



# OpenStage 10 T OpenScape 4000, HiPath 4000

## Operating Instructions

A31003-S2000-U122-8-7619

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

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Reference No.: A31003-S2000-U122-8-7619

The information provided in this document contains merely general descriptions or characteristics of performance which in case of actual use do not always apply as described or which may change as a result of further development of the products. An obligation to provide the respective characteristics shall only exist if expressly agreed in the terms of contract.

Availability and technical specifications are subject to change without notice.

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## Important information



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



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

## Trademarks



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



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

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

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

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

## Location of the telephone

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

## Product support on the internet

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

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

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

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

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## General information

### About this manual

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


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

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

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

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

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 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.


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This user guide is designed to be simple and easy to understand, providing clear step-by-step instructions for operating your OpenStage phone.

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

### Service

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

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

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

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



## Intended use

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

## Telephone type

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

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

# Getting to know your OpenStage phone

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

## The user interface of your OpenStage 10 T



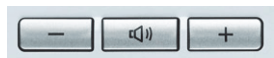
1	You can make and receive calls as normal using the <b>handset</b> .
2	Loudspeaker for open listening.
3	The <b>function keys</b> can be programmed with station numbers and functions by your service personnel ⓘ Page 11.
4	<b>Audio keys</b> are also available, allowing you to optimally configure the audio features on your telephone ⓘ Page 11.
5	The <b>keypad</b> is provided for input of phone numbers/codes.

### OpenStage 10 T properties

Wall mounting	✓
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## Keys

### Audio keys



Key	Function when key is pressed
	Set the volume lower ⑦ Page 53.
	Turn loudspeaker on/off (with red LED key) ⑦ Page 14.
	Set the volume higher ⑦ Page 53.

### Function keys

You OpenStage 10 T features three keys that can be programmed with functions or station numbers by your service personnel.



— Label strips and transparent cover

— Function keys

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

- Function keys
- Redial/Direct station selection key

➡ Only for redial keys can you also program the second level for direct destination selection.

➡ Direct station selection keys can be assigned an internal number from the HiPath 4000 network.

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

### Meaning of LED displays on function keys

LED		Meaning of function key
	Off	The function is deactivated.
	Flashing <sup>1</sup>	The function is in use.
R	On	The function is activated.

<sup>1</sup> 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.

## Mailbox

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

The following messages are saved:


- Callback requests
- Voicemail

## Message (callback request)

A new message or a callback request is signaled as follows:



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

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 These signals remain active until a new message has been checked or deleted.

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 For a description of how to edit the entries  Page 23.




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## Voicemail

If your telephone is connected to a voicemail system, the "Mailbox" key will also light up to alert you to any messages that have arrived.

To play back your voicemail, follow the instructions.

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

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## Calling functions

Your communication system dynamically customizes its extensive range of functions depending on the given situation. You can activate the functions available at your OpenStage 10 T via the individually programmed function keys and/or with an appropriate code.

## Using codes

All communication system functions can be activated via codes.



Codes that activate functions are always preceded by the star key, whereas codes that deactivate or delete functions always start with the pound key.

## Making settings in idle mode

Example:

Your phone is in idle mode.

Enter the code for "Do not disturb on?".

The speaker key lights up when you start programming and goes out when the operation is over.

In some situations, an acoustic signal is also output.

## Activating functions during a call

Example:

You are conducting a consultation call and would like to toggle between the two parties.

Enter the code.

These codes are assigned by your service personnel.

Your service personnel can provide information on the codes that are valid in your system.

A table where you can enter the codes valid at your HiPath 4000 is provided in the appendix to this user guide ⑦ Page 58.

You can also enter the codes valid for your phone in the descriptions in the main part of this user guide.

## Using function keys

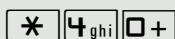
Your service personnel can program the three function keys with frequently used functions. You can activate a function by simply pressing the relevant key (if permitted by the current situation).

For more information, see ⑦ Page 11.

Example:

Your phone is in idle mode.

Press the "DND" key. The LED lights up. Do not disturb is active.



## Basic functions





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

### Answering a call

The phone is ringing.

Lift the handset.

Set the call volume.

if nec.  or 

### Open listening

People present in the room can silently monitor your call.

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

#### Activating



Press the speaker key. The LED lights up.

#### Deactivating



Press the speaker key. The LED goes out.

### Turning the microphone on and off

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

**Prerequisite:** The "Mute" key is programmed on your telephone.

#### Deactivating the microphone



You are conducting a call.

if available:



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

#### Activating the microphone

if available:



Press the "Mute" key. The LED goes out.

### Ending a call

Replace the handset.

if available:



Press the "Clear/Cancel" key. The LED goes out.



or

## Making calls

### Off-hook dialing



Lift the handset.

Internal calls: Enter the station number.

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

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

### On-hook dialing



Internal calls: Enter the station number.

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



The speaker key lights up.

The party you are calling answers via loudspeaker.



Lift the handset.

If the other party does not answer or is busy:



Press the speaker key. The LED goes out.

### Dialing with DDS keys

**Prerequisite:** A redial key is programmed on your telephone.



Press the programmed redial key.

If the number you wish to dial is saved on the second level, press the programmed "Shift" key first.



Lift the handset.

### Redialing a number (last dialed number)

The last phone number dialed on your telephone is dialed.

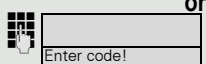


Lift the handset.

if available:



Press the "Last # Dial" key. The LED lights up.



Enter the code programmed on your phone for "Last number redial" ⑦ Page 58.



## Redialing a number (saved number)

If this type of saved number redial is configured on your system, you can save a phone number for subsequent redial. You can redial the saved number simply by pressing a key.

**Prerequisite:** You have saved a phone number ⑦ Page 24.

Lift the handset.

if available:

Press the "Saved # Dial" key. The LED lights up.

