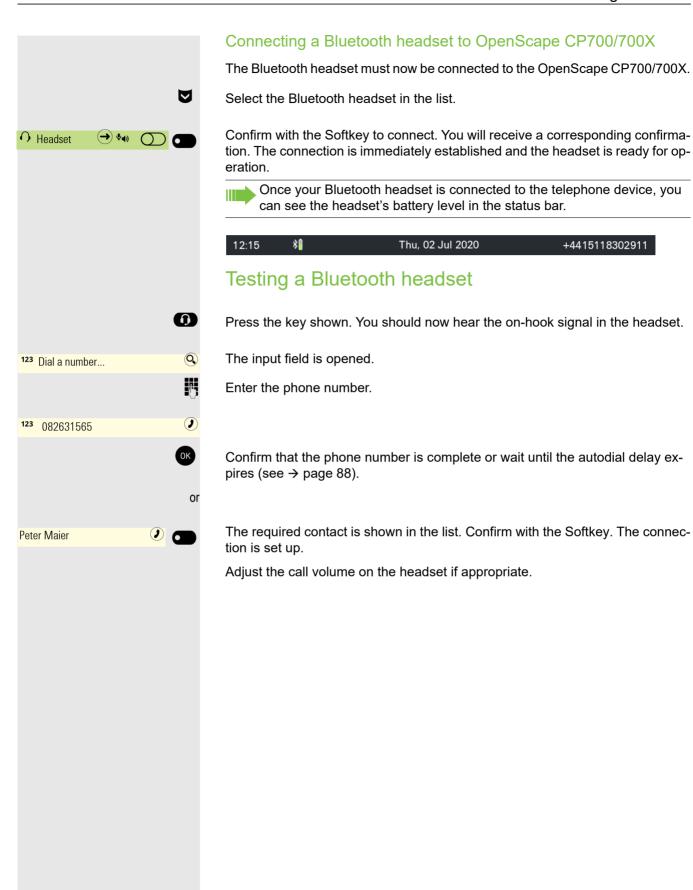
Press the Softkey. The menu for paired devices opens. A search is initiated for devices. Wait until the relevant unpaired device appears.

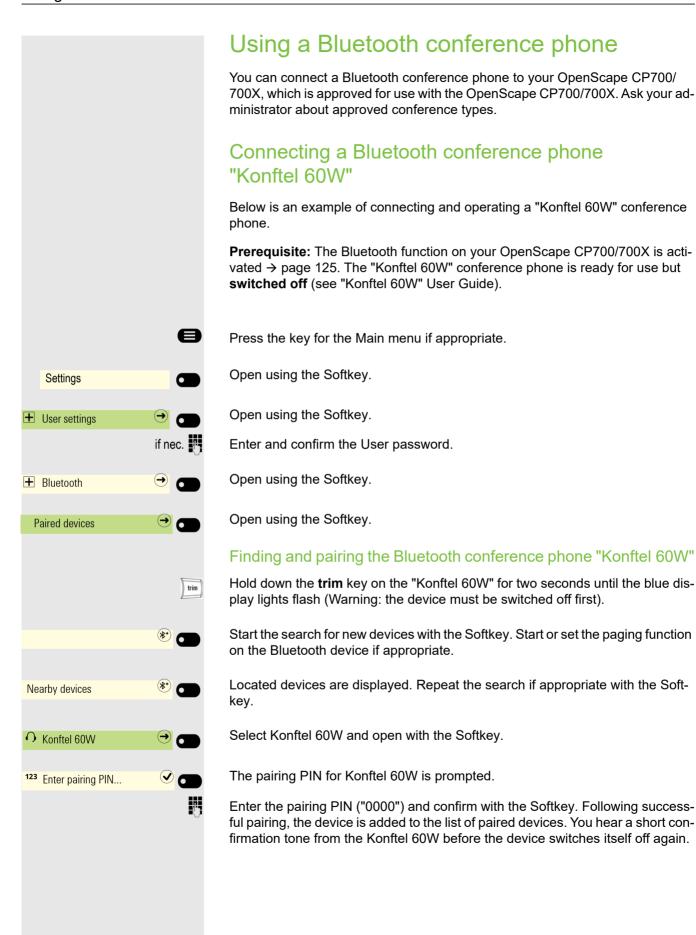
Use the Softkey to confirm sharing on the relevant device. The vCard for the entry is sent (you will receive confirmation).

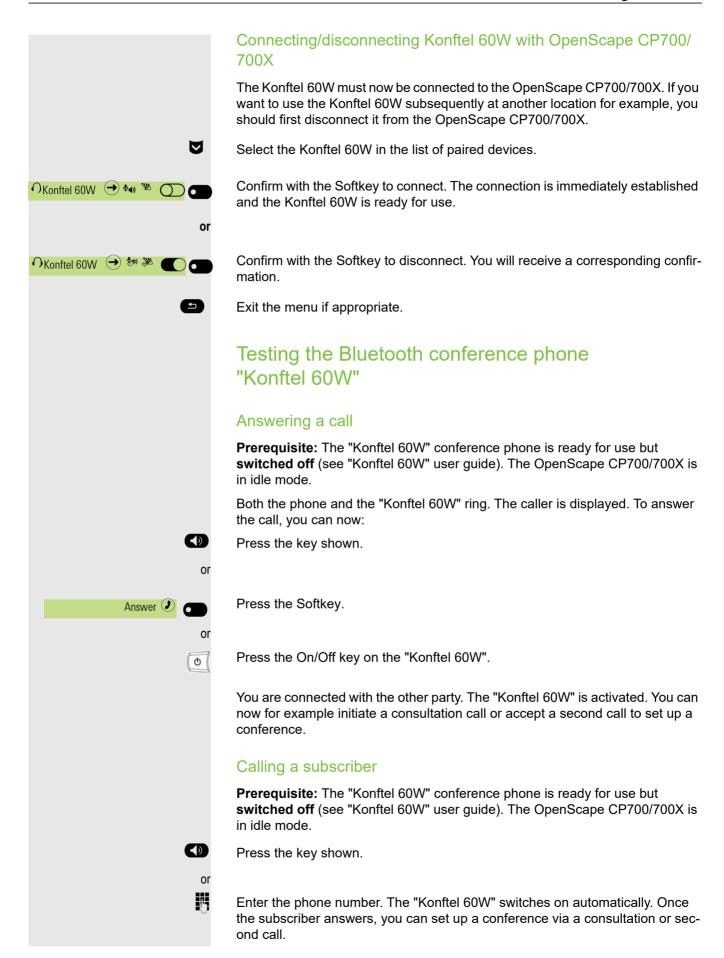
Perform the necessary steps on the destination device to save the vCard data. Detected devices are then deleted from the list.











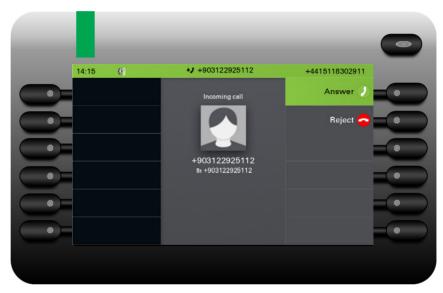
Using a Bluetooth device

You can control calls on the HFAG (hands-free audio gateway, e.g. mobile device) from your OpenScape CP700/700X phone via Bluetooth.



Once your mobile device is connected to OpenScape CP700/700X through the Bluetooth, you can see the mobile's battery level on the top of your CP700/700X main menu screen.

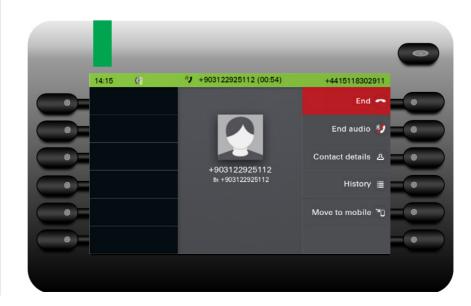
Incoming HFAG call



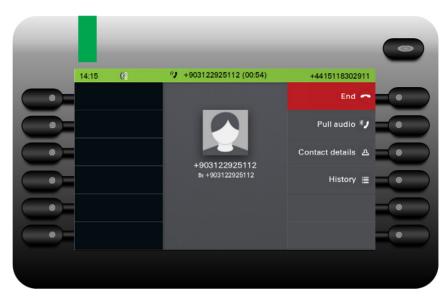
Bluetooth status bar icon indicates an HFAG call.

For more information about how to proceed during incoming call, see "Incoming calls" → page 79.

Connected HFAG call



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



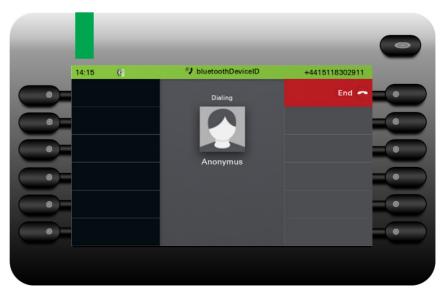
The "Pull audio" button reroutes the audio stream from HFAG back to Open-Scape CP700/700X.

Audio has to be pulled to the phone. The option to end the audio on the mobile phone is rejected by the CP phone.

For more information about how to proceed during a call, see "During a call" → page 89.

Outgoing HFAG call

Outgoing Call Dialling

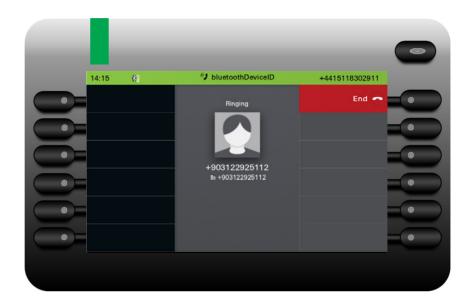


Bluetooth status bar icon indicates an HFAG call.

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

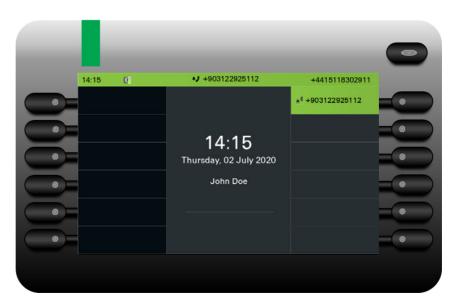
- NO CARRIER
- BUSY
- NO ANSWER
- DELAYED
- BLACKLISTED

Outgoing Call Ringing



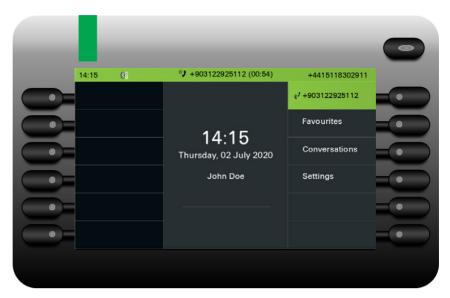
HFAG call states in Main Menu Screen

Incoming HFAG call in the Main menu screen



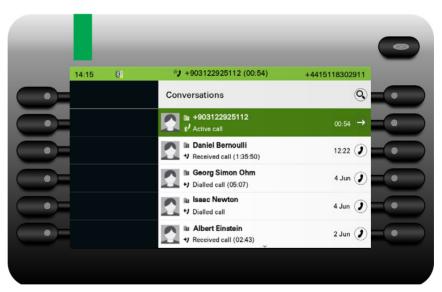
The icon with the Bluetooth rune index indicates an incoming HFAG call.

Connected HFAG call in the Main menu screen



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

HFAG call states in Conversations Screen



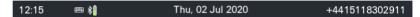
Connected HFAG calls are displayed in the conversation list. The HFAG call is distinguished from native calls by a special call state icon under the user name/ or phone number.

Using Bluetooth keyboard

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

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

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



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

Supported languages

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

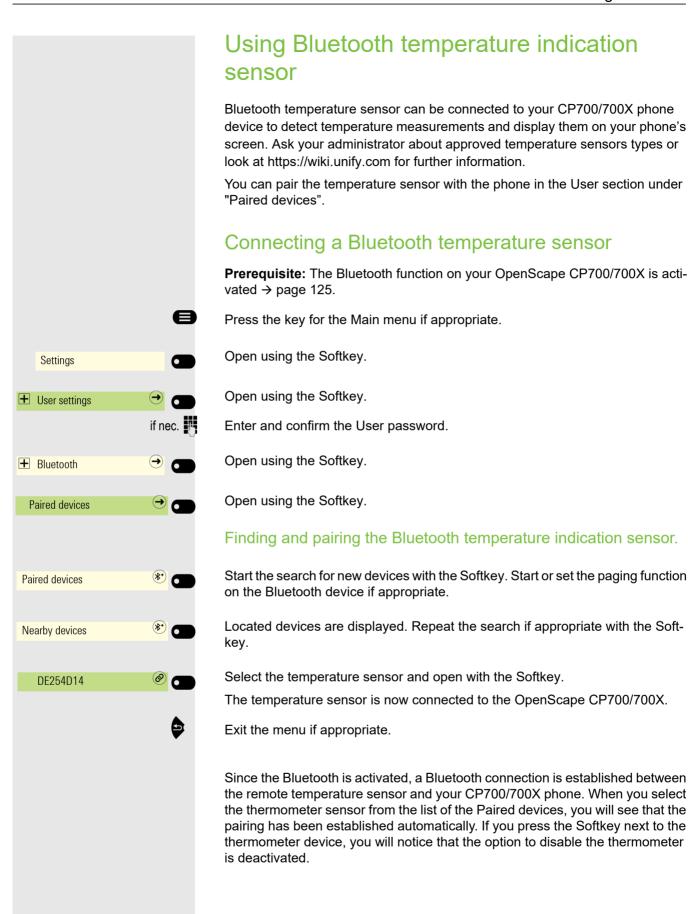
Navigation keys

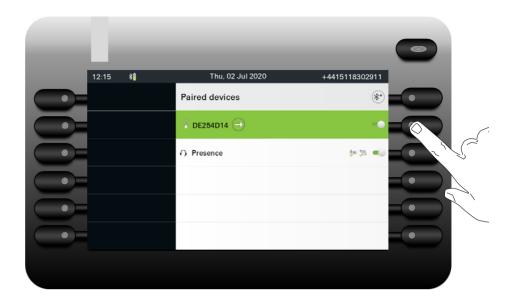
Navigation keys work as following:

- · Direction keys? should work as direction keys on 5-way navigator
- Enter? OK
- · Backspace ? Back
- · Esc? Go to landing screen
- Tab? Menu key
- · Menu? Menu key
- · Volume keys ? Volume keys
- · Mute key? Microphone mute
- "Find" ? Go to Conversations and start searching
- Page down key? moves highlight down by the number of screen lines. Since this is only CP700/700X that is equivalent to 5 down nav. key presses
- Page Up key? equivalent to 5 up navigation key presses
- Home key? equivalent to long press Up navigation key presses
- End key? equivalent to long press Down navigation key presses

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

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



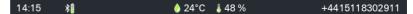


Temperature and humidity measurements

The temperature and the percentage of the humidity will be displayed on the main menu screen of your phone. Every 30 seconds, the measurements are updated automatically.



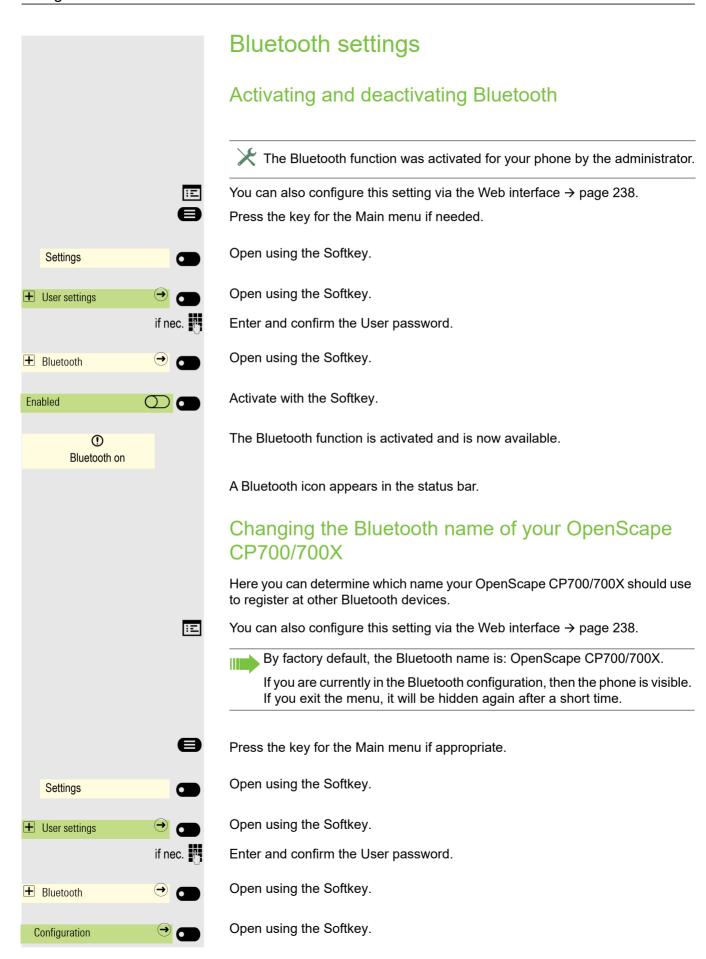
The temperature and humidity measurements are also displayed in the status bar when the phone is idle, interchanging with the current date.



The country settings → page 183 of the phone determines whether the temperature is displayed either in Celsius or in Fahrenheit according to the local standard.

Deactivating the temperature sensor

Please note that if you want to deactivate the temperature sensor, you have to remove the Bluetooth sensor device from the list of the Bluetooth devices → page 130.





Open using the Softkey. The current name is displayed.

The predefined name is entered.

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

Save the setting by selecting the Softkey.

Managing Bluetooth devices

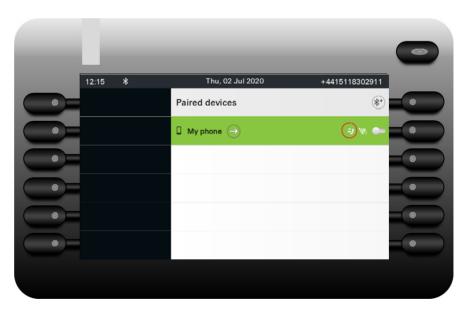
The following functions are available in the Bluetooth pairing manager:

- · Add Bluetooth device
- · Delete Bluetooth device list
- · Connect or disconnect paired Bluetooth devices
- · Remove single Bluetooth devices from the list
- · Rename Bluetooth devices in the list



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

Hands-free unit



The "Telephony" icon (in red circle) indicates, that the paired device can be connected as hands-free Bluetooth device. The device now provides remote telephony functionality/remote telephony source. When connected, the Bluetooth device can be used to make or receive calls.

