

OpenScape Desk Phone IP 35 G HFA OpenScape Business

**User Guide** 

A31003-D3530-U101-1-7619

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

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Reference No.: A31003-D3530-U101-1-7619

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### Important information



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

- using the original power supply unit.
   Part number: L30250-F600-C14x (x: 1=EU, 2=UK, 3=US) or
- in a LAN with PoE (Power over Ethernet), which complies with the IEEE 802.3af standard.



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



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

#### **Trademarks**



The device conforms to the EU Directive 1999/5/EC as attested by the CE marking.

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



The correct disposal and separate collection of your old appliance will help prevent potential negative consequences for the environment and human health. It is a precondition for reuse and recycling of used electrical and electronic equipment.

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

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

### Location of the telephone

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

### Software update



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

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

### Product support on the Internet

Information and support for our products can be found on the Internet at: <a href="http://www.unify.com">http://www.unify.com</a>.

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

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10 General information

### General information

#### About this manual

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

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

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

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 multifunctional telephone.

These instructions should be read and followed by every person installing, operating or programming the OpenScape Desk Phone.



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

These operating instructions are designed to be simple and easy to understand, providing clear step-by-step instructions for operating the OpenScape Desk Phone.

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

#### Service



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

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

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

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

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#### Intended use

The OpenScape Desk Phone is a desktop or wall-mounted unit designed for voice transmission and for connection to a LAN. Any other use is regarded as unintended.

### Telephone type

The identification details (exact product designation and serial number) of your telephone can be found on the nameplate on the underside of the base unit.

Specific details concerning your communication platform can be obtained from your administrator. Please always have this information to hand 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 (front right) should be kept clear. The optimum speakerphone distance is 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 reflexes.
  - Adjust the contrast as required → Page 103.

### Voice encryption

On OpenScape Business (from R 4), your OpenScape Desk Phone IP 35 G supports voice encryption from software release 3 (V1 R0.xxxx). This allows you to use your OpenScape Desk Phone to conduct calls without the risk of eavesdropping. Voice transmission is encrypted and then decrypted again on the call partner's phone and vice versa.

If "Secure Mode" is enabled on your phone and a connection is established to a phone that does not support voice encryption, the call is not encrypted and is thus not secure.

Your administrator can define in your communication system whether you are notified of unencrypted calls and how  $\rightarrow$  Page 63.

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### Multi-line telephone, executive/secretary functions

Your OpenScape Desk Phone IP 35 G is a "multi-line telephone". This means that multiple lines can be configured by your administrator, which is not the case with single-line phones. Each line is assigned an individual phone number that you can use to make and receive calls.

The programmable keys function as line keys on multi-line phones → Page 87.

When using a multi-line phone to make and receive calls, certain particularities must be taken into account  $\rightarrow$  Page 87 ff.

The executive-secretary configuration is a special case. This is a multi-line telephone with special features (e.g. "Ring transfer" and "Pick up call"), configured especially for executive/secretary use → Page 86 ff.

#### **Group functions**

For even more efficient telephone functionality, your administrator can configure various team functions such as call pickup, hunt groups and call distribution groups.

### Getting to know the OpenScape Desk Phone

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

# The user interface of your OpenScape Desk Phone IP 35G



1 You can make and receive calls as normal using the handset. 2 The display provides intuitive support for telephone operation (two lines with up to 33 characters each).  The function keys (cannot be reprogrammed) allow you to call up the following frequently used functions during a call:  Messages: Open the mailbox → Page 17. Settings: Open the menu → Page 19. Speaker: Activate/deactivate the speakerphone function. Headset: Activate/deactivate the headset function.  Vol.+ and Vol: Increase/reduce the volume of the loudspeaker/headset; set the contrast lighter and darker.  Mute: Activate/deactivate the microphone. This function is useful to prevent the other party from listening in under certain circumstances, for example when consulting with someone else in the room or in case of annoying background noise.  Transfer: Transfer a call to another subscriber. Conference: Enable access to the conference functions. Hold: Hold or retrieve the active call.  4 You can use the navigation keys to open the idle menu → Page 16 for example or to scroll forward or back in menus or execute an action.  5 The dialpad can be used to enter phone numbers and write text.  Depending on how they are programmed, you can use the keys as follows:  Function keys Repdial/Direct station selection key Each key can be programmed with one function. You can also use the preassigned functions: Release Call Redial Call List			
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used functions during a call:  Messages: Open the mailbox → Page 17.  Settings: Open the menu → Page 19.  Speaker: Activate/deactivate the speakerphone function.  Headset: Activate/deactivate the headset function.  Vol.+ and Vol: Increase/reduce the volume of the loudspeaker/headset; set the contrast lighter and darker.  Mute: Activate/deactivate the microphone. This function is useful to prevent the other party from listening in under certain circumstances, for example when consulting with someone else in the room or in case of annoying background noise.  Transfer: Transfer a call to another subscriber.  Conference: Enable access to the conference functions.  Hold: Hold or retrieve the active call.  4 You can use the navigation keys to open the idle menu → Page 16 for example or to scroll forward or back in menus or execute an action.  5 The dialpad can be used to enter phone numbers and write text.  Depending on how they are programmed, you can use the keys as follows:  • Function keys  • Repdial/Direct station selection key  Each key can be programmed with one function. You can also use the preassigned functions:  • Release Call  • Redial  • Call List	2		
You can use the <b>navigation keys</b> to open the idle menu → Page 16 for example or to scroll forward or back in menus or execute an action.  The <b>dialpad</b> can be used to enter phone numbers and write text.  Depending on how they are programmed, you can use the keys as follows:  Function keys  Repdial/Direct station selection key  Each key can be programmed with one function. You can also use the preassigned functions:  Release Call  Redial  Call List	3	used functions during a call:  Messages: Open the mailbox → Page 17.  Settings: Open the menu → Page 19.  Speaker: Activate/deactivate the speakerphone function.  Headset: Activate/deactivate the headset function.  Vol.+ and Vol: Increase/reduce the volume of the loudspeaker/headset; set the contrast lighter and darker.  Mute: Activate/deactivate the microphone. This function is useful to prevent the other party from listening in under certain circumstances, for example when consulting with someone else in the room or in case of annoying background noise.  Transfer: Transfer a call to another subscriber.	
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Function keys     Repdial/Direct station selection key     Each key can be programmed with one function. You can also use the preassigned functions:     Release Call     Redial     Call List	5	The <b>dialpad</b> can be used to enter phone numbers and write text.	
7 Incoming calls and new voicemails are visually signaled via the <b>call display</b> .	6	<ul> <li>Function keys</li> <li>Repdial/Direct station selection key</li> <li>Each key can be programmed with one function. You can also use the preassigned functions:</li> <li>Release Call</li> <li>Redial</li> </ul>	
	7	Incoming calls and new voicemails are visually signaled via the call display.	

#### Navigation keys

This control allows you to move between input fields, navigate in lists and menus or open the idle menu. You use the OK button to confirm options and launch functions:



Key	Functions when key is pressed	
	Open the idle menu → Page 16 or browse back in the menu.	
^	Open the idle menu → Page 16 or browse back in the menu.	
V	Open the idle menu → Page 16 or browse forward in the menu.	
ОК	Perform action	

#### Programmable function keys

Your OpenScape Desk Phone IP 35G has three fixed function keys (with LED), which you can reprogram with different functions or phone numbers at any time.



Preassignment of function keys:

- Release Call
- Redial
- Call List can include the following entries (depending on the configuration): Unanswered calls?, internal or external, or all external calls, both answered and unanswered.

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

- Function keys → Page 55
- Repdial keys → Page 59

Each key can be programmed with one function.

The status of a function is shown by the LED display for the corresponding function key.



You will find information on the labeling of the function keys on → Page 116

#### Meaning of LED displays on function keys

LED		Meaning of function key
	Off	The function is deactivated.
\\\/	Flashing <sup>1</sup>	Indicates the function status.
	On	The function is activated.

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

#### Dialpad

You can only use the digits 1 to 9 and 0 as well as the \* and # characters when dialing a number. In cases where text input is possible, you can use the dialpad to input text, punctuation and special characters in addition to the digits 0 to 9 and the hash and asterisk symbols. To do this, press the numerical keys repeatedly.

Example: To enter the letter "h", press the number  $\Psi_{\mathfrak{ghi}}$  key on the keypad twice.



To enter a digit in an alphanumerical input field, hold down the relevant key.

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

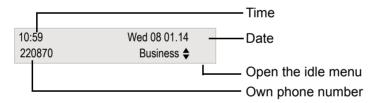
### Display

Your OpenScape Desk Phone IP 35G comes with a black-and-white LCD display. Adjust the contrast to suit your needs (→ Page 103).

#### Idle mode

If there are no calls taking place or settings being made, your OpenScape Desk Phone IP 35G is in idle mode.

#### Example:



#### Idle menu

Press one of the navigation keys  $\nearrow$  Page 15 in idle mode to open the idle menu. You can call up various functions here. The idle menu includes selected functions from the Program/Service menu → Page 19.

The idle menu may contain the following entries:

- · Caller list
- Forwarding on
- Lock phone
- DND on<sup>1</sup>
- · Advisory msg. on
- · Ringer cutoff on
- · Send message
- View sent message<sup>2</sup>
- View callbacks<sup>3</sup>
- Phonebook (system phonebook)
- · HF answerback on
- Suppress call ID
- · Waiting tone off
- DISA internal
- 1. Must be activated by the administrator.
- 2. Only appears when there are messages that the recipient has not yet viewed.
- 3. Only appears if callback requests are saved.

#### Mailbox

Depending on your communication platform and its configuration (consult your administrator), you can use the Messages key to access messages from services such as HiPath Xpressions in addition to messages received.

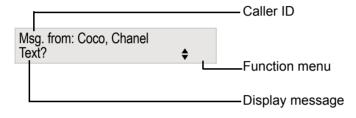
#### Messages

You can send short text messages to individual internal stations or groups. In idle mode (→ Page 16), the following signals alert you to the presence of new messages:

- · Messages The key LED lights up.
- · "Messages received" is displayed.

Press the Messages key.

Example:



For a description of how to edit the entries → Page 70.

#### Voicemail

Press the Messages key.

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

If your telephone is connected to a voicemail system (such as Entry Voice Mail), the Messages key will also light up to alert you to any messages that have arrived.

An appropriate message also appears on the display (for instance, in Entry Voice Mail: "X new messages").

To listen to your voicemail, follow the instructions on the display.

#### Call list

If you are unable to accept an external or internal call, the call attempt is stored in the caller list. Answered calls can also be saved (consult your administrator).

Your telephone stores up to ten calls in chronological order. Each call is assigned a time stamp. The oldest entry not yet deleted in the list is displayed first. Multiple calls from the same caller do not automatically generate new entries in the caller list. Instead, only the most recent time stamp for this caller is updated and its number incremented.

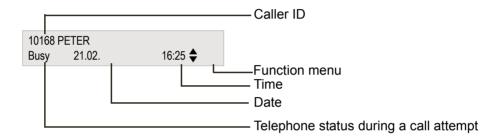
The caller list is automatically displayed  $\rightarrow$  Page 38 in the idle menu  $\rightarrow$  Page 16.



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

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

#### Example:





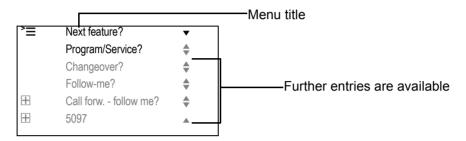
For a description of how to edit the call lists → Page 38.

#### Menu

Use the **Settings** menu key to access the following options:

- · Program/Service menu for your communication system
- · Personal (local phonebook)
- · Corporate (corporate directory)
- User (local telephone settings for users)
- Administrator (local telephone settings for administrators)

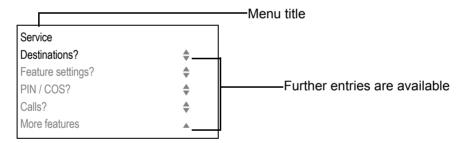
The menu key LED remains red as long as you are in this menu.



#### Settings

You can use the Settings option to access your communication system's extensive functions.

#### Example:



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.

#### Opening the Settings

Press the Settings menu key, choose the Program/Service menu using the keys and confirm with key.

#### Telephone user menu

You can configure settings for your OpenScape Desk Phone here.

#### Opening the user menu

To access: Press the Settings key. Select the "User" option with the keys and confirm with Keys.

If necessary, enter the user password → Page 108.

The menu structure contains several levels.



You can also configure some of the settings using the web interface  $\rightarrow$  Page 112 of your OpenScape Desk Phone.

### Control and monitoring function

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

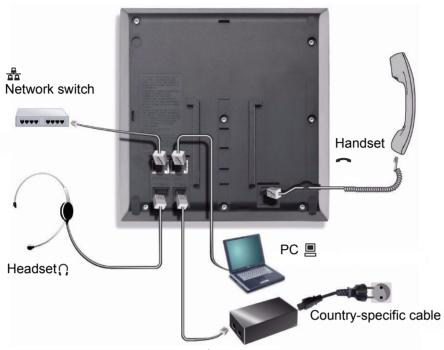
#### Control function

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

#### Monitoring function

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

### Ports on the underside of the phone



• Power supply unit (if necessary)

### Using network ports more efficiently

The OpenScape Desk Phone IP 35G has a built-in Ethernet switch. This means that you can connect a PC to the LAN directly via the phone. The option for connecting the telephone and PC must first be activated on the telephone by your administrator.



Using this connection option saves one network port for each switch used and requires fewer or shorter network cables when arranged correctly.

### **Basic functions**



Please read the introductory chapter "Getting to know the OpenScape Desk Phone IP" → Page 13 carefully before performing any of the steps described here on your phone.

### Accepting a call

Special default ring signaling is set for your telephone:

- When you receive an internal call, your telephone rings once every four seconds (single-tone sequence).
- When you receive an external call, your telephone rings twice in rapid succession every four seconds (dual-tone sequence).
- When you receive a call from the entrance telephone, your telephone rings three times in rapid succession every four seconds (triple-tone sequence).
- If a call is waiting, you hear a short tone (beep) every six seconds.



Your administrator can adjust the ring cadence for external and internal calls for you. In other words, different ring cadences can be set for different internal callers.

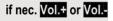
The number or the name of the caller appears on the display.

#### Accepting a call via the handset

The phone rings. The caller appears on the screen<sup>1</sup>.



Lift the handset.



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

### Accepting a call via the loudspeaker (speakerphone mode)

#### Suggestions for using speakerphone mode:

- Tell the other party that you are using speakerphone mode.
- The speakerphone works best at a low receiving volume.
- The ideal distance between the user and the telephone in speakerphone mode is about 50 cm (approx. 20 inches).

The phone rings. The caller appears on the screen<sup>1</sup>.

Press the key shown. The LED lights up.

if nec. Vol.+ or Vol.-

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

#### Accepting a call via the headset

Prerequisite: A headset is connected.



Make sure your headset port is set up properly → Page 107.

The phone rings. The Headset key flashes.

Headse

Press the key shown.

if nec. Vol.+ or Vol.-

Adjust the call volume.

### Switching to speakerphone mode

**Prerequisite:** You are conducting a call via the handset.

Speaker -

Hold down the key and replace the handset. Then release the key and continue the call.

if nec. Vol.+ or Vol.-

Adjust the call volume. Keep pressing the key until the desired volume is set.

#### U.S. mode

If the country setting is set to U.S. (consult your administrator), you do not have to hold down the loudspeaker key when replacing the handset to switch to speakerphone mode.

Speake

Press the key shown.



Replace the handset. Proceed with your call.

if nec. Vol.+ or Vol.-

Adjust the call volume. Keep pressing the key until the desired volume is set.

<sup>1.</sup> Pay attention to the notes on voice encryption → Page 63.



**Prerequisite:** You are conducting a call in speakerphone mode.

Lift the handset. Proceed with your call.

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

and 🚅

Speaker

Speaker

Press the key shown. The LED lights up.

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. You can also switch on the handsfree microphone to answer an announcement via the telephone speaker (speaker call → Page 35).

Deactivating the microphone

Mute Press the "Mute" key.

Activating the microphone

Mute Press the illuminated "Mute" key.

Ending the call

Release Call Press the key shown.

or

Speaker

Press the illuminated key.

or

Replace the handset.

### Making calls

#### Off-hook dialing



Lift the handset.



Internal calls: Enter the phone number.

External calls: Enter the external code and the phone number<sup>1</sup>.

#### The called party does not answer or is busy:

Replace the handset.

#### On-hook dialing



Internal calls: Enter the phone number.

External calls: Enter the external code and the phone number<sup>1</sup>.



Your system may also be programmed so that you have to press the "internal" key before you dial the internal number.

You then do not have to enter an external code to call the external party (automatic trunk seizure/prime line is not active; consult your administrator).

#### The other party answers with speaker:



Lift the handset.

On-hook dialing: Speakerphone mode.

#### 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.



Internal calls: Enter the phone number.

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



The headset key lights up.

The connection is set up as soon as your input is complete<sup>1</sup>.



Make sure your headset port is set up properly → Page 107.

<sup>1.</sup> Pay attention to the notes on voice encryption  $\rightarrow$  Page 63.

#### Dialing with repdial keys

**Prerequisite:** You have saved a number on a repdial key → Page 59.

Press the key with the saved number<sup>1</sup>.