Enter the code programmed on your phone for "Saved number redial" ⑦ Page 58.

## Calling a second party (consultation)

You can call a second party while a call is in progress. The connection to the first party is placed on "Hold".

You are conducting a call.

if available:

Press the "Transfer" key.

Enter the code programmed on your phone for "Consultation" ⑦ Page 58.

Enter and confirm the second party's phone number.

## Ending a consultation call

if available:

Press the "Clear/Cancel" key. The LED goes out.

Replace the handset and lift it once more.

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

## Switching to the held party (alternating)

You are conducting a consultation call ⑦ Page 16.

if available:

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

Enter the code programmed on your phone for "Toggle" ⑦ Page 58.

You can switch between parties by pressing the key shown or entering the code.

## Ending an alternate operation

if available:

Press the "Clear/Cancel" key. The LED goes out.

Enter the code programmed on your phone for "Release" ⑦ Page 58.

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

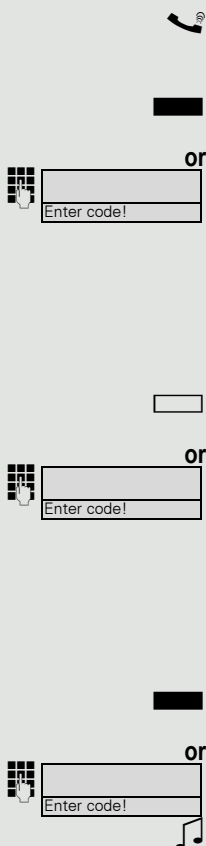
## Combine the calling parties into a three-party conference

if available:

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

Enter the code programmed on your phone for "Conference" ⑦ Page 58.

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



## Transferring a call

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

### Transferring with announcement

You are conducting a call.

if available:

Press the "Transfer" key.

Enter the code programmed on your phone for "Consultation" ⑦ Page 58.

Enter the number of the party to which you want to transfer the call.

Announce the call partner.

Replace the handset.

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

### Transferring without announcement

if available:

Press the "Transfer" key.

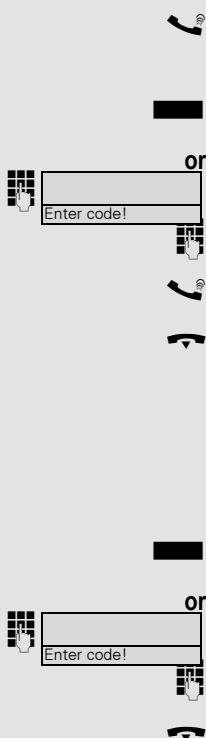
Enter the code programmed on your phone for "Consultation" ⑦ Page 58.

Enter the number of the party to which you want to transfer the call.

Replace the handset.



If a connection cannot be established between the two parties within 40 seconds, you receive another call and are reconnected to your initial call partner.



## Call forwarding

### Overview of forwarding types

You can configure different call forwarding settings for your station.

In the case of fixed call forwarding, you program a forwarding destination that remains valid until you change or delete it. You can activate or deactivate this type of forwarding.

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

Description	Code (example)
Programming/deleting fixed call forwarding All calls are forwarded, the saved phone number is deleted after deactivation.	*51/#51
FWD-FIXED on/OFF The saved number is not deleted.	*41/#41
FWD-VAR-ALL-BOTH on/OFF All calls are forwarded to the saved phone number, the phone number is deleted after deactivation.	*42/#41
FWD-VAR-BUSY-BOTH on/OFF If your station is busy, all calls are forwarded.	*45/#41
FWD-VAR-RNA-BOTH on/OFF If you do not answer a call, all calls are forwarded <sup>1</sup> after a certain length of time.	*46/#41
FWD-VAR-BZ/NA-BTH on/OFF If your station is busy or you do not answer a call, all calls are forwarded after a certain length of time <sup>[1]</sup> .	*47/#41
FWD-VAR-ALL-INT on/OFF Only internal calls are forwarded.	*44/#44
FWD-VAR-ALL-EXT on/OFF Only external calls are forwarded.	*43/#43

<sup>1</sup> This duration is defined by your service personnel.

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



Call forwarding can also be preconfigured in the system ⑦ Page 39.



If your belongs to an ONS group (parallel call ⑦ Page 54), please note the following:

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

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

## Fixed call forwarding (all calls)

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

### Configuring/modifying a fixed forwarding destination

Lift the handset.

Enter the code programmed on your phone for "Fixed call forw.?" ⑦ Page 19.

You will hear the dial tone.

Enter the destination number.

Enter the termination code.

A confirmation tone is output and the LED on the "Call Forward" key lights up. Call forwarding is activated.

Replace the handset.

### Deactivating fixed call forwarding

Press the "Call Forward" key. The LED goes out.

Enter the code programmed on your phone for "Deact call forwarding?" ⑦ Page 19.

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

### Activating fixed call forwarding

**Prerequisite:** A fixed call forwarding destination is saved ⑦ Page 20.

Press the "Call Forward" key. The LED lights up.

Enter the code programmed on your phone for "Act. FWD-FIXED?" ⑦ Page 19.

### Deleting a fixed call forwarding destination

You can delete the destination for fixed call forwarding.

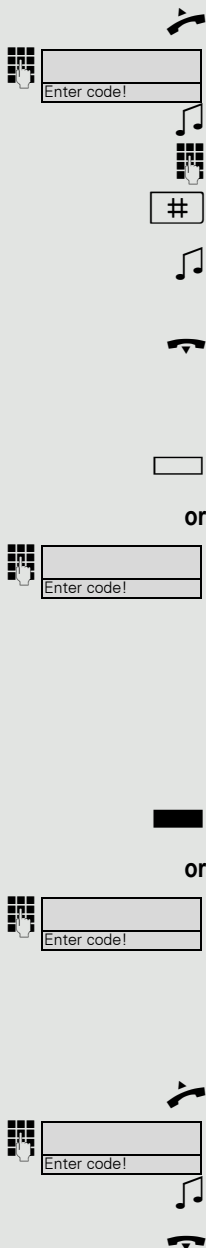
Lift the handset.

