Unify OpenScape Desk Phone CP

Atos Unify OpenScape Desk Phone CP210

Atos Unify OpenScape 4000
User Guide HFA



Important information



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

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



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



Use only original accessories.

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

Trademarks



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

http://wiki.unify.com in the section "Declarations of Conformity".



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

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

Software update

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

Care and cleaning instructions

- Never spray the phone with liquids as the penetrating fluids can lead to malfunctions or may damage the device.
- Do not use substances such as alcohol, chemicals, solvents or scouring agents, as these substances can lead to surface damage.
- · Clean the phone with a soft and slightly damp cloth.

Online documentation

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

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

Location of the telephone

- The telephone may only be operated using the LAN cabling internally in the building. The device should be connected to the IP infrastructure using a shielded LAN cable: Cat-5 for 100 Mbps or Cat-6 for 1000 Mbps. Make sure in the building installation that this cable shielding is earthed.
- When using an additional Wi-Fi dongle when connecting the phone to the network, make sure that the network security standards (e.g. encryption) and availability are met
- The telephone is designed for operation in a protected environment within a temperature range of 5 °C to 40 °C.
- Do not install the telephone in a room where large quantities of dust accumulate; this can considerably reduce the service life of the telephone.
- Do not expose the telephone to direct sunlight or any other source of heat, as this is liable to damage the electronic components and the casing.
- Do not install the telephone in bathrooms or shower rooms.

Product-oriented environmental protection

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

Energy Star



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

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

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

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

License information

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

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General information

About this manual

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

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

Icons used in the manual

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



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



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



Indicates important additional information in relation to handling.



Indicates required intervention by the Administrator.

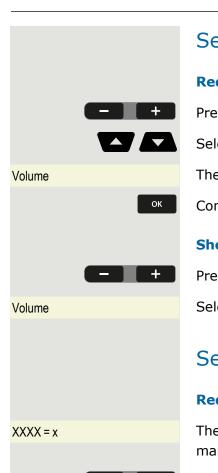
Displays for describing operation

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

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

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

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Selecting and confirming the required option

Required operating steps with display text

Press the key on the left or right side.

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

The required option is selected.

Confirm the selected option.

Shortened illustration in the user guide

Press the key on the left or right side.

Select and confirm the option shown (e.g. for settings the ringer volume).

Setting the required option

Required operating steps with display text

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

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

Shortened instruction in the user guide

Keep pressing the keys until the desired result is achieved.

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, contact your Network provider.



If you experience problems or defects with the phone, dial the service number for your country. General information 14

Intended use

The OpenScape Desk Phone CP210 is a desktop or wall-mounted unit designed for voice transmission and for connection to the LAN. It can also be used as a workstation device. The OpenScape Desk Phone CP210 can also be connected to Wi-Fi with a additional Wi-Fi dongle.

Any other use is regarded as unintended.

Telephone type

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



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

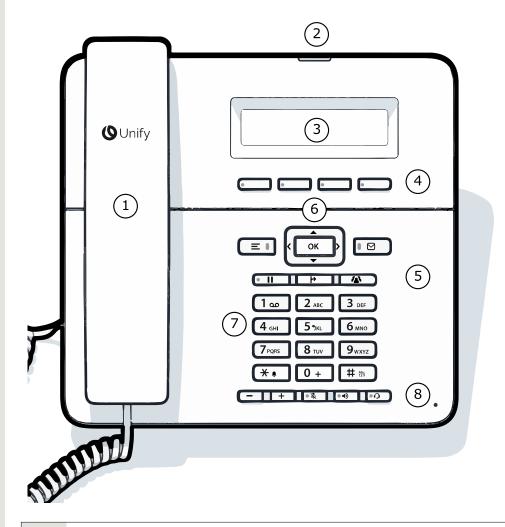
Speakerphone quality and display legibility

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

Getting to know the OpenScape Desk Phone CP210

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

The user interface of the phone

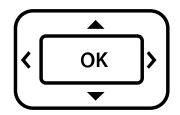


- 1 You can make and receive calls as normal using the **handset**.
- The **status LED** displays the phone connection status. Incoming calls and new voice mails are visually signalled via the Notification LED.

- The **display** shows information during telephone operation (three lines with up to 32 characters each).
- **4** The **programmable function keys** can be set to various functions.
- **5** The **function keys** (non-programmable) are assigned to the following functions during a call:
 - Provides access to the user menu for locally controlling the phone settings.
 - : Allows voicemails to be managed.
 - : Hold or retrieve the active call.
 - : Transfer a call to another contact.
 - : Enable access to the conference functions.
 - : Activate or deactivates the speakerphone during an active call.
 - : Activates or deactivates the headset.
 - : Increases or decreases the speaker or headset volume.
 - : Activates or deactivates the microphone. This prevents the other party from listening in, e.g. when consulting with someone else in the room or in case of background noise.
- **6** The **navigation keys** help you navigating through the various phone functions, applications and configuration menus.
- 7 The **dialpad** can be used to enter phone numbers and write text.
- **8** You can listen to calls with the **microphone** even when the handset is hung up.

Navigation keys

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





The pictograms for the navigation keys in this manual do not look identical to the navigation keys on the hardware.

Key / pic- togram	Functions when key is pressed
3	 In lists and menus: One level up Entry selected: Cancel action In input fields: Delete character to the left of the cursor
•	In lists and menus: One level down
	 In lists and menus: Scroll up Press and hold: Skip to the start of the list or menu
	 In lists and menus: Scroll down Press and hold: Skip to the end of the list or menu
ок	With entry selected: • Perform action • Confirm your selection

Programmable function keys on the phone

Your OpenScape Desk Phone has four fixed function keys (with LED) below the display, which you can program with different functions or phone numbers. A function can be programmed for each key as well as a phone number at the second level.

The status of a function is shown by the LED display for the corresponding function key. Depending on how they are programmed, you can use the keys as follows:

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



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

Meaning of LEDs on function keys

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



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

Signaling LED

When the Atos Unify OpenScape 4000 is idle (on-hook), the Signaling LED state and color depends on the state of the Mailbox / Call log LED (see table below). Call log key must be configured on the phone to have the following functionality.

Mailbox LED	Call log LED	Signaling LED				
ON	ON	ON - flashing red light				
ON	OFF	ON - flashing red light				

Mailbox LED	Call log LED	Signaling LED				
OFF	ON	ON - solid red light				
OFF OFF		OFF				

When the Atos Unify OpenScape 4000 is not idle, the Signaling LED shows the following signal lights:

- Solid green light if the phone is off-hook, dialing, calling, ringing (outgoing) or connected.
- Flashing green light if there is an incoming call.
- Solid amber light if there is a call on hold.
- · Flashing amber light in case of recall.

Dialpad



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

To delete digits press 3.

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

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



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

Character overview

The character overview depends on the current language setting.

Key	1x	2x	3x	4x	5x	6x	7x	8x	9x	10x	11x	12x	13x	14x	15x	16x	17x
1 w (a)	1	(b)	;	=	\$	١	&	[]	{	}	%					
2 ABC	а	b	С	2	ä												
3 DEF	d	е	f	3													
4 сні	g	h	i	4													
5 JKL	j	k	I	5													
6 mno	m	n	o	6	ö												
7 PQRS	р	q	r	s	7	ß											
8 TUV	t	u	v	8	ü												
9 _{wxyz}	w	x	у	z	9												
* • (c)		*	1	#	,	?		,	w.	+	-	()	@	/	:	_
0 +	0	+															
# 425	(d)																

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

Multi-function keys

Key	Function during text input	Function when held down
* •	Types special characters	 2 seconds: Ringer off 3 seconds: Beep rather than ringer
# 125	Switches between uppercase and lowercase text and number entry: • "Abc" mode • "ABC" mode • "123" mode	Activates the telephone lock "Locking the phone " → page 1

Key	Function during text input	Function when held down
1 00	Types special characters (not in 123 mode).	Calls the answering machine.

Text editor

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

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

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

Display

Display contrast

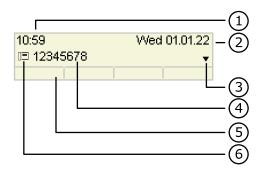
The OpenScape Desk Phone OpenScape Desk Phone CP210 comes with a black-and-white LCD display.



The contrast settings cannot be changed.

Idle mode

If no calls are taking place or settings being made, the phone is in idle mode.



1	Time
2	Date
3	Idle menu navigation
4	Phone number
5	The function key labels display the assigned key settings. For each label, a maximum of eight characters can be displayed.
6	Status icon

Press this key to return to the idle mode display from a call list.

Press this key to return to the idle mode display from the **Program** or **Settings** menu.



You can also configure a "Show phone display" key for both of these instances to access the idle mode screen.

Programmable function keys

Your OpenScape Desk Phone CP210 has four fixed function keys (with LED), which you can reprogram with different functions or phone numbers at any time. You can call up various functions. The idle menu contains the following entries by default:

- · Call lists
- Display Directory
- · Call forwarding
- Redial

Icons in the idle menu

Icons for different situations and options are displayed on the phone screen in idle mode.

Icon	Explanation	Display position
иii	Displays the Wi-Fi signal strength and status (more bars indicate a stronger signal).	1 st line
ā	Secure Wi-Fi signal (more bars indicate a stronger signal).	1 st line
4	USB is active.	1 st line
•	Call recording is in progress	1 st line
Ø	The ringer is deactivated.	1 st line
Φ_{Π}	The ringer is set to a beep.	1 st line
£	Remote maintenance has been activated.	1 st line
•	"Do not disturb" is activated.	1 st line
£	The phone lock is activated.	1 st line
\searrow	You received new voice messages.	2 nd line
(‡	You have one or more new missed calls.	2 nd line
*	Local call forwarding is active.	2 nd line
\$	A mobile user is logged on to the telephone.	2 nd line
	A status icon in front of your own phone number (replaced, for example, by the icons for call forwarding or the icon "Mobility").	2 nd line



Displays on the status line for adjusting the volume

Use the keys to adjust the ringer, handset and speaker volume. The following status icons are displayed:

Display	Meaning
Δ	Ringer volume in 10 levels
Ø	Ringer volume in 10 levels when the ringer is switched off
4	Handset or speaker volume in 10 levels after picking up the handset or switching to speakerphone mode.

Context-dependent displays

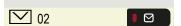
Depending on the situation at hand, the display on the phone displays different content.

Information on current events

The following icons appear centered on the display when your phone is idle and draw your attention to current properties or events.

Example

You missed two calls in your absence.



Open the two new voice messages by pressing the softkey (see "Call logging" \rightarrow page 1).

Icons for events

Icon	Explanation
igwedge	You received new voice messages.
(‡	You have one or more new missed calls.
ò	Local call forwarding is active.

Icon	Explanation
	A status icon in front of your own phone number (replaced, for example, by call forwarding or Mobility icon).

Context menus

If an up or down arrow ♦ appears beside an entry in the second line, a context menu is available whose options you can select using the navigator keys or (see "Navigation keys" → page 16). The range of functions available is situation-specific.

Consultation?	First menu entry (selected on call-up)
Start conference?	
Hold?	Other menu options (hidden)
Blind transfer call?	
Disconnect?	
Directed pickup?	

Example

Press the softkey to go back to the telephony interface from the message menu (see "Voicemail" → page 27).

Press the softkey again to access the telephony interface from the Program / Service menu (see "Settings and functions" → page 28).



You can set up a "Show phone display" key for both of these instances to access the telephony interface screen again (see "Programming a key" \rightarrow page 1).

Idle display context menu

Access the following functions (if activated) by pressing the softkey. The current function is displayed in the second display line.



Select the other functions using the navigator keys.

Redial	First entry (selected when you call up the menu, if you have already dialed a phone number)
	Example: x may appear as dialable number like "1234".

Ringer off	Other menu options (hidden)
Do not disturb	
Mobile logon	
Cancel callbacks	
Directed pickup	

Functions during a call

In many operating situations you are offered appropriate functions or advisories in the second line of the display.



Select the remaining other available hidden functions using the navigator keys.

Example

You set up a consultation call. The second line displays the first of three dependent functions.



Search for the appropriate function and confirm.

The menu with the functions closes automatically after you have executed an action.

12345 First display line

Dial Second display line (current option)

Redial

Other possible menu options (hidden)



To delete information or warning messages, press the softkey.

Icons during a call

Retrieve held call

Icon	Meaning
-	The call is active.
HD	High-quality voice connection (G.722).
4	The call has been disconnected.
⊣⊢	You have placed the call on hold (e.g. consultation hold).

Icon	Meaning
F	Your call partner has placed the call on hold.
a	The voice connection is secure.
6	The voice connection is not secure.

Mailbox

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

- Callback requests
- Voicemail

Messages (callback requests)



This information remains active until all messages have been viewed or deleted.

To access the messages, press the key. The most recent entry is displayed.



For a description of how to edit the entries, see "Using call-back" \rightarrow page 58.

Voicemail

Press the key shown.

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

An corresponding message is displayed.



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

Call lists

Calls to the phone, unanswered calls, and dialed phone numbers are saved in "call lists". To call subscribers from the call lists, press the function key with the icon or search a call list in the idle menu using the key (see "Dialing subscribers from the call lists" → page 46).

Settings and functions



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

The bottom line consists of four "labels" that can be assigned to the function keys below the display.



Open the Settings menu by pressing the softkey.