If the number is saved at the second level, press the "Shift" key first.



You can also press the repdial key during a call and automatically initiate a callback → Page 27.

### Redialing a number

The last ten external phone numbers dialed are stored automatically.



If this feature is configured (consult your administrator), account codes entered are also saved → Page 61.

You can redial them simply by pressing a key.

Displaying and dialing saved station numbers

**Prerequisite:** The Redial key is not reprogrammed.

Redial

Press the key shown.

Keep confirming until the phone number you want appears.

Call?

Next?

Select and confirm the option shown<sup>1</sup>.

### Rejecting calls

You can reject calls you do not wish to take. The call is then signaled on another definable telephone (consult your administrator).

**Prerequisite:** The Release Call key is not reprogrammed. The phone rings. The caller appears on the screen.

Release Call

Press the key shown.

If a call cannot be rejected, your telephone will continue to ring. The message "currently not possible" is displayed (e.g. in the case of recalls).

<sup>1.</sup> Pay attention to the notes on voice encryption  $\rightarrow$  Page 63.

	Calling a second party (consultation)
	You can call a second party while a call is in progress. The first party is placed on hold.
Consultation?	Confirm the option shown.
	Call the second party <sup>1</sup> .
	Return to the first party, the second party does not answer:
Return to held call?	Confirm the option shown.
or	End the consultation:
Quit and return?	Select and confirm the option shown.
	Switching to the held party (alternating)
Toggle/Connect?	Select and confirm the option shown <sup>1</sup> .
	Combining the call parties in a three-party conference
Conference?	Select and confirm the option shown.
Conference	Press the key shown.
	If voice operation is not activated or not available on a conference party's
	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. For more information on conferences, see → Page 50.
	phone, the entire conference is not secure. It may be indicated that the call
Leave conference?	phone, the entire conference is not secure. It may be indicated that the call is not secure. For more information on conferences, see → Page 50.
Leave conference?	phone, the entire conference is not secure. It may be indicated that the call is not secure. For more information on conferences, see → Page 50.  Leaving a conference
Leave conference?	phone, the entire conference is not secure. It may be indicated that the call is not secure. For more information on conferences, see → Page 50.  Leaving a conference  Select and confirm the option shown.
Leave conference?  Consultation?	phone, the entire conference is not secure. It may be indicated that the call is not secure. For more information on conferences, see → Page 50.  Leaving a conference  Select and confirm the option shown.  Transferring a call  If the person you are speaking to wants to speak to another colleague of yours,
Consultation?	phone, the entire conference is not secure. It may be indicated that the call is not secure. For more information on conferences, see → Page 50.  Leaving a conference  Select and confirm the option shown.  Transferring a call  If the person you are speaking to wants to speak to another colleague of yours, you can transfer the call to that colleague.
	phone, the entire conference is not secure. It may be indicated that the call is not secure. For more information on conferences, see → Page 50.  Leaving a conference  Select and confirm the option shown.  Transferring a call  If the person you are speaking to wants to speak to another colleague of yours, you can transfer the call to that colleague.  Confirm the option shown.
Consultation?	phone, the entire conference is not secure. It may be indicated that the call is not secure. For more information on conferences, see → Page 50.  Leaving a conference  Select and confirm the option shown.  Transferring a call  If the person you are speaking to wants to speak to another colleague of yours, you can transfer the call to that colleague.  Confirm the option shown.  Enter the number of the party to whom you want to transfer the call.
Consultation?	phone, the entire conference is not secure. It may be indicated that the call is not secure. For more information on conferences, see → Page 50.  Leaving a conference  Select and confirm the option shown.  Transferring a call  If the person you are speaking to wants to speak to another colleague of yours, you can transfer the call to that colleague.  Confirm the option shown.  Enter the number of the party to whom you want to transfer the call.  Announce the call, if necessary.  Press the key shown. The person you were speaking with is now connected to
Consultation?	phone, the entire conference is not secure. It may be indicated that the call is not secure. For more information on conferences, see → Page 50.  Leaving a conference  Select and confirm the option shown.  Transferring a call  If the person you are speaking to wants to speak to another colleague of yours, you can transfer the call to that colleague.  Confirm the option shown.  Enter the number of the party to whom you want to transfer the call.  Announce the call, if necessary.  Press the key shown. The person you were speaking with is now connected to the desired party.
Consultation?  Transfer	phone, the entire conference is not secure. It may be indicated that the call is not secure. For more information on conferences, see → Page 50.  Leaving a conference  Select and confirm the option shown.  Transferring a call  If the person you are speaking to wants to speak to another colleague of yours, you can transfer the call to that colleague.  Confirm the option shown.  Enter the number of the party to whom you want to transfer the call.  Announce the call, if necessary.  Press the key shown. The person you were speaking with is now connected to the desired party.
Consultation?  Transfer  or	phone, the entire conference is not secure. It may be indicated that the call is not secure. For more information on conferences, see → Page 50.  Leaving a conference  Select and confirm the option shown.  Transferring a call  If the person you are speaking to wants to speak to another colleague of yours, you can transfer the call to that colleague.  Confirm the option shown.  Enter the number of the party to whom you want to transfer the call.  Announce the call, if necessary.  Press the key shown. The person you were speaking with is now connected to the desired party.  Replace the handset.

Pay attention to the notes on voice encryption → Page 63.
 "Differing display views in a HiPath 4000 environment" → Page 111

### Forwarding calls

#### Using variable call forwarding

You can immediately forward internal or external calls to different internal or external telephones (destinations). (External destinations require special configuration in the system.)



When call forwarding is active, a special dial tone sounds when you lift the handset.

If DID DTMF is active (consult your administrator), you can also forward calls to this destination.

Destinations: Fax = 870, DID = 871, Fax-DID = 872.

If you are a call forwarding destination, your display will show the number or the name of the originator on the upper line and that of the caller on the lower line.



Special features must be taken into consideration if your telephone operates with system networking via LAN → Page 99!

**Prerequisite:** The **Forward** key is not reprogrammed.

Forward

Press the key shown.

V

Open the idle menu → Page 16.

Select and confirm the option shown.

1=all calls?

Forwarding on?

Confirm the option shown.

or

2=external calls only?

Select and confirm the option shown.

or

3=internal calls only?

Select and confirm the option shown.

Enter the destination number.

Save?

Confirm the option shown.

**1** 100168

The call forwarding symbol as well as the phone number and possibly also the forwarding destination name are displayed.

Deactivating call forwarding

Forward

Press the key shown.

or ~

Open the idle menu → Page 16.

Forwarding off

Select and confirm the option shown.

### Using call forwarding no reply (CFNR) Calls that are not answered after three rings (=default, can be adjusted by administrator) or that are received while another call is ongoing can be automatically forwarded to a specified telephone. Settings Open the menu → Page 19. Program/Service? Select and confirm the option shown. \*495=CFNR on? Select and confirm the option shown. Enter the destination number. Enter the internal station number for internal destinations Enter the external code and the external station number for external destinations Save? Confirm the option shown. Deactivating call forwarding no reply Settings Open the menu → Page 19. Program/Service? Select and confirm the option shown. Select and confirm the option shown. #495=CFNR off? Confirm the option shown. Delete? or Exit Select and confirm to return to idle mode and not deactivate call forwarding. If CFNR is activated, "CFNR on" appears briefly on the display after you hang up.

	Call forwarding in the event of telephone failure (CFSS)
	If configured (consult your administrator), you can define an internal or external call forwarding destination that activates in the event of telephone failure.
Settings	Open the menu → Page 19.
Program/Service?	Select and confirm the option shown.
*9411= CFSS on?	Select and confirm the option shown.
8	Enter the destination number.
Save?	Confirm the option shown.
	Deactivating call forwarding/deleting a destination:
Settings	Open the menu → Page 19.
Program/Service?	Select and confirm the option shown.
#9411= CFSS off?	Select and confirm the option shown.
Delete?	Confirm to deactivate and delete the forwarding destination.
Exit?	Select and confirm to return to idle mode and not deactivate call forwarding.
	Changing the forwarding destination (if call forwarding is active):
Settings	Open the menu → Page 19.
Program/Service?	Select and confirm the option shown.
★ 의 <b>9</b> wxyz <b>4</b> ghi	Enter the code.
Change?	Confirm the option shown.
<b>U</b>	Change the destination phone number.
Save?	Confirm the option shown.

	Call forwarding in the carrier network and forwarding multiple subscriber numbers (MSN) (not for U.S.)
	If this function has been configured (consult your administrator), you can forward calls to your assigned multiple subscriber number MSN (DID number) directly within the carrier network.  For example, you can forward your phone line to your home phone after business hours.
Settings	Open the menu → Page 19.
Program/Service?	Select and confirm the option shown.
Trunk FWD on?	Select and confirm the option shown.
1=immediate?	Select and confirm the required type of call forwarding.
2=on no answer?	Select and confirm the option shown.
3= on busy?	Select and confirm the option shown.
	Enter your DID number.
Ü	Enter the destination number (without the external code).
Save?	Confirm the option shown.
	Deactivating call forwarding
Trunk FWD off?	Select and confirm the option shown.
	Confirm the displayed call forwarding type.
	Enter your DID number.

### Using callback

You can request a callback if the internal station called is busy or if nobody answers. This also applies for external calls via ISDN exchanges. This feature saves you from having to make repeated attempts to reach the user. You receive a callback:

- · When the other party is no longer busy
- · When the user who did not answer has conducted another call



When configured (consult your administrator), all callback requests are automatically deleted overnight.

#### Saving a callback

**Prerequisite:** You have reached a busy line or no one answers.

Confirm the option shown.

#### Accepting a callback

**Prerequisite:** A callback was saved. Your telephone rings and the following message appears on the display "Callback: ...".



Lift the handset.

Speaker

Press the key shown. The LED lights up.

or

Select and confirm the option shown.

You hear a ring tone<sup>1</sup>.

Callback?

Answer?

Pay attention to the notes on voice encryption → Page 63.

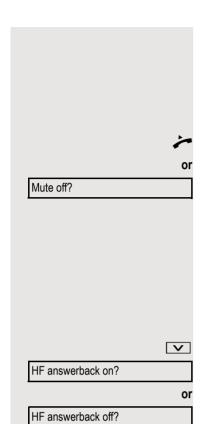
### Viewing and deleting a saved callback Open the idle menu → Page 16. V View callbacks? Select and confirm the option shown<sup>1</sup>. Next callback? Select and confirm to display additional entries. Deleting a displayed entry Confirm the option shown. Delete? **Ending retrieval** Exit? Select and confirm the option shown. or Settings Press the key shown. The LED goes out. Speaker Press the key shown. The LED goes out.

<sup>1. &</sup>quot;Differing display views in a HiPath 4000 environment" → Page 111

### Enhanced phone functions Accepting calls Picking up a specific call for your colleague You hear another telephone ring. Settings Open the menu → Page 19. Program/Service? Select and confirm the option shown. Select and confirm the option shown. More features? Select and confirm the option shown<sup>1</sup>. \*59=Pickup - directed? if nec. Next? Select and confirm until the required station is displayed. Accept call? Confirm the option shown. or If you know the number of the telephone that is ringing, enter it directly<sup>2</sup>. Accepting calls via the headset **Prerequisite:** The headset is connected. Headset The LED flashes when a call is received. Press the key shown. Conduct call. Ending the call: Press the key shown. The key LED extinguishes<sup>2</sup>. Headset Make sure your headset port is set up properly → Page 107.

<sup>1. &</sup>quot;Differing display views in a HiPath 4000 environment" → Page 111

<sup>2.</sup> Pay attention to the notes on voice encryption → Page 63.



#### Using the speakerphone

A colleague addresses you directly over the speaker with a speaker call. You hear a tone before the announcement. The other party's name or station number appears on the screen. You can conduct the call with the handset or in speakerphone mode.

Lift the handset and answer the call.

Press the "OK" key to confirm your selection and answer the call.



If handsfree answerback is enabled (see below), you do not need to switch on the microphone - you can answer directly. You can answer immediately in speakerphone mode.

If handsfree answerback is disabled (default setting), follow the procedure described above. Placing a speaker call to a colleague → Page 43.

#### Enabling and disabling handsfree answerback

Open the idle menu → Page 16.

Select and confirm the option shown.

Select and confirm the option shown.

# Accepting calls from the entrance telephone and opening the door

If an entrance telephone has been programmed, you can use your telephone to speak to someone at the entrance telephone and to activate a door opener. If you have the proper authorization (consult your administrator), you can activate the **door opener**, enabling visitors to open the door themselves by entering a 5-digit code (e.g. using a DTMF transmitter or the keypad installed).

#### Speaking to visitors via the entrance telephone

**Prerequisite:** Your telephone rings.



Lift the handset within thirty seconds. You are connected to the entrance telephone immediately.





Lift the handset after more than thirty seconds.



Dial the entrance telephone number.

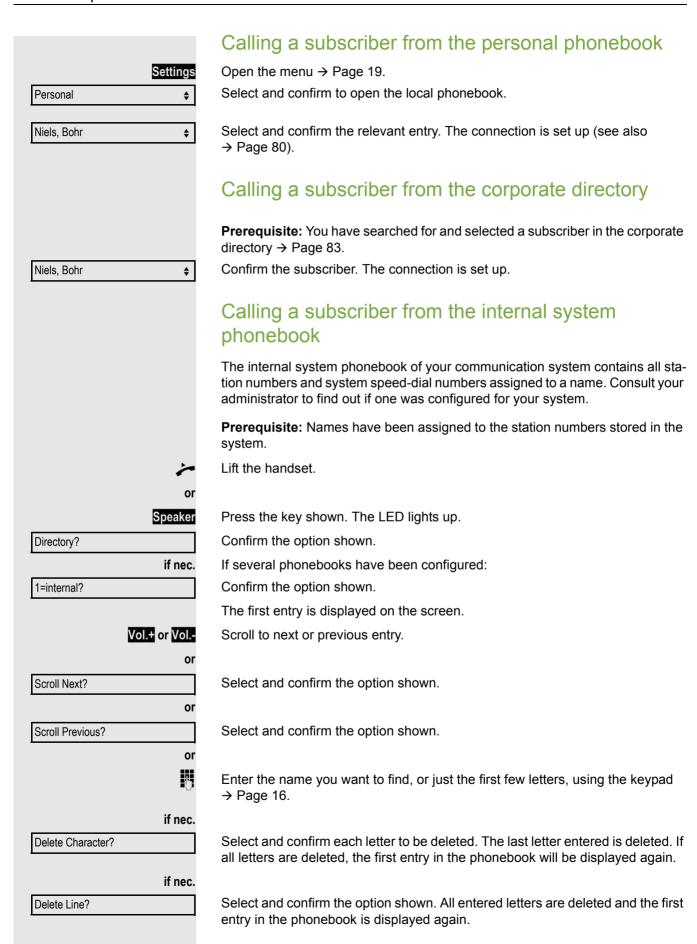
	Opening the door from your telephone during a call from the entrance telephone
Open door?	Confirm the option shown.
	Opening the door from your telephone without calling the entrance telephone
Settings	Open the menu → Page 19.
Program/Service?   ▼	Select and confirm the option shown.
*61=Open door?	Select and confirm the option shown.
₽.	Dial the entrance telephone number.
	Special features must be taken into consideration if your telephone operates with system networking via LAN → Page 102!
	Opening the door with a code (at the door)
U	After ringing the bell, enter the five-digit code (using the keypad or a DTMF transmitter). Depending on how the door opener has been programmed, a doorbell call signal may or may not be forwarded.
	Activating the door opener
Settings	Open the menu → Page 19.
Program/Service?   ▼	Select and confirm the option shown.
89=Door opener on?	Select and confirm the option shown.
	Dial the entrance telephone number.
B	Enter the five-digit code. Default code = "00000".
or =change password?	Select the displayed function and press "OK" to change the code.
=enable with ring?	Select and confirm the option shown.
enable without ring?	You can also open the door without a doorbell ring.
	Deactivating the door opener
Settings	Open the menu → Page 19.
Program/Service?	Select and confirm the option shown.
#89=Door opener off?	Select and confirm the option shown.