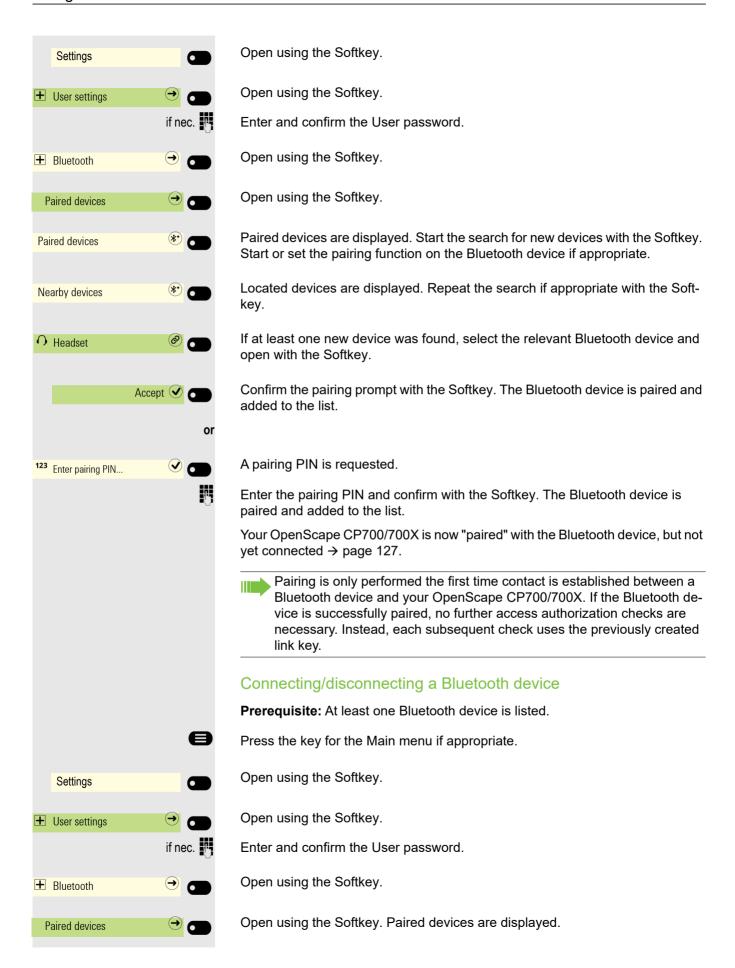
Adding Bluetooth devices

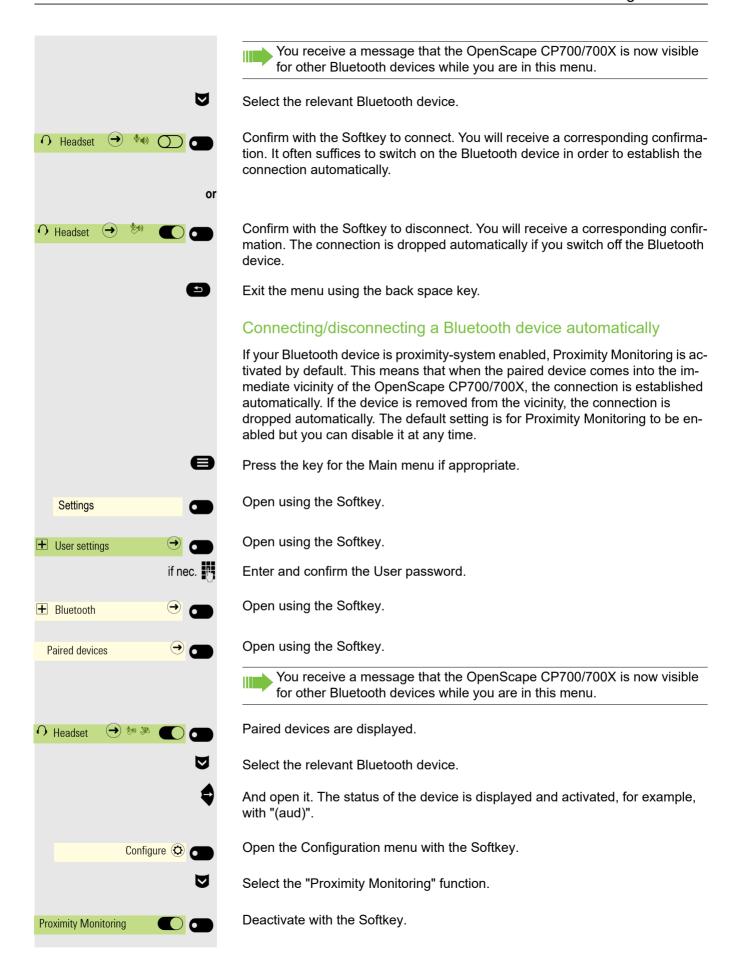


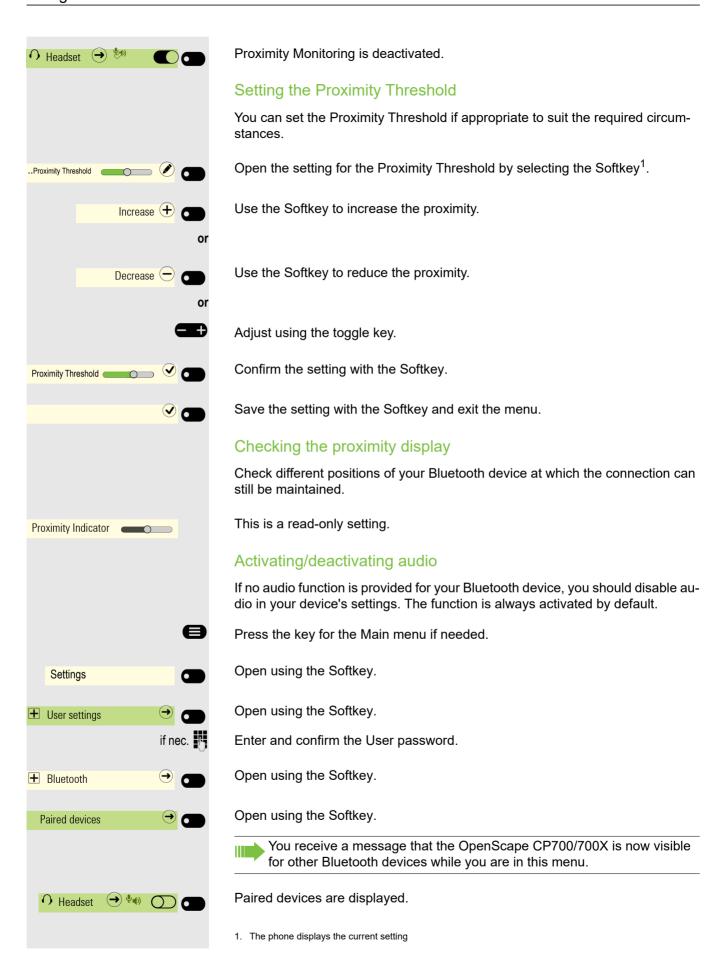
If your Bluetooth device has a NFC reader (Near Field Communication), it can be paired very easily with your OpenScape CP700/700X, see → page 109.

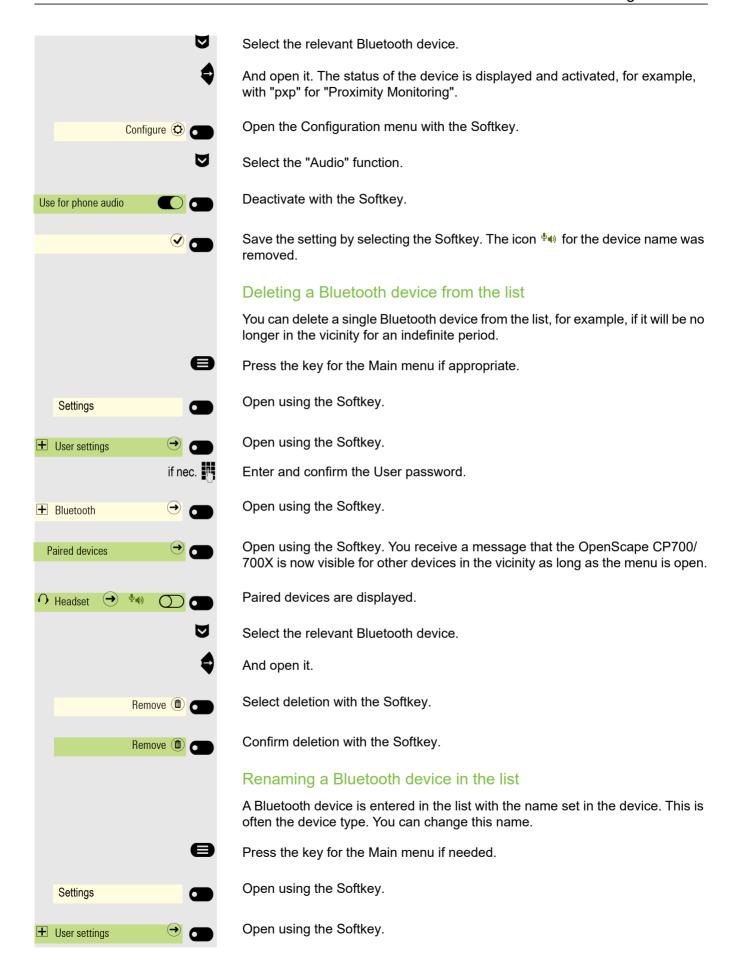


Press the key for the Main menu if appropriate.

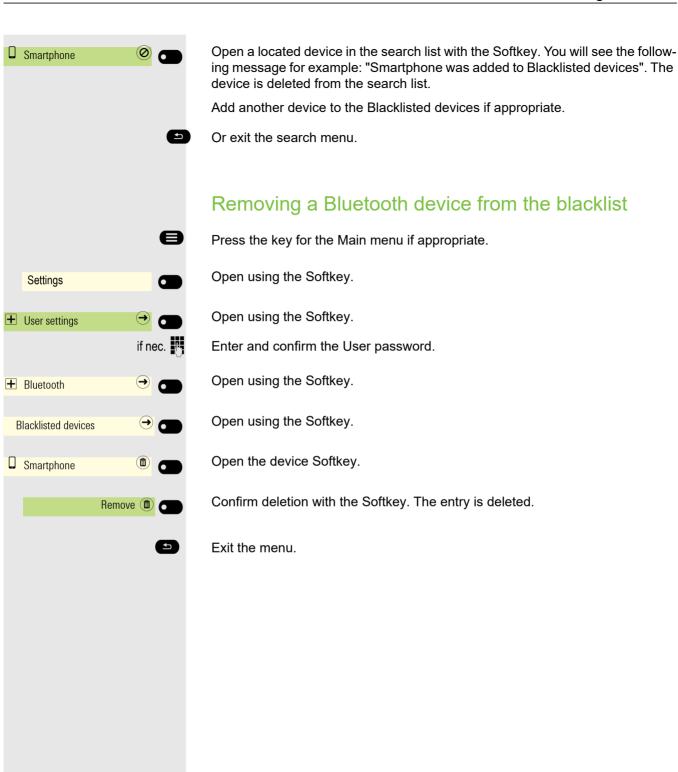


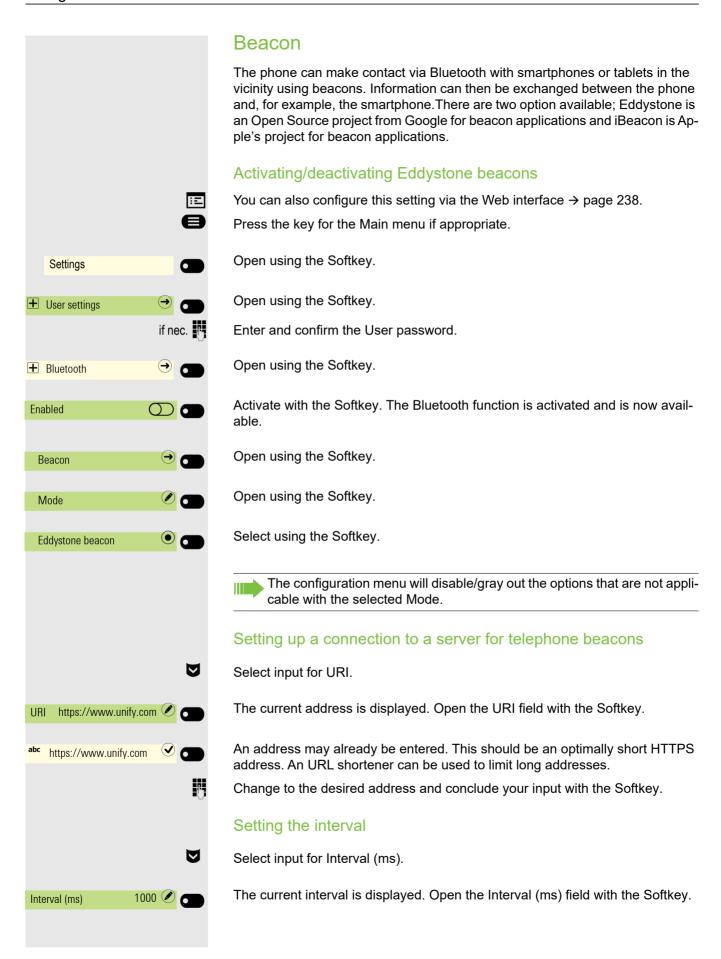


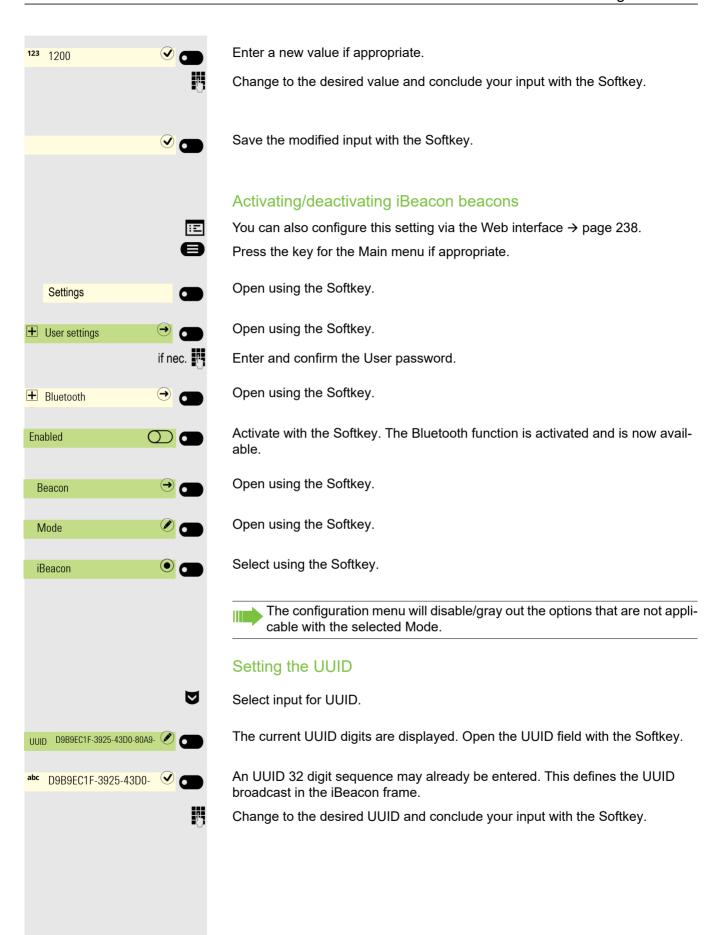














Setting Major

Select input for Major.

The current input is displayed. Open the Major field with the Softkey.

An input may already be entered. This is used by the iBeacon application to identify the beacon.

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

Setting Minor

Select input for Minor.

The current input is displayed. Open the Minor field with the Softkey.

An input may already be entered. This is used by the iBeacon application to identify the beacon.

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

Programmable keys

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

If you have **not** connected a OpenScape Key Module 600, you can use the Favourites menu to program frequently used functions. To find out how to program Feature keys in this menu, refer to → page 59.

The CP700/700X comes with 6 illuminated, free programmable keys permanently displayed on the left panel of the display and additionally 6 keys in the Favourites menu, all of which can be programmed on two separate levels.

TheOpenScape Key Module 600 comes with twelve Feature keys, all of which can be programmed on two separate levels → page 59. You can toggle between the key levels using the two level keys. The Feature keys can also be programmed via the Web interface → page 238.

List of available functions

Unallocated
 Selected dialling
 Solution
 DND

3. Redial4. CF unconditional24.Group pickup25.Repertory dial

5. CF no reply 26.Line

6. CF busy 27.Feature toggle¹

7. CF unconditional - any 28.Mobility

8. CF no reply - any 29.Directed pickup

9. CF busy - any 30.Release 10.CF unconditional - ext. 31.Callback¹

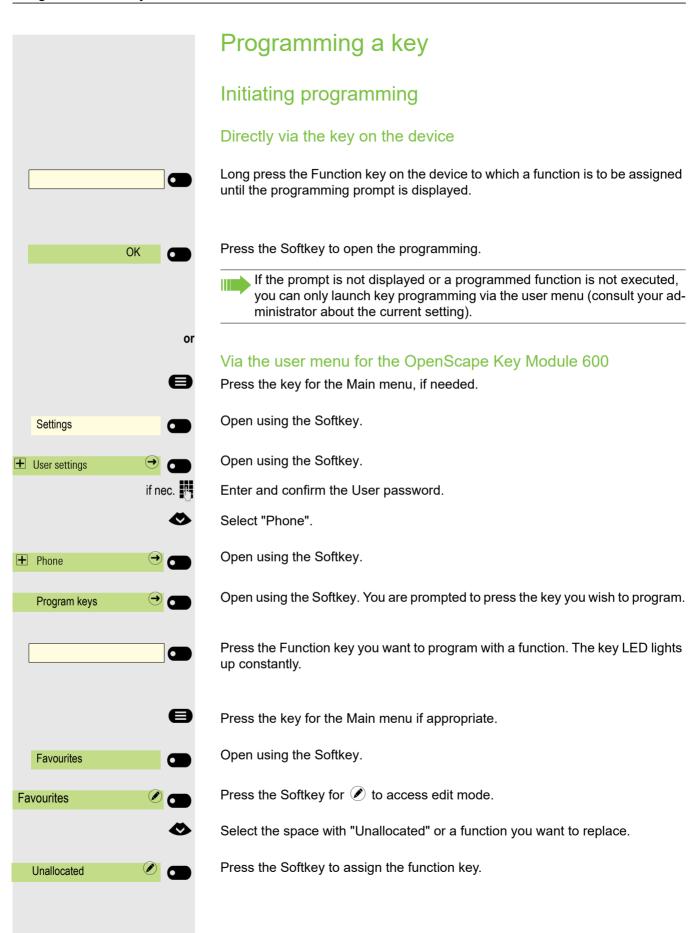
11. CF unconditional - int. 32. Cancel callbacks¹

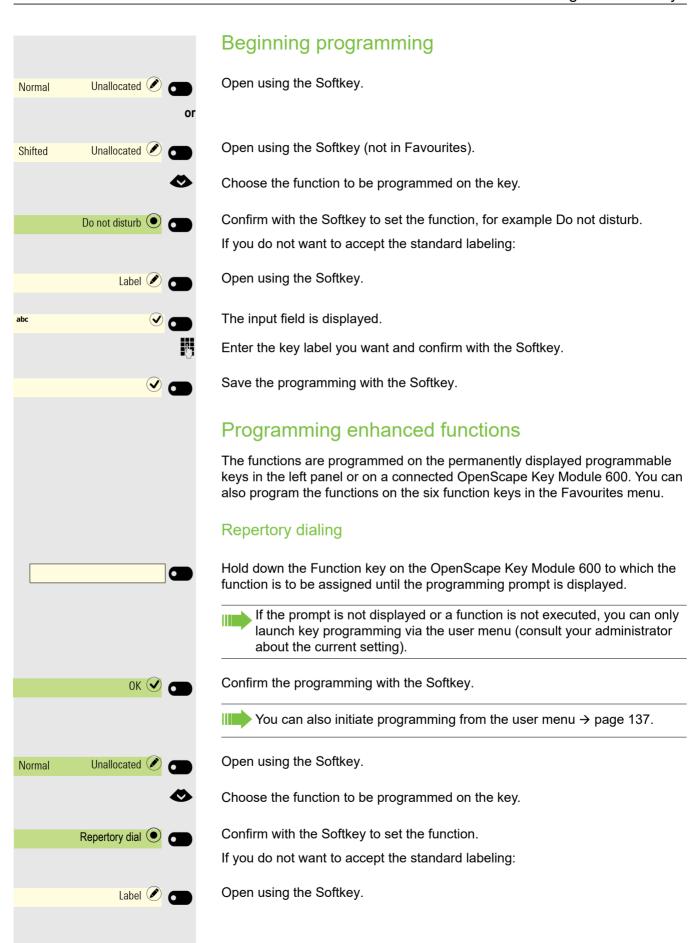
12.CF no reply - ext. 33.Consult 13.CF no reply - int. 34.DSS

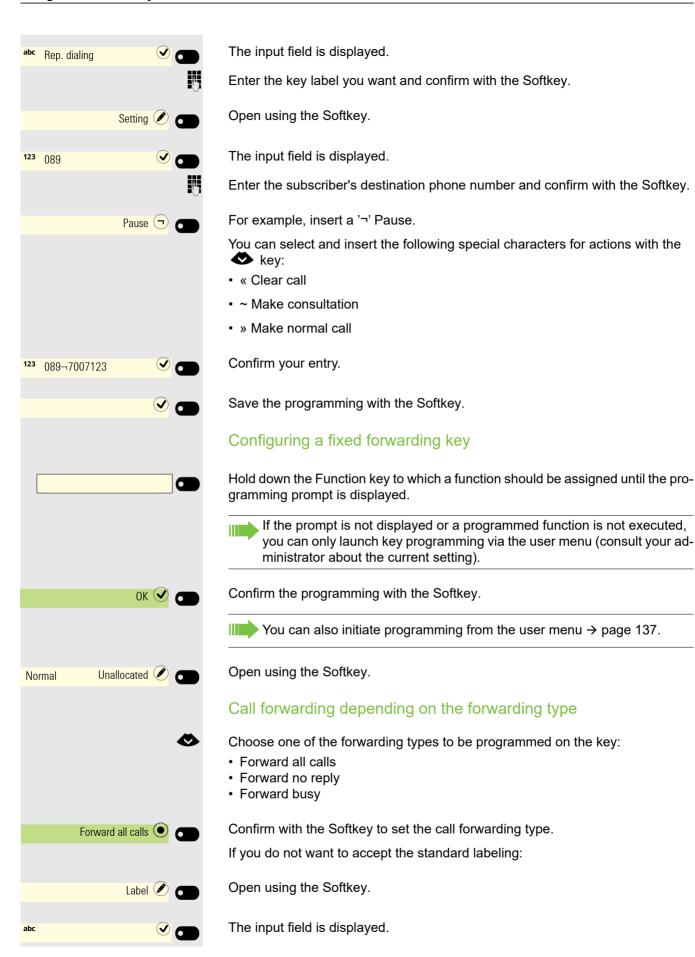
14.CF busy - ext.35.Call waiting15.CF busy - int.36.Immediate ring116.Ringer off37.Start recording117.Hold38.AICS Zip tone18.Alternate39.Server feature

19.Blind transfer call
20.Transfer call
41.Send URL
21.Deflect
42.2nd alert

1 The feature is not available on an OpenScape 4000 telephone system. See also \rightarrow page 250.









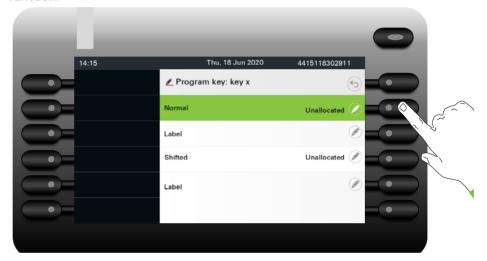
Enter the key label you want and confirm with the Softkey.

Save the programming with the Softkey.

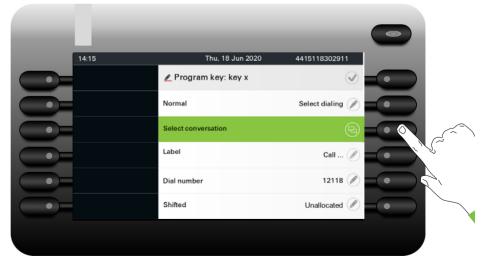
Setting up dialing keys with contact data from an existing local conversation

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

In the Program keys menu or in the Favorites menu, hold down the Function key to which a function is to be assigned and then press the Softkey next to **OK**. The key programming menu is displayed. Select **Normal** and choose the desired function.



Then from the Program key screen highlight the **Select conversation** option and press the Softkey next to it.



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

You will be redirected back to the Program key screen where the Dial number now shows the default number or the chosen number of the contact and the Label shows the contact's name.

14:15 Thu, 18 Jun 2020 4415118302911

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

Using keys

Function keys on the OpenScape Key Module 600

Paste

A function or selected dialing can be programmed on the first or the second level. When you have pressed a Function key, the status icon on the key display changes, for example, and possibly also the information shown on the telephone display.

Use these keys on the OpenScape Key Module 600 to switch to the relevant level.

Example 1: Calling saved number

Press the Function key for a saved number. The connection is set up.

Example 2: Activating/deactivating Call waiting

You can press a key to activate or deactivate call waiting functionality, even during a call. The prerequisite for this is that a second call is permitted (→ page 213). A second call is allowed by default.

Press the Function key shown. The key LED extinguishes and the status symbol changes to \bigcirc . The second call function is deactivated. The call is rejected or forwarded.

Function keys in the Favourites menu

Example 1: Number redial

You can redial the last number dialed with the Function key.