- User
- Admin

User

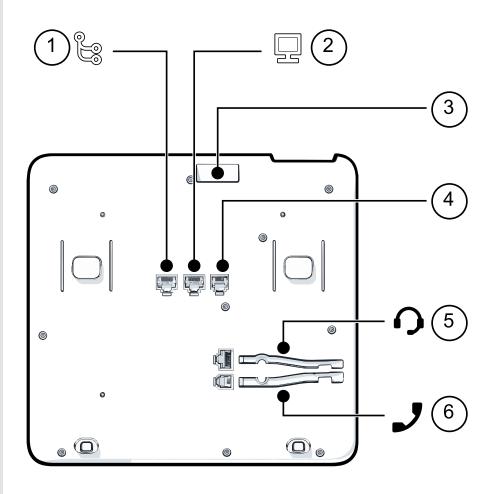
The setting options provided allow you to adapt the telephone to your individual requirements.

Admin

Once the admin password is entered, this menu is available to the administrator.

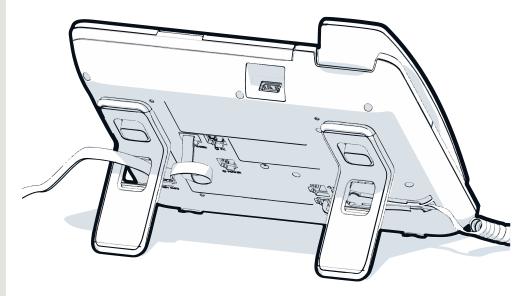
Use the navigator keys to navigate through the menus as described in the section "Navigation keys" \rightarrow page 16.

Ports on the underside of the phone



1	Network LAN port	2	PC LAN port
3	USB-A port	4	Optional power supply
5	Headset port	6	Handset port





Thread the connection cables on the back of the phone through the holes in the stand. Arranged in this way, the device always has a secure stand.

The picture shows only an example of the OpenScape Desk Phone series.

How to use network connections

The OpenScape Desk Phone provides a 1 Gb/s Ethernet switch and a USB port. An internal Ethernet switch connects the PC LAN port of the phone with the network LAN port to the PC.



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

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



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

1	USB port	2	PC LAN port
3	Network LAN port		

Using the USB port

The USB type A port above the display can be used for connecting the following items:

- A USB headset (for compatible headsets, refer to https://wiki.uni-fy.com/wiki/Headsets_for_OpenScape_Desk_Phone_CP), not included
- · A mobile ION handset (DECT), not included
- A Wi-Fi USB dongle as a replacement for the LAN connection cable.
 A Wi-Fi Network is required (see the Admin Guide for more information on how to set up the Wi-Fi connection), not included



Do not unplug the USB dongle during calls, as this disrupts the network connection.

Telephone settings



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

Setting the display contrast

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



You can also configure this setting via the WEBM interface (see "General" \rightarrow page 116).



Press the key shown.

Select and confirm the option shown.

Enter and confirm the user password, if required.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Set and confirm the contrast.

Select and confirm the option shown.

74 Phone? Display? Contrast: =

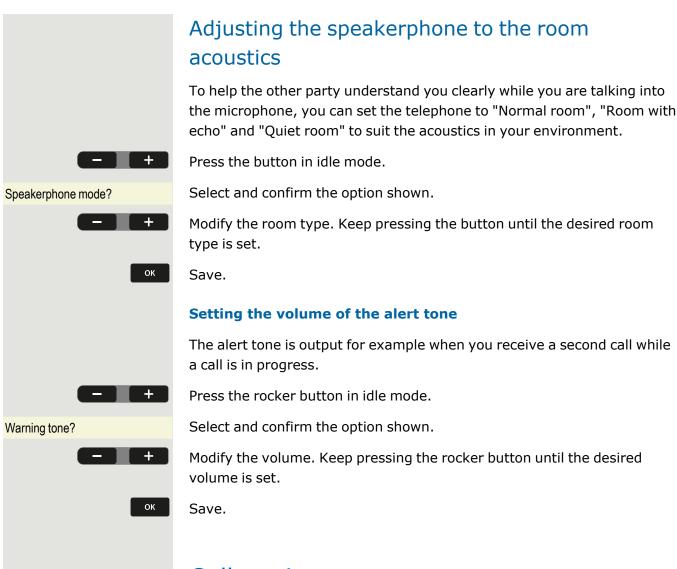
User

Save & Exit?

Audio

Adjusting audio settings

You can optimize the audio settings on your OpenScape Desk Phone CP210 for your work environment and according to your personal requirements.



Call settings

Activating and deactivating second call

You can indicate whether or not you wish to accept a second call (call waiting) during a call.



If your phone belongs to an ONS group (One Number Service / parallel call: In addition to an alerting tone on the busy phone, the second call is signaled with a ring tone on the other phones in the ONS group (see "Special parallel call (ONS) functions" \rightarrow page 108).

≡□

Open the menu.

Feature settings?

Camp on?

Select and confirm the option shown.

Select and confirm the option shown.

Activate?

Deactivate?

Select and confirm the option shown.

Optionally, select and confirm the option shown.

System speed-dial numbers



This function must be configured by your administrator.

Speed-dial numbers are saved in the system. Your administrator will provide you with the system speed-dial directory in printed form for example.

Making calls using speed-dial numbers "Using speed dialing" → page 50.

Speed dialing with extensions



This function must be configured by your administrator.

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

Because the number of characters for a speed-dial entry is limited, you can also link up to 10 speed-dial numbers for longer sequences.

Example

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

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

Making calls using speed-dial numbers, see "Using speed dialing" → page 50.

Individual speed-dial numbers

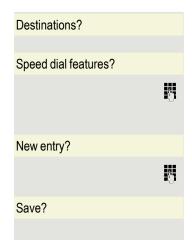


This function must be configured by your administrator.

You can program the keys 0 + to 9 with ten frequently used phone numbers.

≡■

Open the menu.



Confirm the option shown.

Select and confirm the option shown.

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

Confirm the option shown.

Enter the phone number.

Confirm the option shown. Your input is saved.

Making calls using speed-dial numbers, see "Dialing using individual speed-dial numbers" → page 50.

Settings that impact energy efficiency

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

You can reduce the ringer volume, display brightness and contrast
 the default settings on delivery is 50 %.

Programming the function keys

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

After programming a function key, a "Label" must be assigned to each corresponding function. This label is displayed on the third line of the display (see "Idle mode" → page 21).



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

You should assign the "Shift" function to one of these keys to be able to switch between the two key levels.

- The keys are preassigned in the as-delivered state (see "Programming the function keys" → page 36).
- The keys can also be programmed via the WEBM interface (see "General" → page 116).

Configuring function keys



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

Example: Configuring a "conference key"



Open the menu.

Key function?

Select and confirm the option shown.

•

Press a function key.

Change?

Confirm the option shown.

More features?

Select and confirm the option shown.

Conference?

Confirm the option shown.

Save?

Confirm the option shown.



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

The LED display indicates the status of the function (see "Meaning of LEDs on function keys" \rightarrow page 18).

Configuring selected dialling / direct station selection keys



Your telephone can be configured so that direct station selection keys cannot be set up for data privacy and personal security reasons. Consult your administrator if you have any questions.

Direct station selection keys can be assigned an internal number from the OpenScape 4000 Network.

A typical application of direct station selection keys is the executive / secretary configuration (see "Making calls in an executive / secretary team" \rightarrow page 83).

See also "Programming the function keys" \rightarrow page 36.

Prerequisite: You have programmed a key with the function "Repdial" or "Direct station select" (see "Configuring function keys" → page 36).



Open the menu.

Confirm the option shown.

Select and confirm the option shown.

Optionally, select and confirm the option shown.

Press the selected dialing key.

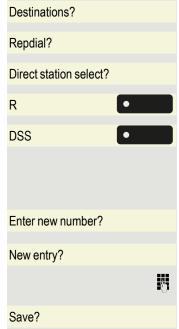
Optionally, press the configured direct station selection key.

Defining the phone number

- You will be prompted to enter a new number.
- · Optionally, confirm the option shown.

Enter the number.

- Confirm the option shown. Your input is saved.
- · Optionally, select cancel.
- Optionally, confirm the option shown.



Cancel?

Return?

W.

74

74

Enter Consult?

Enter Pause?

Additional selected dialing key functions

Prerequisite: You have defined a phone number for a selected dialing key and are still in the menu (see "Defining the phone number" → page 37).

Entering an automatic consultation call

Select and confirm the option shown. "RF" appears on the display.

Add the destination number.

If you press this key during a call, a consultation call is initiated immediately. The first party is placed on hold and the number of the saved destination is dialed.

Example: Entering a number with a pause

Select and confirm the option shown. "P" appears on the display.

Enter additional numbers.

A pause is three characters long.

Selected dialing keys with enhanced functions

Some functions are not available via the menu, rather you have to enter codes to access them. These codes are configured in the OpenScape 4000. You can obtain these codes from your administrator.

Example: Locking the phone with simultaneous call forwarding

The codes used here are examples and may differ from the settings in your system.

In networked systems, the sequence must end with "#".

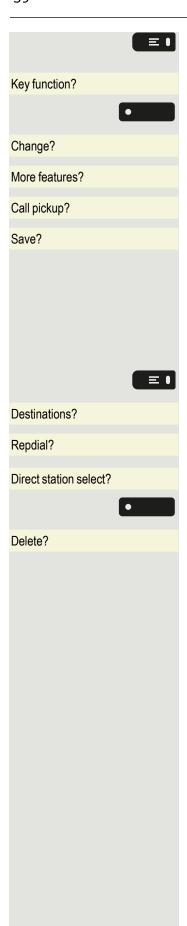
Enter the phone locking code.

Activate the code for call forwarding.

Enter the destination phone number.

Configuring the pickup key

You can configure a pickup key for picking up calls (Pickup) in the call pickup group or for second calls.



Open the menu.

Select and confirm the option shown.

Press the function key.

Confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown. The "Pickup" key is configured.

Deleting function key programming

Deleting the phone number

Open the menu.

Confirm the option shown.

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

Press the required selected dialing or direct station selection key.

Select and confirm the option shown.

Making calls

Receiving calls

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

Answering a call via the handset

The phone rings. The caller is displayed.



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



Lift the handset.



Adjust the call volume, if necessary.

Answering a call via the loudspeaker (speakerphone mode)

The phone rings. The caller is displayed.

The key flashes green.

Accept?

Confirm the option shown.

me _____ke,

The key lights up green.

••

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



Adjust the call volume, if necessary.

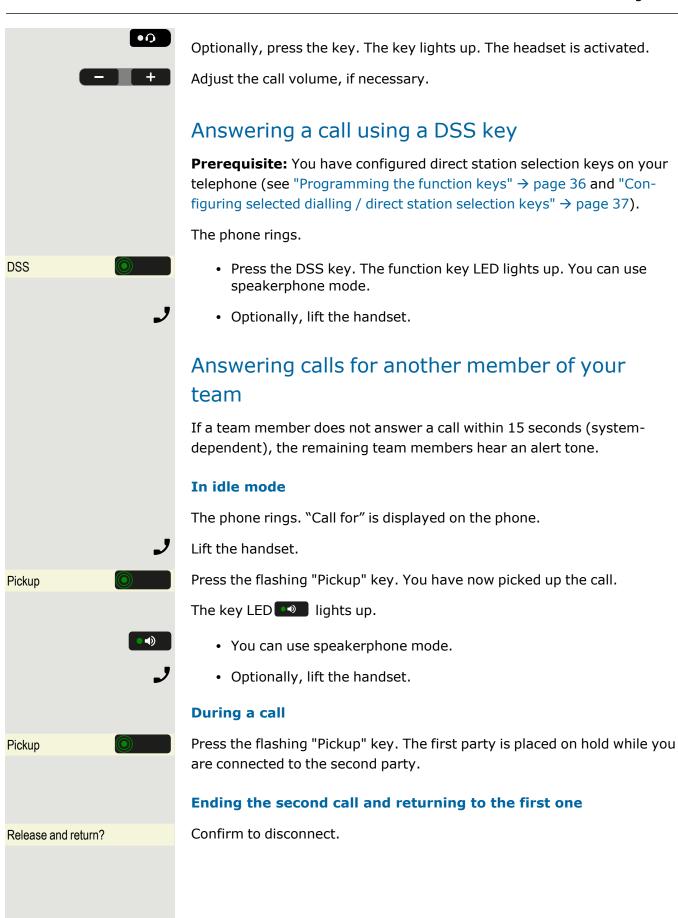
Answering a call via the headset

The phone rings. The caller is displayed.

The and flash green.

Accept?

Confirm the option shown.



Directed call transfer

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

J Lift t

W.

Lift the handset.

Direct call pickup?

Select and confirm the option shown.

Enter the phone number of the phone you want to pick up the call.

Displaying the called extension

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

J Lift the handset.

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

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

Using the speakerphone (speaker call)

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

• 🜓

 The speaker key lights up. Answering via speakerphone mode is immediately possible.



Optionally, lift the handset and answer the call.



For forwarding a speaker call to a colleague, see "System-wide speaker call" \rightarrow page 93.

Turning the microphone on and off

• 🔅

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

Ending a call

To end a call, you have the following options:

••

•0

Disconnect?

• Press the illuminated key. The key shown is no longer lighting.