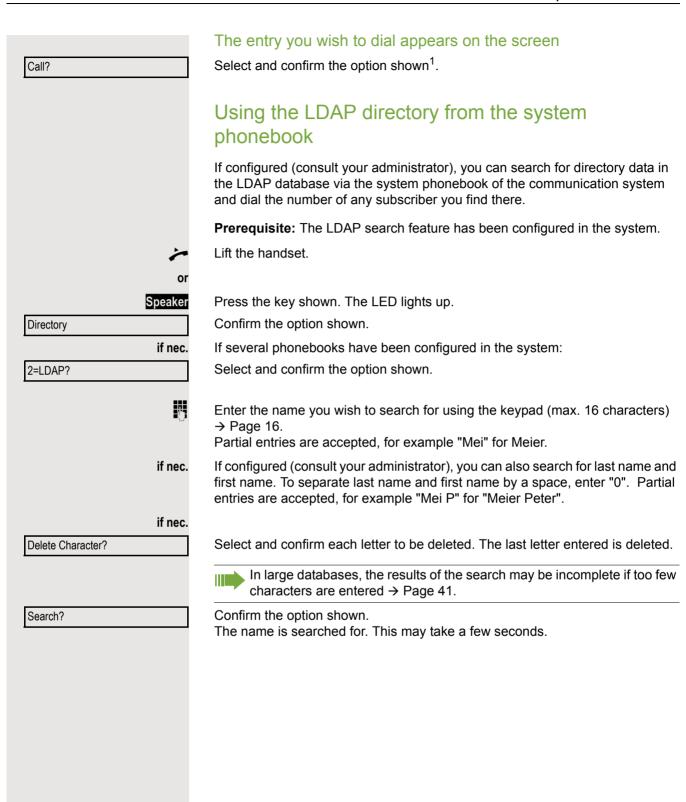
# Making calls En-bloc sending/correcting numbers If this feature is configured (consult your administrator), a connection is not attempted immediately when a station number is entered. This means that you can correct the number if necessary. The station number is only dialed at your specific request. P. Internal calls: Enter the phone number. External calls: Enter the external code and the phone number. Dialing entered/displayed numbers Lift the handset. Call? Confirm the option shown<sup>1</sup>. Correcting numbers entered A station number can only be corrected as it is being entered. Station numbers stored for number redial, for example, cannot be corrected. Select and confirm the option shown. Delete number? The last digit entered in each case is deleted. 7--Enter the required digit(s). Canceling en-bloc sending Select and confirm the option shown. Cancel? or Speaker Press the key shown. The LED goes out.

<sup>1.</sup> Pay attention to the notes on voice encryption → Page 63.

## Using the caller list Detailed information as well as a sample display entry are provided on → Page 18. Retrieving the caller list Prerequisite: Your administrator has set up a caller list for your telephone. V Open the idle menu → Page 16. Confirm the option shown<sup>1</sup>. Caller list? or Call List Press the illuminated key to open the call list. The latest entry is displayed, see the example on $\rightarrow$ Page 18. Next? To view other calls, confirm each subsequent display. **Ending retrieval** Select and confirm the option shown. Previous? or Settings Press the key shown. The LED goes out. or Speaker Press the key shown. The LED goes out. Displaying the call time Prerequisite: You have retrieved the caller list and the selected call is displayed → Page 18. Select and confirm the option shown. Time/date sent? Dialing a station number from the caller list Prerequisite: You have retrieved the caller list and the selected call is displayed. Select and confirm the option shown<sup>2</sup>. Call? The caller is automatically deleted from the caller list when a connection is finally set up. Removing an entry from the caller list Prerequisite: You have retrieved the caller list and the selected call is displayed. Confirm the option shown. Delete?

- 1. "Differing display views in a HiPath 4000 environment" → Page 111
- 2. Pay attention to the notes on voice encryption → Page 63.

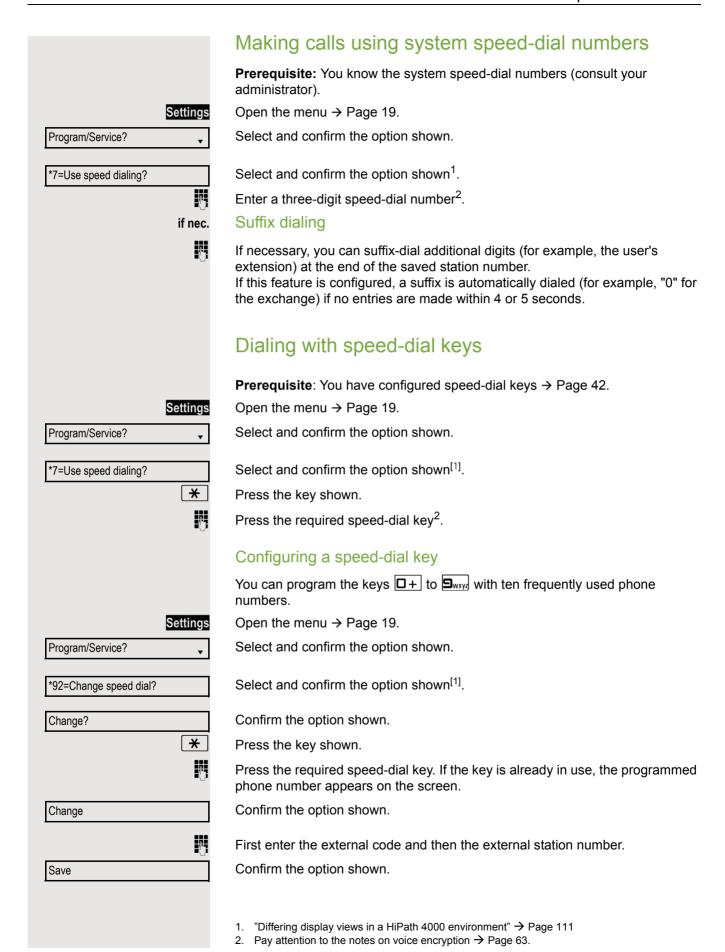


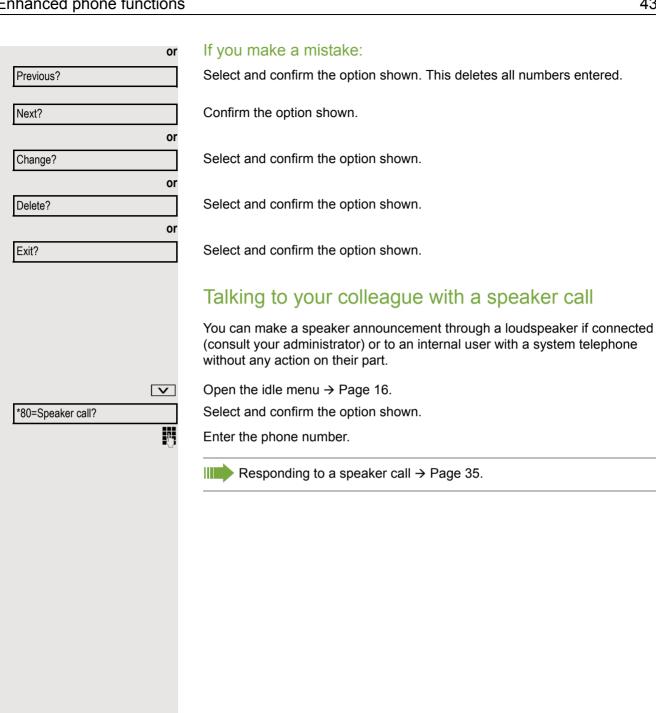


<sup>1.</sup> Pay attention to the notes on voice encryption  $\rightarrow$  Page 63.

·	
	The result is displayed
Callo	If only one name is found, it is displayed.
Call?	Confirm the option shown.
Valid or Valid	If several names are found (max. 50), the first name is displayed.
Vol.+ or Vol	Scroll to the next or previous entry.
Scroll Next?	Confirm the option shown.
	Commit the option shown.
or	Oaks to and a suffere the continue of any
Scroll Previous?	Select and confirm the option shown.
Call?	Select and confirm the option shown <sup>1</sup> .
	If no name is found
	If your search does not yield any name corresponding to your query, you can extend the range of the search, for example by deleting characters.
Modify search?	Select and confirm the option shown. For further procedure, see above.
	If too many names are found
	If more than the maximum of 50 names are found corresponding to your query, only an incomplete list of results can be displayed.
	You can view these results, select any of the names or change the search (e.g. narrow the search by entering more characters).
	In this case it is advisable to narrow down the search so that all corresponding names can be displayed.
Show matches?	Confirm to view the incomplete list. For further procedure, see above.
or	Narrow down the search.
Modify search?	Select and confirm in order to change the search. For further procedure, see above.

1. Pay attention to the notes on voice encryption  $\rightarrow$  Page 63.







#### Talking to your colleague with discreet calling

If this function has been configured (consult your administrator), you can join an ongoing call conducted by an internal user on a system telephone with display. You can listen in unnoticed and speak to the internal user without being overheard by the other party (discreet calling).

Lift the handset.

Enter the code.

Enter your internal station number.

Automatic connection setup (hotline)

If this function is configured (consult your administrator), the system automatically sets up a connection to a preset internal or external destination.

Lift the handset.

Depending on the setting, the connection is either set up immediately or only after a preset period of time (= hotline after a timeout).

#### Reserving a trunk

If configured (consult your administrator), you can reserve an occupied line for yourself. When the line is free, you receive a call and a note on the display.

Prerequisite: "Currently busy" appears on the display.

Confirm the option shown.

#### Reserved line is free:

Your telephone rings. "Trunk is free" appears on the display.

Lift the handset. You will hear the dial tone.

Enter the external phone number.



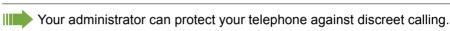


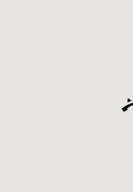






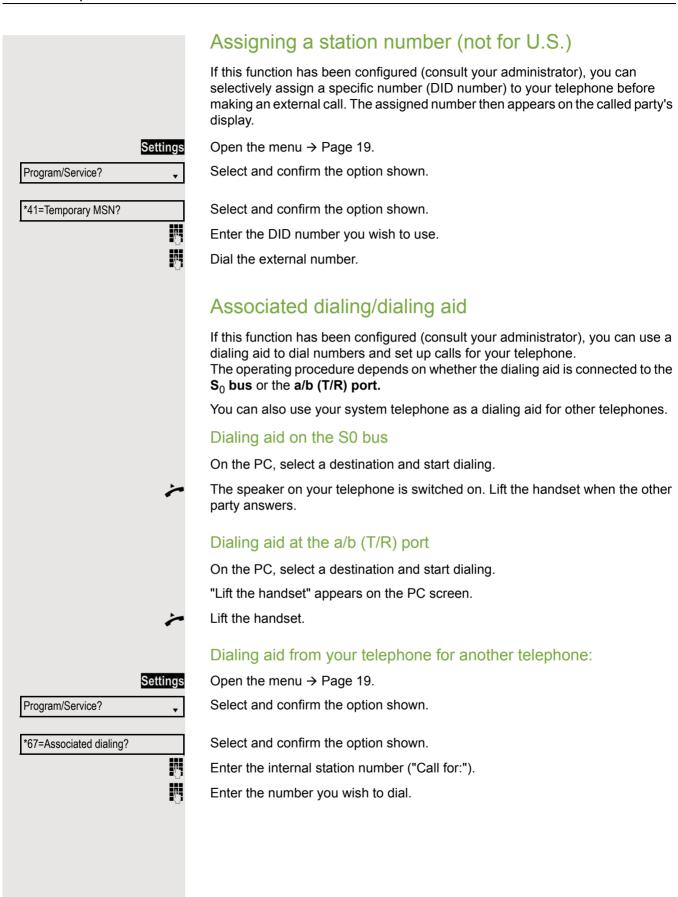












# During a call

## Using call waiting (second call)

Callers can still reach you while you are conducting another call. A signal alerts you to the waiting call.

You can ignore or accept the second call.

When you accept the waiting call, you can either end the first call or place it on hold and resume the call later on.

You can also block the second call or the signal tone → Page 47.

**Prerequisite:** You are conducting a phone call and hear a tone (approx. every six seconds).

#### Ending the first call and answering the waiting call

Replace the handset. Your phone rings<sup>1</sup>.

Answer the second call. Lift the handset.

#### Placing the first call on hold and answering the second call

Select and confirm the option shown<sup>1</sup>.

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

#### Ending the second call and resuming the first one

Confirm the option shown.

Replace the handset.

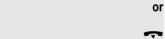
Recall the first party.

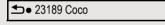
Lift the handset.

~

Call waiting?

Quit and return?

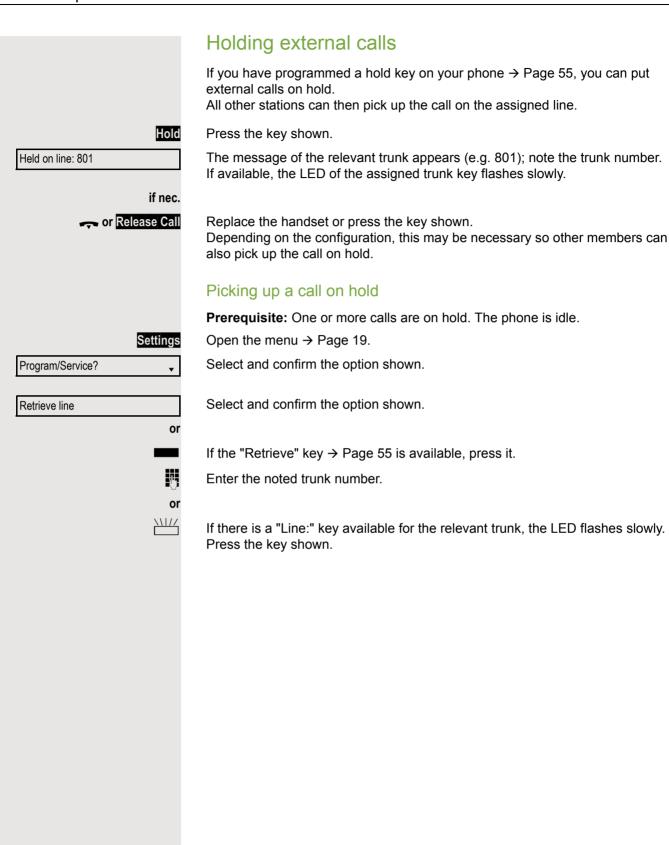


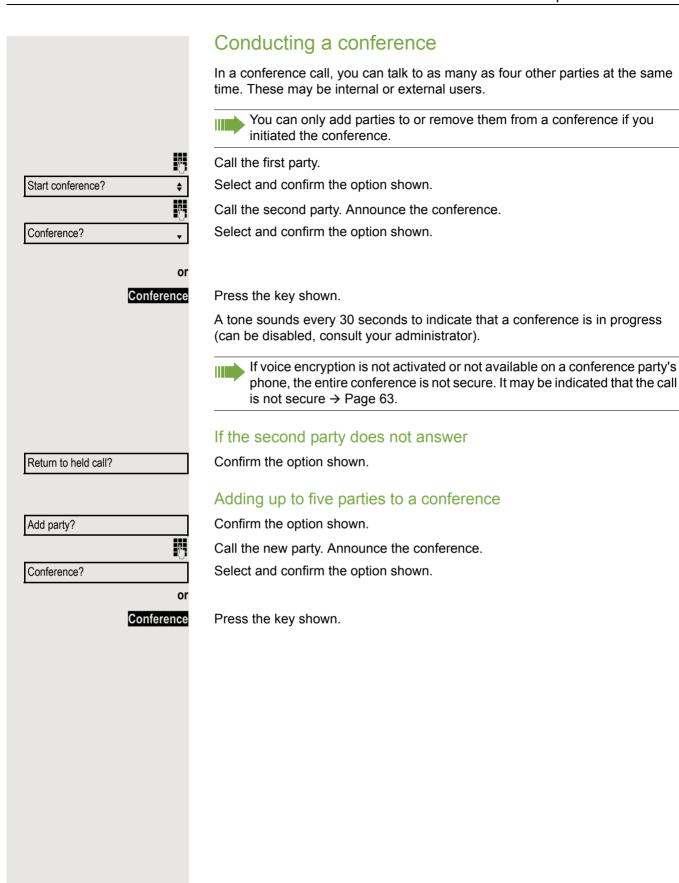


# Preventing and allowing call waiting (automatic camp-on) If this function has been configured (consult your administrator), you can prevent or allow a second call → Page 46 from being signaled by automatic camp-on during an ongoing call. Settings Open the menu → Page 19. Program/Service? Select and confirm the option shown. Select and confirm the option shown<sup>1</sup>. #490=Call wait.trm.off? or \*490=Call wait.trm.on? Select and confirm the option shown. Turning the call waiting tone on and off You can suppress the call waiting tone (approx. every six seconds) for second calls. A single special dial tone then alerts you to the waiting call. Activating Open the idle menu → Page 16. Waiting tone off? Select and confirm the option shown. **Deactivating** V Open the idle menu → Page 16. Waiting tone on? Select and confirm the option shown. Saving a number You can save your call partner's station number for subsequent redialing from the caller list → Page 38. **Prerequisite:** You are conducting a call. Save number? Select and confirm the option shown.

<sup>1. &</sup>quot;Differing display views in a HiPath 4000 environment" → Page 111

# Parking a call You can park up to ten internal and/or external calls. Parked calls can be displayed and picked up on another telephone. This feature is useful, for example, if you want to continue a call at another phone. **Prerequisite:** You are conducting a call. Settings Open the menu → Page 19. Program/Service? Select and confirm the option shown. \*56=Park a call? Select and confirm the option shown. 0 + ... 9wxyz Enter the number of the park position (0 - 9) and make a note of it. If the park position number you entered is not displayed, it is already in use; enter another one. Retrieving a parked call **Prerequisite:** One or more calls have been parked. The phone is idle. Settings Open the menu → Page 19. Program/Service? Select and confirm the option shown. Select and confirm the option shown<sup>1</sup>. Retrieve call? 0 + ... 9wxyz Enter the park position number you noted earlier. If the park position number you enter is not in use, you cannot retrieve the call. If a parked call is not picked up, after a specific period of time the call is returned to the telephone from where it was parked (recall).