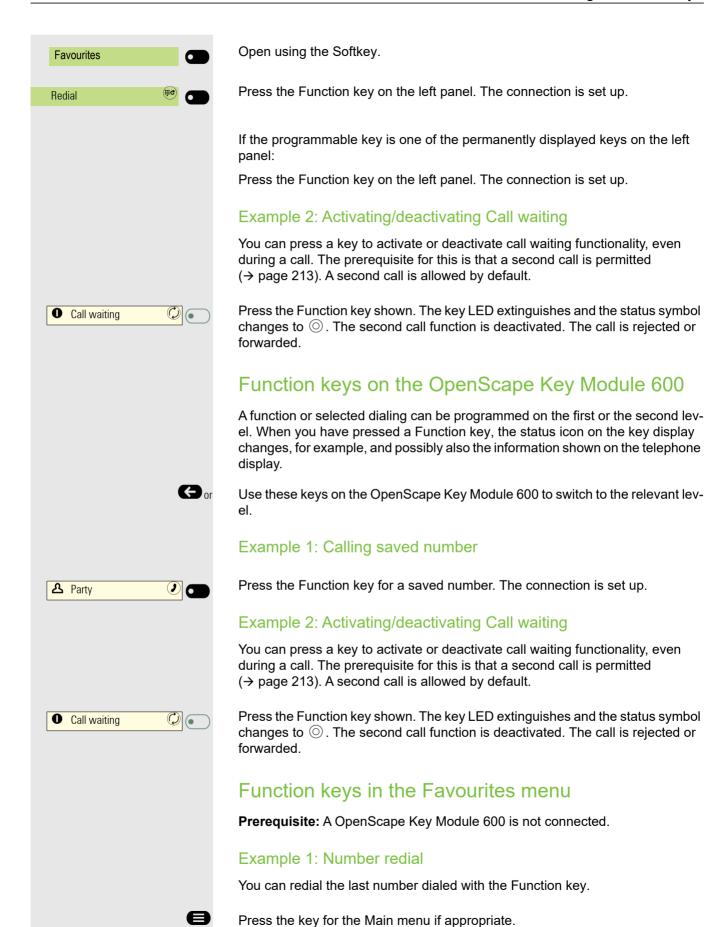
Press the key for the Main menu if needed.

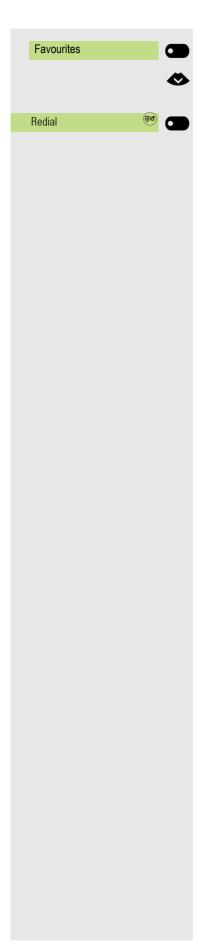
It the programmable key is in Favorites:



(- or



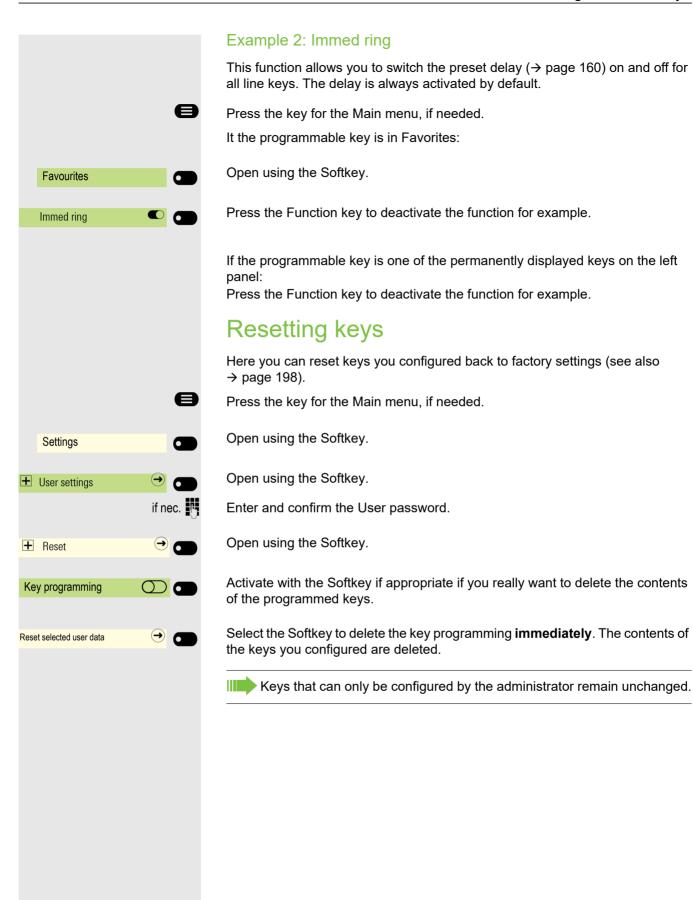




Open using the Softkey.

Select Function key.

Press the Function key. The connection is set up.



Making calls in the team

Group call

Your administrator can incorporate multiple telephones in a call pickup group. If your telephone belongs to a pickup group, you can also accept calls intended for other members of the group.

A group call is displayed on the phone. The administrator may have made the following settings for signaling:

Telephone status			Ring on group call = Yes	Ring on group call = No
Ringer on	Silent ringing		Ringer Speaker	Beep Speaker
	in connection	Handset	Ringer Speaker	Beep Handset
		Handset Open listening	Beep Handset and loud- speaker	Beep Handset and loudspeaker
		Headset	Ringer Speaker	Beep Headset
		Headset Open listening	Beep Headset and loud- speaker	Beep Headset and loudspeaker
		Speakerphone mode	Beep Speaker	Beep Speaker
Ringer off	Silent ringing		Nothing	Nothing
	in connection	Handset	Nothing	Beep Handset
		Handset Open listening	Beep Handset and loud- speaker	Beep Handset and loudspeaker
		Headset	Nothing	Beep Headset
		Headset Open listening	Beep Headset and loud- speaker	Beep Headset and loudspeaker
		Speakerphone mode	Beep Speaker	Beep Speaker

The volume settings can be found from \rightarrow page 76.



Further administrator settings for group calls:

- The group call can be picked up both by lifting the handset and via the "Pickup call" menu option.
- The group call can be picked up via the "Pickup call" menu option but **not** by just lifting the handset.
- · A key is programmed for Call pickup.
- A message is output on the display with the Call pickup key when a group call is waiting.



Picking up the group call only using the key

Prerequisite: The Call pickup key is configured.



Your administrator has set up the group call such that it is only displayed by the Call pickup key fleching. The by the Call pickup key flashing. The phone can also ring when idle.

A group call is waiting. The Call pickup key flashes. The group call is not shown on the display.

Press the Function key shown.

The group call is now shown on the display with

Pickup: Caller for: Party

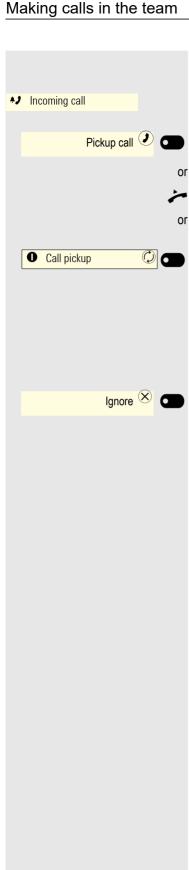
Picking up a group call immediately



Your administrator has set up the group call such that it will be shown immediately on the display. mediately on the display.

A group call is waiting and is shown on the display with

Pickup: Caller for: Party



Picking up a group call

A group call is signaled.

Confirm with the Softkey.

Lift the handset (only if the appropriate function is set by your administrator).

Press the Function key or press it again if call answering was initiated via the key. The speakerphone function is activated.

Prerequisite: The "Call pickup" key was programmed on a permanently displayed programmable key in the left panel or on a connected key module.

Ignoring a group call

Press the Softkey. The phone stops signaling the group call. It can still be answered however from the conversations list.

Direct station selection keys Apart from line keys, the administrator can also configure direct station selection (DSS) keys. You can use a DSS key to call an internal station directly, pick up calls for this station or forward calls directly to it. The DSS keys are also used for consultation calls.

This function is not available to you on an OpenScape 4000, see → page 250.

Calling a subscriber directly

You cannot use DSS if the user is on another call (flashing LED).

With default outgoing line

Press the relevant DSS key. The key label switches to show the phone number of the outgoing line.

The line key illuminates. The connection was established by means of the selected outgoing line.

Selecting the outgoing line

Press the line key (e.g. line 2) to select the line for the outgoing call.

Press the relevant DSS key.

The selected line key illuminates. The connection was established via the selected line. The DSS destination is displayed.

The phone number of the outgoing line is displayed on the DSS key.

The administrator can configure the DSS key so that the connection is also established when the DSS subscriber has activated do-not-disturb or call forwarding.

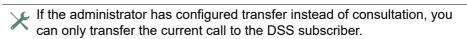
Consultation with the DSS subscriber

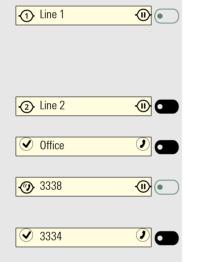
Prerequisite: You are conducting a call and the administrator has configured the DSS key for consultation.

Press the Softkey. The input field in conversations opens.

Press the relevant DSS key.

The connection was established by means of the active line. The first call is placed on "hold". If the subscriber answers, you can toggle, transfer the first call or initiate a conference.





Consult (4)

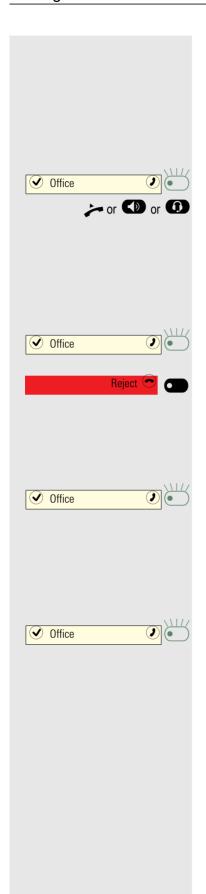
(II)

Office

⊘ 3338

Office

0



Call pickup

You can pick up calls for the DSS subscriber. The LED flashes if a call is incoming for this station's line.

Indirect pickup

Prerequisite: The auto-answer function is deactivated → page 205.

Press the DSS key. The call is routed to your primary line and rings.

Lift the handset or press the speaker or headset key. You are connected to the subscriber.

Rejecting a call

Prerequisite: Your administrator enabled the Reject option for DSS keys and deactivated Auto-answer → page 205.

Press the DSS key. The call is routed to your primary line and rings.

Press the Softkey. The caller hears a busy signal.

Direct pickup

Prerequisite: The administrator has configured the **Monitor only** option to "No" and the **auto-answer** function is activated → page 205.

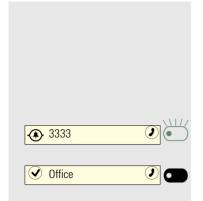
Press the DSS key. The call is routed to your primary line and you are immediately connected with the other party via speakerphone.

Monitoring a call

Prerequisite: The administrator has configured the **Monitor only** option to "Yes" and the **auto-answer** function is deactivated → page 205.

Press the DSS key. This will result in monitoring the call without answering it.

In case the DSS line is registered to more than one device, the devices configured with the **Monitor only** option set to "Yes" will not be able to answer the calls; they will be able to only monitor the status of the line.



Deflecting a call to a DSS subscriber

Prerequisite: The deflect function is enabled for DSS keys. For information on the current setting, see → page 212.

If you receive a call on one of your lines, you can immediately deflect it to the DSS subscriber.

Your phone rings and a line key flashes.

Press the relevant DSS key. The call is deflected to the DSS subscriber. If the DSS subscriber does not answer, you can pick up the call by pressing the line key.

LED display on DSS keys

DSS key	Meaning	
	Off: The phone is in idle mode.	
<u>\\\</u>	Flashes : You can accept a call for the DSS subscriber via the key. The call is routed to your primary line when the call is accepted.	
•	Illuminates : The line is busy. Provided that second call is activated you can still reach the DSS subscriber via the key. It can accept your call as a second call.	

MultiLine Z

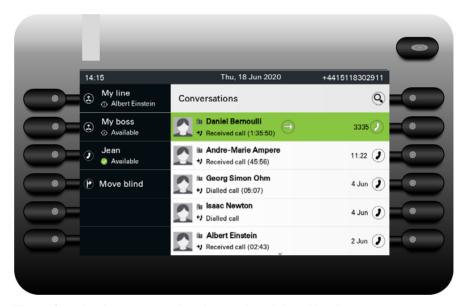
The next section describes the settings for a MultiLine phone and how to use a MultiLine phone. To simplify understanding, we recommend first reading the Section "Operating your OpenScape Desk Phone CP700/700X (→ page 35)". Refer to → page 159 for a detailed description of the settings.

Line/trunk keys



This function is not available to you on an OpenScape 4000, see → page 250.

Programmable keys can be configured by your administrator as line or DSS keys in the left panel or in the Favourites menu or if you have connected a Open-Scape Key Module 600. The left panel could look as follows for example:



These function keys cannot be changed or deleted by the user.

Each key programmed with the "Line" function is handled as a line. This means up to 6 line keys can be configured in the left panel, up to 6 line keys can be configured in the Favourites menu and up to 12 keys on a connected OpenScape Key Module 600.

A distinction is made here between primary, secondary and phantom lines. Each of these line types can be used on a private or shared basis → page 152.

Primary line

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



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

Secondary line

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

Phantom line

Phantom lines are not used as primary lines by any telephones in a line trunk group. Phantom lines are established, for example, when the number of lines provided by a communications system exceeds the number of available telephones.

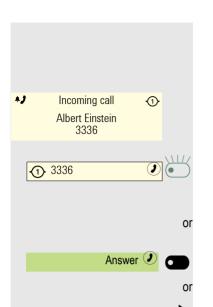
Line utilization

- **Private line**: A line that is used by a single telephone. This line cannot be used as a secondary line by another telephone.
- **Shared line**: A line that is configured on multiple telephones. The line status is displayed for all telephones that share this line. If, for example, a shared line is being used by a telephone, a status message indicating that this line is busy is displayed on all other telephones.
- **DSS line**: A line with a direct connection to another telephone.

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

LED displays

LED	Meaning			
	LED off: The phone is in idle mode.			
	Flashing green: • Incoming call on the line → page 153 • "Hold reminder" is activated → page 208			
	LED flickering green:			
	Outgoing call on the line The incoming call was prioritized and selected in accordance with the "Automatic line selection for incoming calls" option			
	Flashing: Call forwarding is activated.			
•	LED lights green: The line is busy.			
•	LED lights orange: The line is on "Hold".			



Incoming calls

Answering a call via the main line

The phone rings. The caller and the relevant line are displayed. The Notification-LED flashes.

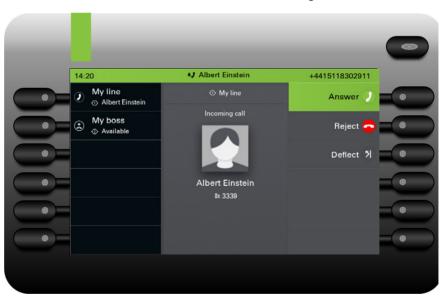
Press the flashing key for the main line in the left panel or on the OpenScape Key Module 600 and use speakerphone mode (the left key icon switches between ① and ②)

Press the Softkey and use speakerphone mode.

Lift the handset. You have answered the call.

Line Label

The line label is indicated on the screen for incoming call as shown below:



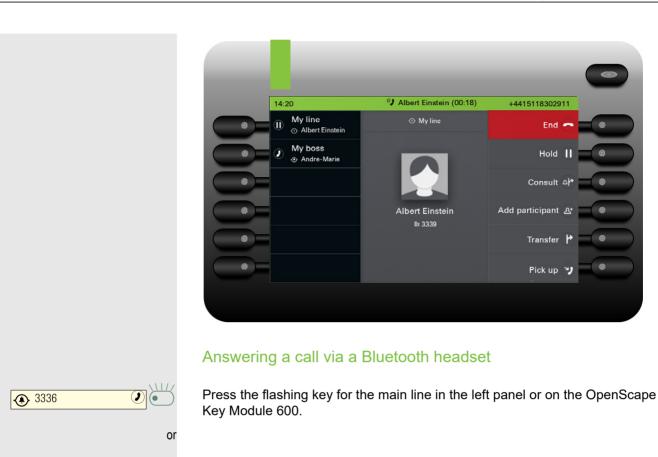
When conducting a call (e.g. when another line appearance is alerting during an active call):

*)

Incoming call

Albert Einstein 3336

2



Press the Softkey.

Answer 🥖

or O Press the flashing headset key.

Press the answer key on the headset.

You have answered the call via the headset.

If you activated "Auto-Headset" (AICS Zip tone), the call is answered immediately via the headset.

Answering calls for a secondary line

Prerequisite: The secondary line is configured on your multi-line telephone.

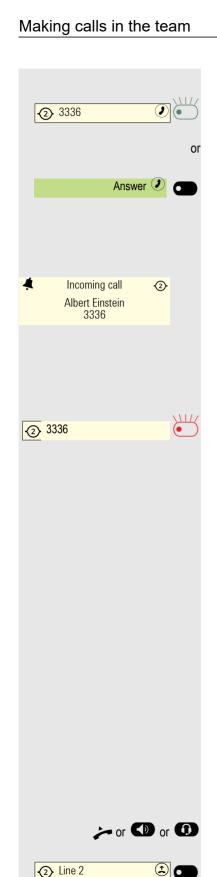
The phone rings. The caller and the relevant line are displayed. The Notification-LED flashes.

Using the handset

Lift the handset.

You have answered the call.

The line that rings is automatically selected. If calls are ringing on more than one line, you will be connected to the line that has been ringing the longest.



2 123 Dial a number...

Using the line key in the left panel or on the OpenScape Key Module 600

Press the flashing key for the secondary line on the OpenScape Key Module 600 and use speakerphone mode.

Press the Softkey and use speakerphone mode.

Line keys not in the left panel or on an OpenScape Key Module 600

If lines are configured in the Favourites menu, calls are only signaled via the display and Notification-LED.

The phone rings. The caller and the relevant line are displayed. The Notification-LED flashes.

Answer the call as described in Section "Incoming calls (→ page 79).

Indicating new voicemail messages for a private secondary line

Prerequisite: The secondary line is configured with shared type private.

A message notification for any of the configured secondary lines with shared type private is received. The LED of the configured line key flashes red to indicate new messages.

To listen to the new voicemail messages, call the voicemail number on behalf of the line that received a voicemail indication.

Making calls

You can seize a line before dialing on a MultiLine phone.



Line seizure can be configured on an individual basis. Your administrator can determine if the lines on your telephone can be automatically seized and with which priority.



If you have seized a secondary line, this line is reserved for you for making calls for a specific period as defined by the administrator. No other user can seize this line during this period, even if the line is also assigned to this user's telephone.

Manual line seizure

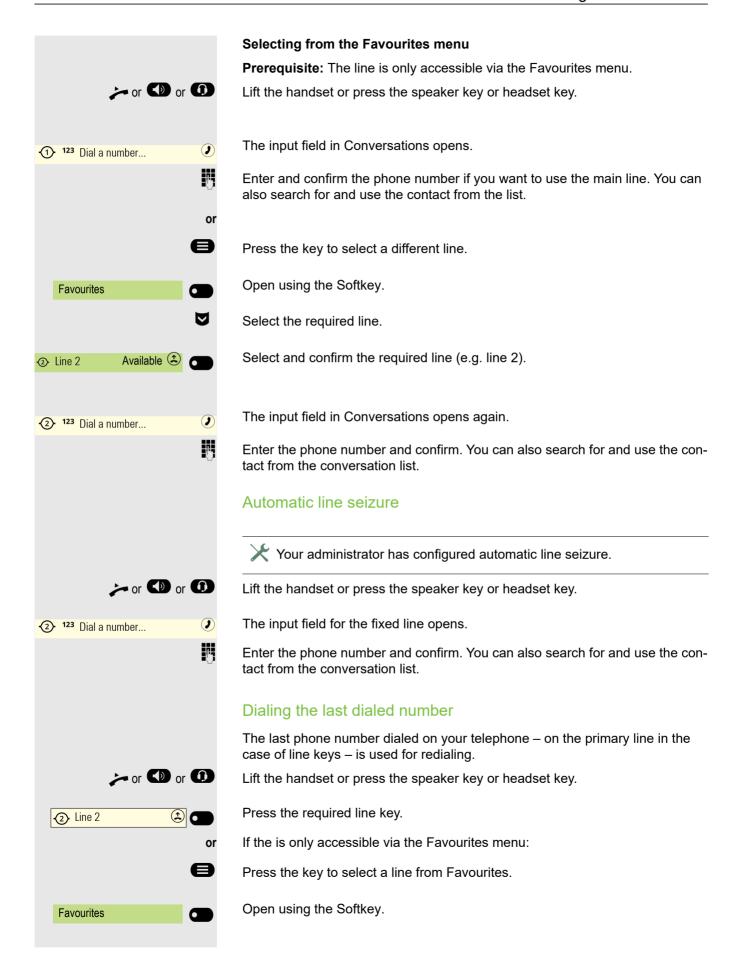
Dialing using the left panel or OpenScape Key Module 600

Lift the handset or press the speaker key or headset key.

Press the required line key.

The input field in Conversations opens.

Enter the phone number and confirm. You can also search for and use the contact from the conversation list.





Select the required line.

Confirm line 2 for example.

Press the Function key¹. The connection is set up.

Forwarding calls for the primary line

Call forwarding can only be activated for the primary line. Which call forwards are possible, how they are configured and activated can be found from → page 199.

Call forwarding information



Your administrator has activated "Forwarding shown".

If you have activated one of the forwarding types on your phone for the primary line and a subscriber calls, an information window with the following information opens:

Call from x forwarded to x

Dialing using the hot or warm line function



Your administrator can configure a hot line or warm line for your phone.

If you lift the phone's handset or press the loudspeaker key, a number is dialed

- · immediately in the case of a hot line or
- after a defined period of time in the case of a warm line,

for the line specified by the administrator.

