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OpenStage 15 T
HiPath 3000, OpenScape Business

User Guide

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

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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

CE	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/.

Contents

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 or your telephone. Please contact your system administrator.
• Your communication platform does not feature this function. Please contact your sales partner for information on how to upgrade.

These operating instructions are intended to help you familiarise yourself with the OpenStage and all of its functions. It contains important information on the safe and proper operation of the OpenStage. 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 OpenStage.

> 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 OpenStage.

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

Service

> The service department can only help you if you experience problems or defects with the phone itself.
> Should you have any questions regarding operation, your specialist retailer or network administrator will 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.

Intended use

The OpenStage phone is a desktop or wall-mounted unit designed for voice transmission. 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 service technician.
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 optimise 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 83.

Multi-line telephone, executive/secretary functions

Your OpenStage 15 T is a "multi-line telephone". This means that multiple lines can be configured by your service personnel, 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 72.

When using a multi-line phone to make and receive calls, certain particularities must be taken into account → page 72ff.
The executive-secretary configuration is a special case. This is a multi-line telephone with special features (e.g. "Ring transfer" and "Accept call"), configured especially for executive/secretary use → page 71ff.

Group functions

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

Getting to know the OpenStage

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

The user interface of your OpenStage 15 T

1	You can make and receive calls as normal using the **handset**.
2	The **display** permits intuitive operation of the phone → page 15.
3	**Audio keys** are also available, allowing you to optimally configure the audio features of your telephone → page 13.
4	▣ **mailbox key** and ▤ **menu key**.
5	The **dialpad** is provided for entering phone numbers/codes.
6	The **navigation keys** are used to operate the phone → page 13.
7	The **programmable keys** can be assigned functions (e.g. Release) → page 49.

Properties of your OpenStage 15 T

Display type	LCD, 24 x 2 characters
Full-duplex speakerphone function	✓
Wall mounting	✓

OpenStage Key Module 15

The OpenStage Key Module 15 is a key module attached to the side of the phone that provides an additional 18 illuminated keys that can only be programmed for phone numbers.
Like keys on the phone, these keys can be programmed with phone numbers and used according to your needs → page 14.

You can only attach one OpenStage Key Module 15 to your OpenStage 15 T.

Keys

Audio keys

Key	Function when key is pressed
⌐−⌐	Reduce volume and set contrast brighter → page 83.
⌐◁))⌐	Turn speaker on/off (with red LED key) → page 20.
⌐+⌐	Increase volume and set contrast darker → page 83.

Mailbox key and Menu key

Key	Function when key is pressed
⌐✉⌐	Open mailbox (with red LED key) → page 16.
⌐≡⌐	Open Program/Service menu (with red LED key) → page 17.

Navigation keys

These are used to manage most of your phone's functions and displays.
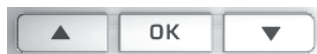
Key	Function when key is pressed
⌐▲⌐	Open the idle menu → page 15 or browse back in the menu.
⌐OK⌐	Perform action.
⌐▼⌐	Open the idle menu → page 15 or browse forward in the menu.

Programmable function keys

Your OpenStage 15 T has eight illuminated keys to which you can assign functions or numbers.

> Increase the number of programmable function keys by connecting a key module
> → page 12.

```
Peter Fox        ▭
Destinations?    ▭
```
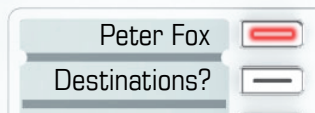
Depending on how they are programmed, you can use the keys as follows:
• Function keys → page 49
• Repdial/Direct station selection keys → page 53

Each key can be programmed with one function.

> The configuration of direct station selection keys must be activated by your service personnel.
>
> Direct station selection keys can be assigned an internal number from the HiPath 4000 network.

Press the key briefly to activate the programmed function or dial the stored number.

Hold the key to open the key programming menu → page 49.

Your OpenStage is delivered with label strips. Write functions or names in the white fields on the label strips.

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

Meaning of LED displays on function keys and DSS keys

LED		Meaning of function key	Meaning of DSS key
▬	Off	The function is deactivated.	The line is free.
☀	Flashing[1]	Indicates the function status.	The line is busy.
▭	On	The function is activated.	There is a call on the line.

1   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.

> The programmable keys on multi-line phones function as trunk keys → page 72.

Dialpad

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 4ghi key on the keypad twice.

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

Alphabetic labelling 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 OpenStage 15 T comes with a black-and-white LCD display. Adjust the contrast to suit your needs → page 83ff.

Idle mode

Your phone is in idle mode when there are no calls taking place or settings being made.

Example:

```
                                         Time
  13:15          MO 02.03.07     Date
  220870                    ⬍
                                         Open the idle menu
                                         Own phone number
```
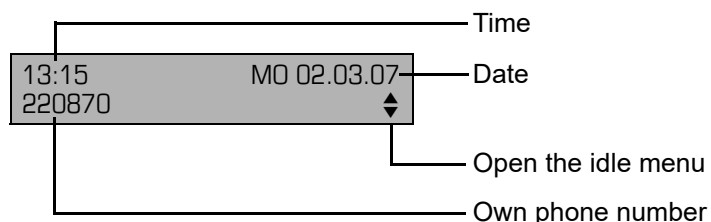
Idle menu

In idle mode press the ▲ or ▼ key on the 3-way navigator → page 13 to display the idle menu. You can call up various functions here. The idle menu includes selected functions from the Program/Service menu → page 17.

The idle menu may contain the following entries:
- Caller list
- Forwarding on
- Lock phone
- DND on[1]
- Advisory msg. on
- Ringer cutoff on
- Send message
- View sent message[2]
- View callbacks[3]
- Directory
- HF answerback on
- Suppress call ID
- Waiting tone off
- DISA internal

1. Must be activated by service personnel.
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 the type and configuration of your communication platform (consult the relevant service personnel), messages from services, such as HiPath Xpressions, are displayed in this application in addition to messages received.

Messages

You can send short text messages to individual internal stations or groups.

In idle mode (→ page 15) the following signals alert you to the presence of new messages:

- ☐ key LED lights up
- "Messages received" is displayed.

Press the mailbox key ☐.

Example:

```
                                                           ┌─── Caller ID
Msg. from: Coco, Chanel
Text?                                    ◆
                                                           └─── Function menu

                                                           ┌─── Display message
```
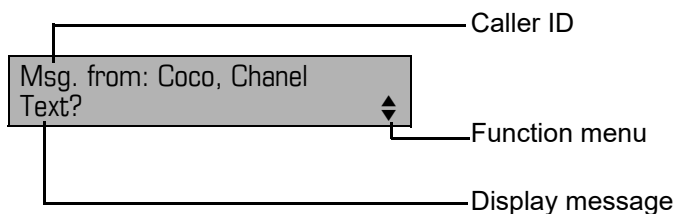
▌▌▶ For a description of how to edit the entries → page 63.

Voicemail

If your telephone is connected to a voicemail system (such as Entry Voice Mail), the Mailbox 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.

Caller 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 service personnel).

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 → page 32 in the idle menu → page 15.

▌▶ Callers with suppressed numbers cannot be saved in the call log.