	Removing parties from the conference
View conf parties?	Select and confirm the option shown. The first party is displayed.
Next?	Confirm as often as required until the desired party appears.
Remove party?	Select and confirm the option shown.
	If a participant who was connected to the conference via an unencrypted line leaves, the conference remains unsecured.
	Leaving a conference
_eave conference?	Select and confirm the option shown.
or	Replace the handset if this feature is configured (consult your administrator).
	Ending a conference
nd conference?	Select and confirm the option shown.
or	
÷	Replace the handset if this feature is configured (consult your administrator).
	Removing the central office party from the conference
Drop last conf. party?  Settings	Select and confirm the option shown.
	Activating tone dialing/DTMF suffix dialing
	You can transmit <b>d</b> ual- <b>t</b> one <b>m</b> ulti <b>f</b> requency (DTMF) signals to control devices such as an answering machine or automatic information system.
	Open the menu → Page 19.
ram/Service?	Select and confirm the option shown.
:DTMF dialing?	Select and confirm the option shown.
Joseph Will Graining:	You can use the keys □+ through ⊆wxyz, ★□ and #= to transmit DTMF signals.
	Ending the call also deactivates DTMF suffix dialing. Your system may be configured so that you can start DTMF suffix dialing

#### Recording a call

If configured (consult your administrator for details), you can record an active call.

**Prerequisite:** You are on a call, the "Recording" key is configured → Page 55.

Press the "Recording" key. The LED lights up.

You and the other party hear an announcement that recording has started and as long as recording is still running, you hear an acoustic signal approx. every 15 seconds.



During recording, it is not possible to add further call parties.

#### Stopping recording

Press the illuminated "Recording" key. The LED goes out.

#### Listening to a recording

Playback of the recording depends on the voice recording system used (see the relevant user manual).

## Transferring a call after a speaker call announcement in a group

If this function has been configured (consult your administrator), you can use a speaker call (announcement → Page 43) to announce a call in progress to a group of users  $\rightarrow$  Page 93.

Once a member of the group has accepted the call request, you can transfer the waiting party.

Prerequisite: You are conducting a call.

Confirm the option shown. The other party is placed on hold.

1. "Differing display views in a HiPath 4000 environment" → Page 111

Press the key shown.

Select and confirm the option shown.

Enter the group's station number.

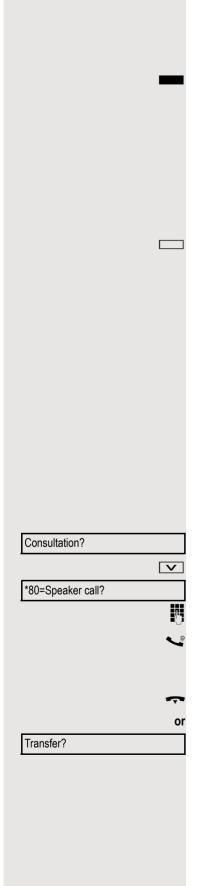
Announce the call.

When a member of the group answers the call → Page 35, you are connected to this party.

Replace the handset.

Select and confirm the option shown<sup>1</sup>.

If the connection between the two other parties is not established within 45 seconds, the call from the first party returns to you (=recall).



# Sending a trunk flash To activate ISDN-type services and features through the network carrier's analog trunks or those of other communication platforms (such as "consultation hold"), you must send a signal to the trunks before dialing the service code or telephone number. Prerequisite: You have set up an external connection. Settings Open the menu → Page 19. Select and confirm the option shown. Program/Service? \*51=Trunk flash? Select and confirm the option shown. Enter the service code and/or telephone number. If you cannot reach a destination Call waiting (camp-on) Prerequisite: You have dialed an internal number and hear a busy signal. It is important that you reach the called party. Camp-on Wait (approx. 5 seconds) until "Camp-on" appears on the display and the busy tone is followed by the ring tone. The called party can then respond → Page 46. The called party can prevent this automatic call waiting → Page 47. If this feature is configured (consult your administrator), you will hear the ring tone and the message "Camp-on" is immediately displayed. Busy override - joining a call in progress This function is only available if it has been configured (consult your administrator). Prerequisite: You have dialed an internal number and hear a busy signal. It is important that you reach the called party. Select and confirm the option shown. Override? The called party and person to whom this party is talking hear an alerting tone every two seconds. If the called party has a system telephone with display, the following appears on the screen: "Override: (Number or name)". You can now start talking.

# Night answer on? \*=default? or ₩ ₽ or Save? Night answer off?

# Using night answer

When night answer mode is active, for example during a lunch break or after office hours, all external calls are immediately forwarded to a specific internal telephone (night station). The night station can be defined by your administrator (= standard night answer service) or by you (= temporary night answer service).



Special features must be taken into consideration if your telephone operates with system networking via LAN → Page 100!

#### Activating

Select and confirm the option shown.

Press the "OK" dialog key to confirm (= standard night answer service).

Enter the code (= standard night answer service).

Enter the destination number (= temporary night answer service). Confirm the option shown.

#### Deactivating

Select and confirm the option shown.

The administrator can also configure an "automatic night answer service". The automatic night answer service activates at specific times for your telephone depending on how it is programmed.

You can deactivate the automatic night answer service or replace it with a night answer service you configured (see above).

# Programming the function keys You can program frequently used functions, station numbers or procedures onto the function keys on your OpenScape Desk Phone IP 35 G or key module. Configuring function keys Please see also the information on $\rightarrow$ Page 15. A list of all available functions is displayed, see the overview → Page 56. Example: Programming the Shift key Settings Open the menu → Page 19. Select and confirm the option shown. Program/Service? \*91=Prog. feature key Select and confirm the option shown. Press the key shown. Confirm the option shown. Change key Select and confirm the option shown. More features **→** Confirm the option shown. Shift key if nec. Select and confirm the option shown. Save incomplete Some functions (e.g. with "Call forwarding") can be saved even if they are incomplete. This means that when later initiating the function by pressing the button, further inputs are required. Confirm the option shown. Exit or Select and confirm the option shown. Another key The label appears automatically and cannot be changed for the Shift key. It can be changed for all other functions. The LED displays show the status of the function $\rightarrow$ Page 15 and $\rightarrow$ Page 56.

#### Overview of functions

The functions are split into the following menus:

- Destinations
- Control Relay
- · PIN and Authorization
- Calls
- More Features



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

#### Saved function LED messages

Call forwarding, Forwarding - trunk, Forward line, Night answer, Do not disturb, Telephone lock, Advisory message, Ringer cutoff, HF answerback on/off, Join/leave group, Caller ID suppression, Call wait.trm., Waiting tone off, Ring transfer, Recording, Door opener on/off, Control relay (only for HiPath 3000), Ringing group on, Shift key, UCD (Available on/off, Work on/off), Night answer on/off, MULAP privacy release:

Saved function is not activated.

Saved function is activated.

#### Callback:

You have no entry for callback.

You have an entry for callback.

#### Repdial key (internal), direct station select:

Party not on a call.

Party is on a call or has activated DND.

Flashing quickly - I'm being called, please accept.

Flashing slowly - another party is being called and has not yet accepted the call.

#### Call key, General call key, Trunk key, MULAP key, Temporary MSN:

No call via the corresponding trunk.

Active call via the corresponding trunk.

Flashing quickly - call on the corresponding trunk, call pickup is possible by pressing the key.

Flashing slowly - a call is placed on hold on the relevant trunk.

#### Trunk group key: At least one trunk is free. All lines in this trunk group are occupied. View call charges: No chargeable calls have been set up since the last check. Chargeable calls have been set up since the last check. Call forwarding, Forward line: 111/ Flashing slowly - your line is a call forwarding destination. Fax/answering machine details: No fax received or no message on the answering machine. Fax received or message on the answering machine. View the number of calls: No waiting callers. Flashing quickly - callers waiting (certain number is exceeded). Flashing slowly - callers waiting (certain number is reached). Data I/O service: No connection to an application. Active connection to an application. \\\/ Flashing slowly - connection to an application is temporarily interrupted.

The following functions programmed on keys do not have a LED function: Repdial key (external), Procedure key, Trace call, Speed dial, Clear, Lock all

phones, Send message, Directory (1=internal, 2=LDAP), Call waiting, Toggle/Connect, Conference, Speaker call, Retrieve line, Reserve trunk, Release trunk, Temporary phone, Override, Park a call, Pickup - directed, Pickup - group, Account code, Show call charges, Page, Answer page, Timed reminder, Open door, DTMF dialing, Recall key, Room monitor, Hold key, Consult internal, Consultation, Associated dial, Associated serv., Tel. data service, Mobile login, Discreet call.

#### Programming a procedure key Numbers and functions that require further input, i.e. which contain several operating steps, can be saved on a key on your telephone. The relevant administrator must have granted the appropriate authorization. For example the function "Associated dialing" → Page 45 together with the required input (phone number of the phone for which the call is to be made + phone number to be dialed) can be saved on a key. Numbers that require further input can also be saved. Please see also the information on $\rightarrow$ Page 15. Open the menu → Page 19. Settings Select and confirm the option shown. Program/Service? Select and confirm the option shown. \*91=Prog. feature key Press the key shown. Confirm the option shown. Change key Select and confirm the option shown. More features **→** Select and confirm the option shown. Procedure key **→** Enter procedure. Example: \*67 231 123456 **★**□ **6**mno **7**pqrs Code for associated dialing 2abc 3def 1 ப Number of the phone for which the call should be made 1山 Pabc Bdef Hghi Sjkl The number to be dialed. Press the "Pause" key to enter pauses (a "P" appears on the display). if nec. I Confirm the option shown. Save If you make a mistake: or Select and confirm the option shown. This deletes all numbers entered. Previous Exit Confirm the option shown. or Another key Select and confirm the option shown. Select the saved procedure by pressing the key. Procedures with activatable/deactivatable functions are activated by pressing the key once and deactivated by pressing it again. You can press the procedure key during a call to automatically send the

saved digits as DTMF signals → Page 51. For display messages when

saving procedures, see → Page 115.

#### Configuring repdial keys You can also program internal and external station numbers at the second level. The LED function is not available for internal station numbers at the second level. A "Shift" key → Page 55 has to be configured in order to program the second level. Please see also the information on $\rightarrow$ Page 15. Settings Open the menu → Page 19. Select and confirm the option shown. Program/Service? Select and confirm the option shown. \*91=Prog. feature key Press the key shown. Confirm the option shown. Change key if nec. Select and confirm the option shown. +=Next level Confirm the option shown. Destinations **→** Confirm the option shown. Repdial key Enter the phone number. If you make a mistake: Select and confirm the option shown. This deletes all numbers entered. Previous Confirm the option shown. Exit or Another key Select and confirm the option shown. You dial the saved number by pressing the key $\rightarrow$ Page 26. You can also save a number during a call. Deleting function key programming Settings Open the menu → Page 19. Select and confirm the option shown. Program/Service? \*91=Prog. feature key Select and confirm the option shown. Press the key shown. Select and confirm the option shown. Clear key



# Displaying call charges (not for U.S.)

#### For the current call:

Call charges are shown by default on the display when a call ends.

If you want to display call charges as they occur during a chargeable call, your administrator must request this option from the network operator.

Call charge display must be requested from the network operator and configured by the relevant administrator.

Depending on the setting, call charges are displayed during or after a call. Depending on the network operator, free external calls are also displayed. The message "Free of Charge" appears on the screen either before or during the call.

If the cost indication facility has not been installed, the display will show the dialed number and/or the duration of the telephone call.



If a call is forwarded, call charges are assigned to the destination of the call transfer operation.

#### For all calls and for the last call

Connection charges for the last chargeable call made are displayed first. After five seconds, the accumulated connection charge (total) is displayed.

Settings

Open the menu → Page 19.

Program/Service?

Select and confirm the option shown.

\*65=Show call charges?

Next

Print

Delete

Select and confirm the option shown<sup>1</sup>.

# Displaying call charges for another telephone (not for U.S.)

If configured (consult your administrator), you can also display and print information on chargeable calls for other phones (such as a pay phone).

**Prerequisite:** You have programmed the function "Show call charges" on a key → Page 55.

The LED lights up to indicate that you have conducted a chargeable call since the last time you viewed the charges.

Press the "Call Charges" key. Chargeable calls are displayed.

Press to display further chargeable calls.

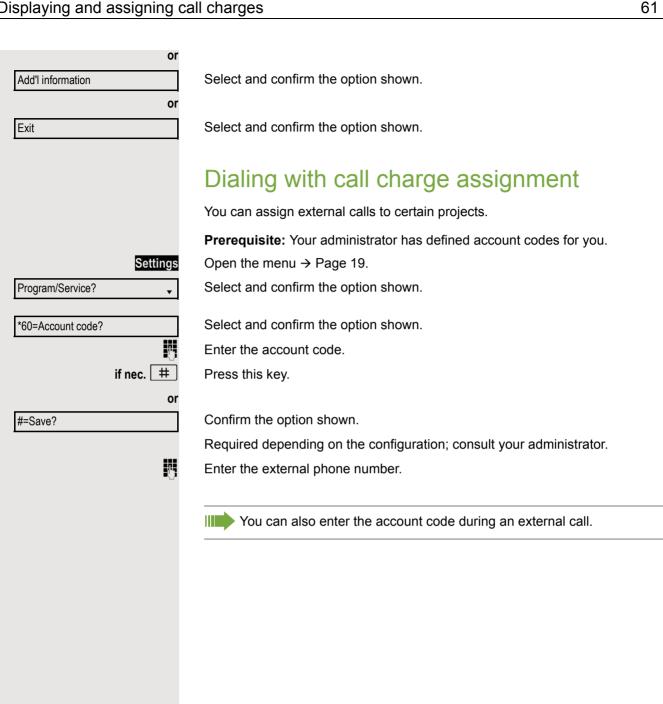
Select and confirm the option shown.

or

Select and con

Select and confirm the option shown.

1. "Differing display views in a HiPath 4000 environment" → Page 111



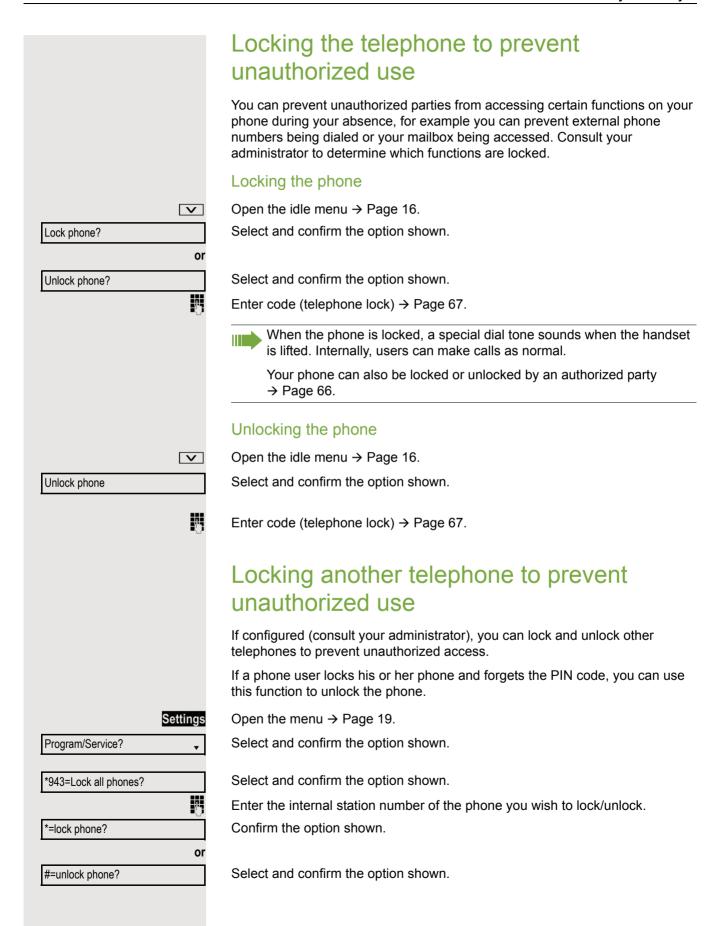
# Privacy/security Voice encryption Please see also the explanations on → Page 11. Displaying status in call mode During calls, you can check if your call is secure. If a key is configured with the "Security call status" function, this illuminates if the call is secure. 5170 Select and confirm the option shown. or Press the "Security call status" key (if configured). 1086 The call is secure. or 1087 The call is not secure. in idle status You can see whether voice encryption is active on your phone from the display when the phone is in idle mode. V Open the idle menu → Page 16. Select and confirm the option shown. Security status Secure client Voice encryption is activated for your telephone. or Voice encryption is not activated for your telephone. Standard client

# Notes on voice encryption Your administrator can define in the communication system whether and how you are notified of unencrypted calls. You will then receive a warning tone and/ or a message on the display when you accept a call, accept a consultation call or are connected to a conference. Warning tone and/or Standard call Display for an unencrypted call. or Secure call Display for an encrypted call. Turning ringer cutoff on and off If you do not wish to take calls, you can activate the ringer cutoff function. Calls are only identified by **one** ring signal and they are shown on the display. Activating Open the idle menu → Page 16. V Select and confirm the option shown<sup>1</sup>. Ringer cutoff on? Deactivating V Open the idle menu → Page 16. Select and confirm the option shown. Ringer cutoff off?