Enter the code programmed on your phone to delete the number ⑦ Page 19.

You hear a confirmation tone.

Replace the handset.

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



## Variable call forwarding

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

### Configuring and activating variable call forwarding

Lift the handset.

Enter the code programmed on your phone for the forwarding type you want  
⑦ Page 19.

You will hear the dial tone.

Enter the destination number.

Enter the termination code.

A confirmation tone is output and the LED on the "Call Forward" key lights up.  
Call forwarding is activated.

Replace the handset.

### Deactivating variable call forwarding

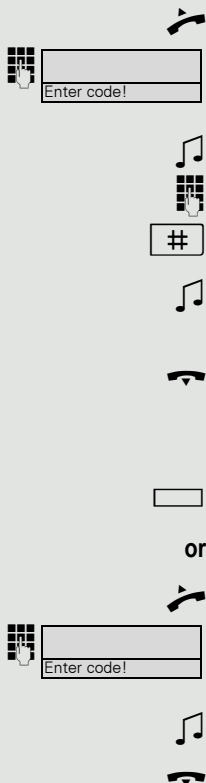
Press the "Call Forward" key. The LED goes out.

Lift the handset.

Enter the code programmed on your phone for "Deact call forwarding?"  
⑦ Page 19.

You hear a confirmation tone.

Replace the handset.



## Using callback

➡ If you belong to an ONS group (parallel call ⑦ Page 54), please note the following:

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

Callback on no reply is entered in the mailbox (⑦ Page 12) on all internal system phones in an ONS group.

## Storing a callback

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

if available:

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

Enter the code programmed on your phone for "Auto callback" ⑦ Page 58.

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

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

## Accepting a callback

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

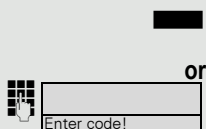
Your telephone rings.

Lift the handset. You hear a ring tone.

➡ If the party has activated call forwarding (⑦ Page 19), you will receive the callback from the call forwarding destination.

## Cancel call backs

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





## Responding to a callback request

**Prerequisite:** You have received at least one callback request ⑦ Page 12.  
if available:

Press the "Mailbox" key. The LED goes out.

Enter the code programmed on your phone for "Mailbox" ⑦ Page 58.

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

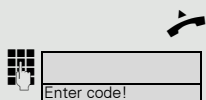
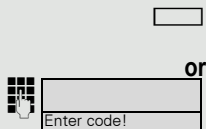
## Deleting a stored callback

**Prerequisite:** You have saved a callback ⑦ Page 22.

Lift the handset.

enter the code programmed on your phone to delete the callback destinations  
⑦ Page 58.

Replace the handset.



## Saving phone numbers for redial

The function "Saved number redial for a specific line" must be programmed in your system. Consult your service personnel.

### Saving the current phone number

**Prerequisite:** The "Saved # Dial" key is programmed on your telephone.

You are conducting a call.

if available:

Press the "Saved # Dial" key. The LED lights up.

Enter the code programmed on your phone for "Saved number redial"

⑦ Page 58.

Replace the handset.

### Saving any phone number

**Prerequisite:** The "Saved # Dial" and "Store" keys are programmed on your telephone.

if available:

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

if available:

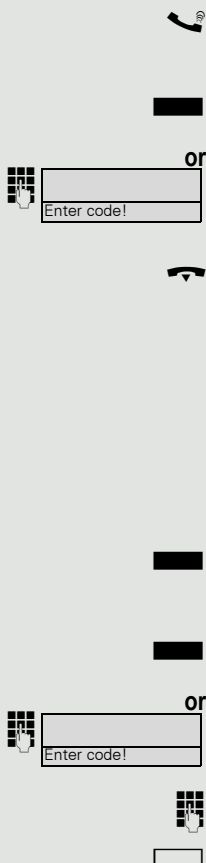
Press the "Saved # Dial" key. The LED lights up.

Enter the code programmed on your phone for "Saved number redial"

⑦ Page 58.

Enter the station number.

Press the "Store" key. The LED goes out.



## Enhanced phone functions

### Answering calls

#### Answering a call via a DSS key

**Prerequisite:** DSS keys are programmed on your phone ⑦ Page 11.

Lift the handset.

Press the DSS key.



For information on the meanings of the LED displays of the DSS keys, see ⑦ Page 11.

#### Accepting a call for your colleague

If a team member does not answer a call within 15 seconds (system-dependant), the remaining team members hear an alert tone.

##### In idle mode

**Prerequisite:** The "Pickup" key is programmed on your telephone.

Lift the handset and press the flashing "Pickup" key. You have now picked up the call.

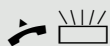
##### During calls

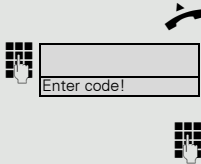
Press the flashing "Pickup" key.

The first party is placed on hold while you are connected to the second party.

##### Ending the second call and returning to the first one

Press the "Clear/Cancel" key. The LED goes out.





## Accepting a specific call

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

Lift the handset.

Enter the code programmed on your phone for "Directed call pick-up"

⑦ Page 58.

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

## Accepting calls in a hunt group

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

Your telephone rings.

Lift the handset.

## Using the speakerphone

A colleague addresses you directly over the loudspeaker with a speaker call.

Lift the handset and answer the call.



Placing a speaker call to a colleague ⑦ Page 36.

## Making calls

### Making calls with a direct station selection key

**Prerequisite:** DSS keys are programmed on your phone ⑦ Page 11.

Press the DSS key.