- Press the illuminated key. The key shown is no longer lighting.
- · Hang up the handset.
- · Press the key if it is configured.

After the call has ended (either by you or the remote party), end of call notification with information about the duration of the call is displayed.

Dialling



If the option "Busy when dialling" is activated, you will not be interrupted by an incoming call (see "Allowing Busy when dialling" \rightarrow page 1). In this case, the caller hears the busy signal.

You can also use enhanced functions, such as call lists or the personal or corporate directory, in order to call a subscriber (see "Personal Directory" → page 1).

Off-hook dialing

J Lift the handset.



- Internal calls: Enter the phone number.
- External calls: Enter the external code and the phone number.

On-hook dialing



- Internal calls: Enter the phone number.
- External calls: Enter the external code and the phone number.

The party you are calling answers via loudspeaker. The speaker key lights up.

The other party answers with speaker

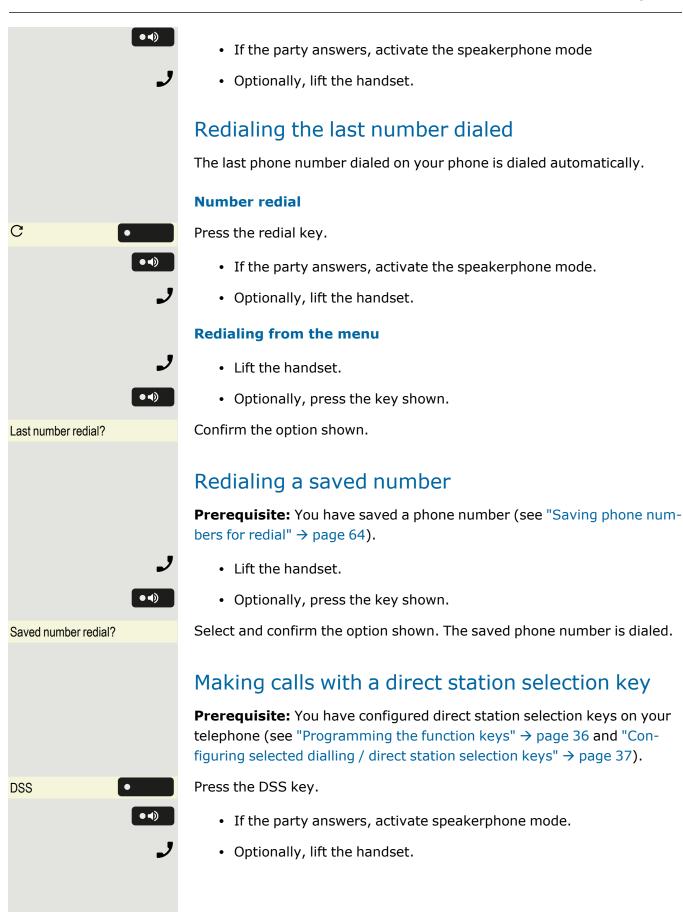
••)

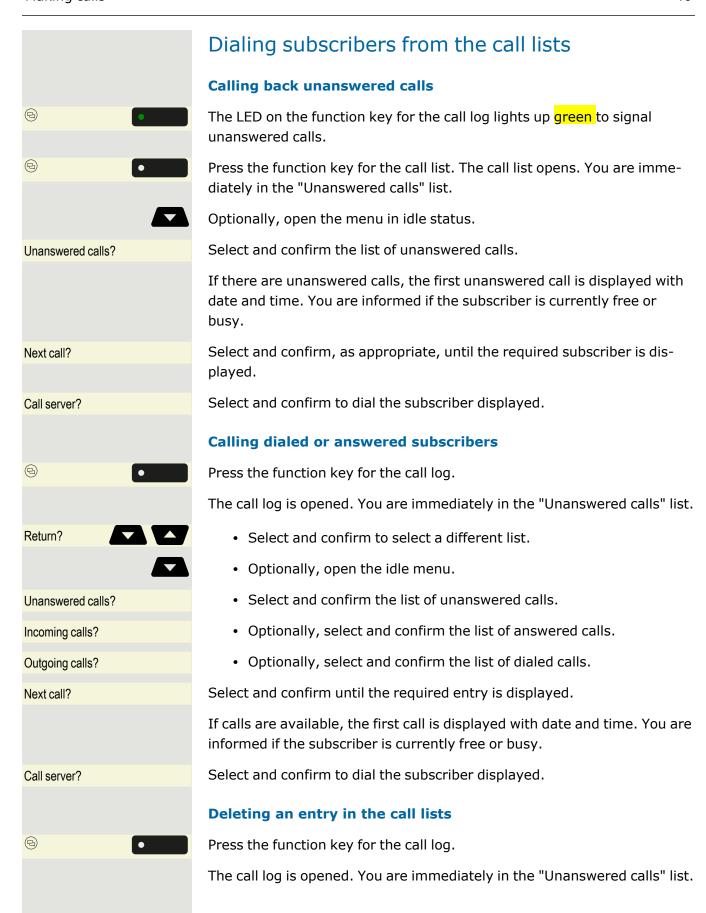
- · On-hook dialing activates the speakerphone mode.
- ,
- Optionally, lift the handset.

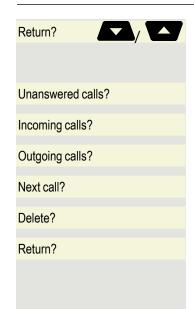
The called party does not answer or is busy

Press the key shown. The LED goes out.

Dialing with the headset connected **Prerequisite:** The headset is connected. M • Internal calls: Enter the phone number. • External calls: Enter the external code and the phone number. The key illuminates. En-bloc sending or correcting phone numbers You can enter the number without the number being dialled straight away. This means that you can correct the number if necessary. It is only dialled when requested by you or after a set time has expired. 74 Enter the phone number and correct if necessary with the key 3. Dialling entered or displayed numbers · Lift the handset. Optionally, confirm the option shown. Please dial W. Dial the number. **Correcting phone numbers entered** A phone number can only be corrected as it is being entered. Phone numbers stored for number redial, for example, cannot be corrected. Select and confirm the option shown. The last digit entered in each case Delete number? is deleted. 74-Enter the required digit(s). Cancelling en-bloc sending Cancel? Select and confirm the option shown. Optionally, press the key shown. The LED goes out. Dialing with selected dialing keys Prerequisite: You have set up a function key as a selected dialing key (see "Configuring selected dialling / direct station selection keys" → page 37). Press the programmed selected dialing key. 123456







Select and confirm to select a different list if necessary.

- Optionally, open the idle menu in idle status.
- Select and confirm the list of unanswered calls.
- Optionally, select and confirm the list of answered calls.
- Optionally, select and confirm the list of dialed calls.

Select and confirm until the required entry is displayed.

Select and confirm if you no longer require the entry.

Exit the call log by selecting and confirming twice.

Calling a subscriber from the Directory

Subscribers can be selected from the Corporate directory or personal Directory.

Two options are provided for entering the characters via the dialpad. Either using a quick search, or by using a mobile phone, or via SMS.

This setting can be made in the main menu of the Directory under "Set up functions?"

Press the function key to open the Directory.

- Mobile / SMS: Press the number key on which the required letter is located until the letter appears on the display.
 - After a brief pause select the next letter, etc. For e.g. "b" press the number 2 key twice, for "z" press the number 9 key four times
- To select a letter with a quick search, use the number key to select the corresponding character group from the table below, which contains this letter.
 - For example, to start with the initial uppercase letter E, select the number key 3.
 - If the second letter is n, select the number key 6.
 - If the next sequence is g, e and I, then select the number keys 4, 3 and 5.

Character	Number key
a A b B c C 2	2
d D e E f F 3	3

Character	Number key
g G h H i I 4	4
jJkKIL5	5
m M n N o O 6	6
pPqQrRsS7	7
tTuUvV8	8
w W x X y Y z Z 9	9
.,;L_+-/*{}[]()AND#!?\$%1	1
"Blank space" 0	0
Move forward	#
Delete character	*

Corporate directory

Quick search?

Searching for subscribers

Confirm to search in the corporate directory, for example.

Confirm the quick search. You are prompted to enter the name you are searching for.

Enter the first letter using the dialpad. The first name with the initial letter entered is displayed (see also "Dialpad" \rightarrow page 19).

Enter one or more possible letters until the subscriber being searched for is displayed. Characters that are not available at the current position are also not offered via the dialpad.

Confirm the search result. The subscriber is displayed with the phone number.

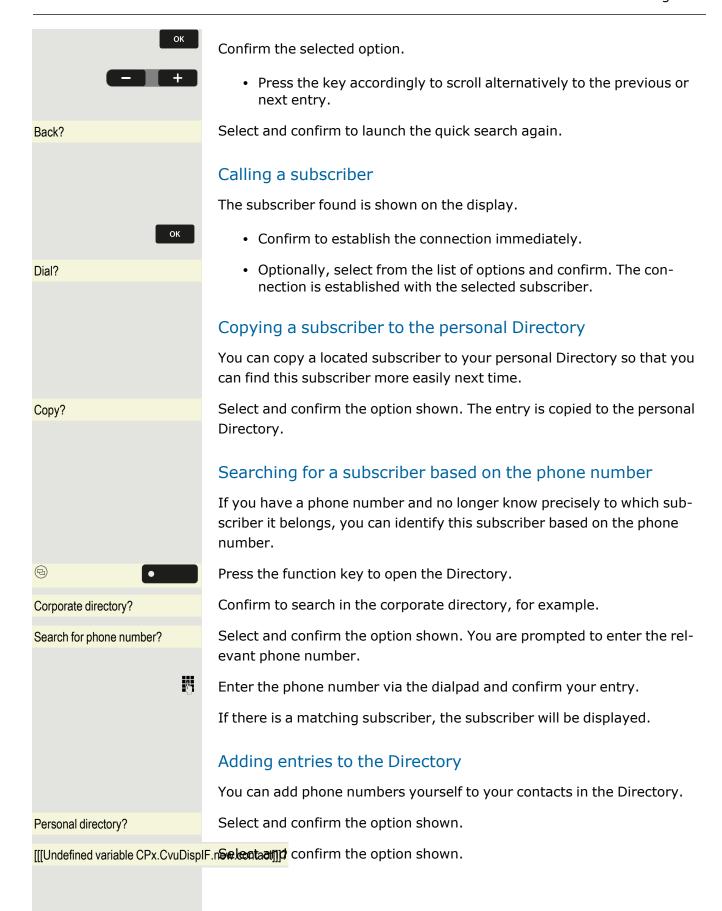
Possible options with a selected subscriber

You can select the following options with the navigator key:

- · Dial?
- Next entry?
- · Forward 10 entries?
- · Previous entry?
- Back 10 entries?
- · Copy entry?



ОК



Exiting the Directory Use the navigator key at the top level of the Directory to select the following option: Confirm the option shown. You exit the Directory immediately. Exit? Using speed dialing This function must be configured by your administrator. Speed-dial numbers may also contain command or access code sequences and may be linked to other speed-dial numbers (see "Speed dialing with extensions" \rightarrow page 34). Dialing using system speed-dial numbers Prerequisite: You know the system speed-dial numbers (see "System speed-dial numbers" \rightarrow page 34). Open the menu. Select and confirm the option shown. Use speed dialing? M Enter the speed-dial number. The connection is established immediately. Dialing using individual speed-dial numbers Prerequisite: You have configured individual speed-dial numbers "Individual speed-dial numbers" → page 34. \equiv Open the menu. Select and confirm the option shown. Use speed dialing? 0 + 9_{wxyz} Press the configured speed-dial key. The connection is established imme-

diately.

starts.

Call duration display

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

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

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

Dialing with call charge assignment

You can assign external calls to certain projects.

Prerequisites

- Project numbers (from 1 to 5) have been configured for certain proiects.
- You have an account code (ACCT) for the project.

Dialing with project assignment

Open the menu.

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

- · Enter the PIN.
- Optionally, open the menu.

Select and confirm the option shown.

Confirm the option shown.

Select and confirm PIN2 to PIN5, if required.

Enter the external phone number.

Make your phone call as usual (see "Making calls" \rightarrow page 40).

A time limit is applied to project assignment. It is automatically deactivated if you have not used your phone for more than e.g. five minutes.

Talking to your colleague with a speaker call

You can place a speaker call to an internal party using the loudspeaker on their telephone. You can also use the functions under "OpenScape 4000 as an "entrance telephone system" (see "OpenScape 4000 as an entrance telephone system (two-way intercom)" \rightarrow page 92).

Prerequisite: A "COM Spk 2way" programmed function key is configured on your phone.

Press the programmed function key "COM Spk 2way".

Ö



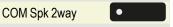


PIN/COS?

PIN 1?

PIN 2?







 Enter the phone number. Wait for the tone and answer with the speaker.

• Optionally, lift the handset and speak to the party who answers.



If the party to whom you are speaking has activated "Speaker call protect", your speaker call will be received as a normal call (see "Activating or deactivating "Speaker call protect"" \rightarrow page 110).

If you cannot reach a destination

Call waiting (Camp on)

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

Select the menu item, confirm and wait briefly.

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



To camp on, you must have the appropriate class of service. Camp on is not possible if the called party is protected by the camp-on security function.

Busy override - joining a call in progress

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

Select the menu item, confirm and wait briefly.

Both your colleague and their call partner hear a warning tone.

You can now start talking.