<sup>1. &</sup>quot;Differing display views in a HiPath 4000 environment" → Page 111

# Activating/deactivating "Do not disturb" If you do not wish to take calls, you can activate do not disturb. Internal callers hear the busy tone, external callers are connected to another phone, which you can specify (consult your administrator). Activating V Open the idle menu → Page 16. Select and confirm the option shown. DND on? Deactivating Open the idle menu → Page 16. **V** DND off? Confirm the option shown. When you lift the handset, you will hear a special tone (continuous buzzing) reminding you that "Do not disturb" is activated. Authorized internal callers automatically override the DND feature after five seconds. Caller ID suppression You can prevent your station number or name from appearing on the displays of external parties you call. The feature remains active until you deactivate it. Activating **V** Open the idle menu → Page 16. Suppress call ID? Select and confirm the option shown. Deactivating Open the idle menu → Page 16. Restore caller ID? Select and confirm the option shown. Your administrator can activate/deactivate caller ID suppression for all phones.

# Monitoring a room You can use a phone to monitor a room. This function must be enabled on the monitoring phone. When you call this phone, you can immediately hear what is happening in that Activating the telephone to be monitored Settings Open the menu → Page 19. Select and confirm the option shown. Program/Service? \*88=Room monitor? Select and confirm the option shown. You can either leave the telephone in speakerphone mode or lift the handset and leave it directed towards the noise source. Deactivating the telephone to be monitored Settings Press the illuminated key. The LED goes out. or Replace the handset. Monitoring the room Enter the internal station number of the phone located in the room that you wish to monitor. Trace call – identifying anonymous callers (not for U.S.) 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. Settings Open the menu → Page 19. Select and confirm the option shown. Program/Service? \*84=Trace call? Select and confirm the option shown. If the trace is successful, the transmitted data is stored by your network operator. Consult your administrator.

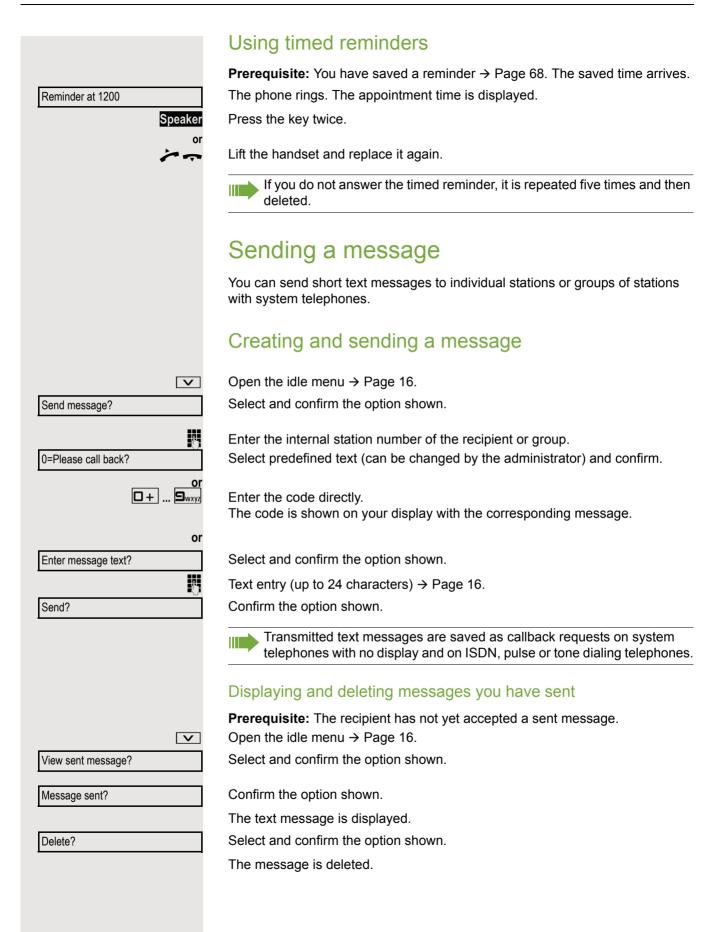


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# Privacy/security Saving your PIN code Enter a PIN code to use the functions for locking the telephone to prevent unauthorized use → Page 66 for using another telephone like your own → Page 71 You can save this code. Settings Open the menu → Page 19. Select and confirm the option shown. Program/Service? Confirm the option shown. \*93=Change PIN? 17 Enter the current five-digit code. If you have not yet set a code, use "00000" the first time. Enter the new code. Re-enter the new code. If you forget your code, consult your administrator, who can reset your code to "00000".

# More functions/services Appointment reminder function You can configure your phone to call you to remind you about appointments → Page 69. You must save the required call times. You can enter a single appointment that will take place in the next twenty-four hours or you can enter a daily recurring appointment. Saving a timed reminder Open the menu → Page 19. Settings Select and confirm the option shown. Program/Service? Confirm the option shown. \*46=Timed reminder on? Enter a 4-digit time such as 0905 for 9.05 (= 9.05 a.m.) or 1430 for 14.30 (= 2.30 p.m.).if nec. 2abc or 7pqrs If the selected language is "US English" (Settings → Page 105) you can enter the code 2 for "am" or 7 for "pm" (default = "am"). Confirm the option shown. One time only? or Daily? Select and confirm the option shown. Save? Confirm the option shown. Deleting and checking a saved appointment Settings Open the menu → Page 19. Select and confirm the option shown. Program/Service? Confirm the option shown. #46=Timed reminder off? Confirm the option shown. Delete? or Select and confirm the option shown. Exit?

More functions/services 69



	Viewing and editing incoming messages
	Pay attention to the notes on → Page 17.
Messages	The LED lights up. Press the key shown.
or	
View messages?	Confirm the option shown.
	The sender's caller ID appears on the display.
Message sent?	Confirm the option shown.
	The text message appears on the display.
	Viewing the transmission time
Time/date sent?	Confirm the option shown.
	Calling the sender
Call sender?	Select and confirm the option shown.
	Deleting
	Deleting messages
Delete?	Select and confirm the option shown.
	Leaving an advisory message
	Leaving an advisory message
	You can leave messages/advisory messages on your phone's display for internal callers who wish to contact you in your absence.
	When you receive a call, the message appears on the caller's display.
V	Open the idle menu → Page 16.
Advisory msg. on?	Select and confirm the option shown.
0=Will return at:	Select predefined text (can be changed by the administrator) and confirm.
or	
□ + <b>⊆</b> wxyz	Enter the code directly.
	The code is shown on your display with the corresponding message.
	Predefined messages with a colon can be completed by entering a digit.
or	
Enter message text?	Select and confirm the option shown.
	Enter message (up to 24 characters) → Page 16.
Save?	Confirm the option shown.

More functions/services

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# Deleting advisory messages Open the idle menu → Page 16. Advisory msg. off? Select and confirm the option shown. Displaying the number of waiting calls/ overload display You can show the number of external waiting calls on the display if you programmed a key with "View number of calls" → Page 55. Press the "Calls in Q" key. If the number of waiting calls exceeds a preset limit while you are conducting another call (overload), the LED on the key lights up. · LED off: There are no waiting calls. · LED is flashing slowly: The set limit has been reached. LED is flashing quickly: The limit has been exceeded (overload). Using another telephone like your own for a call Other parties can temporarily use your phone like their own for an outgoing call. Settings Open the menu → Page 19. Select and confirm the option shown. Program/Service? **\$** Select and confirm the option shown. PIN and Authorization? Select and confirm the option shown<sup>1</sup>. \*508=Temporary Phone? Enter the number of the other user. Enter the other user's code $\rightarrow$ Page 67. if nec. Change PIN? If the other user has not set a PIN, he or she is prompted to do so on his or her phone. Dial the external number. This state is canceled as soon as the call is ended.

<sup>1. &</sup>quot;Differing display views in a HiPath 4000 environment" → Page 111

# Using a mobile phone number at a random phone

You can program a mobile phone number that was set up especially for you by your administrator at a system-based OpenScape Desk Phone of your choice. The original "guest telephone" setting is deactivated. The mobile phone number remains available until you log off from the "guest telephone".

#### Logging on to the "guest telephone"

Log on to the "guest telephone" with a mobile phone number.

Prerequisite: You received a mobile phone number and, where applicable, a password (consult your administrator).

Enter the code for "Mobile Login (Log on)", (see → Page 124). You see the prompt "New number".

Enter the mobile phone number. You are prompted to enter the "Code for **nnn**" (e.g. 834):

Enter the password and confirm.

Press the key shown.

Confirm the option shown. The logon procedure begins.

Your mobile phone number will appear on the left of the display when you are correctly logged on → Page 16.

You can no longer see the original user settings for the "guest telephone" but you can now use your mobile connection. Entries are only temporarily saved in the call lists and personal phonebook, in other words they are no longer there the next time you log on.







Entry complete

#### 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  $\rightarrow$  Page 72).

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

## Logging off from the "guest telephone"

Enter the code for "Mobile Login (Log off)", (see → Page 124). The logoff procedure begins.

The "guest telephone" is now available again with its original phone number, features and functions.

Your old and new telephone are the first telephones at each connection. The telephones are in idle state.

The following procedure is carried out on the new phone.

Settings

Open the menu → Page 19.

Select and confirm the option shown.

Program/Service?

Complete relocate

Relocate

Select and confirm the option shown.

<u>ij</u> E

Enter own station number.

Enter code (telephone lock) → Page 67. (Not necessary if you have not set a code.)

Confirm the option shown.

-I



If you exchange numbers of different system phones, programmed keys are replaced with the default assignment.

You can however connect your phone to a different port and then carry out the procedure.

# Fax details and message on answering machine

If a fax or answering machine is connected to your system and you have assigned the "Fax details" function to a programmable key  $\rightarrow$  Page 55, the key lights up when a fax or a message has been received.

#### Deactivating signaling

Press the illuminated "Fax service" key. The LED goes out.

# Resetting services and functions (system-wide cancelation for a telephone)

A general reset procedure is available for initiated functions. The following functions are deleted, if enabled:

- · Forwarding on
- · Advisory msg. on
- · Ringing group on
- · Hunt group off
- · Suppress caller ID
- · Waiting tone off
- · DND on
- Ringer cutoff on
- Received messages
- · View callbacks

Settings

Open the menu → Page 19.

Select and confirm the option shown.

#0=Reset services? Select and confirm the option shown<sup>1</sup>.

# Activating functions for another telephone

If configured (consult your administrator), you can activate and deactivate the following functions for other phones (associated service):

- Do not disturb, code \*97/#97 → Page 64
- Call forwarding, code \*11, \*12, \*13/#1 → Page 28
- Lock and unlock phone, code \*66/#66 → Page 66
- Ringing group, code \*81/#81 → Page 93
- Leave message/advisory message, code \*69/#69 → Page 70
- Group call, code \*85/#85 → Page 93
- Reset services and functions, code #0 → Page 74
- Control relays, code \*90/#90 → Page 78
- Night answer, code \*44/#44 → Page 54
- Timed reminders, code \*46/#46 → Page 68

Settings

Open the menu → Page 19.

Select and confirm the option shown.

Program/Service?

\*83=associated serv?

Program/Service?

Confirm the option shown.

Enter the internal station number of the phone for which you wish to activate the function.

Į.

Enter code (for example, \*97 for "Do not disturb on").

For any additional input, follow the instructions on your display.

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1. "Differing display views in a HiPath 4000 environment" → Page 111

# Using system functions from outside DISA (Direct Inward System Access)

If configured (consult your administrator), you can use an external phone like an internal station to set up an outgoing external connection via the system. You can also activate or deactivate the following system functions:

- Reset services and functions, code #0 → Page 74
- Call forwarding, code \*1/#1 → Page 28
- Lock and unlock phone, code \*66/#66 → Page 66
- Save your PIN code, code \*93 → Page 67
- Send a message, code \*68/#68 → Page 69
- Leave message/advisory message, code \*69/#69 → Page 70
- Ringing group, code \*81/#81 → Page 93
- Group call, code \*85/#85 → Page 93
- Caller ID suppression, code \*86/#86 → Page 64
- Camp-on tone, code \*87/#87 → Page 47
- Open door, code \*61 → Page 36
- Release door opener, code \*89/#89 → Page 36
- Control relays, code \*90/#90 → Page 78
- Do not disturb, code \*97/#97 → Page 64
- Ringer cutoff, code \*98/#98 → Page 63
- Dial using speed dial, code \*7 → Page 42
- Associated service, code \*83 → Page 74

**Prerequisite:** Your phone supports tone dialing (DTMF) or you can switch your phone to tone dialing. The phone is not connected to the system.



Establish a connection to the system. Enter the station number (consult your administrator).



Wait for the continuous tone (if necessary, switch phone to tone dialing) and enter the internal number assigned to you and the corresponding PIN code.



Enter the code (only required if programmed in the system).



Wait for the dial tone and enter the code for example, \*97 for Do not disturb on. If necessary, make further entries; refer also to the user guide for dial pulse/ DTMF phones.

10



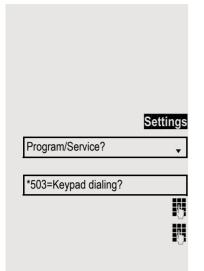
Dial the external number.



You can only perform one function/establish one outgoing connection at a time

The connection is cleared as soon as the function is successfully activated.

In the case of an external call, the connection is cleared as soon as one of the call partners hangs up.



# Using functions in ISDN via code dialing (keypad dialing)

If authorized (consult your administrator), you can access ISDN functions in some regions using codes.

Open the menu → Page 19.

Select and confirm the option shown.

Confirm the option shown.

Enter the required trunk number (consult your administrator).

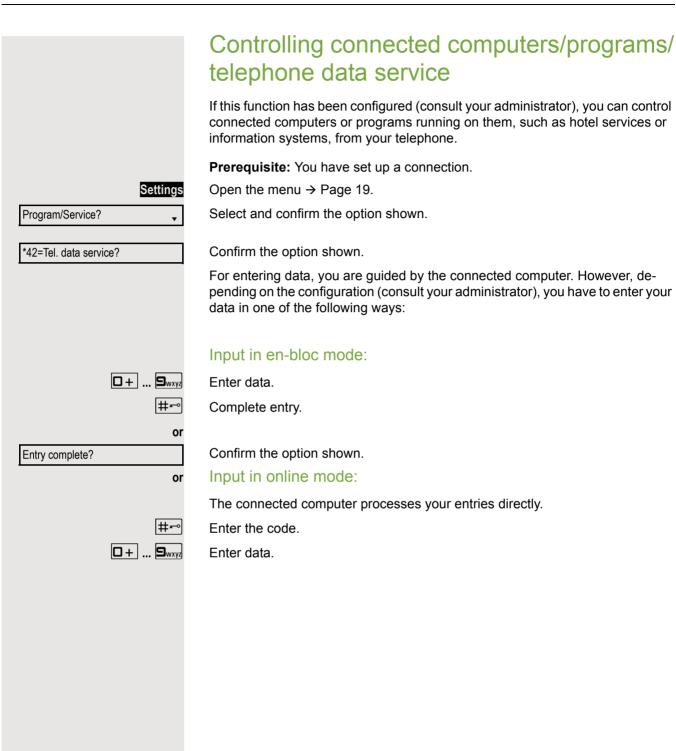
Enter a code for the required ISDN function (consult your administrator).

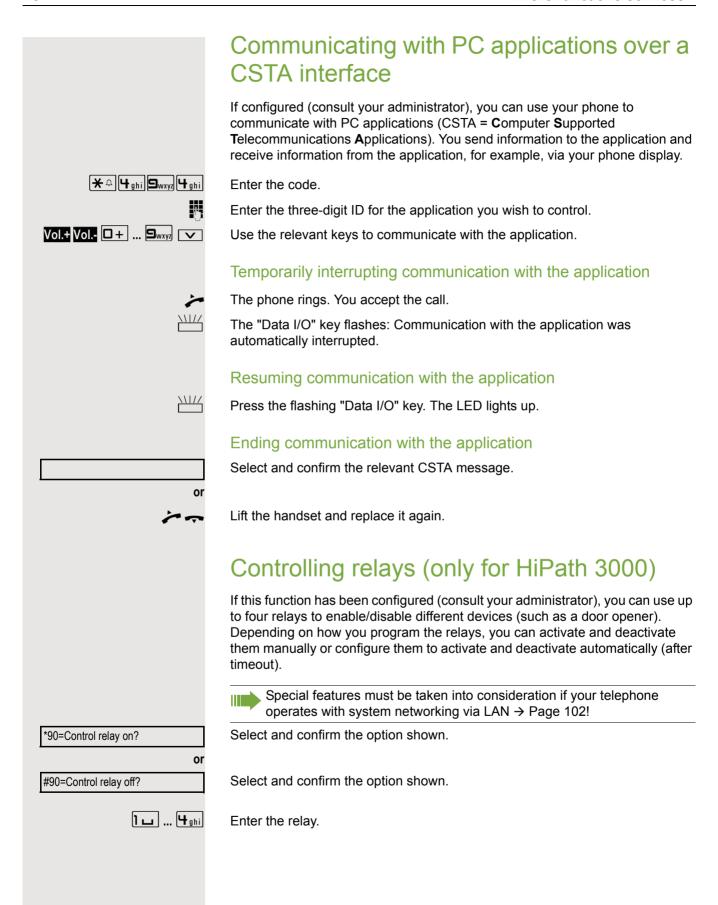


Contact your network provider to find out which ISDN functions can be code-operated in your country.

Unify GmbH & Co. KG shall not be liable for damages/costs that may be incurred by fraudulent activities or remote operation (such as toll fraud).