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

Example:

- Caller ID
- Function menu
- Time
- Date
- Telephone status during a call attempt

```
10168 PETER
Busy       21.02.     16:25 ⬍
```
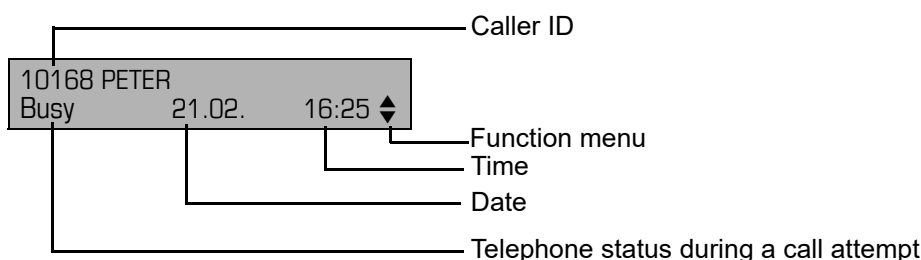
▌▶ For a description of how to edit the call logs → page 32.

Program/Service menu

Use the ⊡ menu key to reach the Program/Service menu for your communication system.

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

Example:

- Menu title
- Further entries are available
- Menu option

```
Program/Service:
*7=Use speed dialling?          ⬍
```
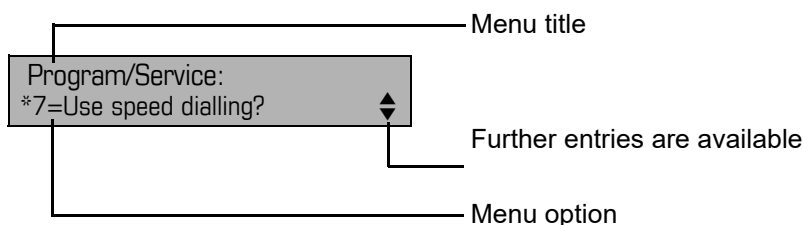
A double arrow next to an entry indicates the availability of additional options for this entry. The menu structure comprises several levels. The first line in this structure shows the menu currently selected while the second line shows an option from this menu.

Basic functions

> Please read the introductory chapter "Getting to know the OpenStage"
> → page 11 carefully before performing any of the steps described here on
> your phone.

Answering a call

Special default ring signalling 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 service personnel 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.

Answering a call via the handset

The phone rings. The caller appears on the screen.

➘   Lift the handset.

[+] or [−]   Raise or lower the volume. Keep pressing the key until the desired volume is set.

Answering 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.

◁))   Press the key shown. The LED lights up.

if nec. + **or** −   Raise or lower the volume. Keep pressing the key until the desired volume is set.

Ending a call

◁))   Press the key shown. The LED goes out.

Switching to speakerphone mode

Prerequisite: You are conducting a call via the handset.

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

if nec. + **or** −   Set 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 service personnel), you do not have to hold down the loudspeaker key when replacing the handset to switch to speakerphone mode.

◁))   Press the key shown.

➘   Replace the handset. Proceed with your call.

if nec. + **or** −   Set the call volume. Keep pressing the key until the desired volume is set.

Switching to the handset

Prerequisite: You are conducting a call in speakerphone mode.

➚ **and** ➘   Lift the handset. Proceed with your call.
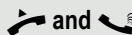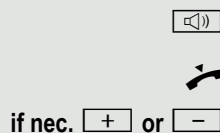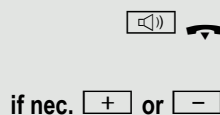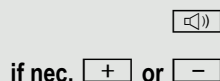
Open listening in the room during a call

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

◁） Press the key shown. The LED lights up.

Deactivating

◁） Press the key shown. The LED goes out.

Making calls

Off-hook dialling

➤ Lift the handset.

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

The called party does not answer or is busy:

⌒ Replace the handset.

On-hook dialling

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

> 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 service personnel).

The other party answers with speaker:

➤ Lift the handset.

or On-hook dialling: Speakerphone mode.

The called party does not answer or is busy:

◁） Press the key shown. The LED goes out.

Dialling with repdial keys

Prerequisite: You have saved a number on a repdial key → page 53.

▬ Press the key with the saved number.
If the number is saved on the second level, press the shift key first.

> You can also press the repdial key during a call and automatically initiate a callback → page 23.

Redialling a number

The last ten external phone numbers dialled are stored automatically.

> If this feature is configured (consult your service personnel), account codes entered are also saved → page 55.

You can redial them simply by pressing a key.

Displaying and dialling saved station numbers

Prerequisite: The "Redial" key is configured.

▬ Press the "Redial" key.

Next?

Keep confirming until the phone number you want appears.

Call?

Select and confirm the option shown.

Ending a call

◁)) Press the illuminated key.

or

☎ Replace the handset.

Rejecting calls

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

Prerequisite: The "Release" key is configured. The phone rings. The caller appears on the screen.

▬   Press the "Release" key.

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).

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 28).

Prerequisite: A connection is set up, the microphone is activated. The "Microphone" key is configured

▬   Press the "Microphone" key. The microphone is switched off.

or

▭   Press the illuminated "Microphone" key. The microphone is switched on.

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.

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.

Combining the call parties in a three-party conference

| Conference? |

Select and confirm the option shown.

Leaving a conference

| Leave conference? |

Select and confirm the option shown.

▥➤ For more information on conferences, see → page 44.

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.

| Consultation? |

Confirm the option shown.

📱 Enter the number of the party to whom you want to transfer the call.

📞 Announce the call, if necessary.

☎ Replace the handset.

or

| Transfer? |

Select and confirm the option shown[1].

---

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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 service personnel), 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.

If configured: Press the "Forwarding" key.

or

▼ Open the idle menu → page 15.

| Forwarding on? |

Select and confirm the option shown.

| 1=all calls? |

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.

| ↦ 100168 |

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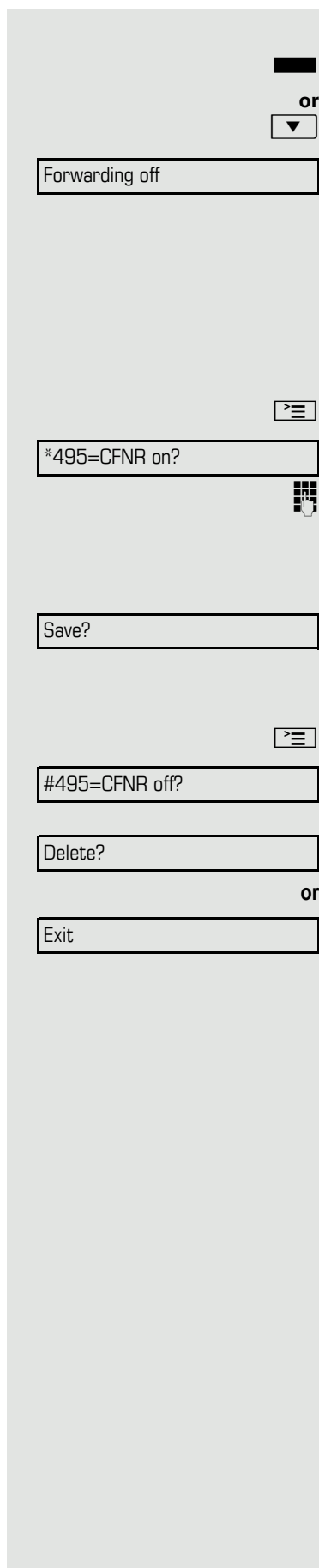
Deactivating call forwarding

▬

If configured: Press the "Forwarding" key.

or

▼

Open the idle menu → page 15.

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 service personnel) or that are received while another call is ongoing can be automatically forwarded to a specified telephone.

⊵☰

Press the key 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

⊵☰

Press the key shown.

#495=CFNR off?

Select and confirm the option shown.

Delete?

Confirm the option shown.