Examples:

- The phone in the elevator immediately dials the reception number.
- The phone at a patient's bed dials the ward number after one minute, for example, if no other number is dialed.

During calls

Making and receiving calls on a single line

If you only use one line on your multi-line telephone to make calls, and you receive calls on the same line, the phone operates in the same way as a singleline telephone:

- Number Redial → page 210
- Consultation → page 91
- Toggle/Connect → page 94
- Callback → page 88
- Hold → page 96
- Call waiting (second call) → page 97
- Transfer call → page 99
- Conference → page 94

Functions available exclusively for the primary line:

1. Please note the information in relation to the call $\log \rightarrow$ page 210.

- Voicemail → page 65
- Forward calls → page 199
- Do not disturb → page 167



Depending on your individual settings, you will be notified of incoming calls → page 162.

Making and receiving calls with multiple lines

It is assumed for the following description that the lines are configured in the permanently displayed keys in the left panel or on a connected OpenScape Key Module 600. Lines configured in Favourites operate accordingly → page 155.

Accepting a waiting call



Depending on the settings for "Rollover", you will be notified of incoming calls → page 162.

Prerequisite: You are conducting a call. At the same time, a call is incoming on another line.

Conduct call on line 1.

Press line key for line 2.

The call on line 1 is placed on "Hold". The key label switches at short intervals.

All multi-line subscribers who share the line on which the call is being held (→ page 152) can now pick up the held call. To prevent other users from answering the held call, you must place the call on "Consultation" hold → page 91.

Depending on the setting made by your administrator, you may have to press the line key twice to accept the call on the other line. The first call is either placed on hold or ended depending on the setting.

Conduct call on line 2.

Press the Softkey to end line 2.

Press line key for line 1.

Retrieve call on line 1. The key label switches at short intervals.

Putting a line on hold

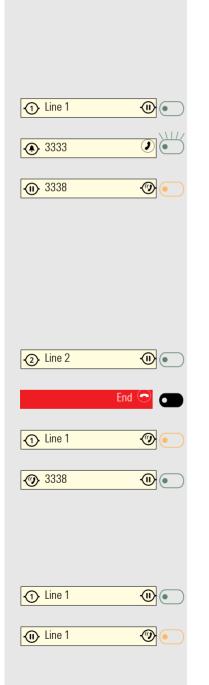
On a multi-line telephone you can use the line keys to place calls on hold.

Prerequisite: You are conducting a call.

Press line key 1.

The call on line 1 is placed on "Hold".

 The line LED displays the hold status on all multi-line phones to which the line is connected.



• On phones connected to the line, a user can press the relevant line key and accept the held call.

During a consultation call or after accepting a waiting call the hold function cannot be used.



The LED display \rightarrow page 152 indicates that the call is on hold to other multi-line telephones where this line is also configured. These phones can then pick up the call.

Lines with hot or warm line function



Your administrator has configured a hot or warm line for the primary line or for a secondary line.

The function is activated when on

- the primary line
 you lift the phone's handset or press the line or loudspeaker key
- the secondary line you press the line key.

A number specified by you is dialed immediately with a hot line and after a specific time with a warm line.

Examples:

- The phone in the elevator immediately dials the reception number.
- The phone at a patient's bed dials the ward number after one minute, for example, if no other number is dialed.

Settings for MultiLine (keyset)

The details for each keyset line contain supplementary information for the user. The following non-editable fields are displayed:

- Address
 - Displays the phone number for the line
- · Ringer on/off
 - Shows whether the ringer is activated for this line
- · Selection sequence
 - Displays the priority of each line seizure when the handset is lifted or the loudspeaker key for this line is pressed

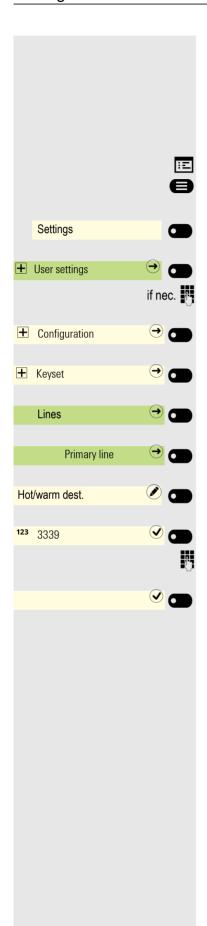
You can influence the following options:

- Ring delay
 - The length of time before a held call is signaled on a line.
- · Hot/warm dest.
 - The phone number to be dialed if the hotline or warm line function is activated.

3339 🔗

3336 🔗

Example of details for a configured line +4415118302911 My line Albert Einstein Details for keyset line x: My Line My boss Ring delay Move blind Hot/Warm line destination Address Ring on/off Setting the time for a delayed ringer Specify the length of time before a held call should be signaled on a line. You can also configure this setting via the Web interface → page 238. Press the key for the Main menu if appropriate. Open using the Softkey. Settings Open using the Softkey. User settings if nec. Enter and confirm the User password. Open using the Softkey. **±** Configuration Open using the Softkey. + Keyset Open using the Softkey. Lines Select the required line (e.g. primary line) and open using the Softkey. Primary line Open using the Softkey ¹. Ring delay The input field is open. **123** 12 Enter a value (between 0 and 3600 seconds) and confirm using the Softkey. Save the setting by selecting the Softkey. 1. The phone displays the current setting



You can activate and deactivate the set delay time for all line keys using a function key → page 144.

Entering a number for the hot and warm line function

Specify which number should be dialed when the hot or warm line function is activated.

You can also configure this setting via the Web interface → page 238.

Press the key for the Main menu if appropriate.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Open using the Softkey.

Open using the Softkey.

Open using the Softkey.

Select the required line (e.g. primary line) and open using the Softkey.

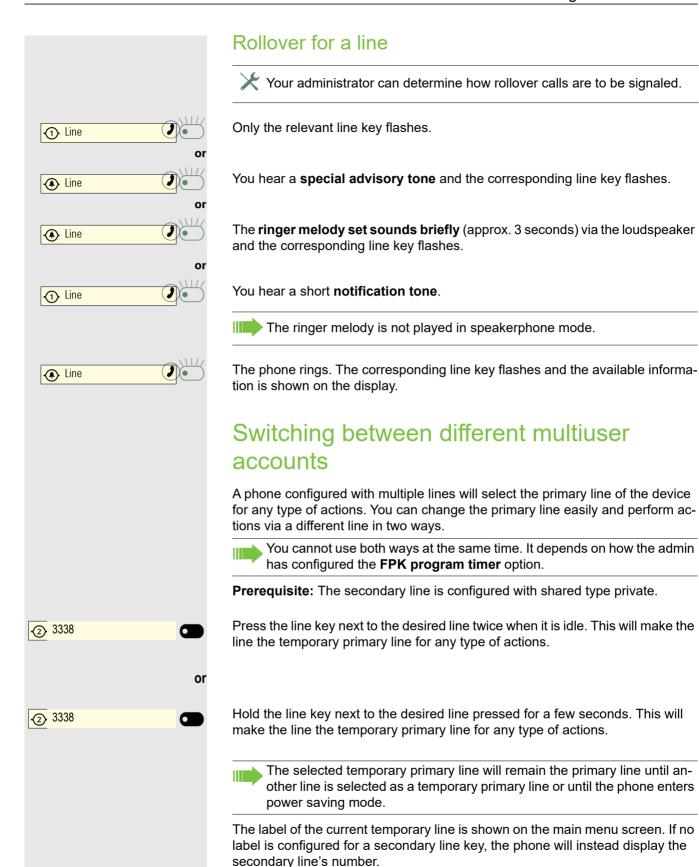
Open using the Softkey ¹.

The input field is open.

Enter or change the destination and confirm.

Save the setting by selecting the Softkey. The destination phone number is displayed.

^{1.} The phone displays the current setting



Making calls in an executive/secretary team

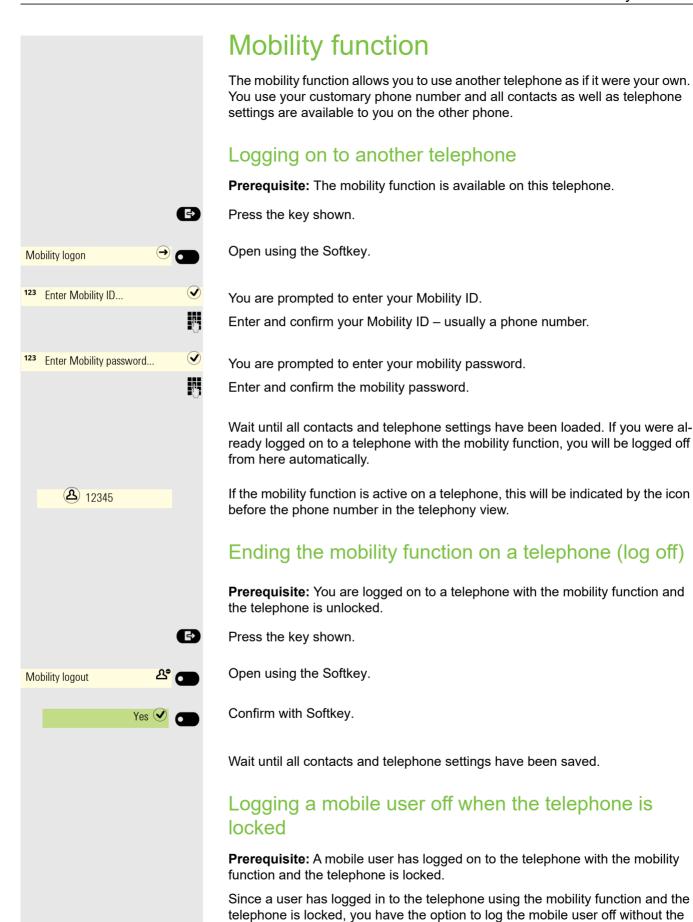


An executive/secretary team is configured by your administrator and may include up to four executive and the four include up to four executive and up to two secretary telephones. You will find additional information on this function in the executive/secretary documentation.



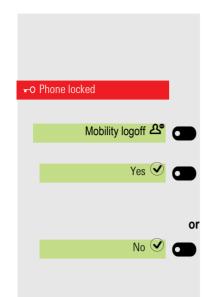
This function is not available to you on an OpenScape 4000, see → page 250.

164 Mobility function



need to unlock the device in advance.

Mobility function 165



If the mobile user has configured that a password is required for log off, the valid password must be entered. If a valid password is not provided, the phone locked screen will be shown and the option to unlock the phone will be highlighted.

The display shows: Phone locked.

Press the Softkey.

Confirm with Softkey if you want to log the mobile user off. Since the telephone was locked when a mobile user was logged in, when you log the mobile user off, the telephone unlocks.

Confirm with Softkey, if you do not want to log the mobile user off. The telephone remains locked.

166 Mobility function

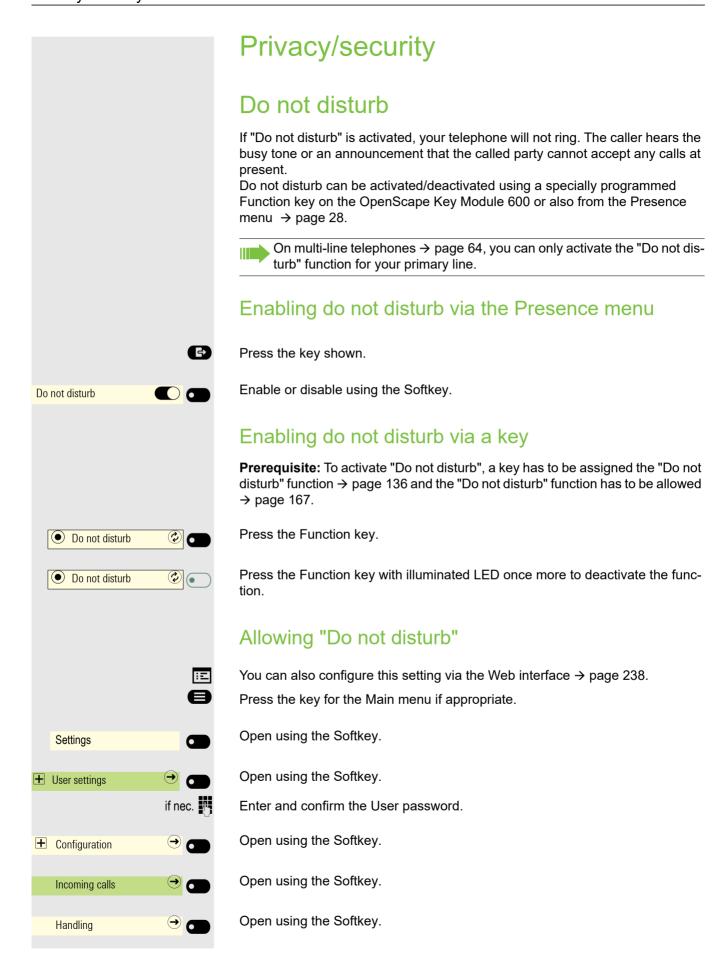
Switching E/A state when logging off

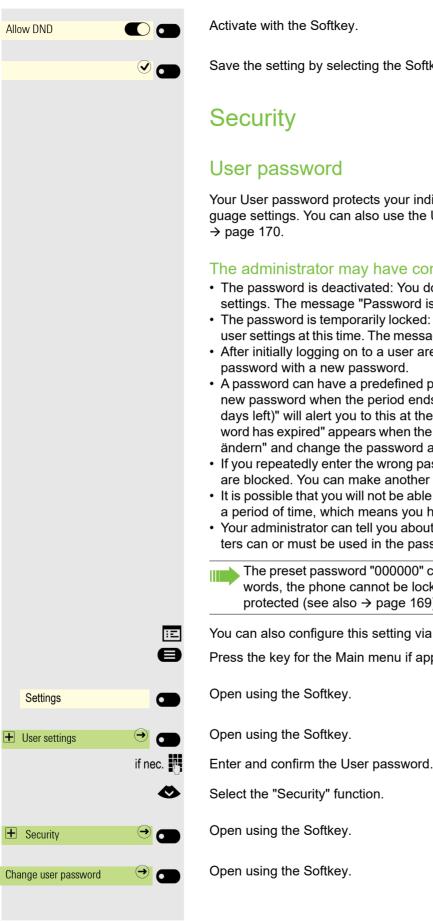
An executive/secretary team is configured and the feature "Mobility logout action" is enabled by your admirate. action" is enabled by your administrator→ page 163.

When starting a mobile logoff, one of the actions can take place and change your personal E/A Cockpit state:

- None: no action is taken
- Unavailable: an assistant state will be set to "Off desk", an executive state will be set according to the executive mode setting.
- To voicemail: state will be set to voicemail, if a voicemail number is configured in the E/A cockpit profile.
- To mobile: state will be set to mobile, if a mobile number is configured in the E/A cockpit profile.
- To number: state will be set to number, if a to-number is configured by the user.

When starting a mobile login, the state will automatically be set to "Available" again, if the "Mobile logout action" feature is not set to "None".





Save the setting by selecting the Softkey.

Your User password protects your individual configurations, including your language settings. You can also use the User password to lock your telephone

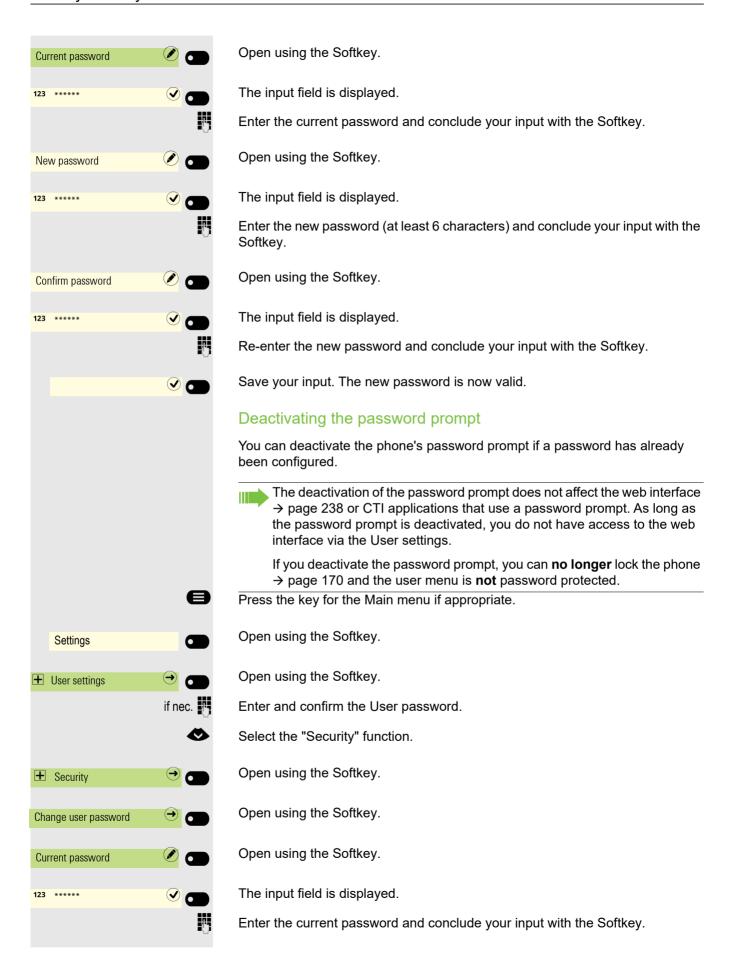
The administrator may have configured the following settings:

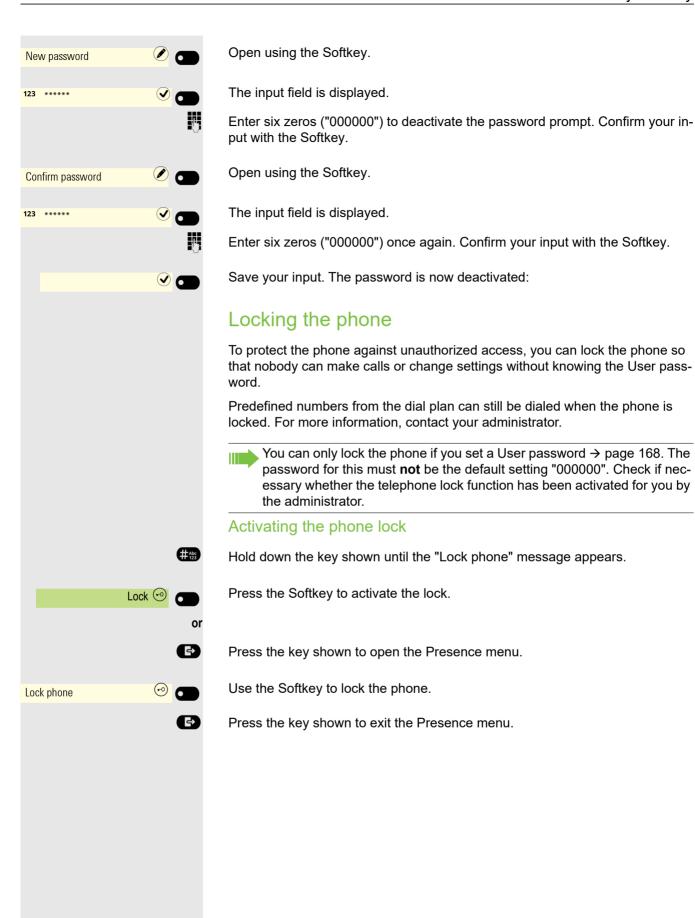
- The password is deactivated: You do not have the option of configuring user settings. The message "Password is disabled" is displayed.
- The password is temporarily locked: You do not have the option of configuring user settings at this time. The message "Password is suspended" is displayed.
- After 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 password (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 "Passwort ändern" 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.

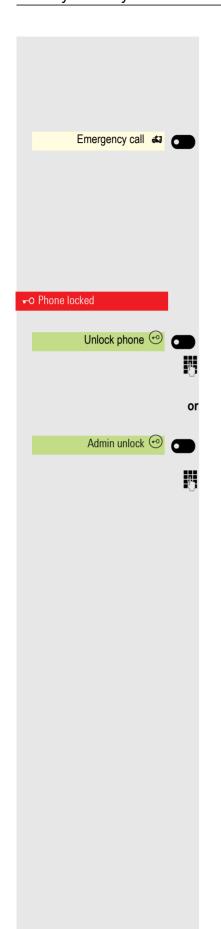
The preset password "000000" corresponds to a blank password. In other words, the phone cannot be locked and the user menu is **not** password protected (see also → page 169).

You can also configure this setting via the Web interface → page 238.

Press the key for the Main menu if appropriate.



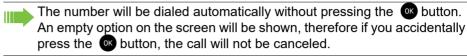




Dialing emergency numbers

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

Press the Softkey. The saved emergency number is dialed.



Unlocking the phone

The display shows: Phone locked.

Press the Softkey.

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

Press the Softkey.

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

If the telephone is locked, an emergency number entered by the administrator can be dialed using the dialpad or the **Emergency call** option. If the phone is locked, selected dialing keys (see → page 137) cannot be used. This also applies even if the emergency number is saved on this key.

ΞΞ Settings User settings if nec. Audio Settings Room Character Normal 🖋 👩 Muffled

Other settings and functions

Audio settings

Optimize the audio settings on your OpenScape Desk Phone CP700/CP700X for your work environment and according to your personal requirements.

Room character

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

- Normal
- Echoing
- Muffled

You can also configure this setting via the Web interface \rightarrow page 238.

Press the key for the Main menu if appropriate.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Open using the Softkey.

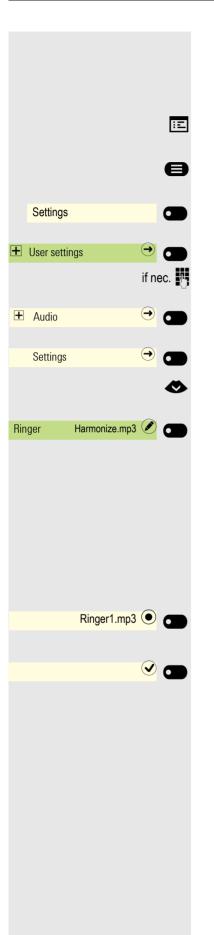
Open using the Softkey.

Open using the Softkey ¹.

Use the Softkey to set to Muffled for example.