Lift the handset.



For information on the meanings of the LED displays of the DSS keys, see ⑦ Page 11.

### Using speed dialing



This function must be configured by your service personnel.

Speed dial numbers may contain command or access code sequences and may be linked to other speed dial numbers ⑦ Page 44.

### Making calls using central speed dial numbers

**Prerequisite:** You know the central speed dial numbers ⑦ Page 44.

if available:

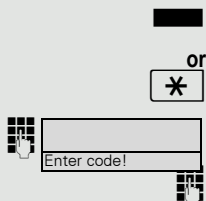
Press the "System Spd 1" or "System Spd 2" key. The LED lights up.

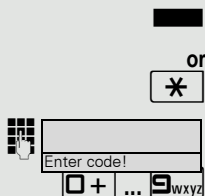
Press the key shown.

Enter the code programmed on your phone for "Speed Dial" ⑦ Page 58.

Enter the speed dial number.

The connection is immediately established.





### Dialing using individual speed dial numbers

**Prerequisite:** You have configured individual speed dial numbers ⑦ Page 44.

if available:

Press the "Station Spd." key. The LED lights up.

Press the key shown.

Enter the code programmed on your phone for "Station speed dial" ⑦ Page 58.

Press the configured speed dial key.

The connection is immediately established.

### Talking to your colleague with a speaker call

You can place a speaker call to an internal party using the loudspeaker on their telephone. You can also use the functions under "HiPath 4000 as an entrance telephone system (two-way intercom)" ⑦ page 35.

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

Press the programmed "COM Spk 2way" key.

Enter the station number.

Wait for the tone.

Lift the handset and speak to the party who answers.



If the party to whom you are speaking has activated "Speaker call protect" on their phone ⑦ Page 48, your speaker call will be received as a normal call.

## During a call

### Call waiting with a direct station selection key

**Prerequisite:** DSS keys are programmed on your phone ⑦ Page 11. The line of the party you wish to call is busy.



Press the DSS key.

The called party accepts your waiting call.



Lift the handset.



For information on the meanings of the LED displays of the DSS keys, see ⑦ Page 11.

### Using the second call feature

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



If you belong to an ONS group (parallel call ⑦ Page 54), please note the following:

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

### Activating/deactivating second call

#### Activating



Press the "Camp/Override" key. The LED lights up.

#### Deactivating



Press the "Camp/Override" key. The LED goes out.



## Accepting a second call

**Prerequisite:** "Second call" is activated ⑦ Page 29. The "Pickup" key is programmed on your telephone.

You are conducting a call.

An alert tone is audible.

Press the "Pickup" key.

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

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

Press the "Clear/Cancel" key.

Replace the handset and lift it once more.

## Using the Shift key

The "Push-Pull" key ⑦ Page 11 (must be configured by the relevant service personnel) can be used for the following functions:

- Consultation (return to held call)
- Toggle/Connect
- Acceptance of a second call
- Acceptance of a group call

### Second call

You hear a call waiting tone.

Press the flashing "Push-Pull" key. You pick up the waiting call. The LED lights up.

### Toggle/Connect

You are connected with two parties. One party is on hold. The "Push-Pull" lights up.

Press the "Push-Pull" key to switch to the other party. The first party is placed on hold.

### Consultation

You call the second party. The second party does not answer.

Press the "Push-Pull" key to return to the waiting party.

### Group call

You are connected with a party. A group call is waiting.

Press the flashing "Push-Pull" key. You pick up the group call, the first party is placed on hold. The LED lights up.

## Conducting a conference

In a conference call, you can talk to as many as seven other parties at the same time. These may be internal or external users.

### Setting up a three-party conference

**Prerequisite:** The "Transfer" and "Conference" keys are programmed on your telephone.

Lift the handset.

Call the first party.

When you can speak to the first party:

if available:

Press the "Transfer" key.

Enter the code programmed on your phone for "Consultation" ⑦ Page 58.

Call the second party. The first party is waiting.

When you can speak to the second party:

if available:

Press the "Conference" key.

Enter the code programmed on your phone for "Conference" ⑦ Page 58.

The conference call is signaled by a tone.

All three parties can speak with one another.

## Entering commands using tone dialing (DTMF suffix-dialing)

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

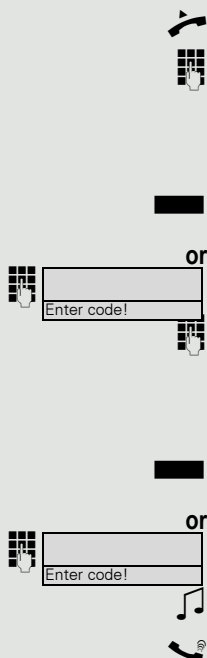
Switch to tone dialing.

Enter commands.

---

➡ Ending the call also deactivates DTMF suffix dialing.

---



## System-wide parking

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

There are two options for parking a call:

- Automatic park
- Manual park

You cannot park calls if:

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

## Automatically parking a call

You can automatically park a call in a free park position from your phone, and retrieve it on your phone or another phone.

### Call park

You are conducting a call.

if available:

Press the "System Park" key. The LED lights up.

Enter the code programmed on your phone for "System park" ⑦ Page 58.

Enter the number of the park slot (0 - 9) and make a note of it.

The call is now parked.

Replace the handset.

### Retrieving a parked call

Lift the handset.

if available:

Press the "System Park" key. The LED goes out.

Enter the code programmed on your phone for "System park" ⑦ Page 58.

Enter the park slot number.

Proceed with your call.



## Manually parking a call

### Call park

You are conducting a call.

if available:

Press the "Station Park" key. The LED lights up.

Enter the code programmed on your phone for "Directed call park" ⓘ Page 58.

Enter the destination number.

Replace the handset.

The call is parked.