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 carrier network and forwarding multiple subscriber numbers (MSN) (not for U.S.)

If this function has been configured (consult your service personnel), 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.

▢≣   Press the key shown.

| Trunk FWD on? |

Select and confirm the option shown.

| 1=immediate? |

Select and confirm the required type of call forwarding

or

| 2=on no answer? |

Select and confirm the option shown.

or

| 3= on busy? |

Select and confirm the option shown.

📱   Enter your DID number.

📱   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 service personnel), all callback requests are automatically deleted overnight.
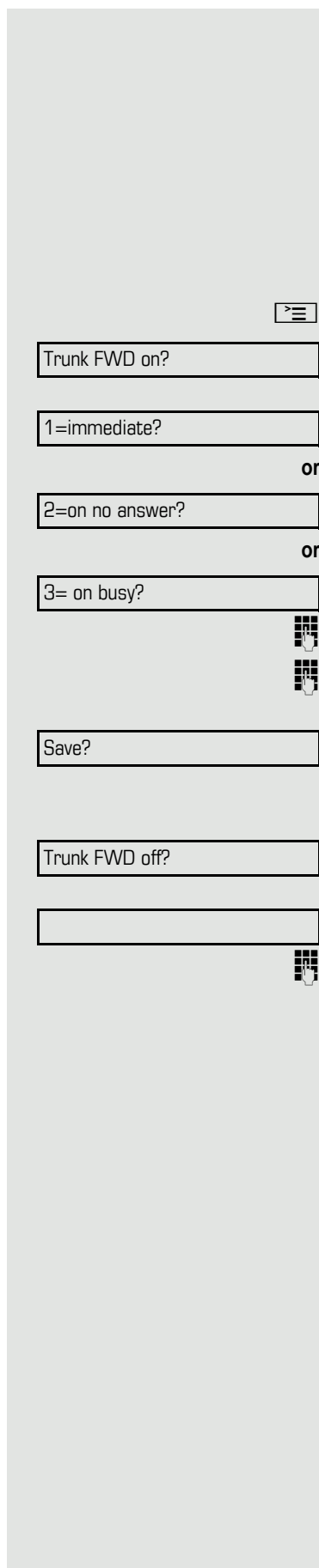
Saving a callback

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

Callback?

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.

or

◁)) Press the key shown. The LED lights up.

or

Answer?

Select and confirm the option shown.

You hear a ring tone.

Viewing and deleting a saved callback

▼ Open the idle menu → page 15.

View callbacks?

Select and confirm the option shown[1].

Next callback?

Select and confirm to display additional entries.

Deleting a displayed entry

Delete?

Confirm the option shown.

Ending retrieval

Exit?

Select and confirm the option shown.

or

≥≡ Press the key shown. The LED goes out.

or

◁)) Press the key shown. The LED goes out.

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Enhanced phone functions

Answering calls

Accepting a specific call for your colleague

You hear another telephone ring.

⊵≡ Press the key shown.

More features? Select and confirm the option shown.

*59=Pickup - directed? Select and confirm the option shown[1].

if nec.

Next? Select and confirm until the name/number of the required subscriber is displayed.

Accept call? Confirm the option shown.

or

🎛 If you know the number of the telephone that is ringing, enter it directly.

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.

or

Mute off? 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 37.

Enabling and disabling handsfree answerback

▼ Open the idle menu → page 15.

HF answerback on? Select and confirm the option shown.

or

HF answerback off? Select and confirm the option shown.

1. "Differing display view in a HiPath 4000 environment" ⑦ Seite 86

Answering 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 authorisation (consult your service personnel), 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.

or

➤ 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

▐≡ Press the key shown.

| *61=Open door? |

Select and confirm the option shown.

▦ Dial the entrance telephone number.

Opening the door with a code (at the door)

▦ 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 door-bell call signal may or may not be forwarded.

Activating the door opener

☐≡   Press the key shown.

| *89=Door opener on? |

Select and confirm the option shown.

📱   Dial the entrance telephone number.

📱   Enter the five-digit code. Default code = "00000".

or

| 3=change password? |

Select the displayed function and press "OK" to change the code.

| 1=enable with ring? |

Select and confirm the option shown.

or

| 2=enable without ring? |

You can also open the door without a doorbell ring.

Deactivating the door opener

☐≡   Press the key 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 service personnel), 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 dialled at your specific request.

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

Dialling entered/displayed numbers

^ Lift the handset.

or

| Dial? |

Confirm the option shown.

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.

| Delete number? |

Select and confirm the option shown.
The last digit entered in each case is deleted.

j Enter the required digit(s).

Cancelling en-bloc sending

| Cancel? |

Select and confirm the option shown.

or

◁» Press the key shown. The LED goes out.

Using the caller list

Detailed information as well as a sample display entry are provided on
→ page 17.

Retrieving the caller list

Prerequisite: Service personnel has set up a caller list for your telephone.

Open the idle menu → page 15.

Confirm the option shown[1].

The latest entry is displayed, see the example on → page 17.

To view other calls, confirm each subsequent display.

Ending retrieval

Select and confirm the option shown.

or

Press the key shown. The LED goes out.

or

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 17.

Select and confirm the option shown.

Dialling 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.

> 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.

Sidebar options:

▼

Caller list?

Next?

Previous?

⊵≡

◁))

Time/date sent?

Call?

Delete?

---
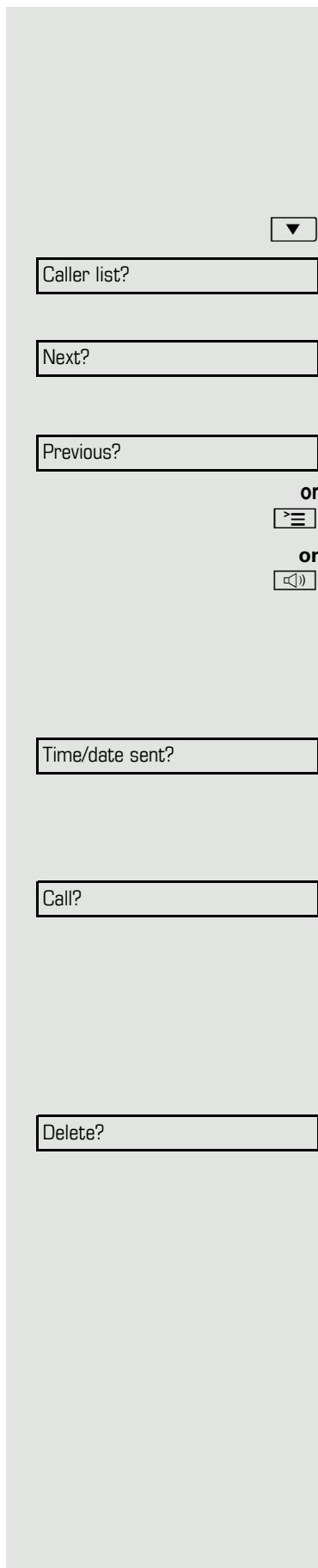
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Dialling a number from the internal directory

The internal directory contains all station numbers and system speed-dial numbers assigned to a name. Contact your service personnel to find out if one was configured for your system.

Prerequisite: Names have been assigned to the station numbers stored in the system.

➜ Lift the handset.

or

🔊 Press the key shown. The LED lights up.

| Directory? | Confirm the option shown. |

if nec. If several directories have been configured:

| 1=internal? | Confirm the option shown. |

The first entry is displayed on the screen.