To override, you must have the appropriate class of service. Override is not possible if the called party has station override security activated.

Forwarding calls



For programming call forwarding, see "Overview of forwarding types" → page 53.

Camp on?

Override?

Forwarding calls automatically

Forwarding of internal and external calls in the system can be configured and activated for your line by your administrator. The following calls may be forwarded:

- · All calls unconditionally
- · When the line is busy
- · Call forwarding no reply

Delayed call forwarding

This forwarding type can be used for initial or second calls.

Initial call

Prerequisite: "Call forwarding no reply" is activated (see "Programming call forwarding" → page 53).

The caller hears the ringing tone and is not forwarded to another extension until after a certain time (see "Setting forwarding no reply" \rightarrow page 57).

Second call

Prerequisite: Second call and "Forwarding on busy/after timeout" or "Call forwarding no reply" are activated (see "Call settings" → page 33 and "Programming call forwarding" → page 53).

If a second call is incoming, you will automatically hear a call waiting tone and see information about the caller. You then have the option of answering this call before call forwarding is activated (you may be urgently awaiting this call for instance).

Programming call forwarding

If your phone belongs to an ONS group, call forwarding can be set up on any phone in the ONS group and then applies for all phones in the ONS group (see "Special parallel call (ONS) functions" \rightarrow page 108).



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

Overview of forwarding types

You can configure different call forwarding settings for your station.

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

The forwarding types are mutually exclusive except for the types "forwarding for internal" and "forwarding for external". You can set and activate one forwarding destination for each of the two exceptions.

Fixed forwarding for all calls

If you have programmed a destination for fixed forwarding, you can activate and deactivate this using the "Forward" key (if configured). The programmed forwarding destination remains valid until you change or delete it.

Configuring or modifying a fixed forwarding destination

Open the menu.

Destination?

Confirm the option shown.

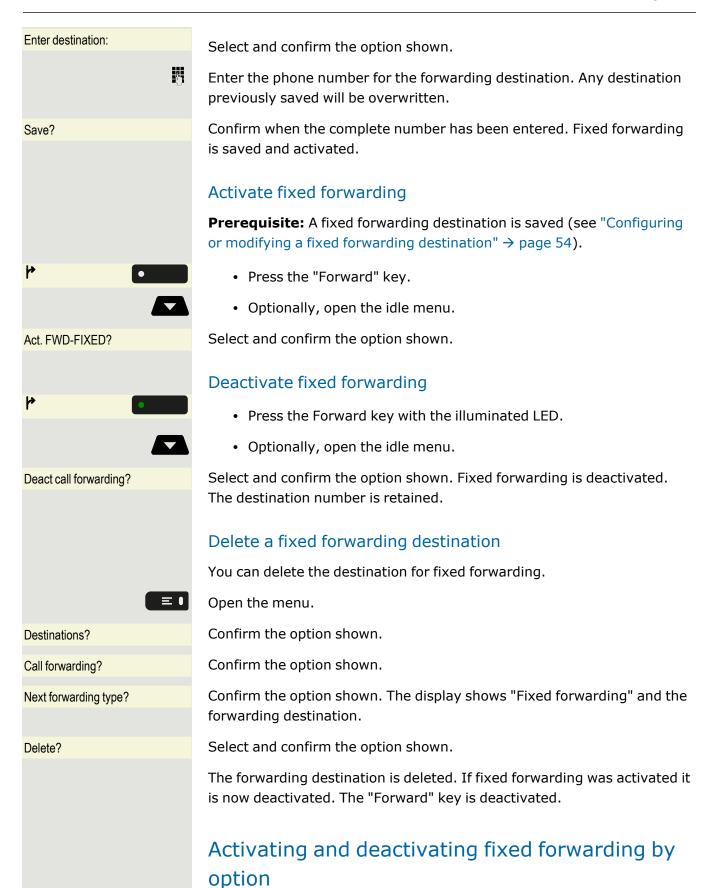
Call forwarding?

Confirm the option shown. "Variable forwarding" is displayed.

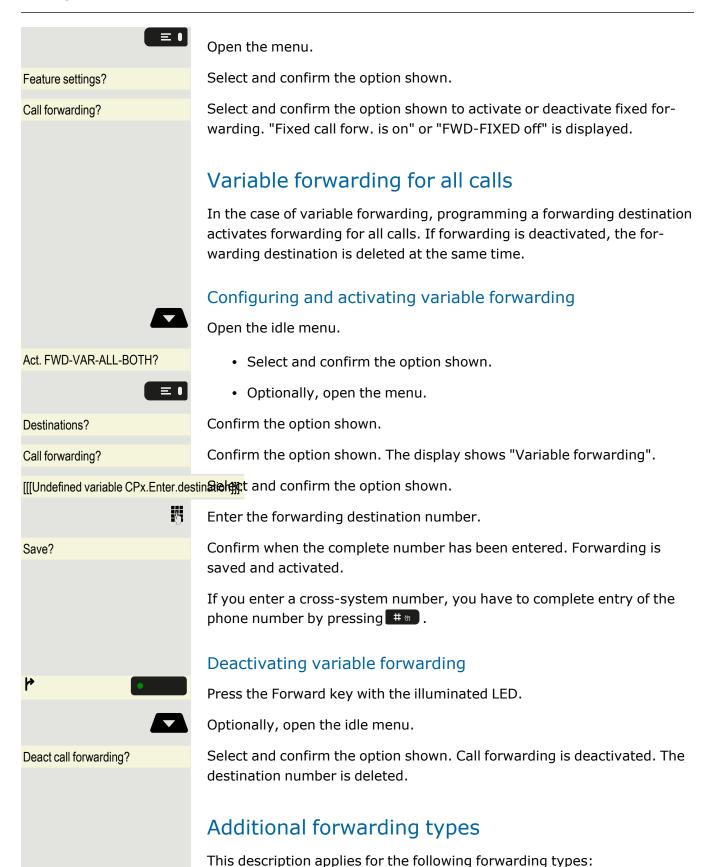
Next forwarding type?

Confirm the option shown. "Fixed forwarding" is displayed.

If call forwarding has already been programmed, the forwarding destination is displayed.



You can activate or deactivate fixed forwarding using the switch function.



Forwarding for intnl.Forwarding for extnl.

 Forwarding on busy · Call forwarding no reply · Forwarding on busy or after timeout Call forwarding is activated when a forwarding destination is programmed. If forwarding is deactivated, the forwarding destination is deleted at the same time. Configuring and activating forwarding Open the menu. Confirm the option shown. Destinations? Confirm the option shown. Variable forwarding is offered first. Call forwarding? Confirm until the required forwarding type is shown in the first line. Next forwarding type? Setting forwarding no reply FWD-VAR-RNA-BOTH off Forwarding type with status. Select and confirm the option shown. Enter destination? M Enter the forwarding destination number. Confirm when the complete number has been entered. The status is set Save? to "FWD-VAR-RNA-BOTH on". Ringing duration until forwarding? Select and confirm the option shown to change the preset duration ("0"). Confirm the option shown. Change? W. Enter the time in seconds after which the system should forward your call. You can enter up to 60 seconds. If you enter "0", the system forwarding time is applied. The time set here is also applied to the "Forwarding on busy or after timeout" forwarding type. Confirm the option shown. Save? Deactivating variable forwarding For "Forwarding for internal" and "Forwarding for external", press the Forward key with the illuminated LED. • For all other forwarding types, open the idle menu. Select and confirm the option shown. Forwarding is deactivated and the Deact call forwarding? destination number is deleted.



Call forwarding can also be preconfigured in the system (see "Forwarding calls" \rightarrow page 52).

Displays

In idle mode, the following signals remind you that forwarding is enabled:

Fixed and variable forwarding

12345 PETER

Callback?

The number and name of the forwarding destination is shown on the display. The "Forward" key is illuminated.

Forwarding for internal and external

Call forwarding is on

The status is shown in the display. The "Forward" key is illuminated.



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

Using callback



If your phone belongs to an ONS group, callback on busy is only signaled on the busy phone, not in the entire ONS group.



Callback on no reply is entered in the mailbox on all internal system phones in an ONS group.

Saving a callback

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

Confirm the option shown.

Accepting a callback

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

Your phone rings.



· Lift the handset. You hear a ring tone.



Optionally, press the key shown. You hear a ring tone.

	If the party has activated call forwarding, you will receive the callback from the call forwarding destination.
	Canceling callbacks
Cancel callback?	 Confirm the option shown. Optionally, do not answer the call. After ringing four times, the callback is canceled.
	Responding to a callback request
	Prerequisite: You have received at least one callback request (see "Messages (callback requests)" → page 27).
	Press the key shown. Information regarding the caller is displayed.
Next entry?	Select and confirm until the required entry is displayed.
Output?	Select and confirm the option shown. The party is called and the entry is deleted from the list.
	Checking and deleting a saved callback
	Prerequisite: You have saved a callback (see "Saving a callback" → page 58).
	Open the idle menu.
Display callbacks?	Select and confirm the option shown. The most recent entry is displayed first.
Next callback?	Select and confirm to display additional entries.
	Deleting a displayed entry
Delete?	Select and confirm the option shown.
	Ending retrieval
	Press the key shown.
Cancel?	 Optionally, select and confirm the option shown.

During a call

Switching to speakerphone mode

People present in the room can participate in your call.

Prerequisite: You are conducting a call via the handset.

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

Switching to the handset

Prerequisite: You are conducting a call in speakerphone mode.

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

Open listening in the room during a call

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

Prerequisite: You are conducting a call via the handset.

Activating

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

Deactivating

Press the key shown. The LED goes out.

Turning the microphone on and off

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

Ending a call

Select and confirm the option shown.

If you are conducting a call via the handset, hang up the handset.

Disconnect







• In speakerphone mode, press the illuminated green key.

• When conducting a call via the headset, press the illuminated green key.

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.

Parking a call

You can park up to 10 internal or external calls on the OpenScape 4000 and resume them at another telephone. There are two options for parking a call:

- · Automatic parking
- · Manual parking

Calls cannot be parked if:

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

Automatically parking a call

You can automatically park a call in a free park position on your phone and retrieve it on your own telephone or on another one.

Parking a call

Group Park



Press the programmed "Group Park" key. The first free park slot is used and indicated on the display. The call is parked.



You can also put the call on hold first by confirming "Consultation" and then parking the call.



Hang up the handset.

Retrieving a parked call

Park



Press the programmed "Group Park" key.

0 + 9wxyz

Enter the park slot number of the parked call and proceed with the call.

Manually parking a call You can park a call manually in a free park position on your phone and retrieve it on your own telephone or on another one. This function can also be performed on telephones that do not have a display. Parking a call Select and confirm the option shown. Park to station? W. Enter the phone number of the destination phone. The call is parked. Hang up the handset. If "Park" is not available, you will receive acoustic and also visual notification. Return to held call? · Confirm and continue the call. Optionally, hang up the handset. You receive a recall for the call on hold. Answering a parked call · Lift the handset. • Optionally, press the key shown for speakerphone mode. Park retrieve? Select and confirm the option shown. Calling a second party (consultation) You can call a second party while a call is in progress. The connection to the first party is placed on hold. Prerequisite: You are conducting a call. Consultation? Confirm the option shown. 74 Enter and confirm the second party's phone number. Optionally, select the number from the caller list (see "Dialing subscribers from the call lists" \rightarrow page 46). Optionally, select the number from the Directory (see "Calling a subscriber from the Directory" \rightarrow page 47). **Ending a consultation call** Confirm the option shown. The consultation call is disconnected. The call Release and return? with the first party is resumed. Switching to the held party (alternating)

Prerequisite: You are on a consultation call.

Toggle?

Select and confirm the option shown. You switch to the held party.

Release and return?

Ending an alternate operation

Select and confirm the option shown. The active call is disconnected and the held call is restored.

Combining the call partners in a three-party conference

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

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



If voice encryption is not activated or not available on a conference party's phone, the entire conference is not secure. It may be indicated that the call is not secure (see "Notes on voice encryption" \rightarrow page 113).

Transferring a call

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

Transferring with announcement

Select and confirm the option shown.

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

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

Hang up the handset.

Transferring without announcement

Select and confirm the option shown.

Enter and confirm the required party's phone number.

Hang up the handset.



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

Conference?





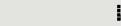
















Saving phone numbers for redial This phone number is saved under the idle menu entry "Saved number redial" and overwrites previously saved phone numbers. Dial the saved number from the idle menu (see "Redialing a saved number" \rightarrow page 45). Saving the current phone number Prerequisite: You are conducting a call. Your call partner's number is shown on the display. Select and confirm the option shown. Save number? Saving any phone number **Prerequisite:** Your phone is in idle mode. Open the menu. Confirm the option shown. Destinations? Saved number redial? Select and confirm the option shown. New entry? Confirm the option shown. W. Enter the phone number. Confirm the option shown. Save? Using the second call feature Answering a second call via the menu Prerequisite: You are conducting a call and the "Camp/Overide" function is activated (see "Call settings" \rightarrow page 33). A second call is signaled via the call waiting tone. The caller hears the ring tone as if you were available. Select and confirm the option shown. You can talk to the second party. Answer camp-on? The connection to the first party is on hold. Answering a second call with a function key **Prerequisite:** "Second call" is activated (see "Call settings" → page 33). The "Pickup" function key is programmed (see "Configuring the pickup key" \rightarrow page 38). You are conducting a call. You hear an alerting tone.