Save the setting by selecting the Softkey.

^{1.} The phone displays the current setting



Ringer

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

You can also configure this setting via the Web interface → page 238.

Press the key for the Main menu if appropriate.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Open using the Softkey.

Open using the Softkey.

Switch to Ringer file.

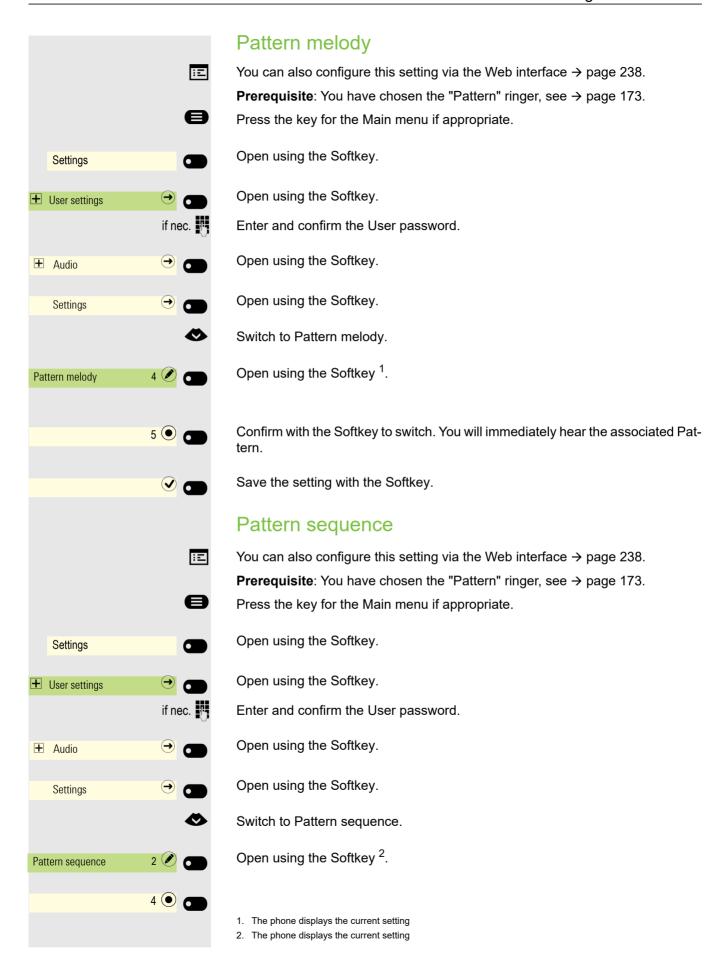
Open using the Softkey ¹.

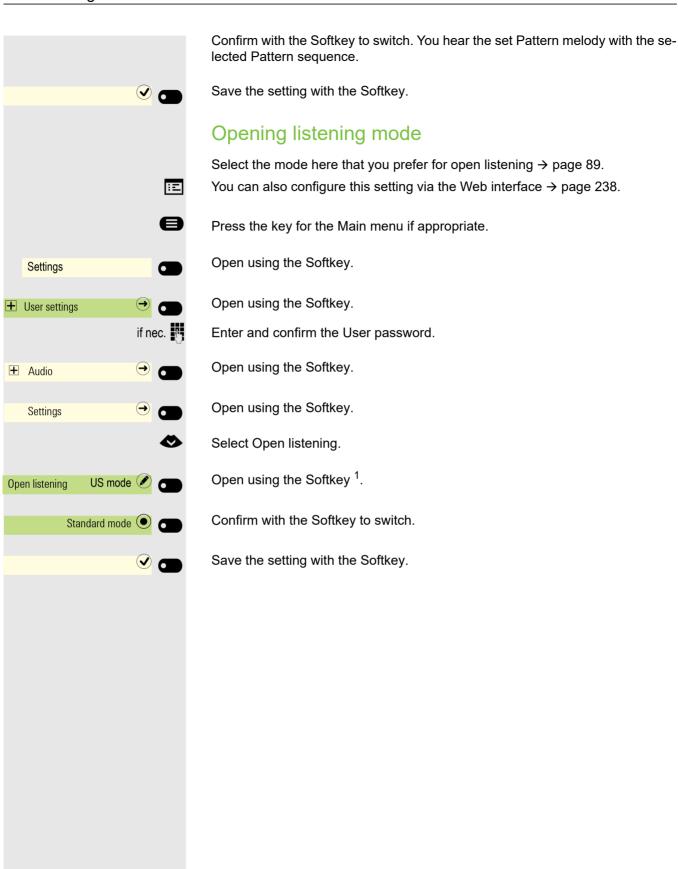
You will be offered the following default options:

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

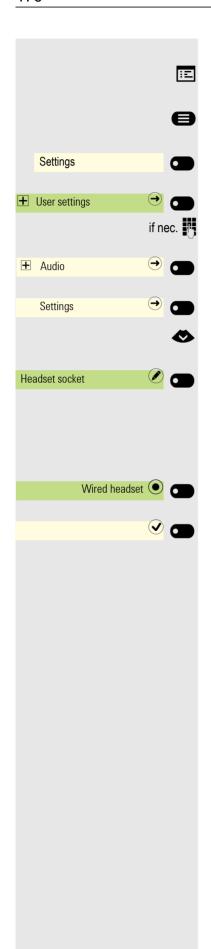
Confirm with the Softkey to switch. You will immediately hear the associated ringer melody.

^{1.} The phone displays the current setting





^{1.} The phone displays the current setting



Setting headset port use

You can also configure this setting via the Web interface → page 238.

Press the key for the Main menu if appropriate.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Open using the Softkey.

Open using the Softkey.

Select the headset port.

Open using the Softkey ¹.

You will be offered the following options:

- · Wired headset
- · Cordless headset
- · Conference unit

Confirm with the Softkey to switch.

^{1.} The phone displays the current setting

Special ringers

You can assign a special individual ringer to the following incoming calls or events to allow faster identification:

- Internal
- External
- · Recall (Callback)
- Special 1
- · Special 2
- Special 3



The administrator has activated the special ringers.



Please note, that you, as User, cannot change the Ringer sound, Pattern melody and/or Pattern sequence of Emergency call type. This can be set only by an Administrator. Emergency ringer is always played (regardless of ringer settings) at maximum volume.



You can also configure this setting via the Web interface → page 238.

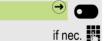
Press the key for the Main menu if appropriate.



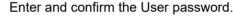
User settings

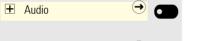
Special ringers

Open using the Softkey.

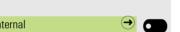


Open using the Softkey.

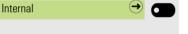




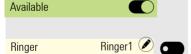
Open using the Softkey.



Open using the Softkey.



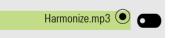
Open using the Softkey.



If this setting is activated, it indicates that the special ringer has been enabled.



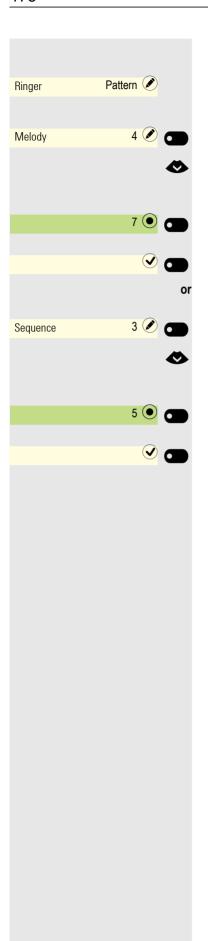
Open using the Softkey 1.



Selecting the ringer

Confirm with the Softkey to switch the ringer.

^{1.} The phone displays the current setting



Settings for the "Pattern"

If you selected "Pattern" as the ringer, you can make further settings for the pattern Melody and Pattern sequence:

Open using the Softkey¹.

Choose a Melody between 1 and 8. You will immediately hear the associated melody.

Confirm with the Softkey to switch the Melody.

Save the setting if necessary with the Softkey.

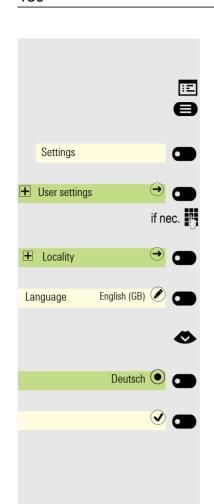
Open using the Softkey¹.

Choose a Sequence between 1 and 6. You hear the set Melody with the selected Sequence.

Confirm with the Softkey to switch the Sequence.

^{1.} The phone displays the current setting

Activating/deactivating the ringer You can see whether the function is activated or deactivated from the corresponding icon in the status bar on the display \rightarrow page 27. Hold down the key shown. Tone and indication with an unsecured voice connection Use this option to activate an alert tone that you hear when a secure voice connection with the party you are currently talking to ceases to be secure. The message "Nonsecure connection" also appears. X Secure connection setup is the preference set by your administrator. You can also configure this setting via the Web interface → page 238. ΞΞ Press the key for the Main menu if appropriate. Open using the Softkey. Settings Open using the Softkey. User settings if nec. Enter and confirm the User password. Open using the Softkey. **+** Configuration Open using the Softkey. Connected calls Select the "Immediate dialling" function. Activate with the Softkey. Insecure call alert Save the setting by selecting the Softkey.



Display language

You can also configure this setting via the Web interface → page 238.

Press the key for the Main menu if appropriate.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Open using the Softkey. The current language is displayed.

Open using the Softkey.

Select a language.

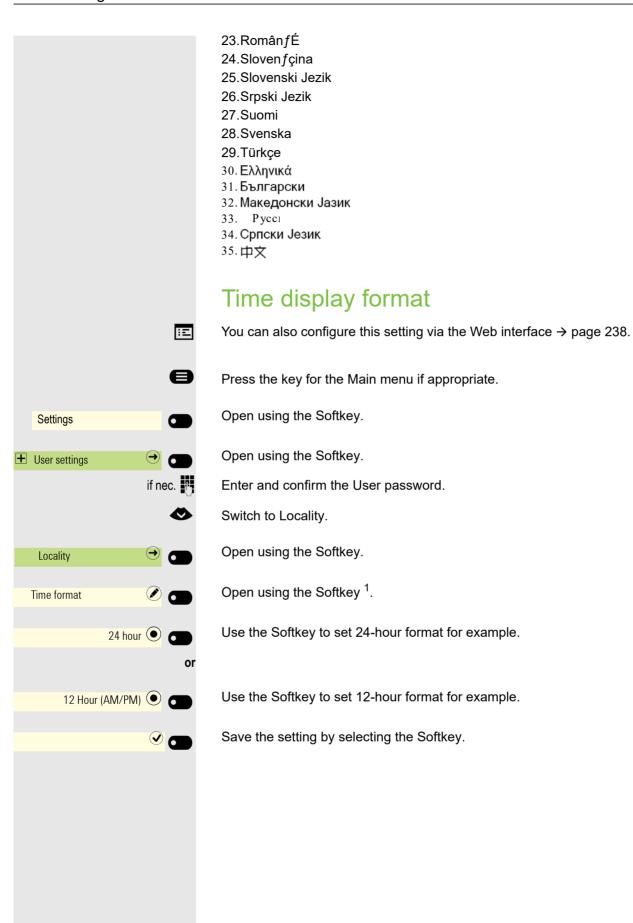
Confirm with the Softkey to switch.

Save the settings with the Softkey.

When you change the telephone's language, the programmable keys' default labels provided by the phone during configuration will also change to the selected language. The modified key labels will not be changed to the current phone's language.

You may choose from the following languages:

- 1. Bahasa Indonesia
- 2. Bahasa Malaysia
- 3. Brasileiro
- 4. Català
- 5. Ceština
- 6. Cymraeg
- 7. Dansk
- 8. Deutsch
- 9. Eesti keel
- 10.English (GB)
- 11. English(US)
- 12.Español
- 13.Français
- 14.Hrvatski
- 15.Italiano
- 16.Latviešu Valoda
- 17.LietuviÝŠ Kalba
- 18.Magyar
- 19. Nederlands
- 20.Norsk
- 21.Polski
- 22.Português



1. The phone displays the current setting



Date display format

You can also configure this setting via the Web interface → page 238.

Press the key for the Main menu if appropriate.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Switch to Locality.

Open using the Softkey.

Open using the Softkey ¹.

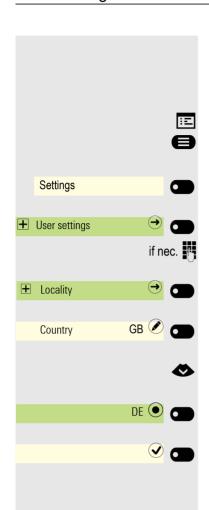
Use the Softkey to set European format for example.

Other options include:

- yy-mm-dd
- mm/dd/yy
- dd/mm/yy

Save the setting by selecting the Softkey.

1. The phone displays the current setting



Country-specific setting

Adapt your phone settings to suit the country-specific conditions (for example, transmission parameters).

You can also configure this setting via the Web interface → page 238.

Press the key for the Main menu if appropriate.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Open using the Softkey. The current language is displayed.

Open using the Softkey.

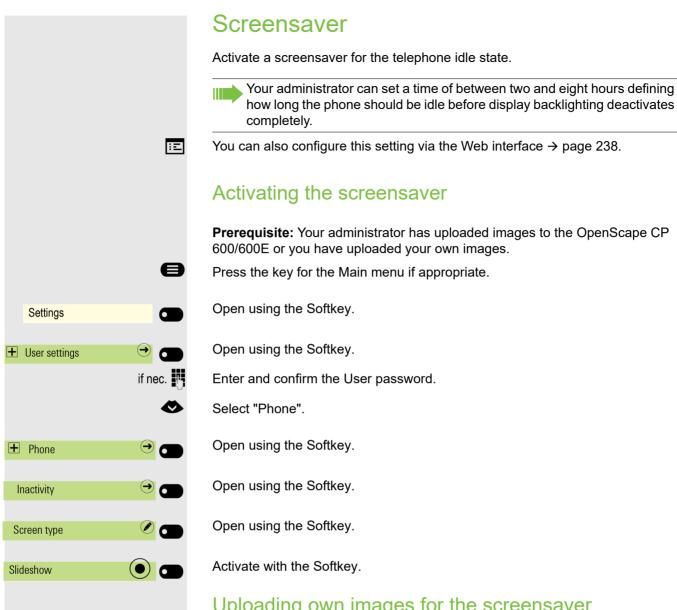
Select a language.

Confirm with the Softkey to switch.

Save the settings with the Softkey.

You may choose from the following countries:

 Argentina Australia Austria Belgium Brazil Canada China Chile Croatia Czech Republic 	AR AT AU BE BR CA CN CL HR CZ	20.Luxembourg 21.Mexico 22.Netherlands 23.New Zealand 24.Norway 25.Poland 26.Portugal 27.Russian Federation 28.Singapore 29.Slovakia 30. South Africa	LU MX NL NZ NO PL PT RU SG SK 74
11. Denmark	DK	30.South Africa	ZA
12. Finland	FI	31.Spain	ES
13.France	FR	32.Sweden	SE
14.Germany	DE	33.Switzerland	CH
15.Hungary	HU	34.Thailand	TH
16.India	IN	35.Turkey	TR
17.Ireland	IE	36.United Kingdom	GB
18.Italy	IT	37.United States	US
19.Japan	JP	38.Vietnam	VN



Uploading own images for the screensaver

To install your own images for the screensaver, you have to transfer the images using the Web interface → page 238.

Once you have opened the WEB interface, click the "Choose the image file you wish" option under "Slideshow images".

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

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

1 minute (default) 5 minutes • 10 minutes 20 minutes • 30 minutes • 60 minutes • 120 minutes Settings User settings if nec. Select "Phone". Open using the Softkey. **+** Phone Open using the Softkey. Inactivity Open using the Softkey ¹. Idle time (mins)

Automatic screensaver activation

Set how long OpenScape CP 600/600E should be idle before the screensaver automatically activates.

You can choose from the following settings:

- 0 minutes (deactivated)

You can also configure this setting via the Web interface → page 238.

Press the key for the Main menu if appropriate.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Select the new time in the list.

Confirm with the Softkey to set the new time.

^{1.} The phone displays the current setting



Setting the fade time for the screensaver

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

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

You can also configure this setting via the Web interface → page 238.

Press the key for the Main menu if appropriate.

Open using the Softkey.

Open using the Softkey.

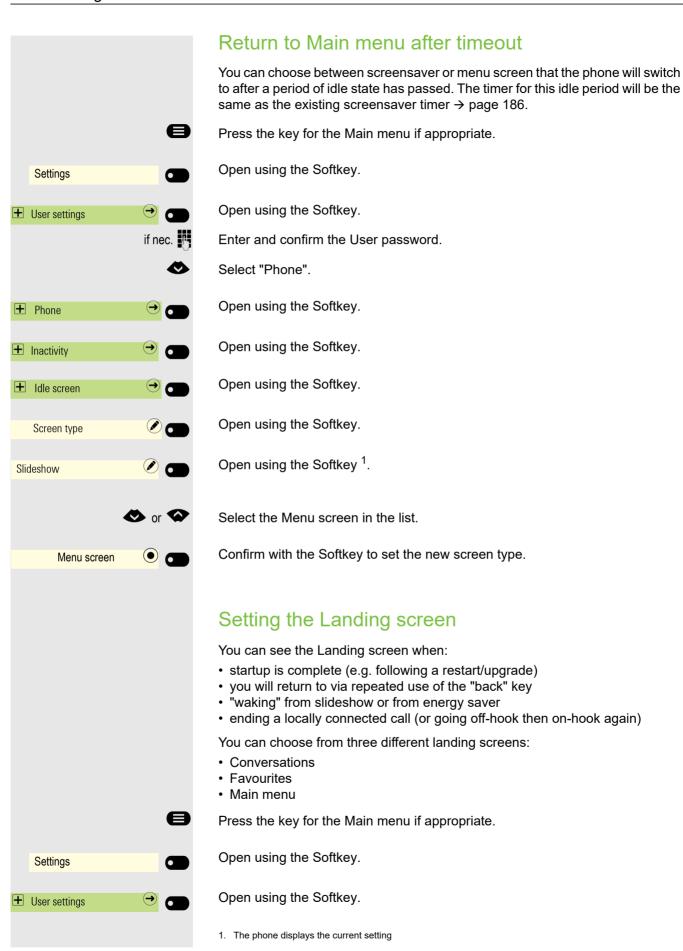
Enter and confirm the User password.

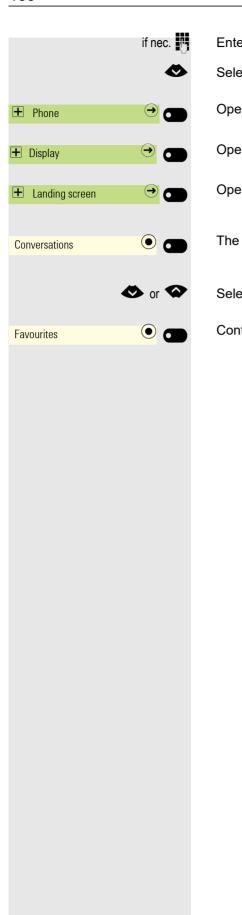
Select "Phone".

Open using the Softkey.

Open using the Softkey.

Confirm with the Softkey to switch.





Enter and confirm the User password.

Select "Phone".

Open using the Softkey.

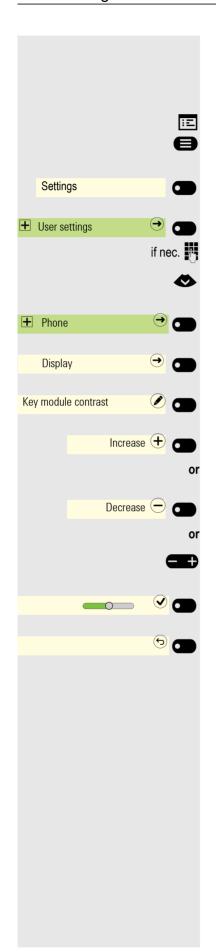
Open using the Softkey.

Open using the Softkey.

The phone displays the current settings.

Select the type of the Landing screen in the list.

Confirm with the Softkey to set the new Landing screen.



Contrast for OpenScape Key Module 600

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

You can also configure this setting via the Web interface → page 238.

Press the key for the Main menu if appropriate.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Select "Phone".

Open using the Softkey.

Open using the Softkey.

Open using the Softkey ¹.

Use the Softkey to increase the contrast.

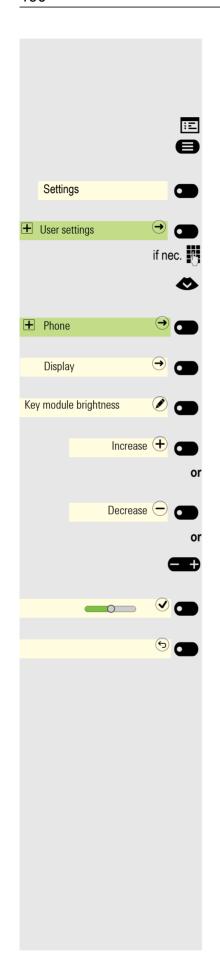
Use the Softkey to reduce the contrast.

Adjust using the toggle key.

Save the setting by selecting the Softkey.

Exit the display menu if appropriate.

^{1.} The phone displays the current setting



Brightness for OpenScape Key Module 600

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

You can also configure this setting via the Web interface → page 238.

Press the key for the Main menu if appropriate.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Select "Phone".

Open using the Softkey.

Open using the Softkey.

Open using the Softkey ¹.

Use the Softkey to set the display brighter.

Use the Softkey to set the display darker.

Adjust using the toggle key.

Save the setting by selecting the Softkey.

Exit the display menu if appropriate.

^{1.} The phone displays the current setting

ΞΞ Settings User settings if nec. + Phone **Energy saving** 5 minutes Activate after: 30 minutes

Energy saving mode

Set how long OpenScape CP 600/600E should be idle before the background lighting automatically switches off.

You can choose from the following settings:

- 1 minute
- 5 minutes
- 30 minutes
- 60 minutes
- 2 hours
- 4 hours
- 8 hours

You can also configure this setting via the Web interface → page 238.

Press the key for the Main menu if appropriate.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Select "Phone".

Open using the Softkey.