More functions/services 77





# Sensors (HiPath 33x0/35x0 only)

If configured (consult your administrator), sensors are able to recognize signals, call your phone and display an appropriate message on the screen.

# Paging persons (not for U.S.)

If radio paging equipment (PSE) is connected to your system (consult your administrator), you can locate people via their pocket receivers.

Pocket receivers signal a call request to the person you want to page. This person can then answer the page at the nearest phone.

#### Paging persons

To ensure that you can be found, you must have enabled a ringing group → Page 95, call forwarding → Page 28 or call forwarding-no answer (service engineer) to the internal station number of your PSE. A call request is signaled automatically.

#### Answering the page from the nearest telephone

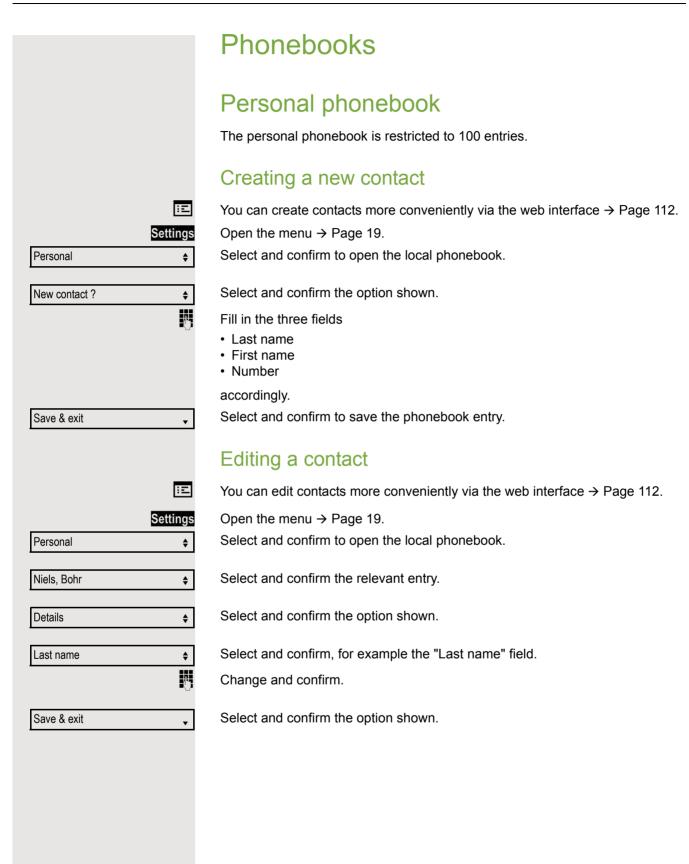


Lift the handset.

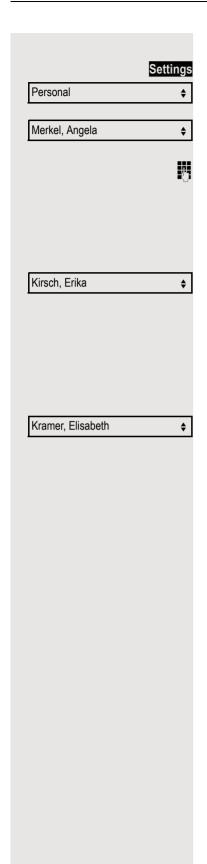




Enter own station number.



IOTICDOOKS		01
		Deleting a contact
	Ξ	You can delete contacts more conveniently via the web interface → Page 112.
S	ettings	Open the menu → Page 19.
Personal	<b>\$</b>	Select and confirm to open the local phonebook.
Niels, Bohr	<b>\$</b>	Select and confirm the relevant entry.
Delete	<b>\$</b>	Select and confirm the option shown.
Pelete?	<b>\$</b>	Confirm the option shown.
Cancel ?	or \$	Select and confirm to cancel the process.
		Deleting all contacts
	臣	You can delete contacts more conveniently via the web interface → Page 112.
S	ettings	Open the menu → Page 19.
Personal	<b>\$</b>	Select and confirm to open the local phonebook.
elete all ?	<b>\$</b>	Select and confirm the option shown.
Delete all entries ?	<b>\$</b>	Confirm the option shown.
Cancel ?	or	Select and confirm to cancel the process.
		·



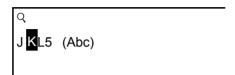
## Searching for a contact

Open the menu → Page 19.

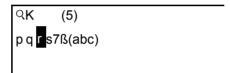
Select and confirm to open the local phonebook.

The last entry used is displayed.

Enter the first letter of the name you are searching for, e.g. K.



The first name found with the initial letter K is displayed after a short time. If you are looking for a name that begins with Kr, also enter the second letter in the search field:



The first name with the initial letters Kr is displayed.

You can also browse the phonebook with the navigation keys until you reach the required party → Page 15.

# Settings Corporate phonebook Find Last name Find

# Corporate directory

The corporate directory is an LDAP database. You can search the database for contact entries if you can access this database over your network and your access was correctly configured by your administrator.

You can search for contacts using the name (simple search) or different criteria for an entry (advanced search), for example job title or address.

#### Searching for a contact

Open the menu → Page 19.

Select and confirm to open the company-wide "Corporate phonebook" directory. Select and confirm the option shown.

The following 11 search fields can be used:

- · Last name
- · First name
- Office 1

**\$** 

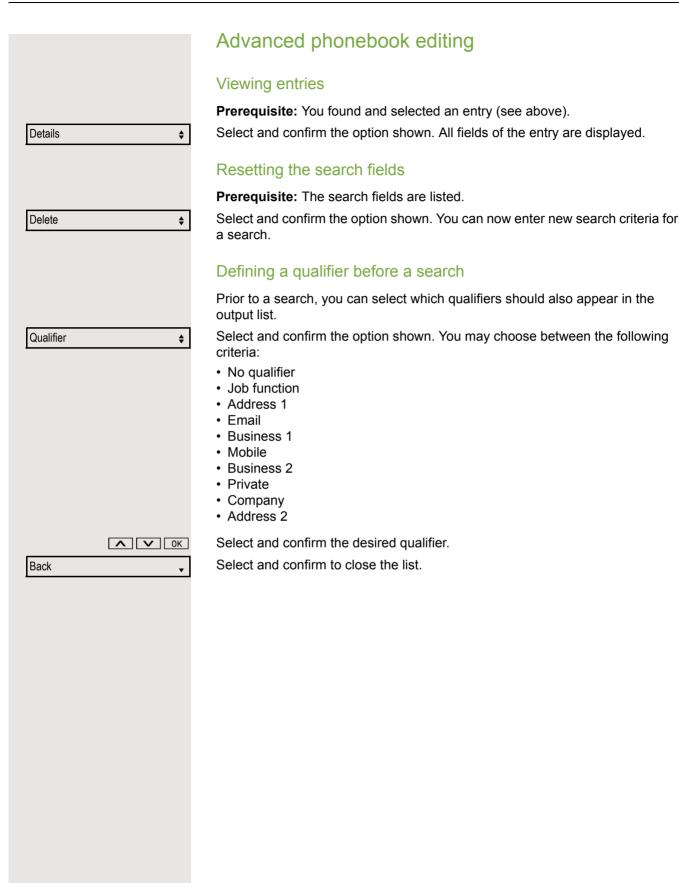
**\$** 

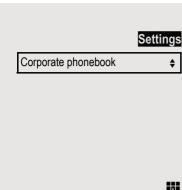
- Office 2
- · Mobile
- Home
- Company
- · Address 1
- · Address 2
- · Professional role
- E-mail

Select and confirm the required search field (e.g. "Last name").

Enter a search text. If you for example only enter the first letter of the last name, all entries with this initial letter are displayed.

Select and confirm when you have completed one or more search fields. The search begins. If the entry you searched for is found, you can dial or view the entry details.



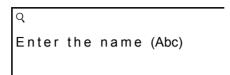


Kirsch, Erika

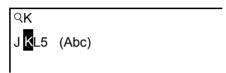
#### Quick search

Open the menu → Page 19.

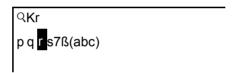
Select and confirm to open the company-wide phonebook.



Enter the first letter of the name you are looking for, e.g. "K".



If you do not enter any further characters, all available names with the corresponding initial letter are displayed after a predefined period of time or after pressing OK to confirm.



You can restrict the output by entering the second and other letters.

The # key is used to switch between letters and numbers.

The keys are used to delete individual characters.

You can control the search individually by entering extended characters. To select extended characters, first press the  $\boxed{*_{\square}}$  key.

Rule list:

**\$** 

Character	Description
#	Searches for the exact string before the extended character.
*	Wildcard. This searches for the character entered and all possible subsequent characters.

You enter this character by selecting it in the extended characters.

# Making calls in the team/executive/ secretary configuration

If configured (consult your administrator), you belong to a team of subscribers with multiple lines (MultiLine  $\rightarrow$  Page 12). Your phone features trunk keys (MULAP keys)  $\rightarrow$  Page 87.

#### Lines

A distinction is made between primary and secondary lines. Each of these line types can be used on a private or shared basis → Page 86.

#### **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.

#### **Secondary line**

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

#### Line utilization

#### **Private line**

A line that is used by a single telephone. This line cannot be used as a secondary line by another telephone.

#### **Shared line**

A line that is configured on multiple telephones. The line status is displayed for all telephones that share this line (if 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 that share this line.

#### **Direct call line**

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

#### Line seizure

Line seizure must be configured (consult your administrator). If automatic line seizure is configured, a trunk is automatically assigned when you lift the handset or press the speaker key.

# Line/trunk keys

The programmable keys on multi-line phones function as line or trunk keys. Every key programmed as a "Trunk key" (key label: Transfer Trk) corresponds to one trunk with the result that you can configure up to eight trunks in OpenScape Desk Phone IP 35 G.

As a team member, you can independently program the following functions on keys  $\rightarrow$  Page 55:

- · Direct station select
- Join/leave group (not available on executive phone in an executive / secretary team)
- Ring transfer: On/Off (only in an executive/secretary team)

You can also program a key with the function "Forward Line" (call forwarding) for each line.

#### LED displays on trunk keys

LED		Meaning
	Off	The line is in idle mode.
<u>\\\\</u>	Flashing <sup>1</sup>	<ul><li>Incoming call on the line.</li><li>Hold reminder is activated.</li><li>The line is on "Hold".</li></ul>
	On	The line is busy.

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

#### Accepting calls with the trunk keys

Prerequisite: Your phone rings and/or a trunk key flashes quickly.

if nec.

Press the trunk key that is flashing quickly. (not necessary for automatic trunk seizure/prime line is not active).



Lift the handset.

01

On-hook dialing: Speakerphone mode.

#### Dialing with trunk keys

if nec.

Press the free trunk key you wish to use to establish the connection (not necessary for automatic trunk seizure/prime line is not active).



Dial the phone number.



If the party answers: Lift the handset.

or

On-hook dialing: Speakerphone mode.

# Placing a call on hold on a trunk key and retrieving the held call

**Prerequisite:** You are conducting a call via one of your group's trunks. The "Hold" key has been programmed on your telephone → Page 55.

#### Holding

Press the "Hold" key.

if nec.

\\\/

or 🗝

Replace the handset or press the disconnect (release) key.

Depending on the configuration (consult your administrator), this may be necessary so other team members can also pick up the call on hold.

#### Retrieving the call

Press the trunk key that is flashing slowly.

#### Making calls on multiple lines alternately

**Prerequisite:** You are conducting a call via one of your group's trunks. Another trunk key is flashing.

Press the flashing line key. The first call party is on hold on the other trunk.

Press the trunk key that is flashing slowly. The second call party is on hold.

You can switch between lines as often as you wish. Press the trunk key flashing slowly each time.

#### MULAP conference release

If configured (consult your administrator), you can program a key on your phone with the function "MULAP Privacy Release" → Page 55. The default label is "Priv Release".

If you program this key, you do not have to use the menu to set up a conference. Your team partner only has to press the flashing trunk key associated with your trunk on his or her phone to immediately join the conference.

You are conducting a call.

Press the "Priv Release" key. The LED lights up.

Up to three team members can now join the conference.

**Prerequisite:** The trunk on which you are speaking is configured on the other phone as a trunk key.

Press the flashing line key.

\\\/

if nec.

# Direct station selection keys

Each team member has a direct station selection key for every other team member.

This means that each team member can be reached directly by other team members at the touch of a button.

#### Understanding LED messages on DSS keys

LED on the DSS key is off - the team member is not conducting a phone call.

LED on the DSS key is lighting – the team member is conducting a phone call or has activated do not disturb.

LED on the DSS key is flashing **quickly** - a call has arrived for you and needs to be answered.

LED on the DSS key is flashing slowly - a caller is trying to reach another member of your team, who has not yet answered.

#### Using DSS keys to accept calls

Prerequisite: Your telephone rings or the DSS key flashes.

Press the flashing DSS key.

This is not necessary if you are called directly (DSS key flashes guickly).

or On-hook dialing: Speakerphone mode.

#### Calling a team member directly

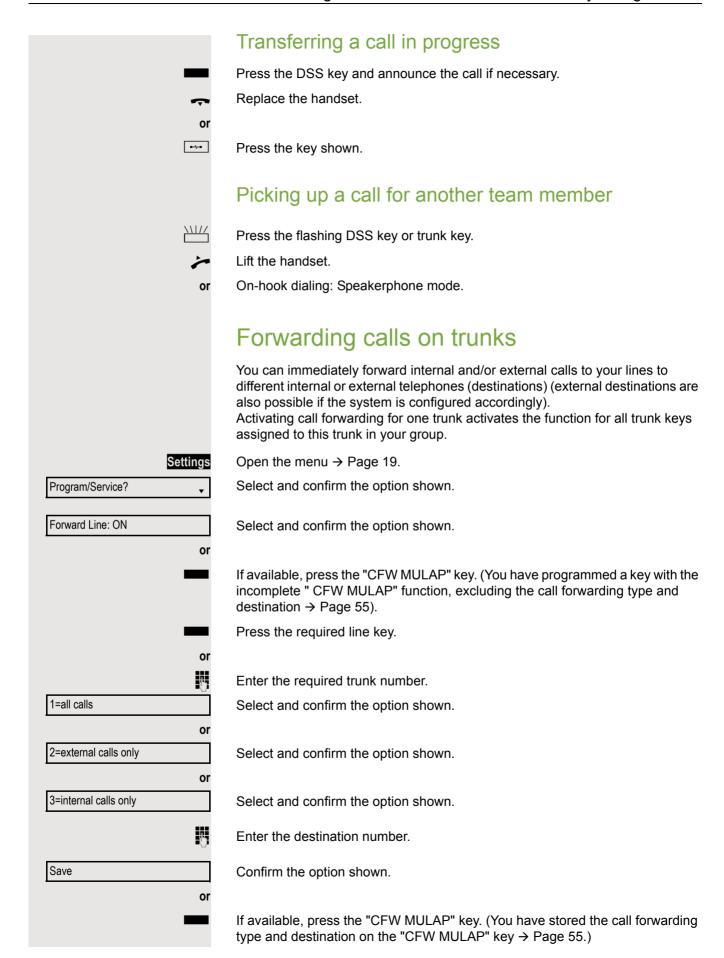
Press the DSS key.

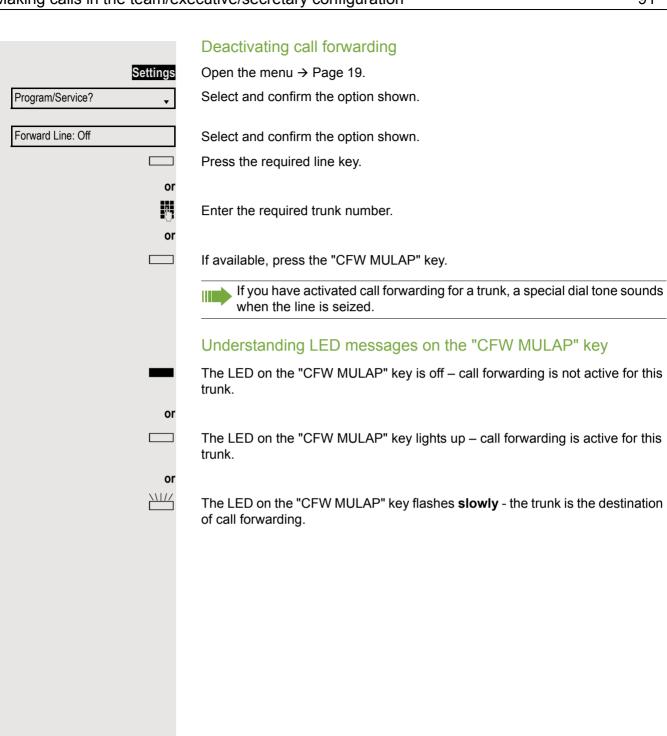
Lift the handset.