⊞ **or** ⊟ Scroll to next or previous entry.

or

| Scroll Next? | Select and confirm the option shown. |

or

| Scroll Previous? | Select and confirm the option shown. |

or

📟 Enter the name you want to find, or just the first few letters, using the keypad → page 15.

if nec.

| Delete Character? | Select and confirm each letter to be deleted. The last letter entered is deleted. If all letters are deleted, the first entry in the directory will be displayed again. |

if nec.

| Delete Line? | Select and confirm the option shown. All entered letters are deleted and the first entry in the directory is displayed again. |

The entry you wish to dial appears on the screen

| Call? | Select and confirm the option shown. |
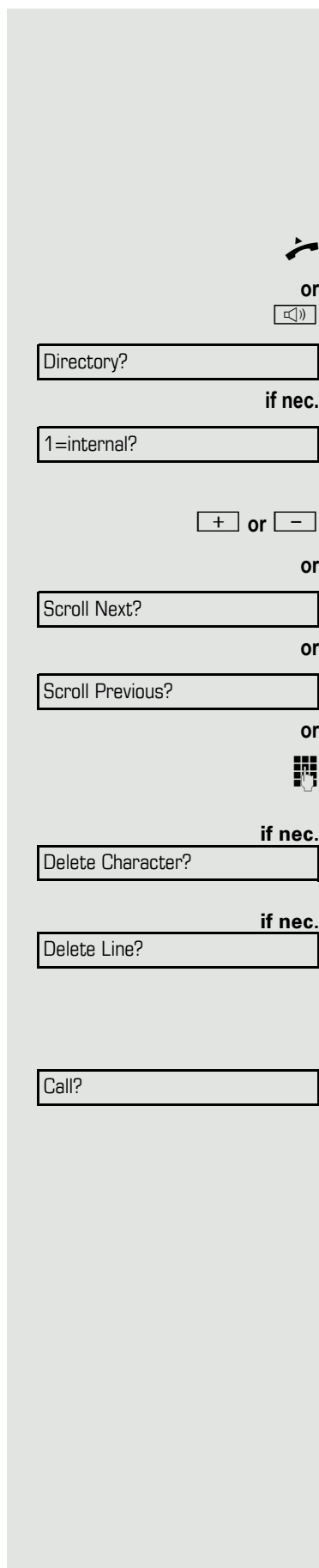
Using the LDAP directory

If configured (consult your service personnel), you can search for directory data in the LDAP database and dial the number of any subscriber you find there.

Prerequisite: The LDAP search feature has been configured in the system.

➜ Lift the handset.

or

📢 Press the key shown. The LED lights up.

| Directory | Confirm the option shown.

if nec. If several directories have been configured:

| 2=LDAP? | Select and confirm the option shown.

🎛 Enter the name you wish to search for using the keypad (max. 16 characters) → page 15.
Partial entries are accepted, for example "Mei" for Meier.

if nec. If configured (consult your service personnel), you can also search for last name and first name. To separate last name and first name by a space, enter "0". Partial entries are accepted, for example "Mei P" for "Meier Peter".

if nec.

| Delete Character? | Select and confirm each letter to be deleted. The last letter entered is deleted.

> In large databases, the results of the search may be incomplete if too few characters are entered → page 35.

| Search? | Confirm the option shown.
The name is searched for. This may take a few seconds.

The result is displayed

If only one name is found, it is displayed.

Call?

Confirm the option shown.

If several names are found (max. 50), the first name is displayed.

⊞ or ⊟

Scroll to the next or previous entry.

or

Scroll Next?

Confirm the option shown.

or

Scroll Previous?

Select and confirm the option shown.

Call?

Select and confirm the option shown.

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.

Making calls using system speed-dial numbers

Prerequisite: You know the system speed-dial numbers (consult your service personnel).

⊵≡   Press the key shown.

*7=Use speed dialling?

Select and confirm the option shown[1].

▦   Enter a three-digit speed-dial number.

if nec.   ### Suffix dialling

▦   If necessary, you can suffix-dial additional digits (for example, the user's extension) at the end of the saved station number.
If this feature is configured, a suffix is automatically dialled (for example, "0" for the exchange) if no entries are made within 4 or 5 seconds.

Dialling with speed-dial keys

Prerequisite: You have configured speed-dial keys → page 36.

⊵≡   Press the key shown.

*7=Use speed dialling?

Select and confirm the option shown[1].

✱   Press the key shown.

▦   Press the required speed-dial key.

Configuring a speed-dial key

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

⊵≡   Press the key shown.

*92=Change speed dial?

Select and confirm the option shown[1].

Change?

Confirm the option shown.

✱   Press the key shown.

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

Change

Confirm the option shown.

▦   First enter the external code and then the external station number.
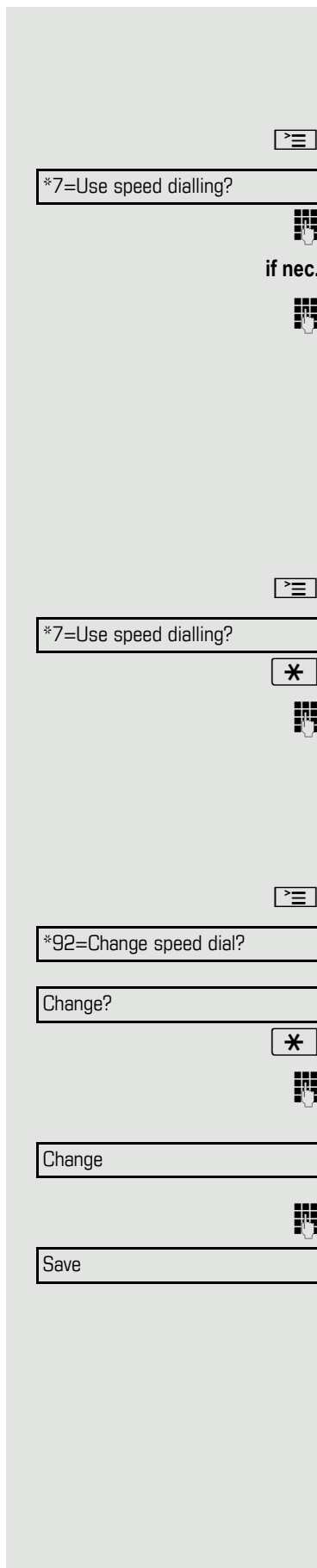
Save

Confirm the option shown.

1.   "Differing display view in a HiPath 4000 environment" ⑦ Seite 86

or

Previous?
Next?

or

Change?

or

Delete?

or

Exit?
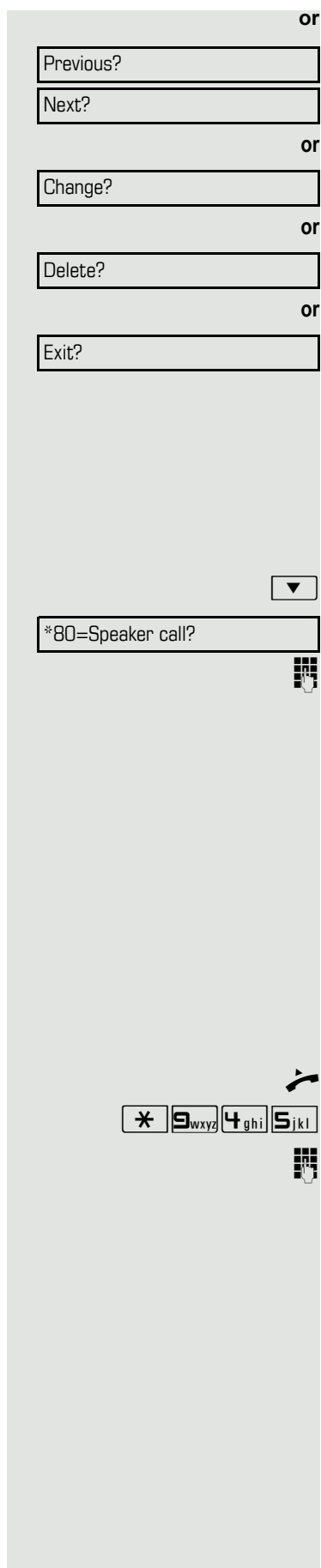
If you make a mistake:

Select and confirm the option shown. This deletes all entered digits.

Confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Talking to your colleague with a speaker call

You can make a speaker announcement through a loudspeaker if connected (consult your service personnel) or to an internal user with a system telephone without any action on their part.

▼ Open the idle menu → page 15.

*80=Speaker call?

Select and confirm the option shown.

Enter the station number.

➡ Responding to a speaker call → page 28.

Talking to your colleague with discreet calling

If this function has been configured (consult your service personnel), 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.

[*][9 wxyz][4 ghi][5 jkl] Enter the code.

Enter your internal station number.

➡ Your service personnel can protect your telephone against discreet calling.

Automatic connection setup (hotline)

If this function is configured (consult your service personnel), the system auto-
matically 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 service personnel), you can reserve an occupied
trunk for yourself. When the line is free, you receive a call and a note on the dis-
play.

Prerequisite: "Currently busy" appears on the display.

Reserve trunk

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 station number.

Assigning a station number (not for U.S.)

If this function has been configured (consult your service personnel), you can se-
lectively assign a specific number (DID number) to your telephone before mak-
ing an external call. The assigned number then appears on the called party's dis-
play.

⌸   Press the key shown.

*41=Temporary MSN?

Select and confirm the option shown.

🎜   Enter the DID number you wish to use.

🎜   Dial the external number.

Associated dialling/dialling aid

If this function has been configured (consult your service personnel), you can use a dialling aid to dial numbers and set up calls for your telephone. The operating procedure depends on whether the dialling aid is connected to the **S$_0$ bus** or the **a/b (T/R) port.**

You can also use your system telephone as a dialling aid for other telephones.

Dialling aid on the S0 bus

On the PC, select a destination and start dialling.

↰ The speaker on your telephone is switched on. Lift the handset when the other party answers.

Dialling aid at the a/b (T/R) port

On the PC, select a destination and start dialling.

"Lift the handset" appears on the PC screen.

↰ Lift the handset.

Dialling aid from your telephone for another telephone:

⊡ Press the key shown.

*67=Associated dialling? — Select and confirm the option shown.

▦ Enter the internal station number ("Call for:").

▦ Enter the number you wish to dial.

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 41.

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 telephone rings.

↗ Answer the second call. Lift the handset.

Placing the first call on hold and answering the second call

Call waiting?

Select and confirm the option shown.

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

Ending the second call and resuming the first one

Quit and return?

Confirm the option shown.

or

↓ Replace the handset.

⮌• 23189 Coco

Recall the first party.

↗ Lift the handset.

Preventing and allowing call waiting (automatic camp-on)

If this function has been configured (consult your service personnel), you can prevent or allow a second call → page 40 from being signalled by automatic camp-on during an ongoing call.

▣ Press the key shown.

#490=Call wait.trm.off?

Select and confirm the option shown[1].

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 15.

Waiting tone off?

Select and confirm the option shown.

Deactivating

▼ Open the idle menu → page 15.

Waiting tone on?

Select and confirm the option shown.

Saving a number

You can save your call partner's station number for subsequent redialling from the caller list → page 32.

Prerequisite: You are conducting a call.

Save number?

Select and confirm the option shown.

---
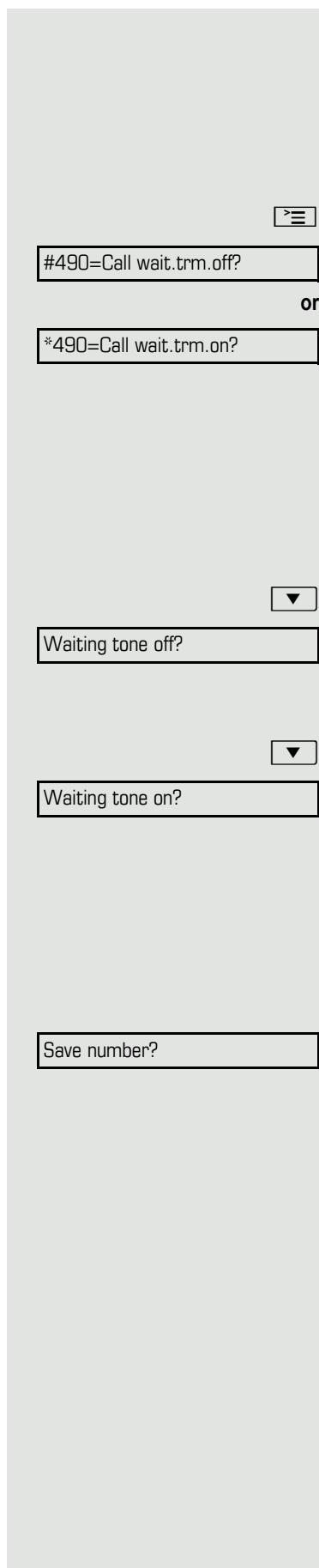
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Parking a call

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.

⌐☰   Press the key 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.

⌐☰   Press the key shown.

Retrieve call?

Select and confirm the option shown[1].

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).

---
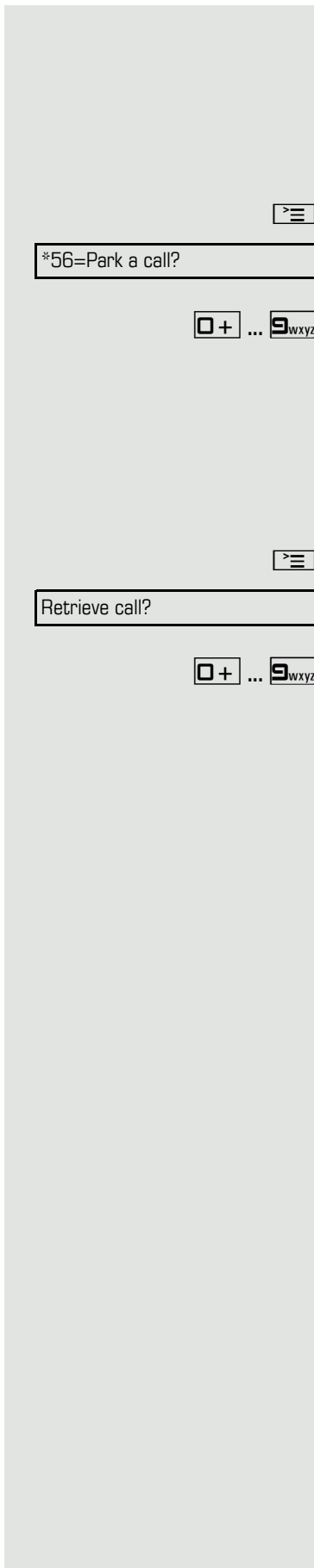
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Holding external calls

If you have programmed a hold key on your phone → page 49, you can put external calls on hold.
All other stations can then accept the call on the assigned trunk.