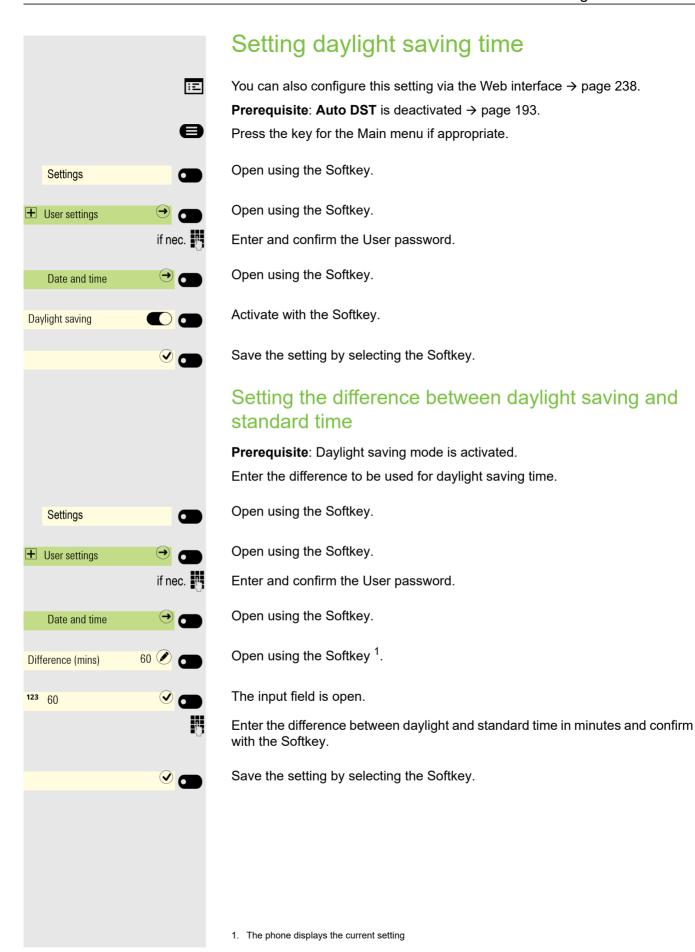
Open using the Softkey.

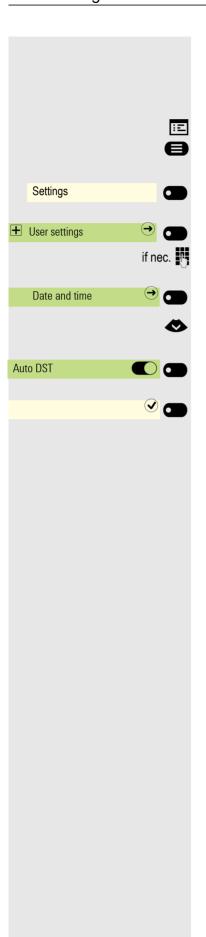
Open using the Softkey ¹.

Select the new time in the list.

Confirm with the Softkey to set the new time.

^{1.} The phone displays the current setting





Automatic daylight saving time

The **Auto DST** setting is provided for information purposes and can only be changed by your administrator.

You can also access this information via the Web interface \rightarrow page 238.

Press the key for the Main menu if appropriate.

Open using the Softkey.

Open using the Softkey.

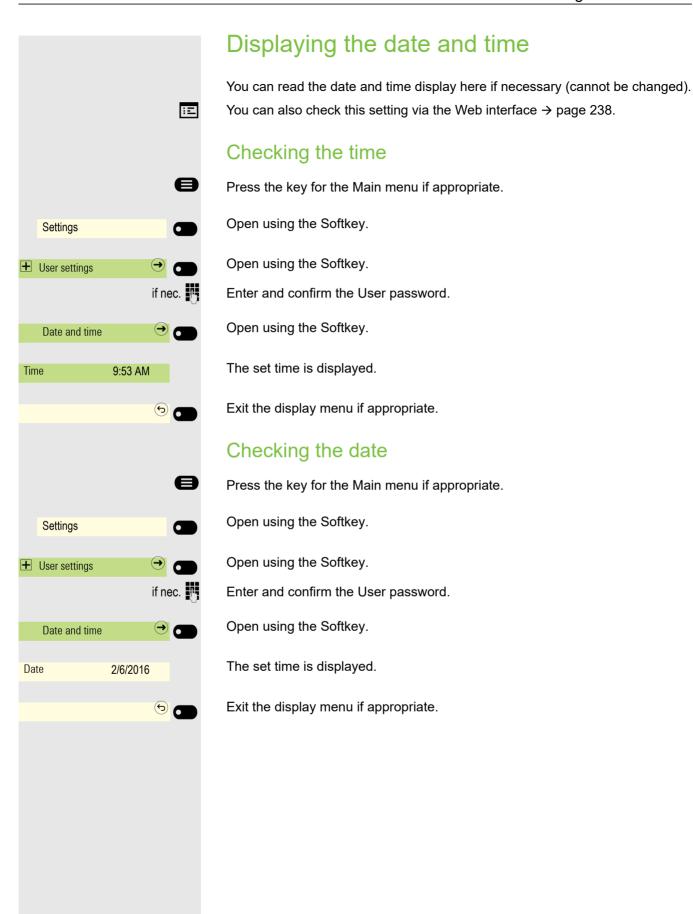
Enter and confirm the User password.

Open using the Softkey.

Switch to Auto DST.

Provided for information purposes. Cannot be changed.

Save the setting by selecting the Softkey.





Displaying network information

This information overview in the user area of the service menu provides you with information about the IP address or name of the phone and the HTML address of the web interface. It also provides real-time data about the network activity of the phone.

Press the key for the Main menu if needed.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Select the "Network information" menu.

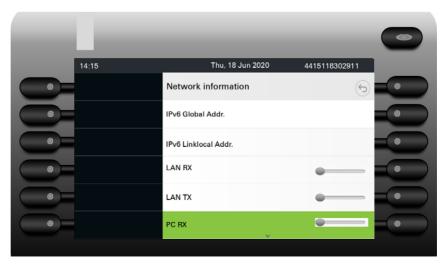
Open using the Softkey.

You can browse the following overview:



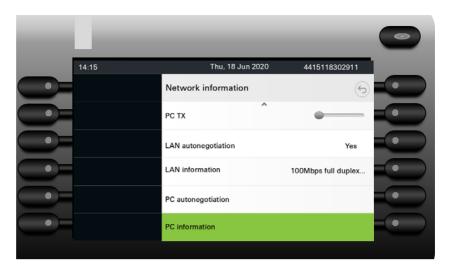


Scroll

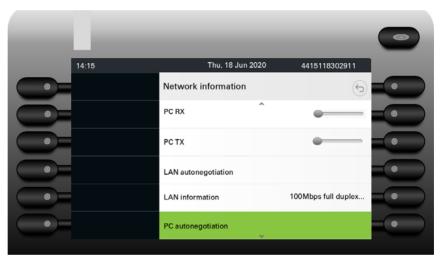




Scroll



Scroll



DNS name: Name or number of telephone.

URL: HTTP address of the Web interface. This address is specified in the address line of the Internet browser and is used to call up the Web interface of the phone in the browser.

IPv4 address: Displays the IP address or name that was assigned to the phone in the network.

IPv6 Global Addr.: Displays the global IPv6 address.

IPv6 Linklocal Addr.: Displays the local IPv6 address.

LAN RX/PC RX: The network or PC interface data packets received are illustrated dynamically in graphical form.

LAN TX/PC TX: The network or PC interface data packets sent are illustrated dynamically in graphical form.

LAN autonegotiation/PC autonegotiation [Yes)|No]: Displays whether the network or PC interface data transfer rate is set to automatic **(Yes)** or manual **(No)**.

LAN information/PC information: [10|100|1000] Mbit/s: Data transfer rate of the network or PC interface. If an interface is not in use, **Link down** is displayed.network or PC interface. If an interface is not in use, **Link down** is displayed.

Resetting user data

The following user-specific settings, which you changed via the phone menu or the web interface, can be reset to factory settings.

- · Display settings
- · Language setting
- Screensaver



Some images for the screensaver will be deleted or deleted default images will be restored.

- Audio settings
 - Volumes
 - Settings



Some ringer files will be deleted or deleted default ringer files will be restored.

- Bluetooth
 - Configuration and lists
- Keys
 - All personalized programming is deleted (see also → page 144).

Important: All listed data is reset without a warning tone.

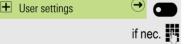
Initiating the reset



Press the key for the Main menu if appropriate.



Open using the Softkey.



Open using the Softkey.

Enter and confirm the User password.



Open using the Softkey.



Perform the reset **immediately** with the Softkey. The user data is reset to factory settings.

Programming call forwarding

You can forward calls for your phone to another phone. You can also change, activate and deactivate Call forwarding during a call.



The **Forwarding** function must be approved by the administrator.



On multi-line telephones -> page 64, you can only configure call forwarding for the primary line.

Three forwarding conditions can be programmed in the forwarding menu:

- Unconditional
- On Busy
- · On No reply (after xs)

Because of its direct impact, "Unconditional" call forwarding has the highest priority followed by "No reply (after xs)" and then "Busy".

Active call forwarding for "Unconditional" is indicated in the main menu on the graphic display.

The **Forwarding** menu offers you three types of call forwarding.

Unconditional

Destination phone number

Busy

Destination phone number

No reply (after xs)

Destination phone number

A phone number may already be assigned to each call forwarding type. For example, a Destination could then be Destination 12345. Call forwarding cannot be activated if the phone number is not registered.



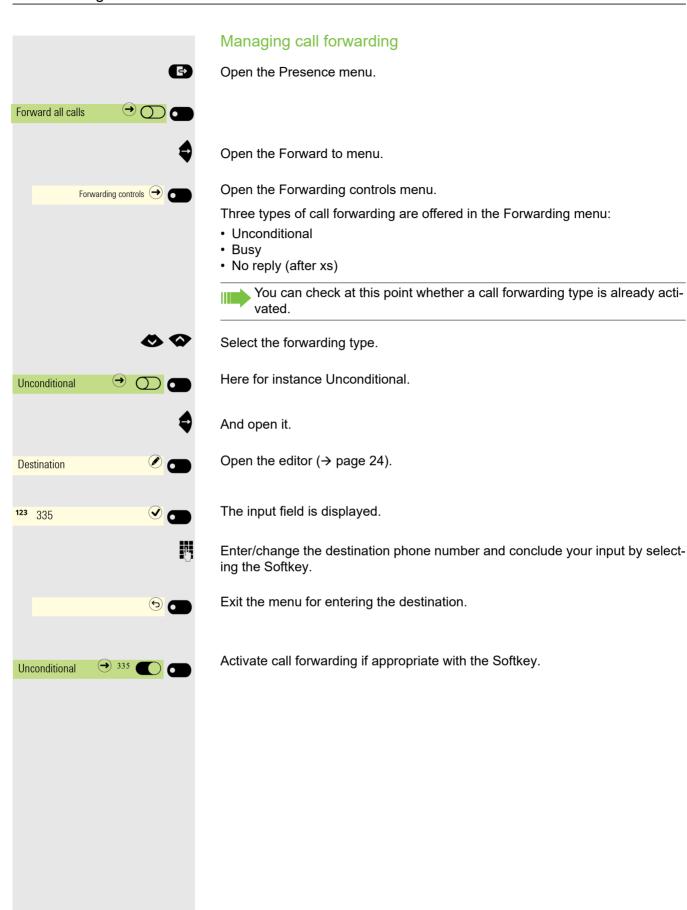
Alternatively, call forwarding can be programmed on one or more keys with a fixed destination and a predefined forwarding or call type → page 139 if a OpenScape Key Module 600 is connected.

Using call forwarding

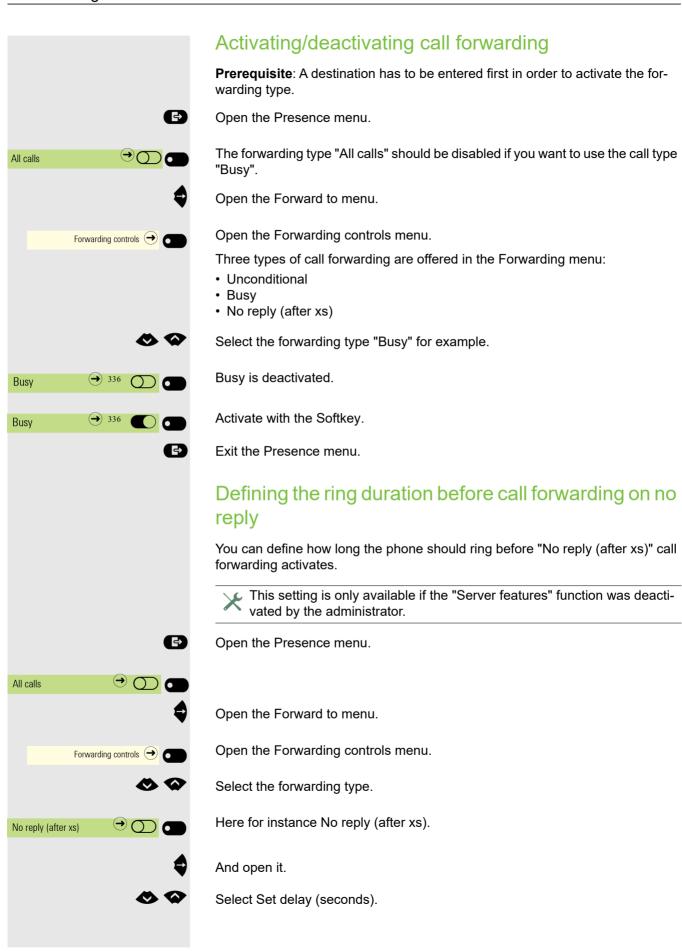
The following functions are available for activating and deactivating call forwarding and configuring it in accordance with your requirements:

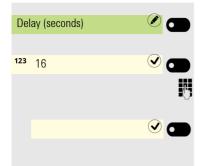
- "Activating or deactivating immediate call forwarding" → page 200
- "Saving destination phone numbers for call forwarding" → page 200
- "Copying and pasting destination phone numbers" → page 202
- "Activating/deactivating call forwarding" → page 203
- "Defining the ring duration before call forwarding on no reply" → page 203

Activating or deactivating immediate call forwarding All calls are forwarded regardless of other settings. The prerequisite for forwarding is that a forwarding destination has been entered. If no destination has been entered, you will be forwarded automatically to enter a destination when you attempt to activate forwarding. Press the key shown to open the Presence menu. Activating forwarding for all calls to one destination Activate with the Softkey. Forward all calls All calls are forwarded. Forward all calls Exit the menu. Saving destination phone numbers for call forwarding You can alternatively enter the call forwarding settings via the user menu (→ page 101) or also using the Web interface → page 238. If a number was entered first, it can no longer be deleted via the local telephone settings rather can only be overwritten. Entering a destination for Forward all calls Open the Presence menu. Forward all calls Open the Forward to menu. Use the Softkey to open the editor for the destination phone number. Destination If no destination or your desired destination has not been preset, enter the des-123 3335 tination number using the dialpad. 74 Enter/change the destination phone number. Confirm your input with the Softkey. or Confirm a preset destination with the Softkey. 3338









Open the input field with the Softkey (→ page 24).

The input field is displayed.

Enter the required time in seconds and confirm your entry with the Softkey.

Save your input. The new time is displayed.

Exit the Presence menu if appropriate.

Call forwarding chain

Sometimes calls to a subscriber are forwarded to another subscriber who also has call forwarding or DND activated. This can create a call forwarding chain consisting of several telephones where the last member of the chain is your phone.

The following forwarding information is shown on your telephone's display:

- · Who is calling.
- · Who forwarded first or last.
- The reason for the forwarding is displayed by an icon.

You can set whether the subscriber who forwarded first or last is displayed (see → page 102).

ΞE

if nec.

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and

Settings

User settings

+ Configuration

Incoming calls

CTI calls

AutoAnswer beep

AutoAnswer

CTI calls

Beep on auto-answer

When you dial a number with a CTI application (e.g. Outlook) and auto-answer is activated, the phone switches automatically to speakerphone mode. If auto-answer is deactivated, the phone first rings and you have to press the loud-speaker key or lift the handset in order to set up the call. This setting also defines whether or not incoming calls are automatically accepted. If the function is active, an alert beep sounds when a call is automatically accepted. Details regarding special application are provided on → page 149.

Information on the operation of the configured CTI application can be found in the corresponding operating instructions.

You can also configure this setting via the Web interface → page 238.

Press the key for the Main menu if appropriate.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Open using the Softkey.

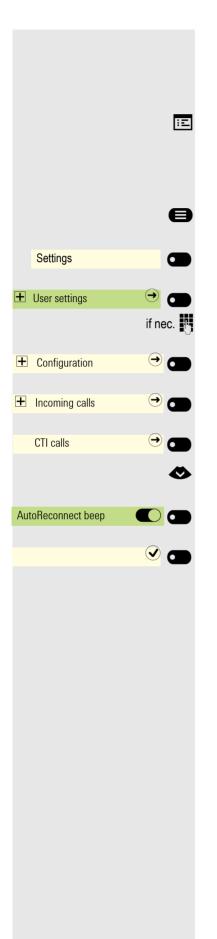
Open using the Softkey.

Open using the Softkey.

Enable or disable using the Softkey.

Switch to AutoAnswer beep.

Enable or disable using the Softkey.



Beep on auto-reconnect

You can reconnect a held call both via the CTI application and via the phone. A beep sounds when you toggle between an active call and a held call when the function is active.

You can also configure this setting via the Web interface → page 238.



The option was programmed by your administrator.

Press the key for the Main menu if appropriate.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Open using the Softkey.

Open using the Softkey.

Open using the Softkey.

Switch to AutoReconnect beep.

Enable or disable using the Softkey.



Paging call

A paging call is an one way broadcast, for example a real-time announcement to one or more users.

Prerequisite: RingCentral server type should be configured and CTI calls option should be disabled.

Press the key for the Main menu if appropriate.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

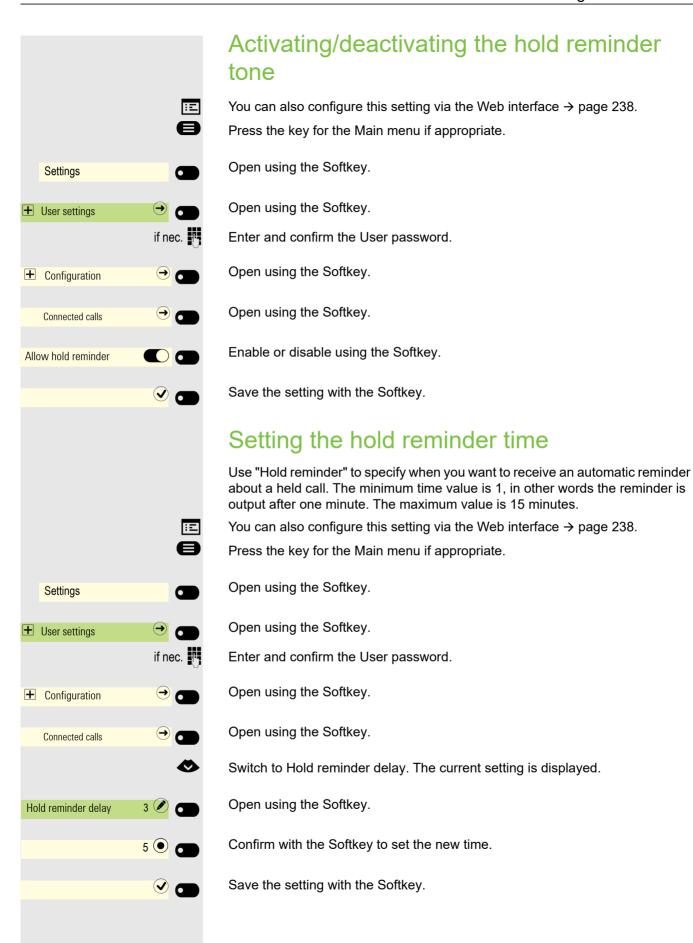
Open using the Softkey.

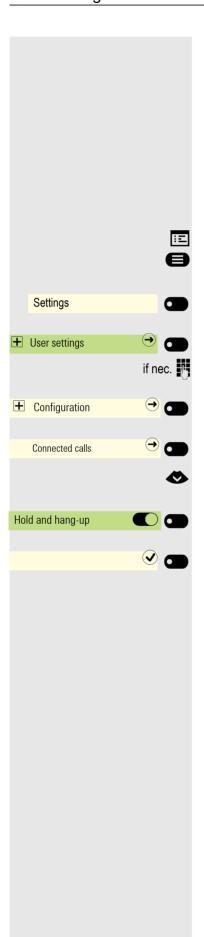
Open using the Softkey.

Open using the Softkey.

Disable using the Softkey.

A paging call can be initiated in two ways; by using the feature access code *84 and the paging extension to RingCentral or by pressing the configured "Page" key and then you will be prompted to dial the paging extension.





Activating/deactivating Hold and hang-up

This function works in the following call scenarios:

- You have placed a call on hold and hang up.
- You are conducting a consultation call and the second party hangs up.
- You have answered a second call and you or the second party hangs up.

You can use "Hold and hang-up" to determine whether you will be prompted immediately or after a defined time to retrieve the held call.



This function **cannot** be used on multi-line phones.

You can also configure this setting via the Web interface → page 238.