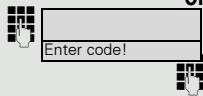
You will hear the busy signal if call parking is not possible.

Replace the handset.

You will receive a recall for the call on hold.

### Retrieving a parked call

Lift the handset.



## If you cannot reach a destination ...

### Call waiting (camp-on)

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

Enter the code programmed on your phone for "Call waiting" ⑦ Page 58.

Your colleague hears a warning tone during the call. The programmed "Pickup" key is flashing on the phone. If their phone has a display, your name and phone number is displayed.



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

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

### Busy override - joining a call in progress

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

Enter the code programmed on your phone for "Busy override" ⑦ Page 58.

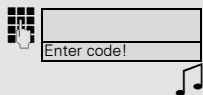
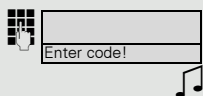
Your colleague and their call partner hear a warning tone.

You can now start talking.



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

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



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

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

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

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



Please ensure for all functions that "Speaker call protect" is deactivated on the relevant phones ☎ Page 48. In OpenStage 10 T, "Speaker call protect" can be deactivated via a key programmed by your service personnel.

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

## System-wide speaker call

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

### Speaker call to a variable destination

**Prerequisite:** The "Speaker call-one-way" key is programmed on your telephone.

Lift the handset.

if available:

Press the "Spkr. 1-way" key. The LED lights up.

Enter the code programmed on your phone for "Speaker call-one-way"

⑦ Page 58.

Enter the internal number of the party.

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

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

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

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

If the called party presses the speaker key or the line key (if configured), the connection is lost.

---

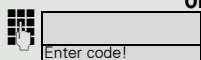
➡ The same number of speaker calls and normal connections is possible.

---

### Speaker call to a fixed destination

The code configured on your phone for "Speaker call-one-way" and the destination number are programmed on a redial key.

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



or





## Speaker call in a group

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



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

## Speaker call to a variable destination

**Prerequisite:** The "COM Group" key is programmed on your telephone.

Lift the handset.

if available:

Press the "COM Group" key. The LED lights up.

Enter the code programmed on your phone for "COM group speaker call"  
⑦ Page 58.

Enter the speed dial number for the corresponding group member.

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

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

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

If the called party presses the speaker key or the line key (if configured), the connection is lost.

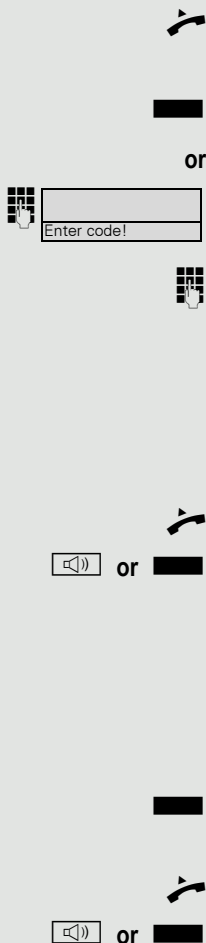
## Speaker call to a fixed destination

The code configured for "COM group speaker call" and the speed dial for the relevant group member are programmed on your phone.

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

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

If the called party presses the speaker key or the line key (if configured), the connection is lost.



### Two-way intercom to a variable destination

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

Lift the handset.

if available:

Press the "COM Spk 2way" key. The LED lights up.

Enter the code programmed on your phone for "Speaker call-two-way"  
⑦ Page 58.

Enter the speed dial number for the corresponding group member.

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

### Two-way intercom to a fixed destination

The code for "Speaker call-two-way" and the speed dial for the relevant group member are programmed on your phone.

Lift the handset.

Press the programmed key.

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

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

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

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

Lift the handset.

if available:

Press the "Broadcst Spk" key. The LED lights up.

Enter the code programmed on your phone for "Speaker call-1-way bcst"  
⑦ Page 58.

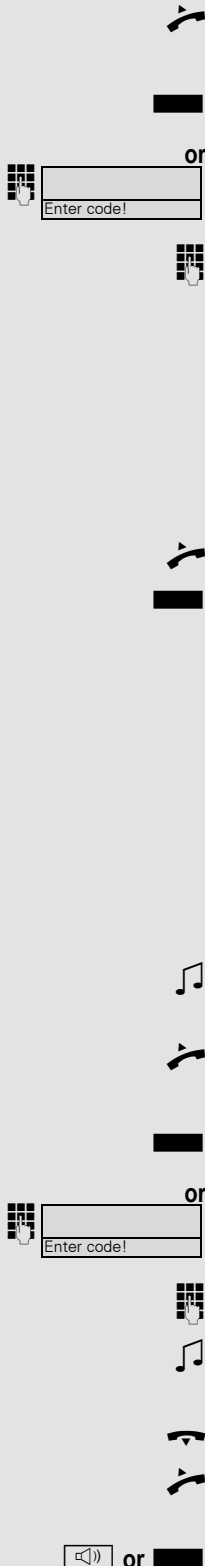
Enter the internal phone number of a group member.

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

You end the announcement by replacing the handset.

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

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



## Using call forwarding



Please note the description for programming call forwarding ⑦ Page 19.

### Automatically forwarding calls

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

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

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

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

### Delayed call forwarding

This function is configured by the relevant service personnel for the system.

**Prerequisite:** The second call feature must be activated ⑦ Page 29.

If you have activated "Call forwarding busy/no reply" or "Call forwarding no reply" (⑦ Page 19), you will hear a call waiting tone when a second call is received. You then have the option of accepting this call before call forwarding is activated (e.g. if you are waiting for an urgent call).

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

## Forwarding calls for other stations

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

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

**Prerequisite:** An "Store" key is programmed on your telephone.

Lift the handset.

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

Enter the code programmed on your phone [⑦](#) Page 58.

Enter the number of the other telephone and confirm with the pound key.