Pickup

Release and return?

Press the "Pickup" function key. You are connected to the second caller. The first party is placed on hold.

Ending the second call and resuming the first one

- · Confirm to disconnect.
- Optionally, Hang up the handset and lift it again.

Entering commands using tone dialing (DTMF suffix dialing)

After dialing a phone number, you can activate DTMF tone dialing (dualtone multifrequency signaling) to operate devices such as answering machines, or automatic directory inquiry, or switching systems by command inputs.

≡□

Open the menu.

More features?

Select and confirm the option shown.

DTMF suffix dialing?

Select and confirm the option shown.



Enter commands using the keys 0 to 9, the asterisk key and the hash key.

Ending the call also deactivates DTMF suffix dialing.



Depending on the system configuration, "DTMF suffix dialing?" may be displayed immediately after the number has been entered. In this case, you can enter commands immediately after dialing a phone number.

Conference

You can include up to 8 internal and external parties in a conference. Users with optiPoint, OpenStage or OpenScape telephones can perform or use all of the following functions simultaneously. ISDN telephones and external parties are passive users – they can only be included in the current conference.

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

The following functions are supported for all conference participants with optiPoint, OpenStage or OpenScape telephones.

> Setting up a conference by calling a party, receiving a call, making a consultation call or receiving a second call.

- Answering a second call and including the caller in the conference.
- Toggling between the conference and a consultation call or second call.
- Conducting a consultation call during a conference and connecting it to the conference.
- Interconnecting conference participants from two independent conferences via a remote Network.
- Putting the conference on hold if line keys are installed.
- Obtaining an overview of all conference participants.
- Transferring a conference to a new party.

The functions listed can be performed by all conference participants at the same time.

Setting up a conference

Initiating a conference from a single call

You are conducting a call.

Select and confirm the option shown.

Call the second party. Inform this party that a conference is being initiated.

- Select and confirm the option shown.
- Optionally, press the key shown. You will briefly see the message: "1 is your position".

Confirm the option shown.

Setting up a conference from a consultation call

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

Select and confirm the option shown.

Call the second party.

Inform this party that a conference is being initiated.

Select and confirm the option shown.

Optionally, press the key shown. You will briefly see the message: "1 is your position".









Add to conference?

Consultation?



Conference?



Setting up a conference from a second call Prerequisite: You are conducting a call and receive a second call (see "Using the second call feature" \rightarrow page 64). You hear an alerting tone. Select and confirm the option shown. You are connected to the second Answer camp-on? caller. The other party is placed on hold. Conference? · Select and confirm the option shown. Optionally, press the key shown. You will briefly see the message: "1 is your position". Adding a party Any party in the conference can extend the conference by either of the following actions: · Calling another specific party and connecting them. • Connecting a party from a consultation call to the conference. • Answering a second call and adding the caller to the conference. Calling another specific party and connecting them You intend calling another party and connecting them to the conference. Select and confirm the option shown. Add to conference? M Call the new party. Inform this party that he or she is being added to a conference. Conference? · Select and confirm the option shown. Optionally, press the key shown. The party is added to the conference. If the new party does not answer Select and confirm the option shown. Return to conference? Expanding the conference from a consultation call You wish to make a consultation call during the conference. Select and confirm the option shown. Consultation? W. Call a party.

Place the consultation call on hold. The following options are available:

Conference? Select and confirm the option shown. Press the key to add the party from the consultation call to the conference. • Toggle between the conference and the consultation call. Toggle? Select and confirm to end the consultation call and return to the Return to conference? conference. Answering a second call and adding it to the conference If you receive a second call during the conference you can connect this party to the conference (see "Using the second call feature" \rightarrow page 64). Prerequisite: You are conducting a call in a conference and receive a second call. You hear an alerting tone. Select and confirm the option shown. Answer camp-on? You are connected to the second caller. The conference parties are placed on hold. Conference? · Select and confirm the option shown. · Optionally, press the key shown to add the second caller to the conference. Transferring a conference Each party can transfer the conference to a third party whom they have called via a consultation call or using the "Add to conference" function. This party is not yet a participant in the conference. The conference cannot be transferred to a second call. **Prerequisite:** You are on a conference call. Select and confirm the option shown. The conference parties are placed Consultation? on hold. 妈 Call a party. Conference? Optionally, select and confirm the option shown. W. Call a party and announce the transfer. Select and confirm the option shown. You have left the conference. Transfer conference? Hang up the handset.

Disconnecting conference participants You are connected to a conference and wish to disconnect one of the participants. Select and confirm the option shown. The phone number and possibly the View members? name of the conference member with the lowest member number are shown in the first display line. Next conference party? · Confirm to display the next member. • Optionally, select and confirm to end the display. Stop viewing? · Optionally, select and confirm to disconnect this party from the con-Release party? ference. Disconnecting the last member added You wish to disconnect the last party added to the conference. Remove last party? Select and confirm the option shown. The last member added is disconnected. Putting the conference on hold Press the key shown. The conference call is placed on hold. Confirm to return to the conference. Return to conference? Holding a conference on a line On multi-line telephones, you can place the conference on hold and e.g. conduct another call on a different line. • || Press the key shown. The conference call is placed on hold. Line 1 Press the line key for the conference that is on hold – you are then reconnected to the conference.

Making calls via multiple lines (MultiLine)

Line / trunk keys

Line keys can be configured on the programmable function keys on a OpenScape Desk Phone CP210. Each key that is assigned the function "line" is handled as a line. This means up to four lines can be configured.

A distinction is made between primary and secondary lines. Each of these line types can be used on a private or shared basis (see "Line utilization" → page 71).

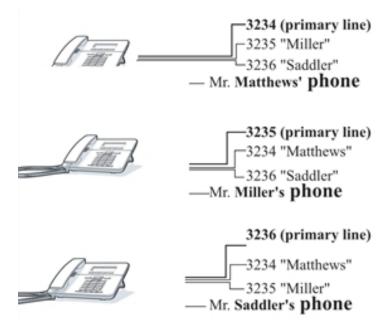


Line keys are configured by the administrator.

Example

The following diagram shows how telephones with multiple line keys are connected in a team.

3234 is Mr. Matthews' phone number, 3235 is Mr. Miller's phone number and 3236 is Mr. Saddler's phone number. On all three phones, calls can be made via all three lines. The line for your own extension number is always the primary line however.



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

Secondary line

The secondary line on your phone is used as a primary line by another subscriber in the system. Your main line can be configured at the same time as a secondary line on another phone in the system.

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 status is displayed via a LED for all telephones that share this line (if configured). If, for example, a shared line is being used by a telephone, a status message indicating that this line is busy is displayed on all other telephones.

Direct call line

A line with a direct connection to another telephone. You can see the status of the line from the LED display.

LED displays on trunk keys

LED	Meaning
	LED off : The phone is in idle mode.
	Flashes: Incoming call and line on hold.
•	LED lights green: The line is busy.

Preview

You are making a call on a single line. The LED on another line key flashes quickly. The "Preview of Line" function shows you who is calling on this line. This information appears on your display. You can also determine which caller is waiting on a line key if you have placed them on "hold" or "exclusive hold". You can also display information about the caller on the active line.

Prerequisite: You have answered a call on a line key. The line key LED flashes quickly and the "Preview" function key is configured.

Activating preliminary display

Press the programmed function key "Preview". The LED lights up.

Press the corresponding line key. Information about the caller or the party on hold or parked is displayed.

Deactivating preliminary display

Press the programmed function key "Preview". The LED goes out. The menu line and the call duration are displayed again.

Answering calls with the line keys

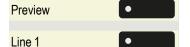
If several calls arrive at the same time, you can answer calls as normal in the sequence in which they are offered. However, you can also answer other calls preferentially.

Prerequisite: Your administrator has defined the sequence in which incoming calls should be routed to the line keys.

Answering calls in the sequence in which they are offered

Your telephone rings (call). The caller ID is displayed. The LED of the line key offered flashes quickly.

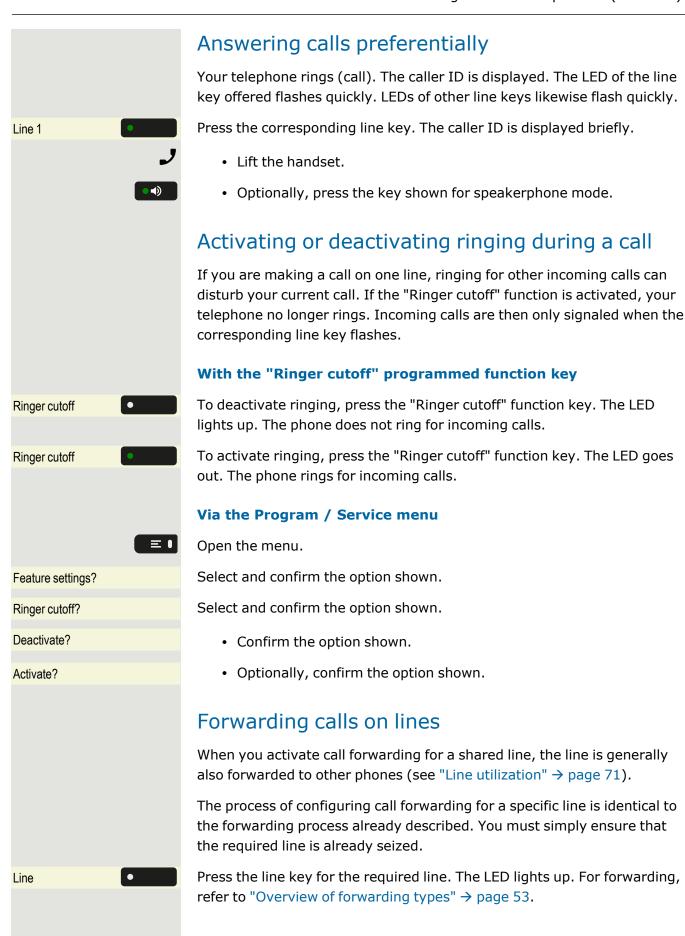
- · Lift the handset.
- Optionally, press the key shown for speakerphone mode.











Ring transfer

If you temporarily leave your workplace or do not wish to be disturbed, you can activate ring transfer for incoming calls to your line to another destination. A "RTRLN" function key (ring transfer / line) can be programmed for each line.

Activating

RTRLN

Press the programmed function key "RTRLN". The LEDs on the phone and on the destination phone light up. When you receive a call, only the line key flashes but the phone does not ring. The call is signaled on all other team phones.

Dialing with line keys

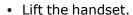
Your telephone can be configured with automatic or selectable line seizure. Your administrator defines whether and which line should be automatically seized when the handset is lifted or speakerphone mode is activated.



The display message "Please select a line" prompts you to seize a line when you lift the handset or press the speaker key.

Dialing with automatic line seizure







Optionally, press the key shown.

The display briefly shows the line number and status and then prompts you to dial.

Example

220870

Line

The line 220870 was selected automatically.

...

The line key LED for 220870 lights up.

Enter the phone number.

Dialing with selectable line seizure

· Lift the handset.

••

· Optionally, press the key shown.



You are prompted to press a free line key.

Press a free line key. The LED lights up.

Example

The line 220870 was selected automatically.

The line key LED for 220870 lights up.

Enter the phone number.

Call waiting with a direct station selection key

Prerequisite: You have configured direct station selection keys on your telephone (see "Programming the function keys" \rightarrow page 36 and "Configuring selected dialling / direct station selection keys" \rightarrow page 37). The line of the party you wish to call is busy.

Press the DSS key. The called party answers your waiting call.

- · Lift the handset.
- Optionally, press the key shown for speakerphone mode.



For information on the meaning of the LED displays of the DSS keys, refer to "Meaning of LEDs on function keys" \rightarrow page 18.

During a call

Holding a call on the trunk key

• 11

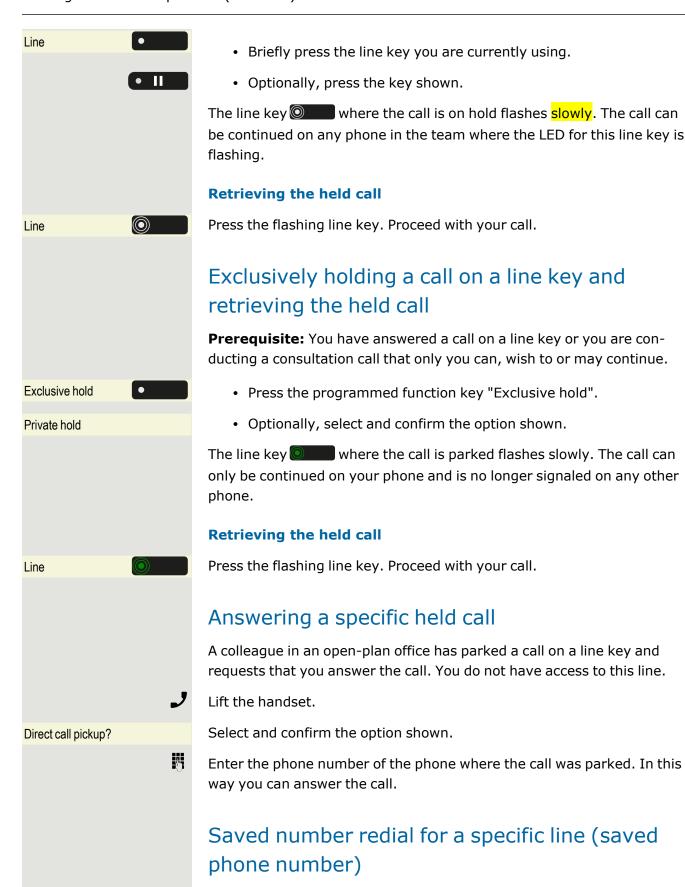
Press the "Hold" key. The line key LED flashes slowly.