Press the key for the Main menu if appropriate.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

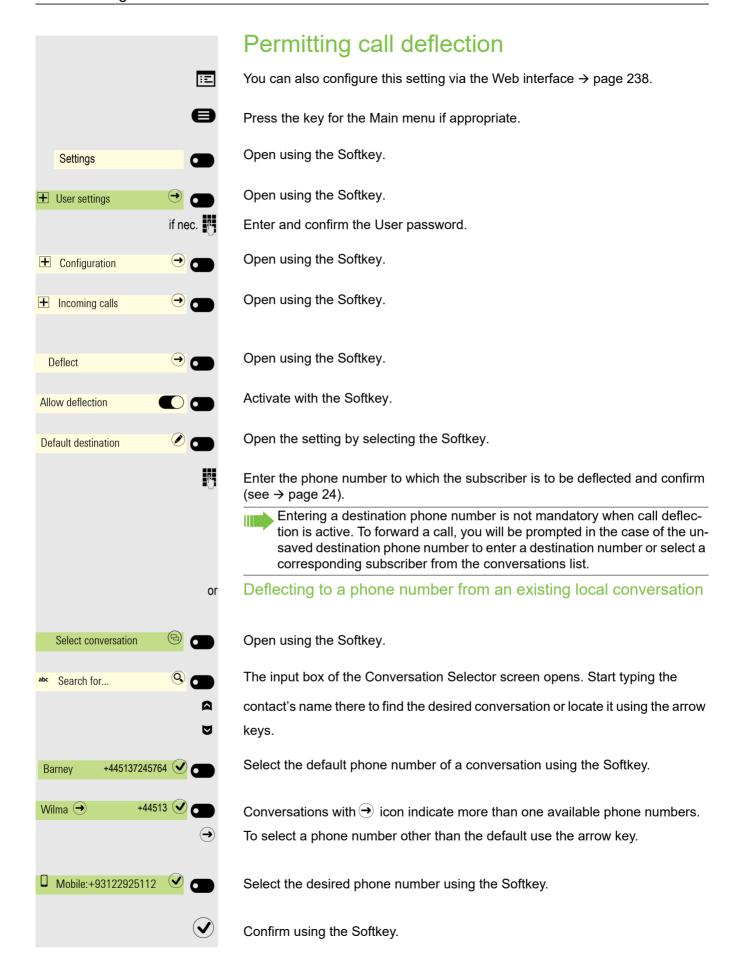
Open using the Softkey.

Open using the Softkey.

Switch to Hold and hang-up.

Enable or disable using the Softkey.



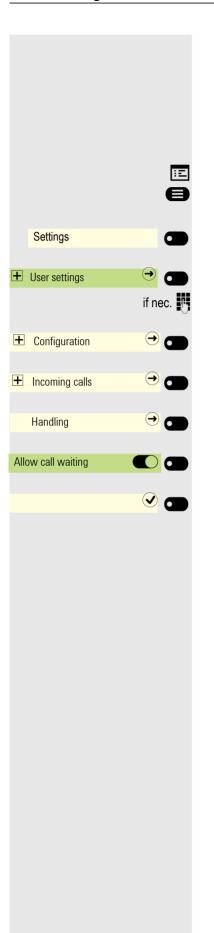




Deflecting to a DSS number

A call can be deflected to a direct station selection (DSS) subscriber using the DSS key, if the key is configured and the deflect function is activated by your administrator → page 150.

Information only, as set by the administrator: On or off.



Allowing call waiting

If the call waiting (second call) function is deactivated, a caller hears the busy signal if you are already conducting a call.



The option was programmed by your administrator.

You can also configure this setting via the Web interface → page 238.

Press the key for the Main menu if appropriate.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Open using the Softkey.

Open using the Softkey.

Open using the Softkey.

Enable or disable using the Softkey.

Save the setting with the Softkey.

Assuming Allow call waiting is activated, you can toggle a configured key to switch call waiting on/off (→ page 142).



Connecting subscribers by hanging up

Set the "Toggle associate" function to Yes if you want to connect to a second or pickup call by hanging up.

You can also configure this setting via the Web interface → page 238.

Press the key for the Main menu if appropriate.

Open using the Softkey.

Open using the Softkey.

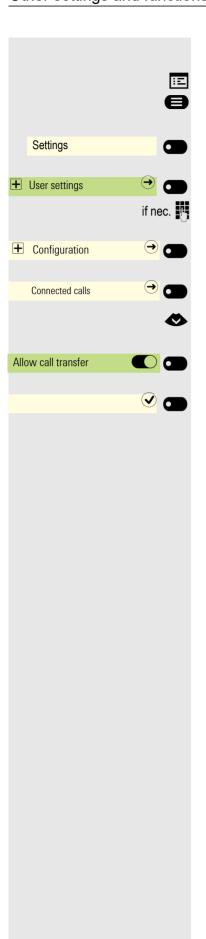
Enter and confirm the User password.

Open using the Softkey.

Open using the Softkey.

Switch to "Toggle associate".

Enable or disable using the Softkey.



Allowing call transfer

You can also configure this setting via the Web interface → page 238.

Press the key for the Main menu if appropriate.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

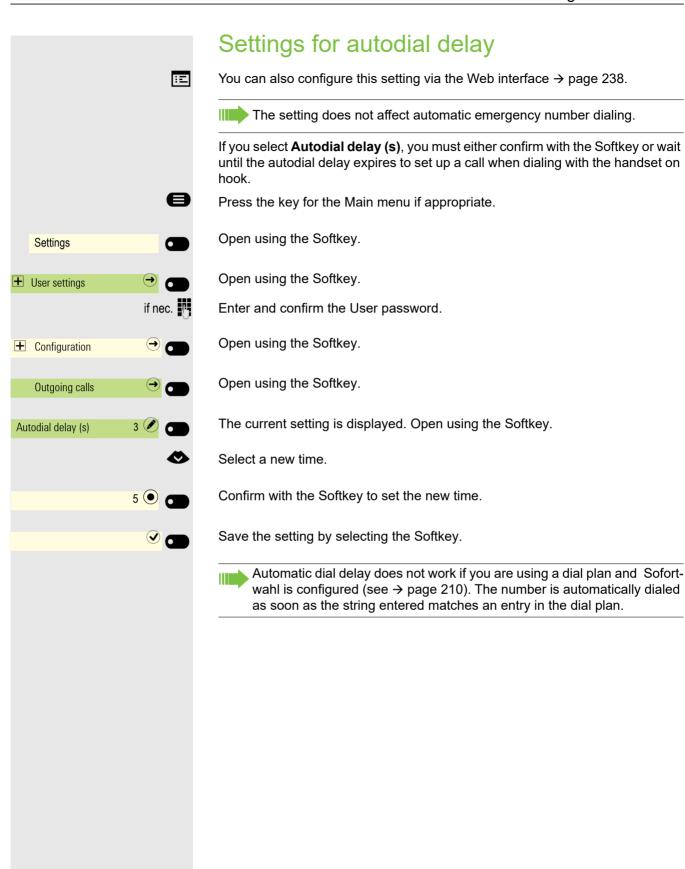
Open using the Softkey.

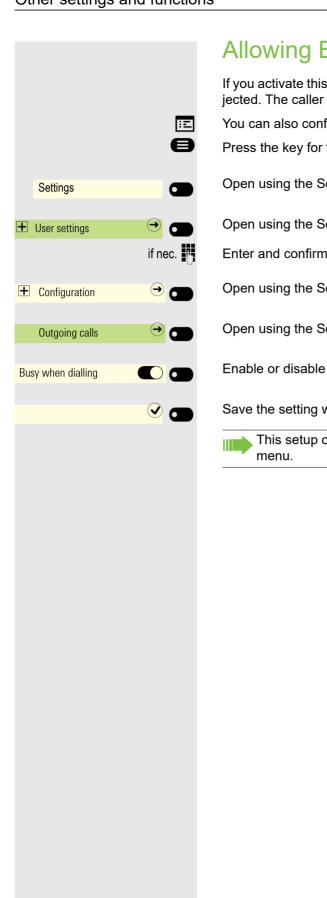
Open using the Softkey.

Switch to Allow call transfer.

Enable or disable using the Softkey.

Save the setting with the Softkey.





Allowing Busy when dialling

If you activate this function, an incoming call received while you are dialing is rejected. The caller then hears the busy signal.

You can also configure this setting via the Web interface → page 238.

Press the key for the Main menu if appropriate.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

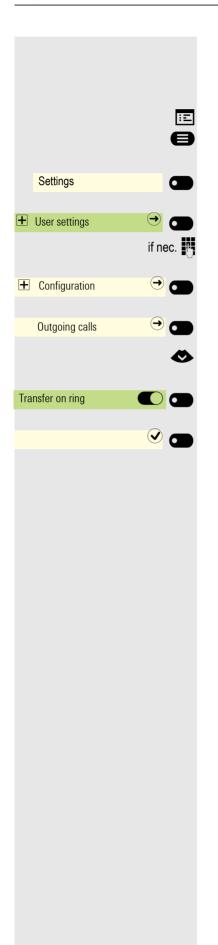
Open using the Softkey.

Open using the Softkey.

Enable or disable using the Softkey.

Save the setting with the Softkey.

This setup option can also be found in the "Incoming calls" > "Handling"



Allowing Transfer on ring

If this option is allowed, you can activate call transfer by replacing the handset even before the called party answers.

You can also configure this setting via the Web interface → page 238.

Press the key for the Main menu if appropriate.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Open using the Softkey.

Open using the Softkey.

Switch to Transfer on ring.

Enable or disable using the Softkey.

Save the setting with the Softkey.



Activating/deactivating immediate dialing

Immediate dialling should only be activated if your administrator has configured and approved a dial plan.

Immediate dialling is deactivated by default. For this reason after entering the number you must either confirm the "Wählen" option or wait until the dial delay expires to set up the connection. If **Immediate dialling** is configured, your call is automatically dialed as soon as the string entered matches an entry in the dial plan.

You can also configure this setting via the Web interface → page 238.

Press the key for the Main menu if appropriate.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

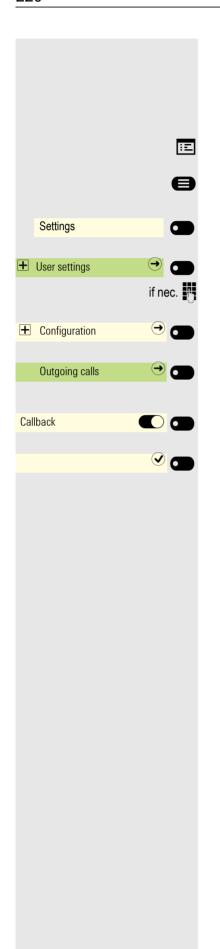
Open using the Softkey.

Open using the Softkey.

Select the "Immediate dialling" function.

Activate with the Softkey.

Save the setting by selecting the Softkey.



Permitting a callback

The Callback function is approved by the administrator.

You can also configure this setting via the Web interface → page 238.

Press the key for the Main menu if appropriate.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Open using the Softkey.

Open using the Softkey.

Activate with the Softkey.

Save the setting by selecting the Softkey.



Allowing a conference

This option allows or blocks the "Local conference" function.

You can also configure this setting via the Web interface \rightarrow page 238.

Press the key for the Main menu if appropriate.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

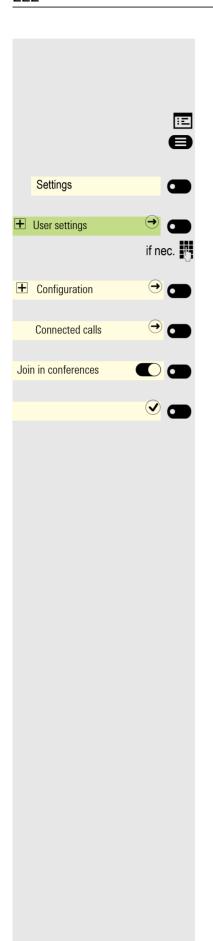
Open using the Softkey.

Open using the Softkey.

Switch to Allow conferences.

Enable or disable using the Softkey.

Save the setting with the Softkey.



Allow joining in a conference

You can use this option to decide whether or not your call partners are allowed to join calls after you exit the conference call.

You can also configure this setting via the Web interface → page 238.

Press the key for the Main menu if appropriate.

Open using the Softkey.

Open using the Softkey.

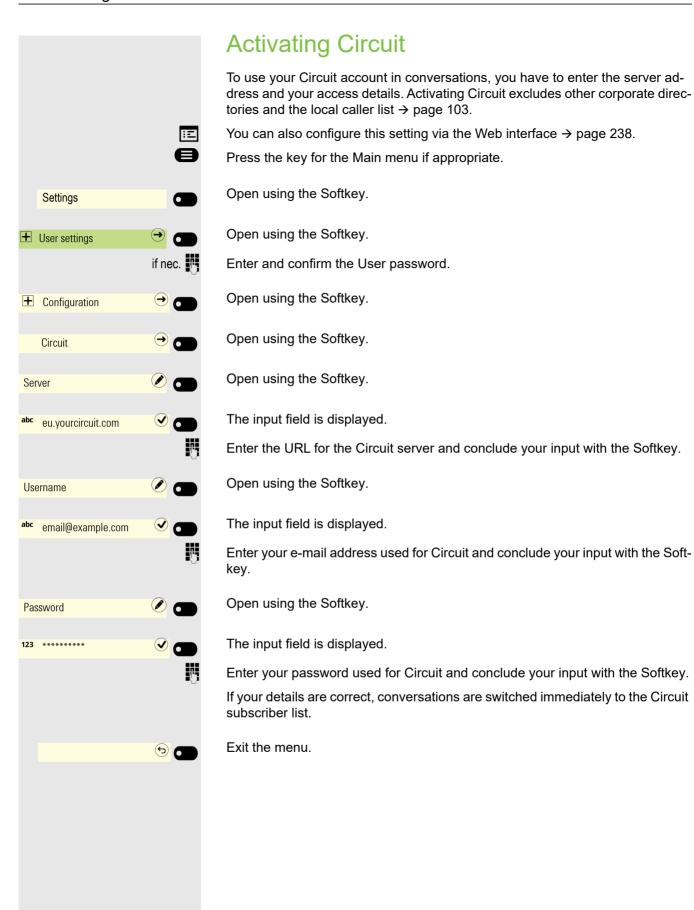
Enter and confirm the User password.

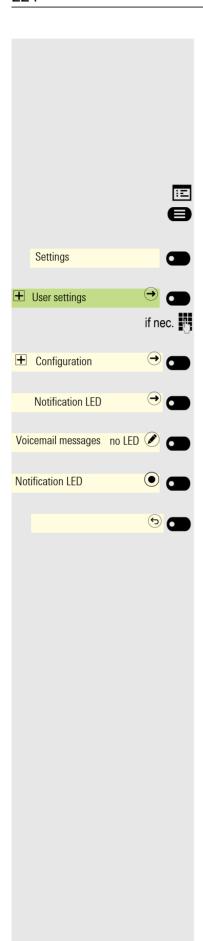
Open using the Softkey.

Open using the Softkey.

Enable or disable using the Softkey.

Save the setting with the Softkey.





Activating/ Deactivating LED notification

Activating/ Deactivating Voicemail messages LED notification

As a user, you can choose whether you want the LED to light up to signal that you have received a new voicemail. LED notification is activated by default.

You can also configure this setting via the Web interface → page 238.

Press the key for the Main menu if appropriate.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Open using the Softkey.

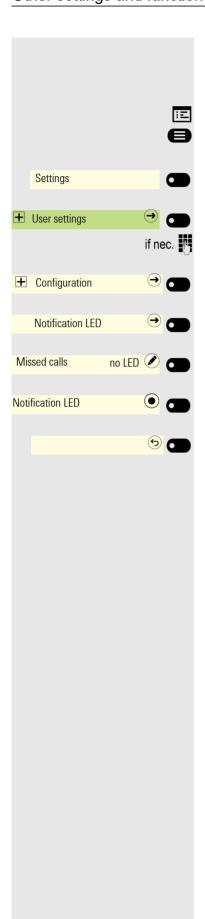
Open using the Softkey.

Open using the Softkey ¹.

Confirm with the Softkey to switch to Notification LED.

Exit the menu.

^{1.} The phone displays the current setting



Activating/ Deactivating Missed call LED notification

As a user, you can choose whether you want the LED to light up to signal that you have missed calls. LED notification is activated by default.

You can also configure this setting via the Web interface → page 238.

Press the key for the Main menu if appropriate.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Open using the Softkey.

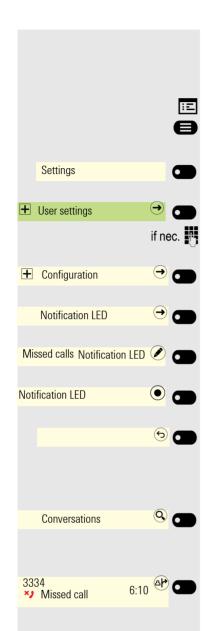
Open using the Softkey.

Open using the Softkey ¹.

Confirm with the Softkey to switch to Notification LED.

Exit the menu.

^{1.} The phone displays the current setting



Clear LED notification when there are missed calls

When there is at least one missed call, the notification LED is lit steady red. To turn off the notification LED you should first configure the **Missed calls** options.

You can also configure this setting via the Web interface → page 238.

Press the key for the Main menu if appropriate.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Open using the Softkey.

Open using the Softkey.

Open using the Softkey ¹.

Confirm with the Softkey to switch to Notification LED.

Exit the menu.

When a new missed call arrives, the notification LED will lit red.

Enter the Conversations screen. The notification LED goes off. The Conversations screen continues to indicate the new missed calls number in a red notification next to the title.

The new missed calls have a red notification at the bottom.

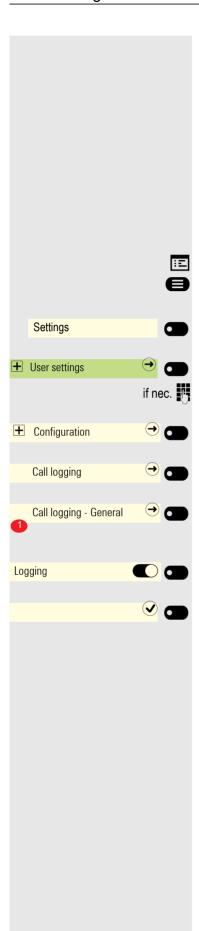
In case the phone is already inside the Conversations screen and a new missed call arrives, then if the Conversation screen is set as the landing screen, the notification LED will lit red. You will need to enter each individual new missed call's details to turn off the notification LED or exit the Conversations screen.

If the phone has a new missed call and goes to power saving mode, the screen will be black but the notification LED continues to lit red.

But if the phone was already in power saving mode and receives a new missed call, then it wakes up and the notification LED lits red. The new missed call notification will be also displayed in front of the Conversations option.

In case where there are unheard voicemail messages, the notification LED will flash red until you enter the Conversation screen and listen to the new voicemail messages.

1. The phone displays the current setting



Call logging

Deactivating Logging

The function can be disabled in order to prevent unauthorized third parties gaining information on the other party involved in the call. No further calls or conversations are then logged in conversations. The function is always activated by default.



When you deactivate the call journal, please note that the customary last number redial function will also be affected by this. You can then no longer redial the last number dialed → page 210.

You can also configure this setting via the web interface → page 238.

Press the key for the Main menu if appropriate.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Open using the Softkey.

Open using the Softkey.

Open using the Softkey.

Activate or deactivate with the Softkey.

Save the setting with the Softkey.



If the function is deactivated, all corresponding call log entries in conversations are deleted. LEDs and Notification-LEDare no longer lighting.



Displaying the missed call log

All missed calls intended for this line are logged and new missed calls are displayed. If the "No" option is selected for "Include calls answered elsewhere", missed calls for this line that were answered either by other subscribers in the group or with "Directed pickup" are neither displayed nor logged (see also → page 145). The "No" setting is recommended if groups are set up.

You can also configure this setting via the Web interface → page 238.

Press the key for the Main menu if appropriate.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Open using the Softkey.

Open using the Softkey.

Open using the Softkey.

Displaying missed calls that were answered elsewhere

Open using the Softkey ¹. Missed calls that have been answered by other subscribers are indicated with a green checkmark.

Select the next option.

Confirm with the Softkey to set No. Calls answered by other subscribers are not displayed in the list.

Call recording

A central voice recorder is installed in the network for recording calls to which your telephone connects in order to record the current voice traffic. The recorder records the entire voice flow of two or more participants.

You should configure a favorite in order to simplify handling of manual call recording → page 136. It is assumed in the description below that a corresponding key has been configured.

Recording modes

The administrator can configure the following operating modes for call recording:

- Disabled
- Manual
- Auto-start
- All Calls
- · One call

The following settings are possible to audibly signal the recording:

- · Repeated
- Single-shot
- Off

Check with your administrator as to which settings were made for your phone.

Mode: All Calls

The telephone starts and stops the recorder automatically in order to ensure that all calls are being recorded.

Mode: Manual

You decide when the recorder is started and stopped or paused. If the recorder is switched on, all further calls will be recorded. You can turn on the recorder before a call so that all the subsequent calls are recorded. If you pause the recorder then nothing will be recorded. If there are no calls, then the recorder likewise pauses.

Mode: Auto-start

The telephone starts the recorder automatically. You can stop or pause the recorder yourself however and restart it. If a call has already been recorded, new incoming and outgoing calls will also be recorded. If you pause the recorder during a call, special calls such as consultation calls, call pickups and second calls will not be recorded as long as the recorder is paused. If the telephone reverts to idle status, the Auto start process is set up again for the next call.

Mode: One call

You decide when the recorder is started and stopped or paused. If the recorder is switched on, the current call will be recorded. If you pause the recorder then nothing will be recorded. The recorder will be turned off when the call finishes.

Explanations of recording

Recordable calls

A recordable call is any call that has a call connection status on the telephone. This can be any incoming or outgoing call. It is immaterial here whether a call is set up directly via the telephone or via an application.

- Outgoing
- · Incoming
- Consultation
- Pickup
- Reconnect
- · Second call
- · Connected call
- Conference (If a local conference is already in progress it cannot be recorded)
- · Automatic call acceptance
- · Secured or unsecured line

Non-recordable calls

- Outgoing calls that have not yet reached full connection status, such as a ringing call.
- · Calls on hold by you.

Enhanced functions

- 1. A server based conference can be set up or cleared down during recording.
- 2. A consultation can be performed during recording.
- Call transfer is also available during recording. You cannot record a call that has been transferred away from the telephone and is no longer connected to it.
- 4. A second call can be accepted during recording.

The following features are not supported

- 1. Playing back recordings over the telephone.
- 2. Deleting recordings over the telephone.
- 3. Functions for editing recordings over the telephone.

Recording tips

You will receive the following advisories while a call is being recorded:

- The recording symbol will be flashing (red/gray) on the display
- Beep (optional repeated at intervals for you and your call partner)
- Beep (optional single at the start of recording for you and your call partner)

The audible advisory can also be switched off. Consult your administrator.

MultiLine

There is no difference between multi-line calls and single-line calls when it comes to recording calls. If recording has started, the call is recorded, otherwise not. The recording status of a line continues as long as calls are connected to this line.