Enter the PIN of the other telephone and confirm with the pound key.

If your station has "Call forwarding for other stations" access rights, only press the pound key.

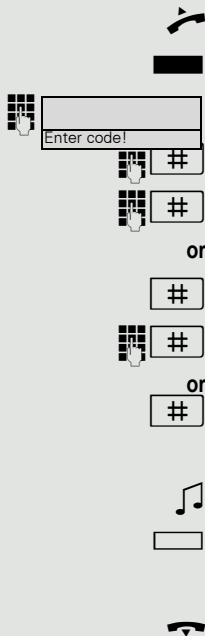
Enter the number of the destination and confirm with the pound key.

Only press the pound key (the phone where you just saved the call forwarding instruction then becomes the call forwarding destination).

Wait for the confirmation tone.

Press the "Store" key. The LED goes out.  
Call forwarding is active.

Replace the handset.



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

**Prerequisite:** An "Store" key is programmed on your telephone.

Lift the handset.

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

Enter the code programmed on your phone.

Codes are assigned by the relevant service personnel. You can enter the codes applicable to you in the table below:

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

Enter the number of the other telephone and confirm with the pound key.

Enter the PIN of the other telephone and confirm with the pound key.

If your station has "Call forwarding for other stations" access rights, only press the pound key.

Enter the number of the destination and confirm with the pound key.

Only press the pound key (the station where you just saved the call forwarding instruction then becomes the call forwarding destination).

Press the "Store" key. The LED goes out. Call forwarding is now active.

Replace the handset.

### Deactivating call forwarding for another phone

Lift the handset.

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

Enter the code programmed on your phone ⑦ Page 58.

Enter the number of the other telephone and confirm with the pound key.

Enter the PIN of the other telephone and confirm with the pound key.

If your station has "Call forwarding for other stations" access rights, only press the pound key.

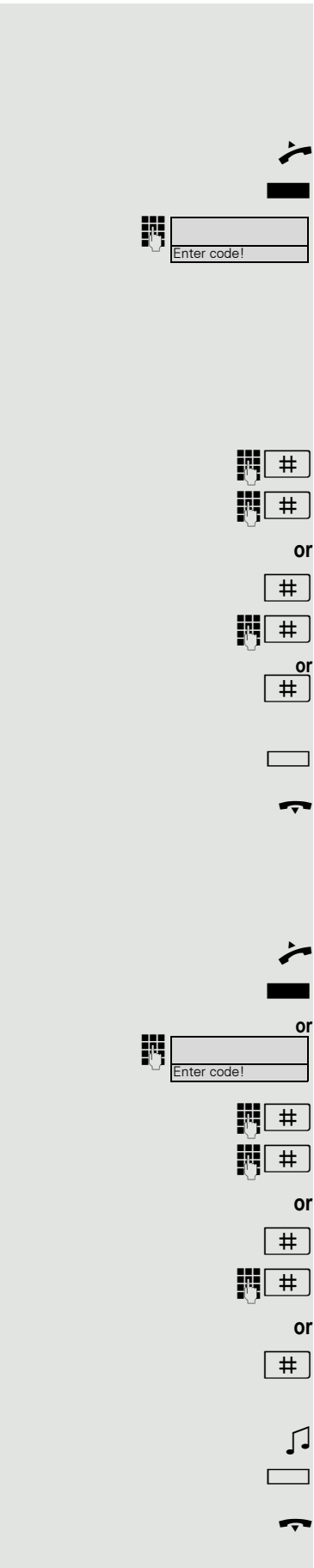
Enter the number of the destination and confirm with the pound key.

Only press the pound key (the phone where you just saved the call forwarding instruction then becomes the call forwarding destination).

Wait for the confirmation tone.

Press the "Store" key. The LED goes out. Call forwarding is now active.

Replace the handset.



## Deactivating call forwarding for fax, PC or on busy

**Prerequisite:** The "Store" key is programmed on your telephone.

Lift the handset.

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

Enter the code for deactivating the relevant forwarding type.

Codes are assigned by the relevant service personnel. You can enter the codes applicable to you in the table below:

Deactivating call forwarding for fax	
Deactivating call forwarding for PC	
Deactivating call forwarding on busy	

Enter the number of the other telephone and confirm with the pound key.

Enter the PIN of the other telephone and confirm with the pound key,

If your station has "Call forwarding for other stations" access rights,

only press the pound key.

Wait for the confirmation tone.

Press the "Store" key. The LED goes out.

Replace the handset.

## Changing call forwarding for another station

Proceed as for saving/activating call forwarding:  
for another phone ⑦ Page 40,  
for fax, PC or busy station ⑦ Page 41.

## Leaving/rejoining a hunt group

**Prerequisite:** A hunt group is configured for the team.

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



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

### Leaving

Lift the handset.

Enter the code programmed on your phone for "deactivate Hunt group" ⑦ Page 58.

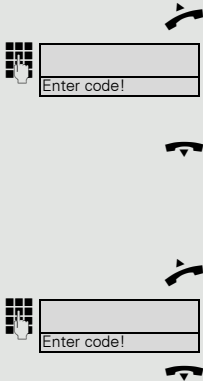
Replace the handset.

### Rejoining

Lift the handset.


Enter the code programmed on your phone for "activate Hunt group" ⑦ Page 58.

Replace the handset.



## Speed dial

### Central speed dial numbers


 Speed dial numbers are configured by your service personnel.

Speed dial numbers are saved in the system.

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

Making calls using speed dial numbers ⑦ Page 27.

### Speed dialing with extensions

 Speed dial numbers with sequences are configured by your service personnel.

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

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

Example:

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

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

Making calls using speed dial numbers ⑦ Page 27.

### Individual speed dial numbers

 This function must be configured by your service personnel.

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

**Prerequisite:** The "Store" key is programmed on your telephone.

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

Lift the handset.