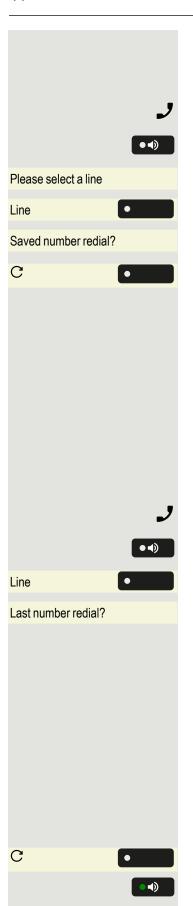
Your OpenScape 4000 system can also be configured so that the call is held by pressing the line key. For details, consult your administrator.

Placing a call on hold on a line key and retrieving the held call

Prerequisite: You have answered a call on a line key or you are conducting a consultation call.



If this type of saved number redial is configured on your system, you can save a phone number for subsequent redial on a particular line (see



"Saving phone numbers for "Redial on a line"" → page 77). The saved phone number is dialed using the line key and the saved number redial key.

- · Lift the handset.
- · Optionally, press the key shown.

This message appears on the display.

Press the corresponding line key. The LED lights up.

- Select and confirm the option shown.
- Optionally, press the key shown. The phone number is saved for the current line.



The redial number you saved on the specific line may have been overwritten by another team member.

Last number dialed for a specific line

The last phone number dialed via your primary line is saved.

If this type of saved number redial is configured on your system, every last number dialed for the current line is automatically saved for redial.

- · Lift the handset.
- · Optionally, press the key shown.

Press the corresponding line key. The LED lights up.

Confirm the option shown.

Saving phone numbers for "Redial on a line"

Prerequisite: "Saved number redial for a specific line" is configured and not "Saved number redial (last number dialed)".

Saving the dialed phone number or a caller's phone number

You have called a party on a particular line and this call is still in progress. Or, you were called by another party whose phone number is displayed and this call is still in progress.

Press the key shown. The phone number is saved for the current line.

Press the key shown. The LED goes out.



· Hang up the handset.

Line mailbox

Callers who have tried to reach you during your absence can leave a message in the mailbox for the relevant line. Voicemail or fax messages from the mail server can also be stored in the mailbox (if this has been set up).

Prerequisite: A mailbox is configured for one or more lines.



Only one user can edit a mailbox at a time.



If the phone belongs to an ONS group (One Number Service/parallel call), signaling is available for the mailbox (MWI) on all phones in an ONS group.

Picking up messages

If new messages that have not yet been retrieved are in the mailbox and if a programmable function key has been assigned the "Mailbox" function, the LED of this key illuminates.



See also the information in section "Voicemail" \rightarrow page 27.

Mailbox

Press the "Mailbox" function key. Information about the caller is displayed (see "Messages (callback requests)" \rightarrow page 27.

Responding to a callback request

A callback request is displayed.

Output?

Select and confirm the option shown. The party is called on the relevant line.

Next entry

More than one entry is available.

Next entry?

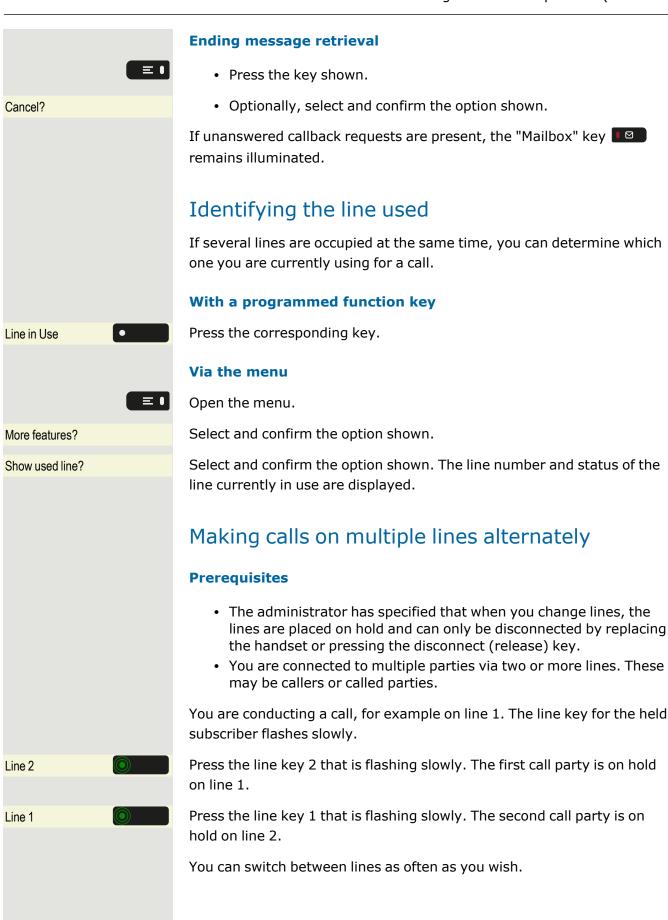
Select and confirm the option shown. The next entry is displayed.

Deleting mailbox entries

The relevant entry is displayed.

Select and confirm the option shown.

Delete?



Line Privacy More features? Privacy off?

Ending the connection on a line key

- · Press the key shown. The LED goes out.
- · Optionally, Hang up the handset.

Entering a call on a line in a three-party conference

Prerequisite: A call is in progress on one of the lines. The line key LED lights up.

Press the line key. You and the other parties already connected can hear the conference. All three parties can speak with one another. The LED remains lighting.



You cannot enter a conference if the "Privacy" function is activated on the line. If one of the three parties hangs up, the other two remain connected.

If a connection remains between you, as the entering party, and one of the other parties who previously occupied the line, consultation is no longer possible.

Allowing a party to join a call

Your primary line can be configured so that other parties may not join calls on that line when it is busy. In this case, you can allow other parties to join a call. This permission applies to the current call or the next call.

Prerequisites

· You are already conducting a call on one line.

· Lift the handset.

With a programmed function key

Press the programmed function key "Privacy".

Via the menu

Open the menu.

Select and confirm the option shown.

Select and confirm the option shown. Other parties can now join the call.

Privacy $\equiv \mathbf{I}$ More features? Privacy on? SInt Mon Req Line 1

Blocking other parties from joining a call

If your phone is not already set to block other parties, you can make this setting manually. This block applies to the current call or the next call.

Prerequisites

- · You are already conducting a call on one line.
- · Lift the handset.

With a programmed function key

Press the programmed function key "Privacy".

Via the menu

Open the menu.

Select and confirm the option shown.

Select and confirm the option shown. Other parties are now blocked from joining the call.

Third-party monitoring

During a call, a predefined party can be prompted to join the call as a "witness" using the "SInt Mon Req" programmed function key. The third party on the call is not informed that a "witness" is joining the call. The "witness" cannot participate in the call; they can only hear what is being said.



When configuring and using third-party monitoring, observe the applicable data protection regulations.

Prerequisites

- Third-party monitoring is configured on the system and the "SInt Mon Req" programmed function key is configured on your phone.
- You are conducting a call.
- · "Privacy" is deactivated.

Briefly press the programmed function key "SInt Mon Req" twice. The "witness" hears a special tone on their phone and the message "Connect witness or tape" appears on both your display and the "witness" display.

- The "witness" lifts the handset.
- Optionally, the "witness" presses the line key for the line on which the call is being conducted.

The "witness" can now listen to the call without being noticed.



Only the "witness" can end silent monitoring by hanging up or by pressing the line key.

Deactivating

RTRLN

Press the programmed function key "RTRLN". The LED goes out. Calls are signaled on the phone again.

Making calls in an executive / secretary team

Calling an executive or secretary phone

A DSS key is configured as "executive" on the secretary phone and as "secretary" on the executive phone. The following sections show examples of a call from an executive to the secretary.

The LED is not lighting - the secretary is not on a call

Press the "secretary" DSS key.

- · Lift the handset.
- Optionally, press the key shown for speakerphone mode.

The LED is lighting - the secretary is on a call

Press the "secretary" DSS key. You camp on to the secretary phone. The called party hears a tone and the "Pickup" programmed function key flashes (see "Configuring the pickup key" \rightarrow page 38).

- · Lift the handset.
- Optionally, press the key shown for speakerphone mode.

The DSS from the secretary to the executive functions in the same way – using the "executive" DSS key.

Answering calls for the executive phone at the secretary phone

When a call is received for the executive phone, the secretary phone rings.

Lift the handset.

Press the key shown for speakerphone mode.

Secretary











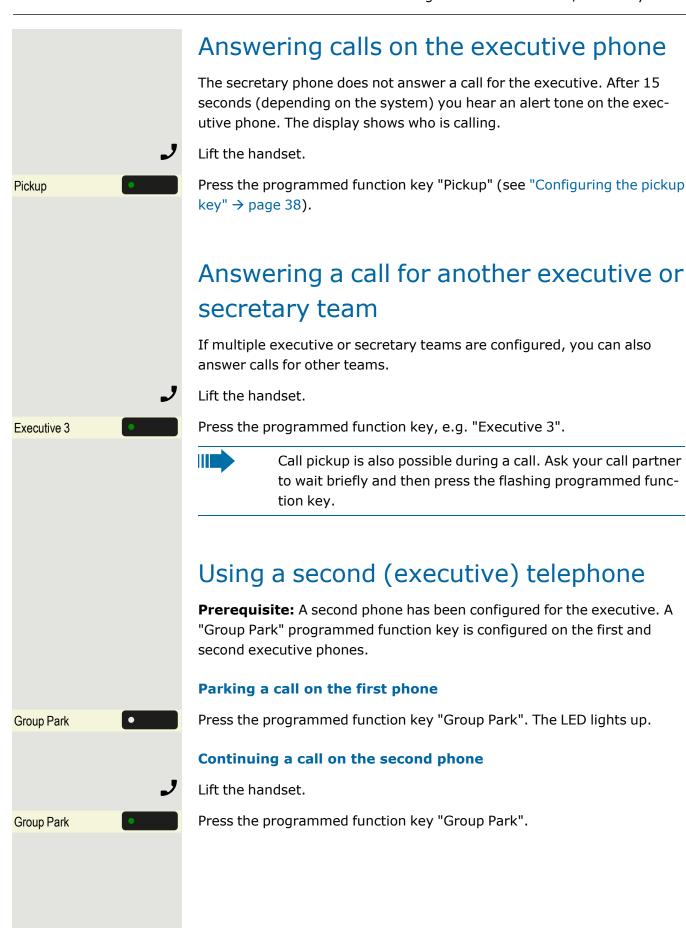








Answering calls for the executive phone when already on a call You are conducting a call. A call comes in on the executive phone. Ask your call partner to wait. Press the programmed function key "Pickup" (see "Configuring the pickup Pickup key" \rightarrow page 38). Ending the call and returning to the first call Release and return? Confirm the option shown. Continue the call with the first call partner. Transferring a call to the executive phone Prerequisite: You have answered a call for the executive phone on the secretary phone. Press the "executive" DSS key. You are connected to the executive Executive phone. Announce the call partner and hang up the handset. Optionally, hang up the handset immediately. Transferring calls directly to the executive phone When the secretary is out of the office, calls for the executive can be transferred directly to the executive phone. This transfer can be performed on the secretary phone and on the executive phone. **Activating** Press the "RT Executive" programmed function key. The LED lights up. RT Executive **Deactivating** Press the "RT Executive" programmed function key. The LED goes out. RT Executive Calls for the secretary phone are not transferred, only calls for the executive phone.



Activating and deactivating a second executive call

On the executive phone, you can configure calls to go to the secretary phone when you are on a call. If you are on a call and are expecting another important call, it may be useful to activate the second call feature.

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Open the menu.

Feature settings?

Camp on?

Activate?

Deactivate?

Select and confirm the option shown.

Confirm the option shown.

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

Using signal call

If a "Buzz" programmed function key is configured on your executive phone, you can press a key to send a signal call to a specific destination phone (e.g.to a secretary phone). On the destination phone, the phone number of the transmitting phone is also briefly displayed for the signal call.

You can press the programmed function key in idle mode and during a call (once or several times).

If a "Buzz" programmed function key is not configured, you can lift the handset and enter the signal call code to send a signal call to a destination phone.

Placing a messenger call

You can place a messenger call by pressing a key if this key is configured on the executive phone. For programming a function key with a function, see "Programming the function keys" \rightarrow page 36.

Alt. Answer

Alt. Answer

Defining a representative for the secretary

Calls for the executive that arrive at the secretary phone can be forwarded to another phone. To do this you have to configure a "Alt. Answer" programmed function key. The procedure for doing this is identical to the steps described in section "Configuring function keys" \Rightarrow page 36

Activating the representative

Press the programmed function key "Alt. Answer". The LED lights up.

Deactivating the representative

Press the programmed function key "Alt. Answer". The LED goes out.