▬ Press the "Hold" key.

| Held on line: 801 |

The message of the relevant trunk appears (e.g. 801); note the trunk number.
If available, the LED of the assigned trunk key flashes slowly.

if nec.

📞 or ⟿ Replace the handset or press the key shown.
Depending on the configuration, this may be necessary so other members can also pick up the call on hold.

Accepting call on hold

Prerequisite: One or more calls are on hold. The phone is idle.

⌷≡ Press the key shown.

| Retrieve line |

Select and confirm the option shown.

or

▬ If the "Retrieve" key → page 49 is available, press it.

📳 Enter the noted trunk number.

or

☼ If there is a "Line:" key available for the relevant trunk, the LED flashes slowly.
Press the key shown.

Conducting a conference

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

> You can only add parties to or remove them from a conference if you initiated the conference.

j Call the first party.
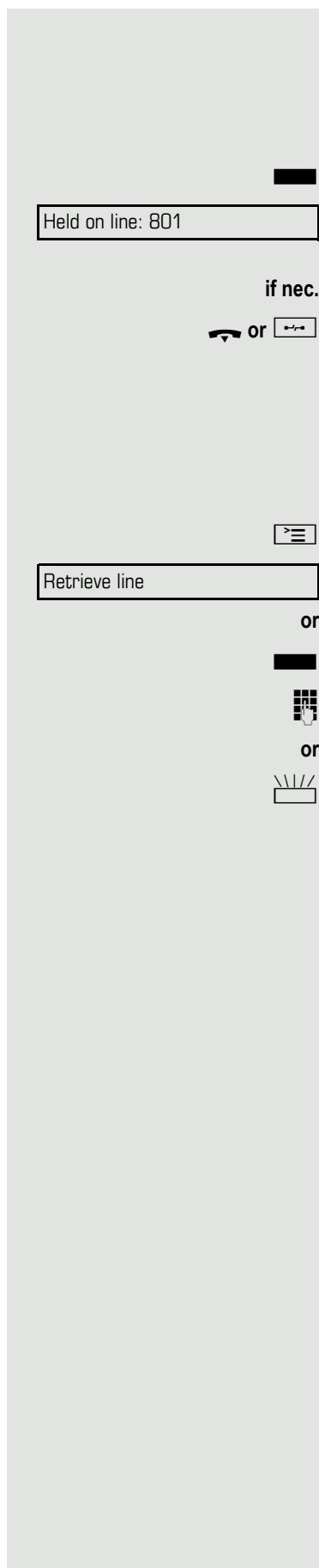
Start conference? Select and confirm the option shown.

j Call the second party. Announce the conference.

Conference? Select and confirm the option shown.

A tone sounds every 30 seconds to indicate that a conference is in progress (can be disabled, consult your service personnel).

If the second party does not answer

Return to held call? Confirm the option shown.

Adding up to five parties to a conference

Add party? Confirm the option shown.

j Call the new party. Announce the conference.

Conference? Select and confirm the option shown.

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.

Leaving a conference

Leave conference? Select and confirm the option shown.

or

Replace the handset if this feature is configured (consult your service personnel).

Ending a conference

End conference? Select and confirm the option shown.

or

Replace the handset if this feature is configured (consult your service personnel).

Removing the central office party from the conference

Drop last conf. party? Select and confirm the option shown.

Activating tone dialling/DTMF suffix dialling

You can transmit **d**ual-**t**one **m**ultifrequency (DTMF) signals to control devices such as an answering machine or automatic information system.

▶☰ Press the key shown.

*53=DTMF dialling? Select and confirm the option shown.

📳 You can use the keys 0+ through 9wxyz, ✱ and # to transmit DTMF signals.

▥▶ Ending the call also deactivates DTMF suffix dialling.
Your system may be configured so that you can start DTMF suffix-dialling immediately after setting up a connection.

Recording a call

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

Prerequisite: You are on a call, the "Recording" key is configured → page 49.

▬ 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 service personnel), you can use a speaker call (announcement → page 37) to announce a call in progress to a group of users → page 78.
Once a member of the group has accepted the call request, you can transfer the waiting party.

Prerequisite: You are conducting a call.

Consultation?

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

▼   Press the key shown.

*80=Speaker call?

Select and confirm the option shown.

📱   Enter the group's station number.

📞   Announce the call.
When a member of the group accepts the call → page 28, you are connected to this party.

📞   Replace the handset.

or

Transfer?

Select and confirm the option shown[1].

> 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 ana-logue trunks or those of other communication platforms (such as "consultation hold"), you must send a signal to the trunks before dialling the service code or telephone number.

Prerequisite: You have set up an external connection.

▤   Press the key shown.

*51=Trunk flash?

Select and confirm the option shown.

📱   Enter the service code and/or telephone number.

---
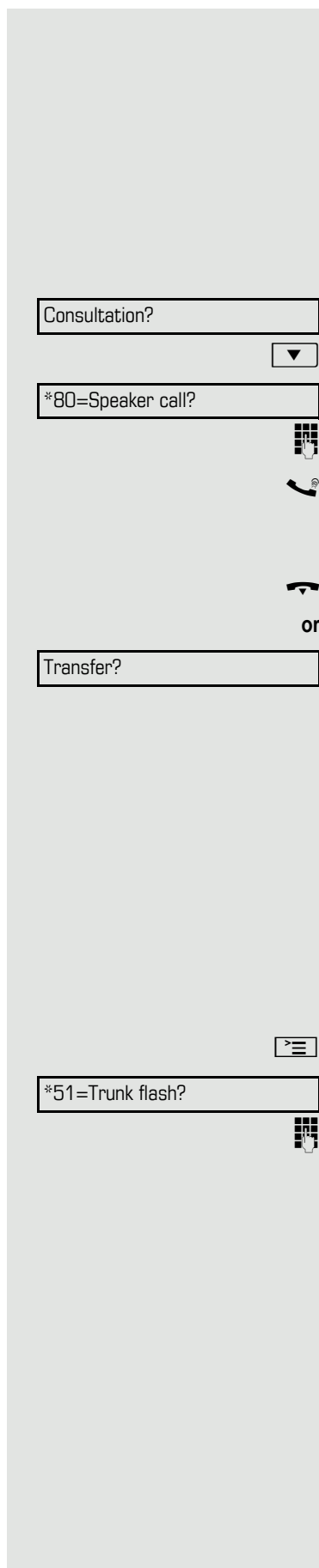
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If you cannot reach a destination

Call waiting (camp-on)

Prerequisite: You have dialled 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 ringtone.

The called party can then respond → page 40.

> The called party can prevent automatic call waiting → page 41.
>
> If this feature is configured (consult your service personnel), 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 service personnel).

Prerequisite: You have dialled an internal number and hear a busy signal. It is important that you reach the called party.

Override?

Select and confirm the option shown.

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.

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 service personnel (= standard night answer service) or by you (= temporary night answer service).

Activating

| Night answer on? |

Select and confirm the option shown.

| *=default? |

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

or

$\boxed{\ast}$ Enter the code (= standard night answer service).

or

🔢   Enter the destination number (= temporary night answer service).

| Save? |

Confirm the option shown.

Deactivating

| Night answer off? |

Select and confirm the option shown.

Service personnel 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 OpenStage 15 T or key module.

Configuring function keys

See also → page 14.

▥▶ A list of all available functions is displayed, see the overview → page 50.

Example: Programming the Shift key

⌷☰ Open the Program/Service menu → page 17.

| *91=Prog. feature key |

Select and confirm the option shown.