For example, if line A is being recorded (initiated manually) and you switch to line B or line A is placed on manual hold and you switch to line B, the recording is ended and a partial recording saved.

If you disable recording for the call on line B (mode = manual or autostart) and switch back to line A, the recording for line A is not started again.

The operating modes mentioned (All Calls, One call, Auto start or Manual) refer to the telephone and are therefore the same for all lines.

Recording calls

Call recording with Auto start

Standby mode is activated in principle in idle mode. The recording symbol is shown on the display. You cannot switch off the recorder. If you have accepted a call or called a subscriber and the subscriber answers, the call is recorded automatically.

Refer to → page 230 to check which calls can be recorded.

Lift the handset.

or



Press the key shown.



The subscriber answers. You hear a beep, the recording symbol ● starts flashing (red/gray) on the display. The call is now being recorded. (see also → page 230)

You can pause the recording at any time and continue it again.



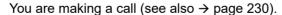
If you end the call, the Auto start process is set up again for the next call.

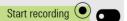
Controlling call recording

Starting call recording manually during a call

Prerequisite: Manual mode or One call is selected. You are conducting a call. Recording has not started. The recording icon is shown on the display.







Press the Softkey to activate.

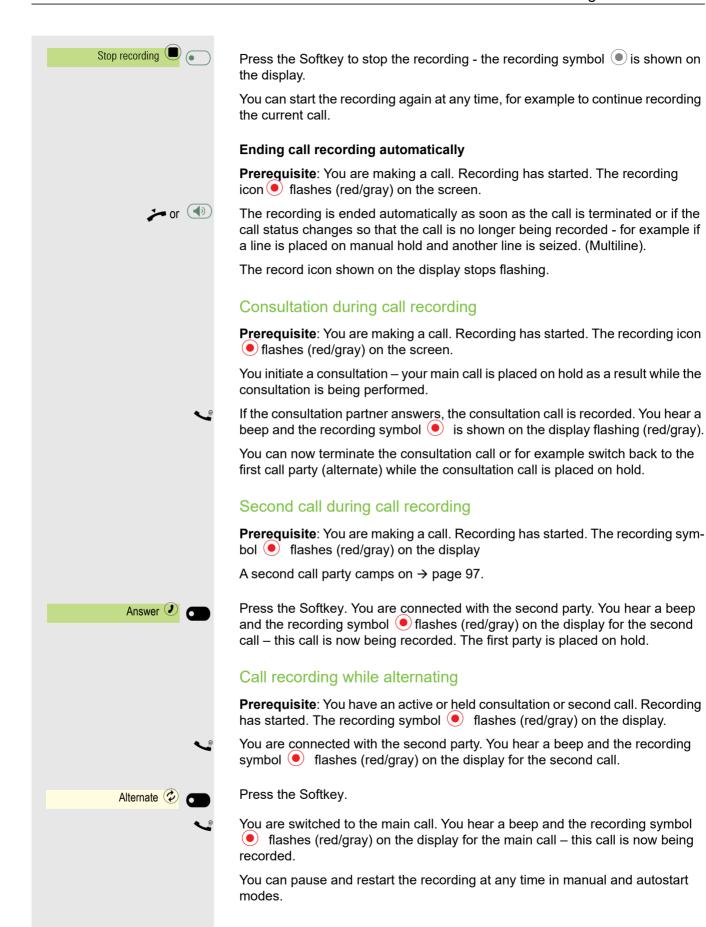
You hear a beep and the recording symbol ● flashes (red/gray) on the display. The call is now being recorded. (see also → page 230)

Stopping call recording manually during a call

Prerequisite: Manual mode, Auto start or One call is selected. You are making a call. Recording has started. The recording key icon flashes (red/gray) on the display.



You are making a call (see also \rightarrow page 230).

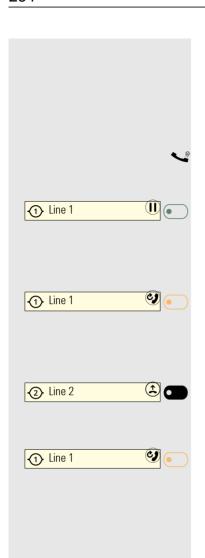


Your call is paused and reconnected during the recording. **Prerequisite**: You are making a call that is being recorded. Your call partner has placed the call on hold. You hear the music on hold. The recording symbol • continues flashing (red/gray). Your call partner resumes the call. You hear a beep and the recording symbol continues flashing (red/ gray). Setting up a conference during recording Prerequisite: You are making a consultation call → page 91 or have accepted a second call → page 97. Recording has started. The main call is placed on hold. The recording symbol • flashes (red/gray) on the display. Press the Softkey. You are connected to both parties at once. The conference is Conference (23) displayed with the current participants. You hear a beep and the recording symbol (flashes (red/ gray) on the display. Adding conference participants during the recording Prerequisite: You have set up a conference. The conference call is now being recorded. You have performed a consultation or accepted a second call (→ page 91 or → page 97). The conference call is placed on hold. You hear a beep and the recording symbol • flashes (red/ gray) on the display for the consultation or second call. The call is now being recorded. Press the Softkey to add the new subscriber to the conference. The conference Conference (23) is displayed with all current participants. You hear a beep and the recording symbol • flashes (red/ gray) on the display for the conference call. Your call is included in a conference during the recording. **Prerequisite**: You are making a call that is being recorded. Your call partner is to include you in a conference. You are placed on hold while the conference is being set up. You hear the music on hold while your call partner is setting up the conference. The recording continues and the recording symbol • flashes (red/gray) on the display. Your call partner answers again and you are connected to the conference. You hear a beep and the recording symbol • flashes (red/gray) in the "Conference" line. The conference call is now being recorded.

Putting a line on hold manually during the recording

There are two options for placing a line manually on hold:

- You place the active line on hold during the call recording and then resume the call on this line.
- You seize a different line during call recording. The first line is placed on manual hold.



Prerequisite: The telephone has more than one line configured. The active call is being recorded. The recording symbol flashes (red/gray) on the display. It is assumed that a OpenScape Key Module 600 is connected for this example. If you do not have a OpenScape Key Module 600, you have to open the Favourites menu to use the line keys.

Holding and retrieving the call on the line

You are making a call, for example on line 1. You hear a beep and the recording symbol • flashes (red/gray) on the display. The call is now being recorded.

Press line key 1. The line key LED lights up amber. The call is now on hold. The recording is paused while the call is on hold. The recording symbol
is shown on the display.

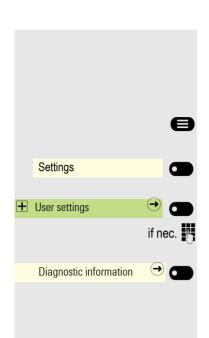
Retrieving a held call:

Press line key 1. The line key LED lights up. The call is retrieved. You hear a beep and the recording symbol flashes (red/gray) on the display again. Call recording is continued.

Holding a call on the line and making a call on a different line

Press line key 2 – the LED lights up. You hear a beep and the recording symbol flashes (red/gray) on the display for line 2 – this call on line 2 is being recorded. Line 1 is placed on hold, call recording of line 1 has been terminated.

Press line key 1 to resume the call. You hear a beep and the recording symbol flashes (red/gray) on the display for line 1 – a new recording of line 1 commences.



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 for the Main menu if appropriate.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Open using the Softkey.

You see a numbered list of telephone parameters with the current settings.

You can see a more structured view of the list via the Web interface \rightarrow page 238:

Example:

	Diagno	ostic data
0/44/0		ostic data
	2016 9:53:42 AM	0000
00	Terminal number	3336
01	SIP server	192.168.1,230
02	SIP port	5060
03	SIP registrar	192.168.1,230
04	SIP registrar port	5060
05	SIP gateway	192.168.1,230
06	SIP gateway port	5060
07	SIP transport	UDP
80	TLS renegotiation	Insecure allowed
09	SIP local port	5060
10	Server features	No
11	DNS results	None
12	Multiline	Yes
13.1	Keyset Lines	Primary: 3336 (registered)
13.2	Keyset Lines	Line: 3334 (registered)
13.3	Keyset Lines	DSS: 3338 (registered)
14	Backup active	Yes
15	Backup proxy	None
16	Use secure calls	No
17	SRTP.Status	Disabled
18	SIP server cert. check	No certificate check
19	Software version	V0R1.0.0 SIP DEV
20	Display message	None
21	Last restart	2016-03-10T11:37:27
22	Memory free	159729K free
23	IP protocol mode	IPv4_IPv6

Diagnostic data				
24	IPv4 address	192.168.1,203		
25	IPv4 subnet mask	255.255.255.0		
26	IPv4 default route	192.168.1.2		
27	Primary DNS	217.237.148.22		
28	Secondary DNS	192.168.1.2		
29	IPv4 Route 1 IP	None		
30	IPv4 Route 1 gateway	None		
31	IPv4 Route 1 mask	None		
32	IPv4 Route 2 IP	None		
33	IPv4 Route 2 gateway	None		
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 destination	None		
40	IPv6 Route 1 prefix length	None		
41	IPv6 Route 1 gateway	None		
42	IPv6 Route 2 destination	None		
43	IPv6 Route 2 prefix length	None		
44	IPv6 Route 2 gateway	None		
45	MAC address	001ae8757efe		
46	LLDP	No		
47	VLAN discovery	Manual		
48	DHCPv4	No		
49	DHCPv4 re-use	No		
50	DHCPv6	No		
51	DHCPv6 re-use	No		
52	LAN port type	Automatic		
53	PC port status	Disabled		
54	PC port type	Automatic		
55	PC port autoMDIX	No		
56	VLAN ID	None		
57	QoS Layer 2	Yes		
58	QoS Layer 2 voice	5		
59	QoS Layer 2 signalling	3		
60	QoS Layer 2 video	4		
61	QoS Layer 2 default	0 Vaa		
62	QoS Layer 3 voice	Yes		
63	QoS Layer 3 voice	EF / 46		
64	QoS Layer 3 signalling	AF31 / 26		
65	QoS Layer 3 video	AF41 / 34		
66	LLDP-MED operation	Disabled		
67	NG911 location	Enabled		

Diagnostic data				
68	FIPS enabled	No		
69	Media.Negotiation	Single IP		
70	ICE.Check.pairs.max	50		
71	ICE.Max.Check.ms	15000		
72	ICE.Gather.Ta.timer.ms	20		
73	ICE.Gather.RTO.timer.ms	100		
74	ICE.Check.Ta.timer.ms	20		
75	ICE.Check.RTO.timer.ms	100		
76	Bluetooth hardware address	00:1A:E8:75:7E:FF		
77	Total calls made	249		
78	Total calls received	85		
79	Calls made via dialler	88		
80	Calls made via conversations	161		
81	Calls made via search	0		

Individual settings that impact energy efficiency

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

- You can reduce the ringer volume, display brightness and contrast the default settings on delivery are 50%.
- You can change the time for switching from standby (ready) mode to an energy-efficient low power mode. The default setting on delivery is one minute.

Background lighting is always switched off in low power mode. The background lighting is set to a low level on delivery in all other modes.

Web interface (WBM)

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 your administrator.

Launching the Web interface



For more information on the IP address, the web interface address, and how to connect the telephone to the network, refer to the section entitled "Displaying network information" → page 195.

To launch the interface, open a web browser and enter the following:

https://[IP address of the phone]

[IP address of the phone] is the IP address of your phone.

or

https://[Name of the phone]



[Name of the phone] that was assigned by the administrator.



You might receive a certificate notification from the browser. Follow the instructions to download the certificate.

You will be prompted to configure a user password the first time you call up the web interface
→ page 168. You must log in with this password in future every 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 Settings

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 values (for example, under "Bluetooth" "Last connected device")
- "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 that you can make via the web interface's user menu can also be made via the phone's user menu → page 67.

User Settings

User login

User login
→ page 168

Date and time

Audio

- Standard Ringer
 - Ringer
 → page 173

 - Ringer melody

 → page 174
 - Room Character → page 172
 - Open listening
 → page 175
- Special ringers
 - Internal

 → page 177
 - External

 → page 177
 - Recall

 page 177
 - Emergency

 → page 177
 - Special 1
 - Special 2
 - Special 3

Bluetooth

- Configuration
 - Active
 → page 125
 - Bluetooth address^[2]

Configuration

- Outgoing calls
 - Autodial delay (seconds)
 → page 216

 - Transfer on ring → page 218
 - Immediate dialling → page 210
- Incoming calls
 - Deflecting
 - Forwarding
 - Forwarding Unconditional → page 203
 - Forwarding Busy → page 203
 - Forwarding No reply → page 203
 - Alerts
 - Visual

 → page 102
 - Audible → page 102

- Forwarding party → page 102
- Visual alert time (secs) → page 102
- Handling

 - Allow call waiting tone
 - Allow DND

 page 167
- CTI calls
 - Auto-answer → page 205

 - Beep on auto-reconnect → page 206
- Connected calls

 - Music on hold → page 210

 - Display DTMF digits → page 90

 - Lower IL alert
- Circuit
 - Server → page 223
 - Username → page 223
 - Password → page 223
- Microsoft Exchange
 - Server → page 103
 - Username → page 103
 - Password → page 103
 - Folder to sync (optional) → page 103
- OpenScape UC
 - Server
 - Username
 - Password
- Keyset
 - Lines

 - Address^[1]
 - Primary line^[1]
 - Ring on/off^[1]
 - Selection order^[1]
 - Hot line/warm line^[1]
- BLF
 - Busy Lamp Field: **not** for System
- Call logging
 - Call logging General
 - Logging
 → page 227
 - - Include calls answered elsewhere
- 1. Information read only

Phone

- Inactivity
 - Screen type → page 184
 - Idle time (mins)

 → page 185
 - Slide time (secs)
- Presence screen
 - Forwarding types
- Display
 - Brightness

 → page 190

 - Key module brightness → page 190
 - Landing screen
- Permanent Favourites
- Team-Schirm/Tastenmodul 1
 - Page 1
 - Edit → page 137
 - Page 2
 - Edit (m) → page 137
- Key module 2 (if available, such as Team-Schirm/Tastenmodul 1)
- Key module 3 (if available, such as Team-Schirm/Tastenmodul 1)
- Key module 4 (if available, such as Team-Schirm/Tastenmodul 1)
- Key click → page 77
 - Volume
 - Active for:
- Energy saving → page 191
 - Activate after:
 - Backlight dim
 - Backlight off

Locality

- Country

 → page 183

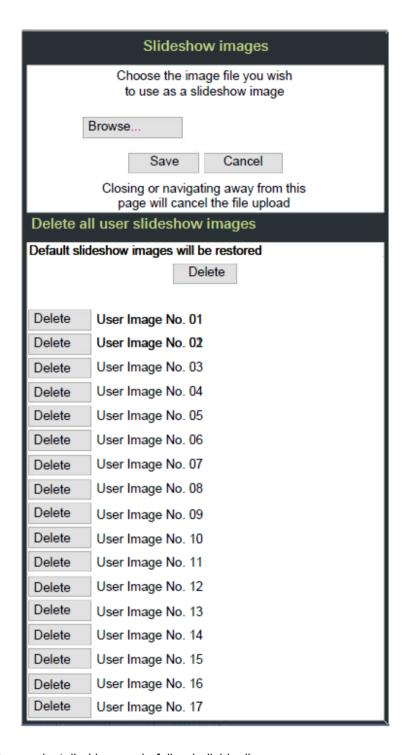
Security

- Password
 - Current password
 - New password → page 168
 - Confirm password

The functionality of the call log function "Missed calls" or the setting for "Answered elsewhere" depends on the support provided by the SIP server.

File transfer

- Slideshow images



You can delete your installed images in full or individually.

- Ringtones

Ringtones				
Choose th	ne ringtone you w	ish to	transfer to the	phone (1MB max)
В	rowse	None	e selected	
	Ringtone name (optional)			
ı	Save	9	Cancel	
			ting away from el the file upload	
Delete all user ringtones				
Default ringtone settings will be restored				
Delete				
Delete	Ringtone Nr. 01			
Delete	Ringtone Nr. 02			
Delete	Ringtone Nr. 03			

You can delete your installed ringtones in full or individually.

File name

The file name should only contain alpha-numeric characters as indicated below. If the file name contains any other characters, they are automatically replaced by a "_" (underscore).

The set of allowed characters are:

- 0 to 9
- a to z
- A to Z
- "-" (hyphen)
- "_" (underscore)

File name should not start with a hyphen.

Fixing problems 245

Fixing problems

Caring for your telephone

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

Troubleshooting

Pressed key does not respond:

If the phone is locked, selected dialing keys on the OpenScape Key Module 600 cannot be used. This also applies even if an emergency number is saved on this key. Check whether your telephone is locked (The following message appears on the screen: "Phone locked. To unlock enter the PIN."). If the phone is locked, enter your PIN to unlock it.

The phone does not ring on call:

Check whether the ringer is deactivated (see icon in the status bar on the display → page 27). If it is deactivated, activate the ringer.

You cannot dial a number:

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

246 Fixing problems

Messages during remote configuration

If an error occurs during remote configuration, it will be reported on the display. For example:



The following error codes are possible:

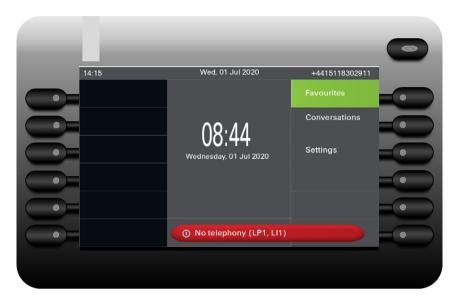
Code	Priority	Description
AU	1	Canceled by user Appears if the PIN entry was rejected
RS	1	The IP address of the Unify Vermittlungrechner cannot be retrieved. DNS query failed.
RN	3	A connection cannot be established to the Unify Vermittlungrechner – No response
RR	2	A connection cannot be established to the Unify Vermittlungrechner – Rejected
RU	1	A connection cannot be established to the Unify Vermittlungrechner – Not authorized
RO	3	A connection cannot be established to the Unify Vermittlungrechner – No or invalid OCSP response
RV	2	A connection cannot be established to the Unify Vermittlungrechner – Certificate invalid
DS	1	The IP address of the deployment server cannot be retrieved. DNS query failed.
DN	3	A connection cannot be established to the deployment server. – No response
DR	2	A connection cannot be established to the deployment server. — Rejected

In such cases, please contact your administrator and specify the error code.

Fixing problems 247

To correct any other problems:

Contact your administrator first if a fault persists for more than five minutes, for example. Pass on the message displayed in the red field, if appropriate, as shown in the next example. Problems that cannot be corrected should be referred to Customer Service.



Repair and recycling concept, extending performance capability

This section includes additional user instructions in accordance with the basic award criteria for the Blue Angel eco-label pursuant to RAL-UZ 150. Obligations for Unify arising from this section are only valid in Germany.

Recycling and disposal of equipment in the OpenScape Desk Phone family

Return of OpenScape Desk Phone waste equipment.

a) Legal and other foundations

The take-back of equipment and spare parts is based on

- EU Directive 2002/96/EC (WEEE),
- the German "Act Governing the Sale, Return and Environmentally Sound Disposal of Electrical and Electronic Equipment" (ElektroG),
- the criteria of the Blue Angel RAL UZ 150 for "Corded Voice-Over IP Telephones".

b) Separate collection according to ElektroG

Users of electrical and electronic equipment are obliged to collect waste equipment separately and supply for proper disposal.

This waste equipment must not be disposed of together with unsorted municipal waste (normal household waste). Separate collection is a condition for reuse, recycling and efficient recovery of waste equipment and the basis for the recovery of materials.

c) Take-back according to the criteria of the Blue Angel

In addition to the legal requirements governing take-back of electrical and electronic equipment, Unify Software and Solutions GmbH & Co. KG takes back the OpenScape Desk Phone CP200 SIP, OpenScape Desk Phone CP400 SIP, OpenScape Desk Phone CP600 and OpenScape Desk Phone CP700/700X SIP telephones introduced on the market in Germany and manufactured after March 2014. Insofar as no direct collection of this waste equipment has been agreed, the OpenScape Desk Phone end-of-life telephones can be returned free of charge to the following address:

eds-r gmbh //
rücknahmesysteme
Maybachstr. 18
90441 Nuremberg, Germany

d) Reuse, recycling and recovery

Attention is paid to ease of disassembly/recycling of the OpenScape Desk Phone waste equipment as early as the product development stage.

Reuse:

The waste equipment is repaired and refurbished and introduced into the spare parts cycle where it is then reused.

Recycling and recovery of OpenStage equipment that is no longer usable:

the equipment is roughly disassembled and introduced into various recovery operations prior to further treatment. The various metals are separated using special shredder equipment for electronic scrap. Copper and precious metals are processed by refining. Aluminum and iron are separated and supplied for melting.

Repair reliability and spare part supply

Unify Software and Solutions GmbH & Co. KG guarantees repair support and spare part supply for up to 5 years following product discontinuation of the OpenScape Desk Phone telephones.

Extending performance capability

The functionality of all OpenScape Desk Phone telephones can be extended fundamentally by means of software updates.

Please contact your administrator/system support if necessary in this respect or your sales partner at Unify Software and Solutions GmbH & Co. KG.

Special features for operation on an OpenScape 4000

Not all functions are supported fully when operating an OpenScape Desk Phone CP700/700X on an OpenScape 4000, as is the case on an OpenScape Voice.

Passively supported functions

Some of the functions are only available to you as a passive user. The restrictions are listed below:

- An OpenScape Desk Phone CP700/700X on an OpenScape 4000 cannot actively park a user in the system. The OpenScape Desk Phone CP700/700X can be parked by a different user however.
- If an OpenScape Desk Phone CP700/700X is called on an OpenScape 4000 and a call is already being conducted or the user does not answer, the caller can enter a callback. Such a callback request in the case of busy or no reply cannot be entered from the OpenScape Desk Phone CP700/ 700X. To initiate a callback, see → page 88.
- The telephone can only be the passive user in the case of third-party monitoring.
- The telephone can be captured but cannot capture a connection itself.

Unsupported functions

The functions that are not available to you with your OpenScape Desk Phone CP700/700X on an OpenScape 4000 are listed below.

- Direct station selection keys cannot be configured → page 148.
- Line keys cannot be configured → page 151.
- The telephone cannot be configured as an executive/secretary team member → page 163.

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