Other settings and functions

Appointment reminder function

Saving appointments

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

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

Saving appointments

Open the menu.

Select and confirm the option shown. The display indicates whether an appointment reminder has already been saved.

- For the first appointment, confirm the option shown.
- For additional appointments, select and confirm the option shown.

Enter the time as 3 or 4 digits, for example "845" for 8.45 am or "1500" for 3 pm.

Confirm the option shown.

Deleting saved reminders

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Open the menu.

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

Confirm if you have saved several reminders.

Select and confirm the option shown.

Press the key shown.

Using timed reminders

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

The phone rings.

Lift the handset. The appointment time is displayed.



Reminder?

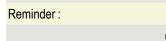
New reminder?

Reminder?

Next reminder?

Delete?







Hang up the handset.



Optionally, press the speakerphone key twice.



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

Using a different phone in the same way as your own

You can log on to another phone belonging to the OpenScape 4000 system using a personal identification number (PIN). This also applies to phones in networked OpenScape 4000 systems, for example at other company locations. At the other phone you can then perform the following options:

- Make calls and assign the charges to cost centers.
- Make calls and assign the charges to specific projects.
- · Check your mailbox.
- Use a number saved on your phone for saved number redial.
- · Enter appointments.

Using an internal PIN, you can have your calls diverted to a telephone in the office or department where you will be for a temporary period using call forwarding ("follow me").

Logging on to another telephone

Prerequisite: You have been assigned a PIN by your administrator. You require an internal PIN for calls within your own OpenScape 4000 system, while for calls involving other OpenScape 4000 systems in the integrated Network you require a Network-wide PIN.



Open the menu.

PIN/COS?

Select and confirm the option shown.

PIN 1

Select and confirm the option shown.

If you have several PINs and want to use another one, select the other PIN.



Enter your PIN at the display "Enter station no:" or "Enter ID".

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The following applies within your own OpenScape 4000 system

Enter your internal PIN.

The following applies within your own and another OpenScape 4000 system within the integrated Network

Enter the 2-digit node ID of your own OpenScape 4000 system (consult your administrator).

Enter your own number and press the hash key.

Enter the Network-wide PIN and press the hash key.

Making a call after (successful) logon

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

- Press the key shown.
- · Optionally, enter a phone number.

Setting up "follow me" call forwarding after successful logon

Select and confirm the option shown.

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

Logging off from another phone

Open the menu.

Select and confirm the option shown.

Select and confirm the option shown.

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

Moving your connection to another telephone (mobility)

You can move your telephone connection with most of your functions and features (phone number, key assignment, authorization) to another telephone. The "home telephone" is deactivated and the "guest telephone" becomes "your" telephone. The original connection of your "guest telephone" is likewise deactivated. Call forwarding should therefore be

Call forw. - follow me?

Save?

Ξ

PIN/COS?

Deactivate PIN?

programmed first for its phone number (see "Programming call forwarding" → page 53).

The move remains effective until you log off from the "guest telephone". This procedure can also be performed on a Network-wide basis.

Moving the connection to the "guest telephone"

Log on to the "guest telephone" from your own connection.

Open the menu.

- · Select and confirm the option shown.
- With the telephone in idle status, enter the system code for "Mobile HFA Logon" (e.g. "125").

Enter the phone number of the "home telephone" and press the hash key.

Enter your code number and press the hash key.

The logon procedure begins.

Your own phone number will appear in the bottom line when you are correctly logged on.

You can no longer see the original user settings for the "guest telephone" but you can now use your connection. Your "home telephone" cannot be used during this period.

Connecting to the "home telephone" again

Logging off through the "guest telephone"

If you no longer need your connection on the "guest telephone" or if you want to switch back to your "home telephone", log off from the "guest telephone".

Open the menu.

Select and confirm the option shown.

With the telephone in idle status, enter the system code for "Mobile HFA Logoff" (e.g. "126").

The logoff procedure begins.

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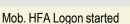
Mobile HFA Logon?



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Mobile HFA logoff?



Mob. HFA Logoff started

Logging off through the "home telephone"

If you have forgotten to log off from the "guest telephone", you can still do this through the "home telephone".

The following message is displayed on the "home telephone".

Mobile forced logoff

Confirm the option shown. If your administrator has activated the "mobility password", you will be prompted to enter this now.

Enter the mobility password.

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

The "home telephone" is reactivated and you can make calls again as usual.

Moving the connection to the next telephone

If you want to move your connection from the first "guest telephone" to a second "guest telephone", log on to the second "guest telephone" in the usual fashion (see "Moving the connection to the "guest telephone"" \rightarrow page 91).

The message "Log off successful" is output on the first "guest telephone". The "home telephone" remains locked. You can now use the second "guest telephone" in the same way as the first one.

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

You can place a speaker call to an internal party on OpenScape 4000 using the loudspeaker on their telephone to establish a connection. You can also initiate a speaker call from a consultation call. Possible functions include:

- · System-wide speaker call
 - to a variable destination
 - to a fixed destination
- Speaker call in a group
 - to a variable destination
 - to a fixed destination

Cancel mobility

Enter mobility password



- Two-way intercom in a group
 - to a variable destination
 - to a fixed destination
- Announcement to all members of a line trunk group

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



Make sure for all functions that "Speaker call protect" is deactivated on the relevant phones (see "Activating or deactivating "Speaker call protect"" → page 110).

If a speaker call is placed to a party and "Speaker call protect" is activated, the speaker call will be ignored and a normal call will be placed.

System-wide speaker call

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

Speaker call to a variable destination

A destination party is contacted via his or her internal phone number.



· Lift the handset.



• Optionally, press the key for speakerphone mode.



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

Spkr. 1-way



Press the programmed "Spkr. 1-way" key.

Enter the internal phone number of the party.

A connection to that user's loudspeaker will immediately be established under the following conditions:

- The station is not busy.
- · The handset has not been lifted.
- The speaker call protection is not activated.

The caller hears a confirmation tone when the connection has been established and can start speaking.

The called party can answer the call by lifting the handset.

123456

Speaker call to a fixed destination

The system code for "Speaker call-one-way" and the destination number are programmed on a selected dialing key (see "Additional selected dialing key functions" \rightarrow page 38).

Press the programmed selected dialing key. A connection to the destination loudspeaker is established immediately.

Aborting the connection

If the party you are speaking to presses the speaker key or the corresponding line key , the connection will be aborted.



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

Speaker call in a group

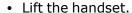
You can also establish a normal connection within a group or team (with team call = speed-dial numbers 0-9 or 00-99 for team members) via a speaker call. The speaker call is then initiated by a group telephone.



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

Speaker call to a variable destination





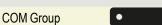


Optionally, press the key for speakerphone mode.



W.

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



• Optionally, press the programmed "COM Group" key.

Enter the speed-dial number for the corresponding group member. A connection to that user's loudspeaker will immediately be established under the following conditions:

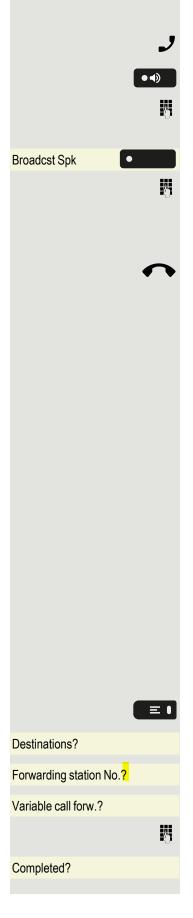
- The station is not busy.
- · The handset has not been lifted.
- "Do not disturb" is not activated.

The called party answers the speaker call by lifting the handset.

Speaker call to a fixed destination The system code for "COM group speaker call" and the speed-dial number for the corresponding group member are programmed on a selected dialing key (see "Additional selected dialing key functions" \rightarrow page 38). Press the programmed selected dialing key. A connection to the des-123456 tination loudspeaker is established immediately. The called party can answer the call by lifting the handset. Two-way intercom to a variable destination When using the two-way intercom in a group, the loudspeaker and microphone of the destination phone are automatically switched on. · Lift the handset. Optionally, press the key shown for speakerphone mode. • Enter the system code for "Speaker call-two-way" (consult your administrator if necessary). Optionally, press the programmed "COM Spk 2way" key. COM Spk 2way M Enter the speed-dial number for the corresponding group member. The loudspeaker and microphone of the destination phone are switched on automatically. Two-way intercom to a fixed destination The system code for "Speaker call-two-way" and the speed-dial number for the corresponding group member are programmed on the selected function key. Press the programmed key. The loudspeaker and microphone of the des-DSS tination phone are switched on automatically. Aborting the connection If the party you are speaking to presses the speaker key or the corresponding line key , the connection will be aborted.

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

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



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

- · Lift the handset.
- Optionally, press the key shown for speakerphone mode.
- Enter the system code for "Speaker call-1-way bcst" (consult your administrator if necessary).
- Optionally, press the programmed "Broadcst Spk" key.

Enter the internal phone number of a group member.

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

You end the announcement by hanging up.

- If group members lift their handset, they are connected to you and the announcement is ended.
- If group members press the speaker key or the corresponding line key for the announcement, they are disconnected from the announcement.
- If the last remaining member of the group presses the speaker key or line key, the announcement ends.

Forwarding calls for other stations

You can save, activate, display and deactivate call forwarding for another telephone, fax machine or PC from your own phone. To do so, you need to know the PIN for the other station or have the "Call forwarding for other stations" class of service. Your administrator can help you in both cases.

Storing a destination for another telephone / activating call forwarding

Open the menu.

Confirm the option shown.

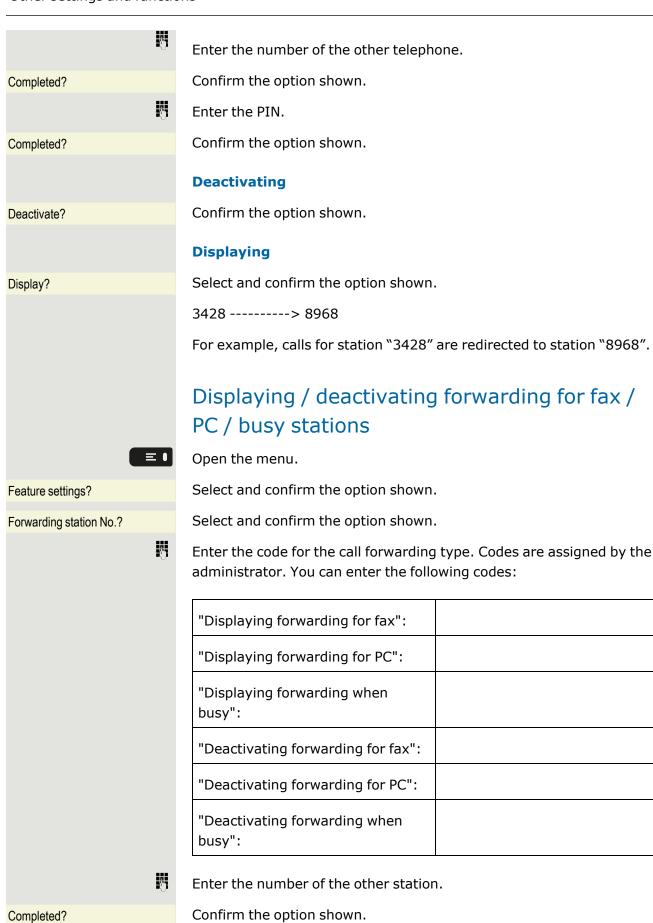
Select and confirm the option shown.

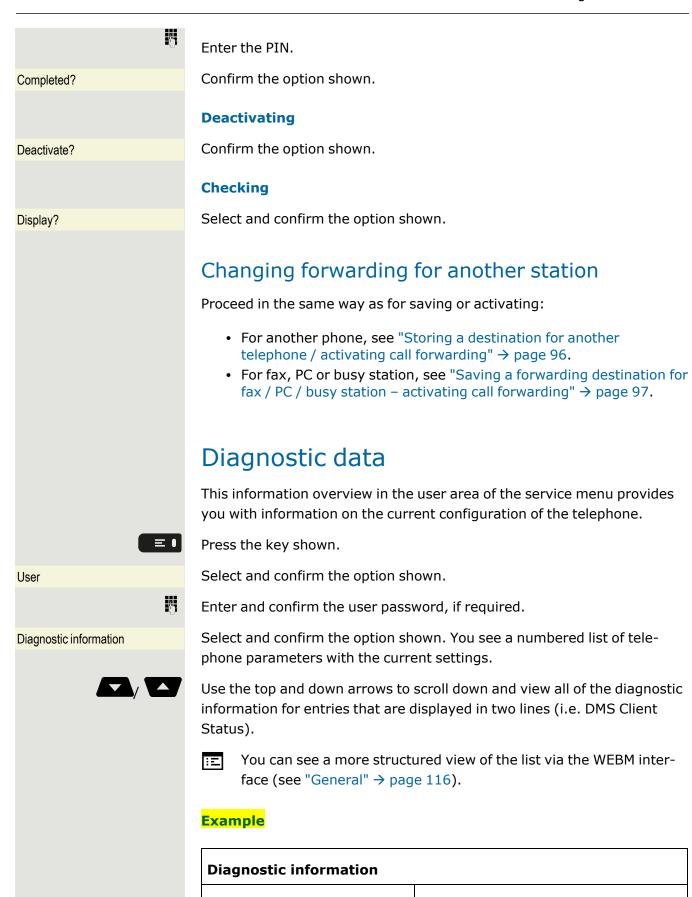
Confirm the option shown.