▬▬ Press the key shown.

| Change key |

Confirm the option shown.

| More features   ➜ |

Select and confirm the option shown.

| Shift key |

Confirm the option shown.

if nec.

| Save incomplete |

Select and confirm the option shown.

Some functions (e.g. with "Call forwarding") cannot be saved completely.
This means that when later initiating the function by pressing the button, further inputs are required.

| Exit |

Confirm the option shown.

or

| Another key |

Select and confirm the option shown.

The label appears automatically and cannot be changed for the Shift key. It can be changed for all other functions.

The LED displays → page 14 and → page 50 show the status of the function.

Overview of functions

The functions are split into the following menus:

- Destinations
- Control relay
- PIN and authorisation
- Calls
- More features

> The available functions depend on your configuration. If a function is missing, consult your service personnel.

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 answered.

Call key, General call key, Trunk key, MULAP key, Assign number:

No call via 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:

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 dialling, Recall key, Room monitor, Hold key, Consult internal, Consultation, Associated dial, Associated serv., Tel. data service, Change number, 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 service personnel must have granted the appropriate authorisation.

For example the function "Associated dialling" → page 39 together with the required input (phone number of the phone for which the call is to be made + phone number to be dialled) can be saved on a key.
Numbers that require further input can also be saved.

⊡	Open the Program/Service menu → page 17.
*91=Prog. feature key	Select and confirm the option shown.
▬	Press the key shown.
Change key	Confirm the option shown.
More features →	Select and confirm the option shown.
Procedure key →	Select and confirm the option shown.
🖐	Enter procedure. Example: ***67 231 123456**
✱⌂ 6mno 7pqrs	Code for associated dialling
2abc 3def 1␣	Number of the phone for which the call should be made
1␣ 2abc 3def 4ghi 5jkl	The number to be dialled
if nec. ▬	Press the "Pause" key to enter pauses (a "P" appears on the display).
Save	Confirm the option shown.

If you make a mistake:

Select and confirm the option shown. This deletes all entered digits.

Confirm the option shown.

or

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 45. For display messages when saving procedures, see → page 87.
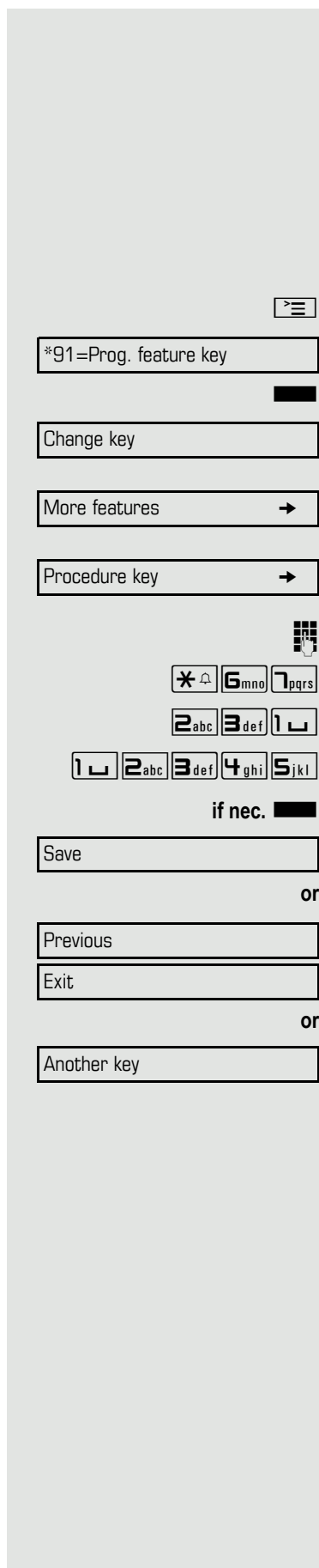
Configuring repdial keys

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 49 has to be configured in order to program the second level.

See also → page 14.

| ☲ | Open the Program/Service menu → page 17. |

*91=Prog. feature key

Select and confirm the option shown.

▬ Press the key shown.

Change key

Confirm the option shown.

if nec.

+=Next level

Select and confirm the option shown.

Destinations ➔

Confirm the option shown.

Repdial key

Confirm the option shown.

▦ Enter the station number.

If you make a mistake:

Previous

Select and confirm the option shown. This deletes all entered digits.

Exit

Confirm the option shown.

or

Another key

Select and confirm the option shown.

> You dial the saved number by pressing the key → page 21.
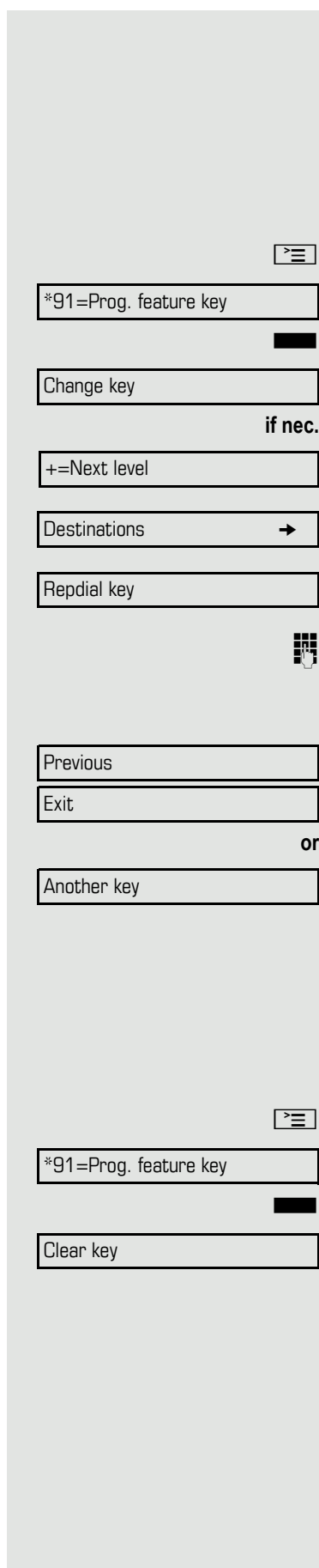>
> You can also save a number during a call.

Deleting function key programming

| ☲ | Open the Program/Service menu → page 17. |

*91=Prog. feature key

Select and confirm the option shown.

▬ Press the key shown.

Clear key

Select and confirm the option shown.

Displaying and assigning call charges

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 service personnel must request this option from the network operator.
Call charge display must be requested from the network operator and configured by the relevant service personnel.
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 dialled 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.

[≡] Press the key shown.

*65=Show call charges? Select and confirm the option shown[1].

---

1. "Differing display view in a HiPath 4000 environment" ⑦ Seite 86

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

If configured (consult your service personnel), 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 49.

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.

Next

Press to display further chargeable calls.

Print

Select and confirm the option shown.

or

Clear

Select and confirm the option shown.

or

Add'l information

Select and confirm the option shown.

or

Exit

Select and confirm the option shown.

Dialling with call charge assignment

You can assign external calls to certain projects.

Prerequisite: Your service personnel has defined account codes for you.

⌧ Press the key shown.

*60=Account code?

Select and confirm the option shown.

📷 Enter the account code.

if nec. # Press this key.

or

#=Save?

Confirm the option shown.

Required depending on the configuration; consult your service personnel.

📷 Enter the external station number.

➡ You can also enter the account code during an external call.

Privacy/security

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 15.

Ringer cutoff on?

Select and confirm the option shown[1].

Deactivating

| ▼ |

Open the idle menu → page 15.

Ringer cutoff off?

Select and confirm the option shown.

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 service personnel).