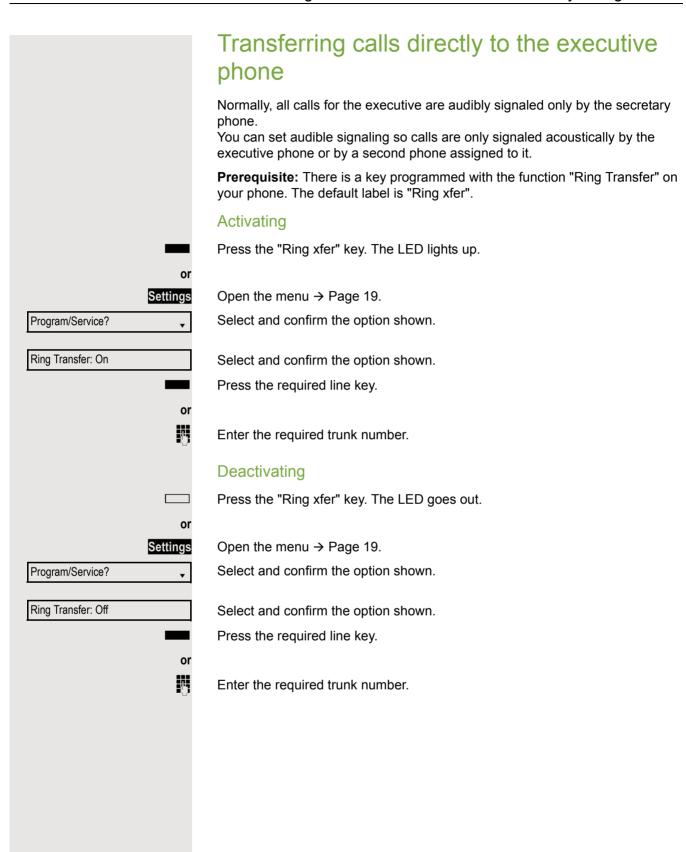
If the team member you wish to reach is conducting another call, the DSS key on your telephone lights. You can still make the call in this case.

If the party answers: Lift the handset.

On-hook dialing: Speakerphone mode.







# Using team functions

If configured (consult your administrator), your telephone is part of a team. The team consists of internal phones that are able to use certain functions.

# Activating/deactivating a group call



Special features must be taken into consideration if your telephone operates with system networking via LAN → Page 98!

If configured (consult your administrator), you belong to one or more groups of stations, which can be reached via hunt group or group call station numbers. Incoming calls are signaled one after the other (= hunt group) or simultaneously (= group call) on all phones in the group, until a group member answers the call.

Each station in the group can still be reached via its own station number.

You can activate and deactivate the audible signal for a hunt group, group call or individual trunks in a group.

#### You are part of a hunt group or call group

V

or  $\square$ 

Open the idle menu → Page 16.

Select and confirm the option shown<sup>1</sup>.

Select and confirm the option shown.

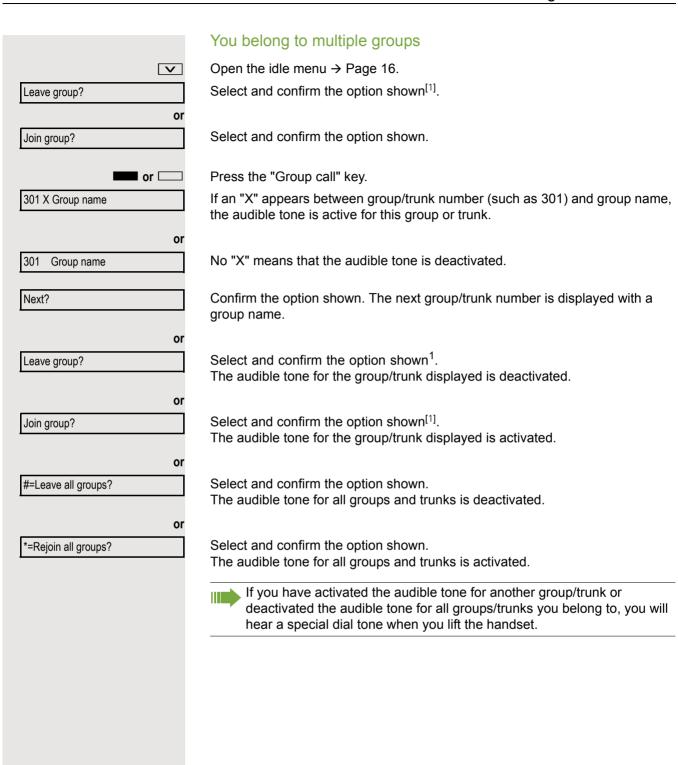
Press the "Group call" key.

Leave group?

or

Join group?

<sup>1. &</sup>quot;Differing display views in a HiPath 4000 environment" → Page 111



<sup>1. &</sup>quot;Differing display views in a HiPath 4000 environment" → Page 111

# Picking up a call for another member of your team You can use your own telephone to pick up calls for other telephones in your team, even while on a call (call pickup groups; consult your administrator). **Prerequisite:** Your telephone rings briefly. "Call for:" appears on the upper display line with the station number or name of the originator; the station number or name of the caller appears on the lower line. Pickup - group? Confirm the option shown. Ringing group You can have calls for your telephone signaled audibly at up to five other internal phones. The phone that answers the call first receives the call. Special features must be taken into consideration if your telephone operates with system networking via LAN → Page 101! Saving, displaying and deleting telephones for the ringing group Settings Open the menu → Page 19. Select and confirm the option shown. Program/Service? \*81=Ringing group on? Select and confirm the option shown. Follow the display prompts (enter the internal station number). If your phone belongs to a ringing group, your display will show the station number or the name of the initiator on the upper line and that of the caller on the lower line. Removing all telephones in a call ringing group Select and confirm the option shown. Ringing group off?

# **Uniform Call Distribution (UCD)** If configured (consult your administrator), you may belong to a group of stations (agents), to which calls are distributed. An incoming call is always assigned to the agent idle the longest. Logging on and off at the beginning and end of your shift Settings Open the menu → Page 19. Select and confirm the option shown. Program/Service? UCD? Select and confirm the option shown. \*401=Log on? Confirm the option shown. or Select and confirm the option shown. #401=Log off? To log on, enter your identification number ("Agent:"). Consult your administrator to find out what it is. Logging on and off during your shift Settings Open the menu → Page 19. Program/Service? Select and confirm the option shown. UCD? **\$** Select and confirm the option shown. Confirm the option shown. #402=Not available? or \*402=Available? Select and confirm the option shown.

## Requesting and activating work time You can request/activate work time to ensure you have enough time to wrap up the last call. Your phone is excluded from call distribution for a set period or until you log back on. Settings Open the menu → Page 19. Select and confirm the option shown. Program/Service? UCD? Select and confirm the option shown. Confirm the option shown. \*403=Work on? or #403=Work off? Select and confirm the option shown. Turning the night service on and off for UCD Settings Open the menu → Page 19. Program/Service? Select and confirm the option shown. UCD? Select and confirm the option shown. Confirm the option shown. \*404=UCD night on? or Select and confirm the option shown. #404=UCD night off? Display the number of waiting calls Settings Open the menu → Page 19. Select and confirm the option shown. Program/Service? UCD? Select and confirm the option shown. \*405=Calls in queue? Confirm the option shown.

# Special functions in the LAN

If your telephone is operating in an environment in which multiple HiPath 3000/ OpenScape Business and/or OpenScape Office MX/LX systems are interconnected via a LAN (Local Area Network, such as a proprietary PC network), you are conducting a call via the LAN (PC network). In this instance, you must note certain particularities for some functions. These are described in this section.

## Leaving hunt group/group call

Prerequisite: You are part of a hunt group/group call → Page 93 in another HiPath 3000/OpenScape Business or OpenScape Office MX/LX.

Open the idle menu → Page 16.

Select and confirm the option shown.

Enter the (DISA) call number of the other HiPath 3000/OpenScape Business or OpenScape Office MX/LX.

Confirm your entry.

Enter the (DISA) station number of your phone.

Confirm your entry.

Select and confirm the option shown.

Select and confirm the option shown.

You belong to multiple groups associated with another HiPath 3000/OpenScape Business or OpenScape Office MX/LX

Enter the group number for "directed joining/leaving".

V DISA internal?

OK or #-

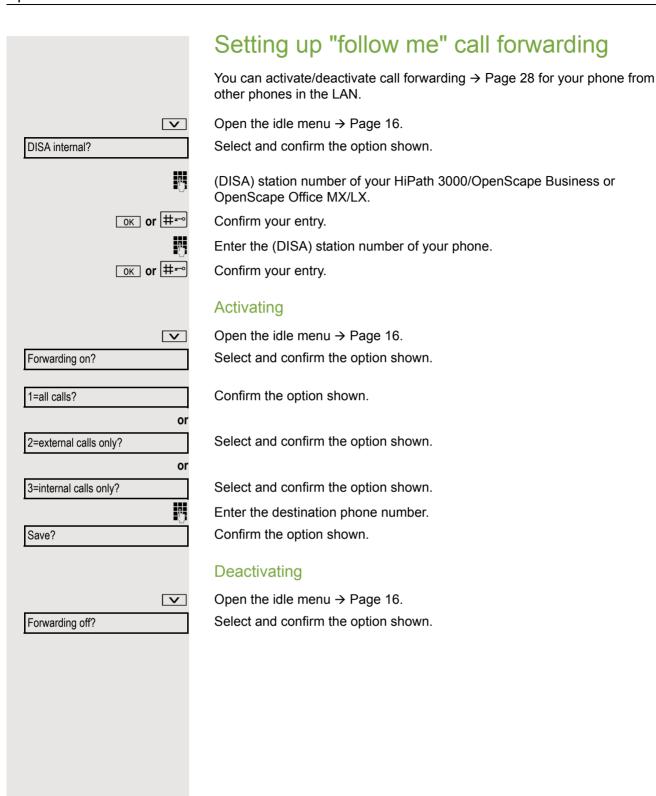
OK or #⊷

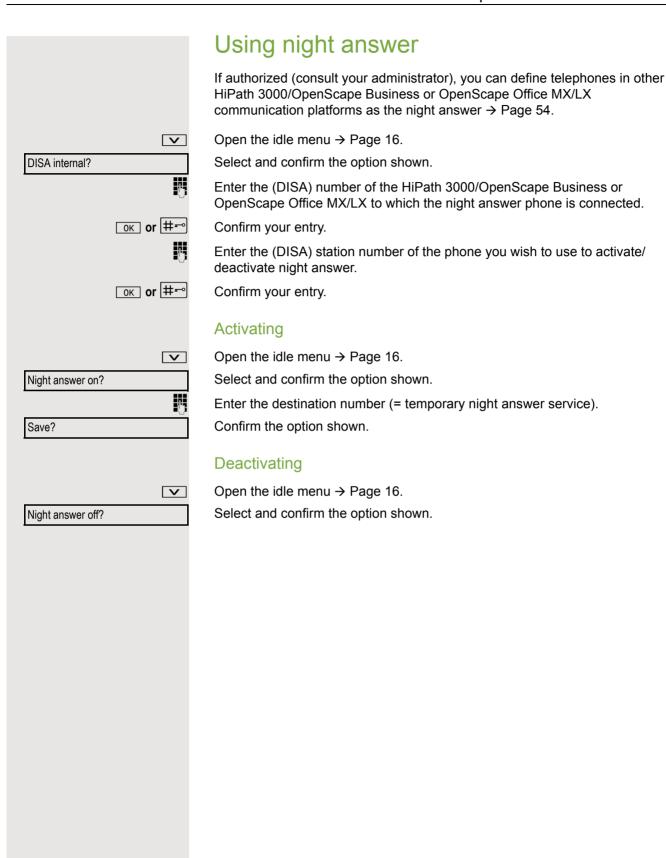
or

Join group?

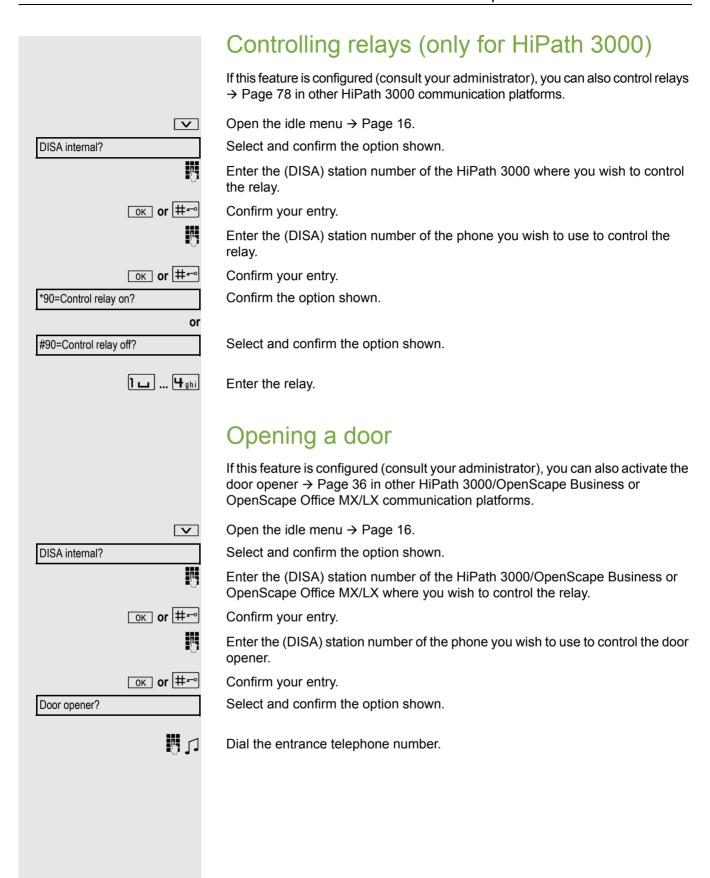
Leave group?







## Ringing group You can have calls for your telephone signaled audibly at external telephones or at telephones in other HiPath 3000/OpenScape Business or OpenScape Office MX/LX communication platforms → Page 95. Saving, displaying and deleting telephones for the ringing group Settings Open the menu → Page 19. Select and confirm the option shown. Program/Service? \*81=Ringing group on? Select and confirm the option shown. Select and confirm the option shown. Add to ringing group? or Select and confirm the option shown. Add another station? or Select and confirm, then follow the operating instructions. Display/remove? P Enter the phone number. Confirm the option shown. #=Entry complete? Confirm the option shown. Save? Exit? Select and confirm the option shown. Removing all telephones in a call ringing group V Open the idle menu → Page 16. Select and confirm the option shown. Ringing group off?



#### Individual phone configuration Setting contrast The display has four contrast levels that you can set according to your light conditions. Vol.+ or Vol.-Press one of the keys shown in idle mode. Select and confirm the option shown. Display contrast? Vol.+ or Vol.-Change the display contrast. Press the key repeatedly until the desired level is obtained. ОК Save. **Audio** Setting the ringer mode You can use the two ringer mode options HiPath Local ringer to decide how the ring tone is generated on the telephone. With the setting "HiPath", the system sends the ring tone type and the dependent ring tone, which you can adjust subsequently → Page 104. If "Local ringer" is selected, the system sends the ring tone type and you select which ring tone is required for the respective ring tone type in the "Local ringers" menu → Page 106. Œ You can also configure the following setting via the web interface → Page 112. Settings Open the menu → Page 19. User? Select and confirm the option shown. **\$** if nec. Enter and confirm the user password. Select and confirm the option shown. Ringer? **\$** Select and confirm the option shown. Ringer mode? **\$** Select and confirm the option shown. HiPath? **\$** or Select and confirm the option shown. Local.ringer? **\$** Option = Save & exit? **\$** Select and confirm the option shown.

Ring volume?

Ring tone?

Attention Ring Vol.

### Adjusting audio settings

The ringer mode "HiPath" is set. The OpenScape Business sends the ring tone type and the ring tone setting to your telephone.

Optimize the audio settings on your OpenScape Desk Phone IP 35 G for your work environment and according to your personal requirements.

#### Adjusting the receiving volume during a call

You are conducting a call.

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

OK Save.

Vol.+ or Vol.-

#### Adjusting the ring volume

**Vol.+ or Vol.-** Press one of the keys shown in idle mode  $\rightarrow$  Page 16.

Confirm the option shown.

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

Save.

OK

0K

Vol.+ or Vol.-

Vol.+ or Vol.-

0K

#### Adjusting the ringer pitch

Press one of the keys shown in idle mode → Page 16.

Select and confirm the option shown.

Vol.+ or Vol.- To adjust the ringer pitch: Keep pressing the keys until the desired pitch is set.

Save.

#### Adjusting the attention ring volume

If you are part of a team with trunk keys, other calls can be signaled acoustically in the team during a call. You will hear the attention ring.

Vol.+ or Vol.- Press one of the keys shown in idle mode → Page 16.

Select and confirm the option shown.

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

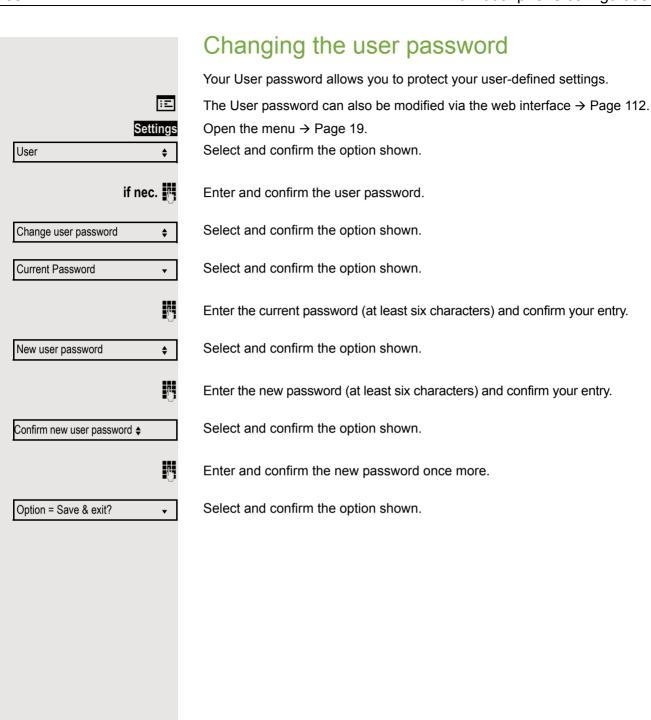
Save.