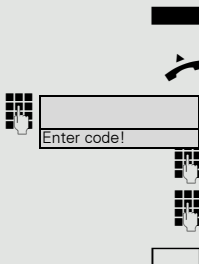
Enter the code programmed on your phone for "save Speed Dial" ⑦ Page 58.

Press the required speed-dial key.

Enter the station number.

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

Making calls using speed dial numbers ⑦ Page 28.





## Dialing with call charge assignment

You can assign external calls to certain projects.

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

## Dialing with project assignment

Enter the code programmed on your phone for project assignment ⑦ Page 58.

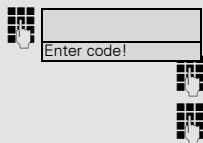
Enter the PIN.

Enter the external phone number.

Then make a call as usual ⑦ Page 15.



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



## Privacy/security

### Locking the telephone to prevent unauthorized use

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

**Prerequisite:** You have received a personal identification number (PIN) from the relevant service personnel.

#### Locking the telephone to prevent unauthorized use

Lift the handset.

Enter the code programmed on your phone for locking the phone ⑦ Page 58.

Enter the PIN (code no.).

Replace the handset.



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

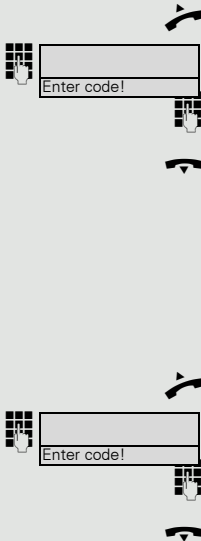
#### Unlock the phone

Lift the handset.

Enter the code programmed on your phone for unlocking the phone ⑦ Page 58.

Enter the PIN (code no.).

Replace the handset.




## Activating/deactivating "Do not disturb"

If you do not wish to take calls, you can activate do not disturb. Internal callers hear the ring tone and receive the message "Do not disturb".

External callers are redirected to the attendant console. The relevant service personnel can set forwarding destinations for do not disturb so that internal and external calls can be forwarded.

---

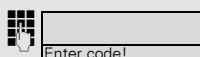
 If you belongs to an ONS group (parallel call ⑦ Page 54), please note the following:

Do not disturb can be activated/deactivated on any phone in the ONS group - it then applies to all phones in that group.

---

**Prerequisite:** The relevant service personnel have activated do not disturb for all HiPath 4000 stations in your system.

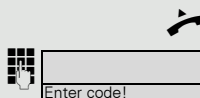
### Activating



Enter the code programmed on your phone for "activate Do not disturb"  
⑦ Page 58.

Replace the handset.

### Deactivating




Lift the handset.

Enter the code programmed on your phone for "deactivate Do not disturb"  
⑦ Page 58.

Replace the handset.

---

 The attendant can bypass "Do not disturb".

---

## Activating/deactivating "Speaker call protect"

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

**Prerequisite:** The relevant service personnel have activated do not disturb for all HiPath 4000 stations in your system.

### Activating

Lift the handset.

Enter the code programmed on your phone for "activate Speaker call protect" ⑦ Page 58.

Replace the handset.

### Deactivating

Lift the handset.

Enter the code programmed on your phone for "deactivate Speaker call protect" ⑦ Page 58.

Replace the handset.

## Caller ID suppression

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

### Activating

Lift the handset.

Enter the code programmed on your phone for "Display suppressed" ⑦ Page 58.

Enter the number of the party you wish to call.

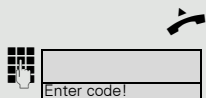
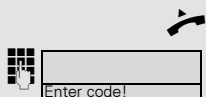
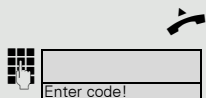
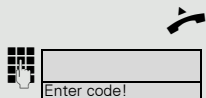
If the called party accepts the call, your number is not displayed.

### Deactivating

Lift the handset.


Enter the code programmed on your phone for "Display enabled" ⑦ Page 58.

Replace the handset.



## Identifying anonymous callers (trace call)

---


 This function must be configured by your service personnel.

---

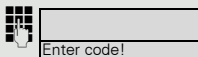
You can identify malicious external callers. You can record the caller's phone number during a call or up to 30 seconds after a call. In this case, you should not hang up.

Enter the code programmed on your phone for "Trace call" ⓘ Page 58.

---

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

---



## More functions/services

### Using another telephone in the same way as your own

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

- make calls using cost center assignment,
- use your individual speed dial numbers.

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

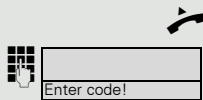
### Logging on to another phone

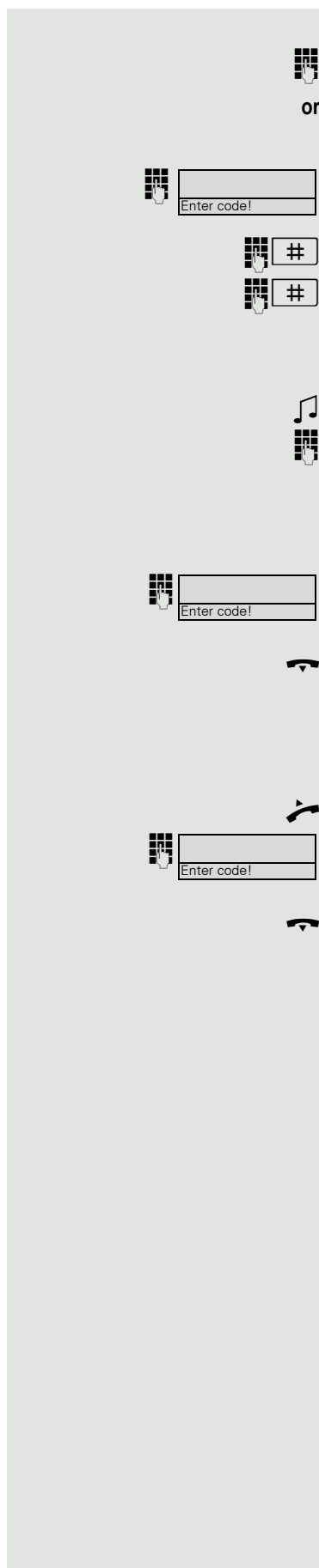
**Prerequisite:** You have received a PIN from your service personnel. Within your own HiPath 4000 system, you will need an internal PIN. For other HiPath 4000 systems in the network, you will need a network-wide PIN.

