Key Layout and Operation

Fixed Function Keys

- **Transfer a call**
- **Establish a conference call**
- **Decrease volume**
- **Hold a call**
- **Activate/deactivate the loudspeaker**
- **Increase volume**
- **Activate/deactivate the headset**
- **Open User/Admin Menu**
- **Access messages (Voicemail, Call log)**
- **OpenScape Desk Phone IP 35G Quick Reference Card**

Preprogrammed Programmable Function Keys

- **Forward incoming calls to a defined destination**
- **Pick up enables users in a pick-up group to answer calls for each other**
- **Activate DND (Do Not Disturb)**

Navigation Keys

- **Press ▶: Scroll upwards**
- **Press ◀: Scroll downwards**
- **Press Back: Cancel function, delete character left of cursor, go up one menu level**
- **Press OK: Confirm input or perform action**
- **Press *: Jump to beginning of the list**
- **Press #: Jump to end of the list**

Key Pad Shortcuts

- **Press ▶: Scroll downwards**
- **Longpress ▶: Jump to end of the list**
- **Press Back: Cancel function, delete character left of cursor, go up one menu level**
- **Press OK: Confirm input or perform action**
- **Press ◀: Scroll upwards**
- **Longpress ◀: Jump to beginning of the list**

Display Icon Overview

**Display Icons in Idle State**

<table>
<thead>
<tr>
<th>Icon</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>📖</td>
<td>You have received one or more new messages</td>
</tr>
<tr>
<td>☎️</td>
<td>One or more new entries have been added to the call lists</td>
</tr>
<tr>
<td>🔄</td>
<td>Call Forwarding is activated for all calls</td>
</tr>
<tr>
<td>🛡️</td>
<td>Ringer is deactivated</td>
</tr>
<tr>
<td>🌰</td>
<td>Remote maintenance has been activated</td>
</tr>
<tr>
<td>🔴</td>
<td>Do not disturb is activated</td>
</tr>
<tr>
<td>🔴</td>
<td>Phone lock is activated</td>
</tr>
<tr>
<td>🌰</td>
<td>A mobile user is logged on to the telephone</td>
</tr>
</tbody>
</table>

**Display Icons during a Call**

<table>
<thead>
<tr>
<th>Icon</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>📞</td>
<td>Call is active</td>
</tr>
<tr>
<td>🎤</td>
<td>Voice connection with high quality (G.722)</td>
</tr>
<tr>
<td>📡</td>
<td>Call has been disconnected</td>
</tr>
<tr>
<td>🕒</td>
<td>You have placed the call on hold</td>
</tr>
<tr>
<td>🕒</td>
<td>Your call partner has placed the call on hold</td>
</tr>
<tr>
<td>🌰</td>
<td>Secure voice connection</td>
</tr>
<tr>
<td>🌰</td>
<td>Not secure voice connection</td>
</tr>
</tbody>
</table>
Using your OpenScape Desk Phone IP

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

**Redial a Number (last dialed Number)**
- Lift handset and press OK.

**Dial from the Call Log**
1. Press Messages.
2. Select "Call log" and press OK.
3. Select "Missed", "Dialed", "Received", or "Forwarded" calls and press OK.
4. Select the desired entry and press OK.

**Answer a Call**
- Lift handset, or
- For handsfree call: press Speaker or OK, or
- For headset mode: press Headset or OK.

**Deflecting an Incoming Call while ringing**
1. Select "Deflect" from the context menu and press OK.
2. Enter a destination phone number and press OK.
3. Select the desired entry and press OK.
4. During a call press Hold.
5. To retrieve a call: press Hold again.

**Hold or Retrieve a Call**
- During a call press Hold.
- To retrieve a call: press Hold again.

**Make a Conference Call**
1. During a call with party A, press Conference.
2. Hear dial tone. Party A is automatically on hold.
3. Enter the phone number for party B and press OK.
4. Once connected with party B, press Conference.
You are now connected in a conference with parties A and B.

**Transfer a Call**
1. During a call with party A, press Transfer.
2. Enter the phone number of party B and press OK.
3. You may then either: press Transfer while party B is ringing, or
   wait for party B to answer, announce the call and then press Transfer.

**Switch to Handsfree Call during a Call**
- Press Speaker and hang up.

**Using mute during a Call**
- Press Mute and the LED lights to show all microphones are muted.
- Press Mute again to un-mute.

**End a Call**
- Hang up, or
- For handsfree call: press Speaker, or
- For headset mode: press Headset.

**Call Voicemail**
1. Lift handset or press Speaker.
2. Press Messages. The mailbox is called.

**Program Call Forwarding**
1. Press Forward.
2. Select "Set a forwarding destination" and press OK.
3. Enter the destination number and press OK.
A Call Forwarding for all calls is now configured and activated.

**Turn Call Forwarding on or off for All Calls**
- Press Forward and press OK.

**Program a Programmable Function Key *)**
1. Press Settings, navigate to "User" and press OK.
2. Enter the user password and press OK.
3. Navigate to "Phone" and press OK.
4. Navigate to "Program Keys" and press OK.
5. Press the desired programmable key.
6. Select "Normal" and press OK.
7. Select desired function and press OK.
8. Enter additional parameters as appropriate and press OK.
9. Select "Save&Exit" in the menu and press OK.
10. Press Settings to return to phone mode. The desired function is now configured.
*) It is recommended to either use Web Based Management or to consult the administrator.

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

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

**Using Call Waiting toggle**
Allows a second incoming call while in an active call

**Redial a Number (last dialed Number)**
- Lift handset, dial number and press OK, or
- Lift handset.

**Alternate Switches between two calls**
Blind transfer call Transfers a call without consultation
- Lift handset and press OK.
- Lift handset.

**Built in fwd**
Turns Call Forwarding on/offCall recording Records the call on a central Call Recorder
- Lift handset.

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Programmable Functions (Examples)

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