Enter the number of the other telephone.

Confirm the option shown.

₩	Enter the PIN.	
Completed?	Confirm the option shown.	
8	Enter the destination number.	
Save?	Select and confirm the option shown. Call forwarding is activated immediately.	
	Saving a forwarding destination for fax / PC /	
	busy station – activating call forwarding	
	Open the menu.	
Destinations?	Confirm the option shown.	
Forwarding station No.?	Select and confirm the option shown.	
B	Enter the code for the call forwarding type you wish to set. Codes are assigned by your administrator. You can enter the following codes:	
	"Forwarding for fax":	
	"Forwarding for PC":	
	"Forwarding on busy":	
18	Enter the number of the other station.	
Completed?	Confirm the option shown.	
•	Enter the PIN.	
Completed?	Confirm the option shown.	
8	Enter the destination number.	
Save?	Confirm the option shown. Call forwarding is activated immediately.	
	Displaying / deactivating forwarding for another	
	Displaying / deactivating forwarding for another telephone	
E 1		
Feature settings?	Select and confirm the option shown.	
Forwarding station No.?	Select and confirm the option shown.	
Variable call forw.?	Confirm the option shown.	





2021-10-13 11:24:32

Diagnostic information		
01	SIP Server	10.12.70.16
02	SIP Port	5060
03	SIP Registrar	10.12.70.16
04	SIP Registrar Port	5060
05	SIP Gateway	0.0.0.0
06	SIP Gateway Port	5060
07	SIP Transport	ТСР
08	TLS Renegotiation	Secure (RFC5746)
09	SIP local port	5060
10	Server features	No
11	DNS Results	None
12	MultiLine	No
13	Keyset Lines	None
14	Backup Active	Yes
15	Backup Proxy	0.0.0.0
16	Use secure calls	No
17	SRTP.Status	Disabled
18	SIP Server Cert. Check	No Certificate Check
19	Software Version	V1R8.7.214 SIP 210927
20	Display Message	None
21	Last Restart	1-10-2021 19:17:58
22	Memory free	55169K free

Diagnostic information		
23	Protocol Mode	IPv4_IPv6
24	IPv4 IP Address	10.12.138.14
25	IPv4 subnet Mask	255.255.255.0
26	IPv4 default route	10.12.138.1
27	Primary DNS	10.12.0.2
28	Secondary DNS	172.25.4.22
29	IPv4 Route 1 - IP	None
30	IPv4 Route 1 - gate- way	None
31	IPv4 Route 1 - mask	None
32	IPv4 Route 2 - IP	None
33	IPv4 Route 2 - gate- way	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 - des- tination	None
40	IPv6 Route 1 - prefix length	None
41	IPv6 Route 1 - gate- way	None

Diagno	Diagnostic information		
42	IPv6 Route 2 - des- tination	None	
43	IPv6 Route 2 - prefix length	None	
44	IPv6 Route 2 - gate- way	None	
45	MAC Address	001ae875e054	
46	LLDP	Yes	
47	VLAN Discovery	LLDP-MED	
48	DHCPv4	Yes	
49	DHCPv4 re-use	No	
50	DHCPv6	Yes	
51	lan.port.status	100 Mbps full duplex	
52	lan.port.speed	0	
53	pc.port.speed	0	
54	pc.port.mode	0	
55	PC port autoMDIX	No	
56	VLAN-ID	None	
57	QoS Layer 2	Yes	
58	QoS Layer 2 Lan- guage	5	
59	QoS Layer 2 Sig- naling	3	
60	QoS Layer 2 Stand- ard	0	
61	QoS Layer 3	Yes	

Diagno	Diagnostic information		
62	QoS Layer 3 voice	EF / 46	
63	QoS Layer 3 Sig- naling	AF31 / 26	
		Sent: Wed Oct 13 11:24:31 2021	
		Chassis ID TLV Data	
		.Subtype = Network address	
		.IANA_TYPE = IPv4 Address	
		.ID = 10.12.138.14	
		Port ID TLV Data	
		.Subtype = MAC address	
		.ID = 00:1A:E8:75:E0:54	
64	LLDP-MED Oper-	TTL TLV data	
	ation	.seconds = 120	
		System Caps TLV Data	
		.Supported = Bridge, Telephone,	
		.Enabled = Telephone,	
		MAC_Phy config TLV data	
		.Auto-set supported = Yes	
		.Auto-set enabled = Yes	
		.PMD = 0x6c00	
		.PMD1 = 10BASE-T half duplex mode	

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

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

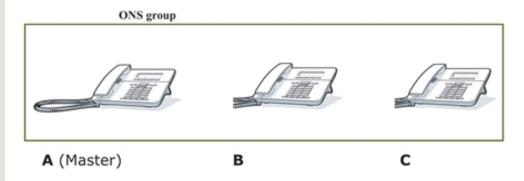
Diagnostic information		
		.Software revision = V1 R8.7.214 SIP 210927
		Inventory - Serial Number TLV data
		.Serial number = 00:1a:e8:75:e0:54
		Inventory - Manufacturer Name TLV data
		.Manufacturer name = Unify SW&Sol GmbH&Co.KG
		Inventory - Model Name TLV data
		.Model name = Desk Phone CP200
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

Diagnostic information		
69	ICE connectivity max timer	5000
70	ICE gathering timeout	5000
71	ICE gathering Ta timer	20
72	ICE connectivity Ta timer	20
73	ICE connectivity Tr timer	15000
74	ICE connectivity RTO timer	100
75	Device Certificate	Not installed
76	Installed Cer- tificates	Secure file transfer Not installed Secure send URL Not installed Secure SIP server Not installed Secure 802.1x Not installed LDAP via TLS Not installed Secure DMS server Not installed Secure XSI server Not installed Secure auto configuration server Not installed
77	DMS Client Status	Configuration already in sync
78	Device Certificate	Installed

Special parallel call (ONS) functions

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

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



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

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

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

- Call waiting, see "Using the second call feature" → page 64
- Call forwarding, see "Programming call forwarding" → page 53
- Do not disturb, see "Turning do not disturb on and off" → page 110
- Mailbox (MWI), see "Mailbox" → page 27
- Callback, see "Using callback" → page 58
- Call lists, see "Dialing subscribers from the call lists" → page 46



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

Feature settings? Join hunt group? Deactivate? Activate?

Leaving and rejoining a hunt group

Prerequisite: A hunt group is set up for the team.

You can exit the hunt group at any time, for example if you are leaving your workplace, and then rejoin the group when you return.



You remain accessible via your own phone number even if you have exited the hunt group.

Open the menu.

Select and confirm the option shown.

Select and confirm the option shown.

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

Privacy and security

Turning do not disturb on and off

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



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

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

ΞŪ

Open the menu.

Select and confirm the option shown.

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

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

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



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



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

Activating or deactivating "Speaker call protect"

You can protect yourself against being addressed directly with a speaker call. If a caller attempts to contact you via a speaker call, the connection

Feature settings?

Do not disturb?

Activate?

Deactivate?

Change COS?

is established as a normal call again. Open the menu. Select and confirm the option shown. Feature settings? Select and confirm the option shown. The display indicates whether Speaker call protect? "Speaker call protect" is activated or not. Activate? · Confirm the option shown. Optionally, confirm the option shown. Deactivate? Caller ID suppression The caller ID display can only be suppressed for a subsequent call and the setting is not saved if the number is redialed (see "Redialing a saved number" \rightarrow page 45). Open the menu. More features? Select and confirm the option shown. Confirm the option shown. You hear the dial tone. Display suppress. on? M Enter the phone number of the user. If the called party answers the call, your phone number will not be displayed. Locking the telephone to prevent unauthorized use You can prevent unauthorized parties from accessing certain functions on your phone during your absence, for example you can prevent external phone numbers being dialed or your mailbox being accessed. Consult your administrator to determine which functions are locked. Prerequisite: You have received a corresponding code number from your administrator. Locking the phone Open the menu. Select and confirm the option shown. PIN/COS?

Select and confirm the option shown.



Enter the code number. If your entry is correct, "Carried out" is displayed.



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

Unlocking the phone



Open the menu.

PIN/COS?

Select and confirm the option shown.

Change COS?

Select and confirm the option shown.



Enter the code number. If your entry is correct, "Carried out" is displayed.

Voice encryption

Displaying the status in idle mode

You can see whether voice encryption is active on your phone from the display when the phone is in idle mode.



Open the idle menu.

Voice encryption?

Select and confirm the option shown. The status display for the defined security mode is displayed.

Enabled

A call is only encrypted if the counterparty likewise supports encryption.

Always enabled

· Calls are always encrypted.



If the entry "Voice encryption" does not appear in the idle menu, the function is not activated.

Displaying the status in call mode

During calls, you can check if your call is secure.

Select the option shown. The following options are available:

Voice encryption?

Call encrypted

Call not encrypted

Call not encrypted

· The call is secure.

· The call is not secure.

Notes on voice encryption

Your administrator can define in the communication system whether and how you are notified of unencrypted calls. The following options are available:

- · Warning tone
- · This message appears on the display.

Identifying anonymous callers (trace call)



This function must be configured by the administrator.

You can identify malicious external callers. You can record the caller's phone number during a call or for up to 30 seconds after a call. You should not hang up in the process.



Open the menu.

Select and confirm the option shown.

Select and confirm the option shown.



If the trace is successful, the transmitted data is stored by your Network operator. Consult the administrator.

DLS Security Pin

Since your administrator has configured a DLS secure pin, a pop up screen appears on your device to enter the pin that the administrator has given to you.

More features?

Call tracing?

User password

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

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

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

Changing the password



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



You can also configure this setting via the WEBM interface (see "General" \rightarrow page 116).

115 Testing the phone

Testing the phone

Testing functionality

You can test and determine your phone's functionality.

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

The following may also be checked by the administrator:

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

Prerequisite: The phone is in idle mode.

Open the menu.

Select and confirm the option shown.

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

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

Phone test?

Web interface (WBM) 116

Web interface (WBM)

General

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

Launching the web interface



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

- 1. To launch the interface, open a web browser and enter one of the following addresses:
 - https://[IP address of the phone]
 [IP address of the phone] is the IP address of your phone.
 - https://[Name of the phone]
 [Name of the phone] that was assigned by the administrator.
- 2. You might receive a certificate notification from the browser. Follow the instructions to download the certificate.
- 3. You will be prompted to configure a user password the first time you call up the WEBM interface (see "User password" → page 114). You must log in with this password the next time you want to open the User settings.

Administrator settings

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



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

User pages

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

- 1. Click a menu heading to display the individual menu entries. Click the menu heading again to close the menu.
- 2. Click a menu entry to open the corresponding form.
- 3. Make the desired changes.
- 4. Click the corresponding button to save or discard your changes.

Button functions

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

Submit: Apply changes
Reset: Reset original values
Refresh: Update the values.
Logout: Log out from the phone

Licenses

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

User menu



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

User login

Password "User password" → page 114

- · Old password
- · User password
- Confirm password

Ringer

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

Web interface (WBM) 118

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

- Ringer
- Sample tone
- Ringer sequence
- Emergency call
- Ringer
- Sample tone
- Ringer sequence
- · Ringer mode
 - HiPath
 - Local ringer

Audio, see "Audio settings" → page 1

- Settings
 - Ringer file
 - Room character
 - Headset socket

Configuration

- · Outgoing calls
 - Block dialing
- Forwarding, see "Forwarding calls" → page 52
 - Forwarding favorites
 - Include answered elsewhere
 - Favourites / recently used
 - Busy
 - Direct destination
 - No reply
 - Favourites / recently used
 - Direct destination
 - Fixed forwarding allowed
 - Favourites / recently used
 - Direct destination
 - Forward internal calls allowed
 - Favourites / recently used
 - Direct destination
 - Forward external calls allowed
 - Favourites / recently used
 - Direct destination
 - Forward busy/no answer calls allowed
 - Favourites / recently used
 - Direct destination
- Connected calls
 - Insecure call alert

Web interface (WBM) 120

- Bluetooth
 - Configuration
 - Active
 - Bluetooth address
 - Phone name
 - Beacon
 - Mode
 - URI
 - UUID
 - Major
 - Minor
 - Interval (ms)
- UC login information
 - UC username
 - UC password
- Microsoft© Exchange
 - Server
 - Benutzername
 - Passwort
 - Folder to sync (optional)
- OpenScape UC

Phone

- Display, see "Display" → page 21
 - Brightness
 - Key mod. contrast
 - Key module brightness
- · Idle screen
 - Enabled
 - Monitor type
 - Idle time (mins)
 - Picture time (secs)
- Energy saving
- · Activate after:
- · Lighting reduced
- · Backlight off

121 Fixing problems

Fixing problems

Responding to error messages

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

Troubleshooting

Pressed key does not respond

Check if the key is stuck.

• If the phone is locked, selected dialing keys cannot be used. This also applies even if an emergency number is saved on this key.

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

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

The phone does not ring

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

Not authorized

Not possible

Currently not possible

Fixing problems 122

You cannot dial a number

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

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

Other problems

- Consult your administrator. Customer Service must clarify any problems that cannot be resolved.
- Contact partner in case of problems
- Contact the administrator if a fault persists for more than five minutes.

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