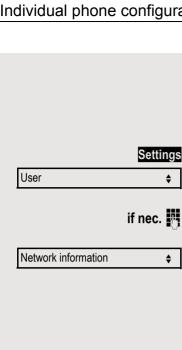
# Adjusting the speakerphone to the room acoustics To help the other party understand you clearly while you are talking into the microphone, you can adjust the telephone to the acoustics in your environment: "T0343 Quiet room", "T0344 Normal room" and "T0345 Noisy room." Vol.+ or Vol.-Press one of the keys shown in idle mode → Page 16. Select and confirm the option shown. Speakerphone mode? Vol.+ or Vol.-To set the room type: Keep pressing these keys until the setting you want appears on the screen. 0K Save. Language for system functions Settings Open the menu → Page 19. Select and confirm the option shown. Program/Service? **\$** Select and confirm the option shown. More features? Select and confirm the option shown. \*48= Select language? 15=Spanish? Select the language you wish to use (e. g. "Spanish") and confirm.

#### Setting local ring tones Selecting and configuring the call type The ringer mode "Local ringer" is set. Different ring tone types are sent by the OpenScape Business/HiPath 3000. Not all of the following types will necessarily be used in your system configuration: • 1: Internal External Call Attention Ringer Select the required call type and adjust to suit your requirements. ĪΞ You can also configure the following setting via the web interface $\rightarrow$ Page 112. Settings Open the menu → Page 19. User Select and confirm the option shown. if nec. Enter and confirm the user password. Select and confirm the option shown. Ringer? **\$** Select and confirm the option shown. Local ringers? **\$** For instance, select "1: Internal" and confirm the option shown. 1: Internal? **\$** Select the required ringer file<sup>[1]</sup> or "pattern". You will hear the associated ring ABC.wav **\$** tone melody. Confirm the current ringer file. Settings for the ring tone "pattern" If you selected "Pattern" as the ring tone, you can still make settings for the pattern melody and the pattern sequence: Select and confirm the option shown. Pattern melody **\$** Select the required pattern melody between 1 and 8 (e.g. 4). You will hear the **\$** associated Ringer melody. Confirm the selected Ringer melody. Select and confirm the option shown. Pattern sequence **\$ \$** Select the required Ringer sequence between 1 and 6 (e.g. 2). You will hear the set Ringer melody with the selected Ringer sequence. Confirm the selected setting. Select and confirm the option shown. Option = Save & exit?

<sup>1.</sup> The phone displays the current setting

# Setting headset port use Here you set whether you are using a wired or cordless DECT headset. ΞE You can also configure the following setting via the web interface → Page 112. Settings Open the menu → Page 19. Select and confirm the option shown. User if nec. Enter and confirm the user password. Audio Select and confirm the option shown. **\$** Select and confirm the option shown. Settings • Select the option shown. Headset socket **\$** Select and confirm the relevant option<sup>1</sup> shown in the context menu: Wired headset · Wired headset · Cordless headset · Conference unit Select and confirm the option shown. Option = Save & exit? •





### **Network information**

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

Open the menu → Page 19.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown. You can browse the following overview:

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

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

LAN/PC byte input: The network or PC interface data packets received are illustrated dynamically as columns.

LAN/PC byte output: The network or PC interface data packets sent are illustrated dynamically as columns.

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

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

Testing the phone

## Testing the phone Testing the phone's functionality You can test your phone's functionality. **Prerequisite:** The phone is in idle mode. Settings Open the menu → Page 19. Select and confirm the option shown. Program/Service? Select and confirm the option shown. More features? **\$** \*940=Phone test? Select and confirm the option shown. If everything is functioning correctly: All LEDs on the phone flash (only the menu key LED is continuously lit) Your station number is displayed · All pixels are active on the display · The ring tone is audible Checking the key assignment You can check the key assignment on your phone to determine which functions are assigned to which keys. Settings Open the menu → Page 19. Program/Service? Select and confirm the option shown. Prog. feature key Select and confirm the option shown. Press any key. The key assignment is displayed. Exit Select and confirm the option shown.

# Differing display views in a HiPath 4000 environment

Depending on the system configuration, some functions may not always be offered in the display as described in this document.

In addition, display texts may differ from those described in this document depending on the system configuration.

The following table provides an overview:

HiPath 3000/Open- Scape Business OpenScape Office display	HiPath 4000 display	Description
Program/Service	Service menu?	→ Page 19
Transfer	Transfer?	→ Page 27
View callbacks	Show callback destinations?	→ Page 33
Pickup - directed	Directed pickup	→ Page 34
Caller list	Call list/log?	→ Page 38
Use speed dialing	Use speed dialing?	→ Page 42
Change speed dial	Speed dial?	7 raye 42
Call waiting trm.	Second call release?	→ Page 47
Call wait.trm. on/off	Second call on/off?	7 raye 41
Ringer cutoff on/off	Ringer cutoff on/off?	→ Page 63
Join/leave group	Hunt group on/off?	→ Page 93

112 Web interface

## Web interface

### General

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

## Launching the web interface



For more information about the IP address, the web interface address and how to connect the telephone to the network, refer to the section entitled "Network information" → Page 109.

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

#### https://[IP address of the phone]

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

or

#### https://[Name of the phone]

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



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

You will be prompted to configure a user password → Page 108 the first time you call up the web interface. You must log in with this password in future every time you want to open the User Pages.

## **Administrator Pages**

This area lets you configure settings for administering your phone and the network environment. Access to the Administrator Pages is protected by the admin password. For further information, consult your administrator or refer to the administration manual.

Web interface 113

## **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

114 Web interface

#### User menu

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

#### **User Pages**

User login 

→ Page 108

Authentication 

 → Page 108

- Old password
- Confirm password

#### Ringer

- Ringer mode ( → Page 103)
  - HiPath
  - Local ringer
- - Name
    - 1: Internal
      - Ringer file
      - Pattern melody
      - Pattern sequence
    - External Call
      - Ringer file
      - Pattern melody
      - Pattern sequence
    - Attention Ringer
      - Ringer file
      - Pattern melody
      - Pattern sequence

#### **Audio**

- Settings
  - Headset socket ( → Page 107)

#### Phonebook

- - Last name
  - First name
  - Number
- - Confirm delete

Fixing problems 115

	Fixing problems
Incorrect input	Responding to error messages  Possible causes:  Station number is incorrect.
Not authorized	Possible reactions: Enter correct station number. Possible causes: Locked function selected.
Currently not possible	Possible reactions:  Apply to the administrator for authorization for relevant function.  Possible causes:  Dialed a non-existent station number. Called phone is unplugged.
Invalid station number	Possible reactions:  Enter correct station number. Call this station again later.  Possible causes:  Dialed your own station number.
	Possible reactions: Enter correct station number.

116 Fixing problems

## Contact partner in case of problems

Consult your administrator if a fault persists for more than five minutes, for example.

## **Troubleshooting**

#### Pressed key does not respond:

Check if the key is stuck.

#### Telephone does not ring:

Check whether the "Do not disturb" function is activated on your telephone  $(\rightarrow$  Page 64). If so, deactivate it.

#### You cannot dial an external number:

Check whether your telephone is locked.

If the phone is locked, enter your PIN to unlock it → Page 66.

#### To correct any other problems:

First consult your administrator. If the problem still cannot be resolved, the administrator has to contact Customer Service.

## Care and cleaning instructions

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

## Labeling keys

The following options are available for labeling keys of the OpenScape Desk Phone IP 35 G with the functions or numbers assigned to them:

#### Labeling

- By hand:
  - Labeling strips are supplied with your OpenScape Desk Phone IP 35 G. Note the function or name in the white field on the strip and insert the strip on your OpenScape Desk Phone IP 35 G.
- With a computer via the Internet:
   You can find the "online labeling tool" together with the user interface at <a href="http://wiki.unify/index.php/Key\_Labelling\_Tool">http://wiki.unify/index.php/Key\_Labelling\_Tool</a>.
- Select the appropriate key labeling tool in your language. You can use the tool
  online via the browser or you can download it for local use.

Local user menu 117

## Local user menu

## Opening the user menu on the phone

To open the user menu, press the Settings key.

Select the **User** menu option. You are prompted to enter the User password → Page 108. Confirm this with **OK**. The options of the user menu are available.

## User menu display

The majority of settings that can be made via the user menu on the phone can also be made via the web interface  $\rightarrow$  Page 112.

Changes are usually confirmed using the **Save & exit** option or discarded using the **Exit (no save)** option.

#### **User**

#### **⊞** Ringer?

– Local Ringers?

→ Page 106

- 1: 1: Internal
  - Option = Save & exit
  - Name = 1: Internal
  - Ringer sound = Ring file
  - Pattern melody = 2
  - Pattern sequence = 2
- 2: External Call
  - Option = Save & exit
  - Name = External Call
  - Ringer sound = Ring file
  - Pattern melody = 2
  - Pattern sequence = 2
- 3: Attention Ringer
  - Option = Save & exit
  - Name = Attention Ringer
  - Ringer sound = Ring file
  - Pattern melody = 2
  - Pattern sequence = 2
- Ringer mode?
  - Option = Save & exit
  - Mode = HiPath
    - Local.ringer?
    - Back?

#### **⊞** Audio?

- Settings?
  - Headset socket
    - Wired headset
    - Cordless headset
    - Conference unit

→ Page 103

→ Page 107

118 Local user menu

#### Change user password?

– Current password = → Page 108

– New user password =

- Confirm password =
- Option = Save & exit

#### **Network information?**

- Option = Exit
- Phone address = → Page 109
- Web address =
- IPv4 address =
- LAN RX = □
- LAN TX = □
- PC RX = □ - PC TX = □
- LAN autonegotiated = Yes
- LAN information = 10 Mbps full duplex
- PC autonegotiated = Yes
- PC information = Link down
- Back?

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# Overview of functions and codes (alphabetical)

The following table lists all available functions, as shown on the display. If configured (consult your administrator), functions can be activated interactively (select and confirm) or via the Program/ Service menu (select and confirm or enter a code).

	Interact-	Via the Program/Service menu Settings → Page 19		With key
Functions (=display)	ively			
(-display)			Code	KCy
Account code		<b>✓</b>	*60	Х
Advisory msg. on	✓	<b>✓</b>	<b>*</b> 69	Х
Advisory msg. off	<b>✓</b>	<b>✓</b>	#69	×
Associated dialing		✓	*67	Х
Associated services		✓	*83	X
Call waiting	✓	✓	<b>*</b> 55	X
Waiting tone off	✓	✓	<b>*</b> 87	X
Waiting tone on	✓	<b>✓</b>	#87	X
Call wait.trm.on		<b>✓</b>	<b>*</b> 490	X
Call wait.trm.off		<b>✓</b>	#490	X
Callback	✓	✓	<b>*</b> 58	X
View callbacks/delete	✓	<b>✓</b>	#58	
Caller list	✓	✓	#82	X
Save number	<b>✓</b>	<b>✓</b>	<b>*</b> 82	X
Conference	✓	✓	<b>*</b> 3	X
Start conference	<b>✓</b>			
Add party	<b>✓</b>			
End conference	<b>✓</b>	<b>√</b>	#3	
View conf parties	<b>✓</b>	<b>√</b>		
Remove party	<b>✓</b>	<b>√</b>		
Drop last conf. party			*491	
Consultation	✓			X
Return to held call	✓	<b>√</b>	<b>*</b> 0	
Quit and return	✓	<b>√</b>	<b>*</b> 0	
Transfer/Pick up call	✓			
Control Relay On (only for HiPath 3000)		✓	*90	x
Control Relay Off (only for HiPath 3000)		<b>✓</b>	#90	X
Data I/O service			*494	X
	•	•	•	•

Functions	Interact- ively		Via the Program/Service menu	
runctions (=display)	1,401,4	Settings → P		With key
( diopidy)	AV	∧ ∨	Code	
Directory				
1=internal	<b>✓</b>		<b>*</b> 54	X
2=LDAP	<b>√</b>		<b>*</b> 54	X
DISA				
DISA internal	✓	✓	*47	Х
Discreet calling			*945	X
DND on	✓	✓	*97	X
DND off	✓	✓	#97	X
Door opener		✓	*61	Х
Door opener on		✓	*89	Х
Door opener off		✓	#89	X
DTMF dialing		✓	<b>*</b> 53	X
En-bloc dialing				
Dialing	✓			
Forwarding on	✓	✓	<b>*</b> 1	Х
1=all calls	<b>✓</b>	✓	<b>*</b> 11	X
2=external calls only	<b>✓</b>	<b>✓</b>	<b>*12</b>	×
3=internal calls only	<b>✓</b>	<b>✓</b>	<b>*</b> 13	×
Forwarding off	<b>✓</b>	<b>✓</b>	#1	×
CFNR on		<b>✓</b>	*495	×
CFNR off		<b>✓</b>	#495	X
Trunk FWD on	<b>✓</b>	<b>✓</b>	<b>*</b> 64	×
Trunk FWD off	<b>√</b>	✓	#64	X
Headset				X
Answer call	<b>√</b>			
HF answerback on	✓	✓	<b>*</b> 96	X
HF answerback off	<b>✓</b>	<b>✓</b>	#96	×
Hotline				
Join group	✓	✓	<b>*</b> 85	X
Leave group	<b>✓</b>	$\checkmark$	#85	×
Rejoin all groups	<b>✓</b>	✓	*85*	×
Leave all groups	<b>✓</b>	<b>✓</b>	#85#	×
Keypad dialing		✓	*503	
Lock all phones		<b>√</b>	*943	Х
Lock phone	<b>✓</b>	✓	*66	X
Unlock phone	✓	✓	#66	×
Change PIN		$\checkmark$	<b>*</b> 93	

Functions	Interact- ively	Via the Program/Service menu Settings → Page 19		With
(=display)	AV			key
		<b>^ V</b>	Code	
Mobile Login (log off)			#9419	×
Mobile Login (log on)			*9419	X
Mute on		✓	*52	×
Mute off		✓	#52	X
Night answer on	✓	✓	*44	Х
Night answer off	<b>√</b>	$\checkmark$	#44	X
Override	✓	✓	*62	X
Page				
Answer page (not for U.S.)		<b>√</b>	<b>*</b> 59	
Park call		✓	<b>*</b> 56	X
Retrieve call		<b>√</b>	#56	
Phone test		<b>✓</b>	*940	
Pickup - directed		✓	<b>*</b> 59	Х
Pickup - group	<b>√</b>	<b>√</b>	*57	X
Pick up call	<b>√</b>			
Show call charges (own phone)		<b>√</b>	*65	Х
Query call charges (third-party phone)				X
Redial	<b>√</b>			Х
Reject calls	<b>√</b>			
Release				X
Reserve trunk	<b>√</b>			Х
Reset services		<b>√</b>	#0	Х
Retrieve line		✓	*63	X
Ring Transfer: On		✓	*502	X
Ring Transfer: Off		<b>√</b>	#502	X
Ringer cutoff on	✓	✓	<b>*</b> 98	Х
Ringer cutoff off	<b>√</b>	<b>√</b>	#98	X
Ringing group on		✓	<b>*</b> 81	Х
Ringing group off		<b>✓</b>	#81	X
Room monitor		<b>✓</b>	*88	Х
Select language		✓	*48	
Send message	<b>√</b>	✓	*68	X
View sent message	$\checkmark$	$\checkmark$	#68	X
View messages	<b>✓</b>	<b>✓</b>	#68	X
Mailbox				X
Shift				Х
Speaker call		✓	*80	Х

	Interact-	Via the		
Functions	ively	Program/Service menu Settings → Page 19		With
(=display)			Code	key
Suppress caller ID	✓	✓	*86	X
Restore caller ID	<b>√</b>	<b>√</b>	#86	×
Telephone data service			*42	
Temporary MSN (not for U.S.)	✓	<b>√</b>	<b>*41</b>	X
Temporary phone		<b>√</b>	<b>*</b> 508	X
Timed reminder on		✓	*46	X
Timed reminder off		<b>√</b>	#46	X
Toggle/connect	✓	✓	*2	X
Trace call		✓	*84	X
Transferring	✓			
Trunk flash		✓	<b>*</b> 51	X
Uniform Call Distribution				
Log on		✓	<b>*</b> 401	×
Log off		✓	#401	×
Available		✓	*402	×
Not available		✓	#402	×
Work on		✓	<b>*</b> 403	×
Work off		✓	#403	×
UCD night on		✓	<b>*</b> 404	×
UCD night off		✓	#404	×
Calls in queue		✓	<b>*</b> 405	×
Use speed dialing		✓	<b>*</b> 7	X
Change speed dialing (station)		$\checkmark$	<b>*</b> 92	X