Lift the handset.

Enter the code programmed on your phone for activating identification

⑦ Page 58.





### In your local HiPath 4000 system:

Enter your internal PIN.

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

Enter the two-digit node code of your local HiPath 4000 system (ask the relevant service personnel).

Enter your own phone number and press the pound key.

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

### Making a call after successful logon

You will hear the dial tone.

Enter a phone number immediately.

### Setting up "follow me" call forwarding following successful identification

Enter the code programmed on your phone for activating "follow me" call forwarding ⑦ Page 58.

Replace the handset.

### Logging off from another phone

Lift the handset.

Enter the code programmed on your phone for deactivating identification ⑦ Page 58.

Replace the handset.



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

## Moving with the Phone

Check with your service personnel whether this is possible in your system!

After talking to your service personnel, you can log your telephone off from the current port and log on again at the new port. Phone settings (programmed keys) are then maintained.

### Logging the phone off from the current port

Lift the handset.

Enter the logoff code programmed on your phone ⑦ Page 58.

Enter the PIN.

Replace the handset.

Unplug the phone plug from the port socket.

### Log the phone on at the new location

Put the phone plus in the port socket.

Lift the handset.

Enter the logon code programmed on your phone ⑦ Page 58.

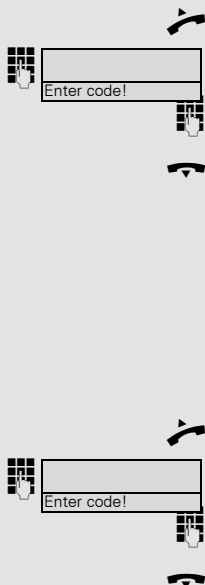
Enter the PIN.

Replace the handset.

---

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

---







# Individual phone configuration

## Adjusting audio settings



### Adjusting the ring volume

 or 

Press one of the keys shown in idle mode.





Press the key shown.

 or 

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



### Adjusting the ring tone

 or 

Press one of the keys shown in idle mode.





Press the key shown.

 or 

To adjust the ring tone, keep pressing the keys until the desired tone is set.

### Setting the volume of the alert tone



You will hear the alert tone if a call is not answered in your team.

 or 

Press one of the keys shown in idle mode.





Press the key shown.

 or 

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

### Setting the receiving volume during a call

**Prerequisite:** You are conducting a call.

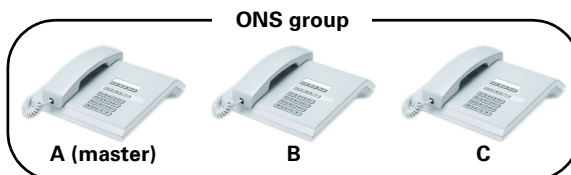
 or 

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

## Special parallel call (ONS) functions

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

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



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

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

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

- Call waiting ⓘ Page 30
- Call forwarding ⓘ Page 46
- Do not disturb ⓘ Page 47
- Mailbox (MWI) ⓘ Page 12
- Callback ⓘ Page 22



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

## Fixing problems

### Contact partner in the case of problems

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

### Troubleshooting

#### Pressed key does not respond:

Check if the key is stuck.

#### Telephone does not ring:

Check whether the "Do not disturb" function is activated on your telephone (→ page 47). If so, deactivate it.

#### You cannot dial an external number:

Check whether your telephone is locked.  
If the phone is locked, unlock it → page 46.

#### To correct any other problems:

First contact the relevant service personnel. If the service personnel are unable to correct the problem, they must contact Customer Service.

### Caring for your telephone

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

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## Overview of codes

Enter the codes programmed on your system in the following table.

Functions	Your code
Auto callback	
Busy override	
Call forwarding for other station off	
Call forwarding for other station on	
Call waiting	
COM group speaker call	
Conference	
Consultation	
Delete callback destinations	
Delete station number for fixed call forwarding	
Directed call park	
Directed call pick-up	
Display enabled	
Display suppressed	
Do not disturb, activate	
Do not disturb, deactivate	
"Follow me" call forwarding	
FWD-FIXED off	
FWD-FIXED on	
FWD-VAR-ALL-BOTH off	
FWD-VAR-ALL-BOTH on	
FWD-VAR-ALL-EXT off	
FWD-VAR-ALL-EXT on	
FWD-VAR-ALL-INT off	
FWD-VAR-ALL-INT on	
FWD-VAR-BUSY-BOTH off	
FWD-VAR-BUSY-BOTH on	
FWD-VAR-BZ/NA-BTH off	
FWD-VAR-BZ/NA-BTH on	
FWD-VAR-RNA-BOTH off	
FWD-VAR-RNA-BOTH on	
Hunt group, activate	
Hunt group, deactivate	
Identification off	
Identification on	
Last number redial	
Lock phone	
Logoff code	
Logon code	
Mailbox	
Project assignment	

Functions	Your code
Release	
Save station number for fixed call forwarding	
Saved number redial	
Speaker call-1-way bcst	
Speaker call-one-way	
Speaker call-two-way	
Speed Dial	
Start DTMF suffix-dialing	
Station speed dial dial	
Station speed dial, save	
System park	
Toggle	
Trace call	
Unlock phone	