Activating

| ▼ |

Open the idle menu → page 15.

DND on?

Select and confirm the option shown.

Deactivating

| ▼ |

Open the idle menu → page 15.

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.
>
> Authorised internal callers automatically override the DND feature after five seconds.

---
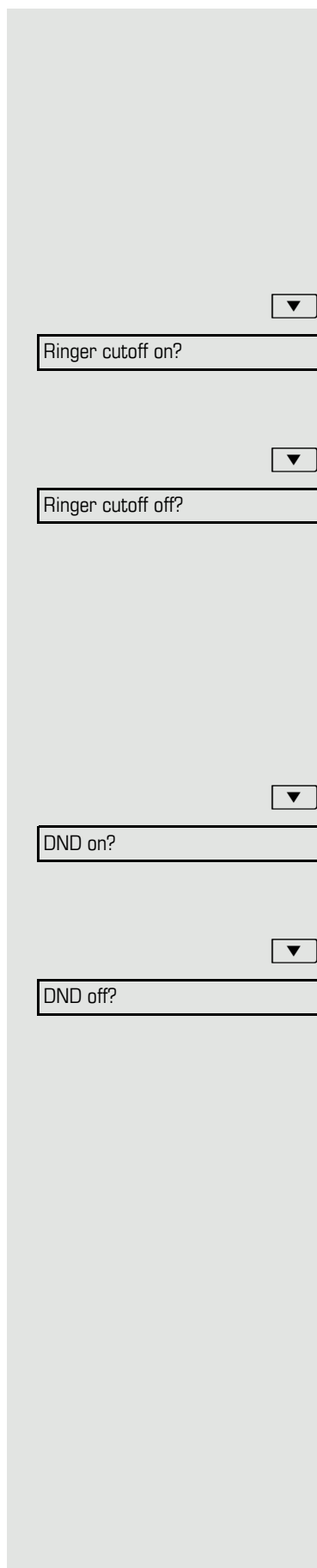
1. "Differing display view in a HiPath 4000 environment" ⑦ Seite 86

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

▼ Open the idle menu → page 15.

Suppress call ID?

Select and confirm the option shown.

Deactivating

▼ Open the idle menu → page 15.

Restore caller ID?

Select and confirm the option shown.

> Your service personnel can activate/deactivate caller ID suppression for all phones.

Silent monitoring/Secret busy override

If configured (consult responsible service personnel), you can join in an ongoing call conducted by an internal user and monitor silently and unnoticed.

✱ 9wxyz 4ghi 4ghi   Enter the code.

Enter your internal station number.
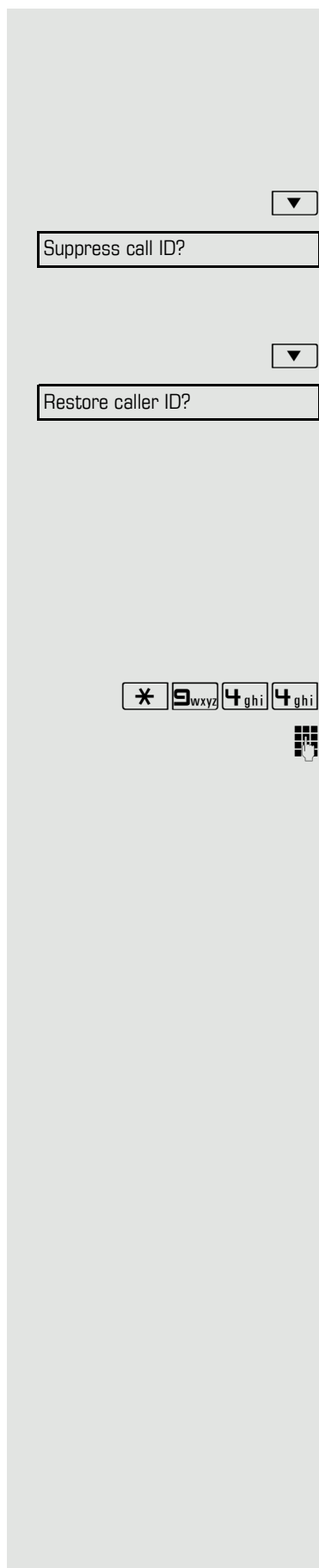
Monitoring a room

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 room.

Activating the telephone to be monitored

☐≡   Press the key shown.

*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

☐≡   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.

☐≡   Press the key shown.

*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 service personnel.

Locking the telephone to prevent unauthorised use

You can prevent unauthorised parties from accessing certain functions on your phone during your absence, for example you can prevent external station numbers being dialled or your mailbox being accessed. Consult your service personnel to determine which functions are locked.

Locking the phone

▼   Open the idle menu → page 15.

Lock phone?

Select and confirm the option shown.

or

Unlock phone?

Select and confirm the option shown.

📟   Enter code (telephone lock) → page 60.

> When the phone is locked, a special dial tone sounds when the handset is lifted. Internally, users can make calls as normal.
>
> Your phone can also be locked or unlocked by an authorised party → page 59.

Unlocking the phone

▼   Open the idle menu → page 15.

Unlock phone

Select and confirm the option shown.

📟   Enter code (telephone lock) → page 60.

Locking another telephone to prevent unauthorised use

If configured (consult your service personnel), you can lock and unlock other telephones to prevent unauthorised access.

If a phone user locks his or her phone and forgets the PIN code, you can use this function to unlock the phone.

▤   Press the key shown.

*943=Lock all phones?

Select and confirm the option shown.

📟   Enter the internal station number of the phone you wish to lock/unlock.

*=lock phone?

Confirm the option shown.

or

#=unlock phone?

Select and confirm the option shown.
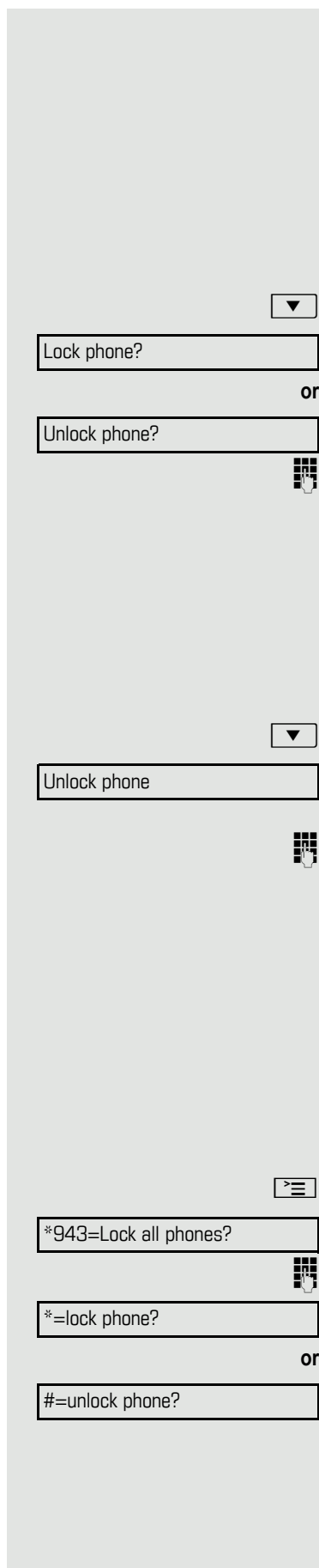
Saving your PIN code

Enter a PIN code to use the functions

- for locking the telephone to prevent unauthorised use → page 59
- for using another telephone like your own → page 64.
- for changing a number → page 65

You can save this code.

☐☰ Press the key shown.

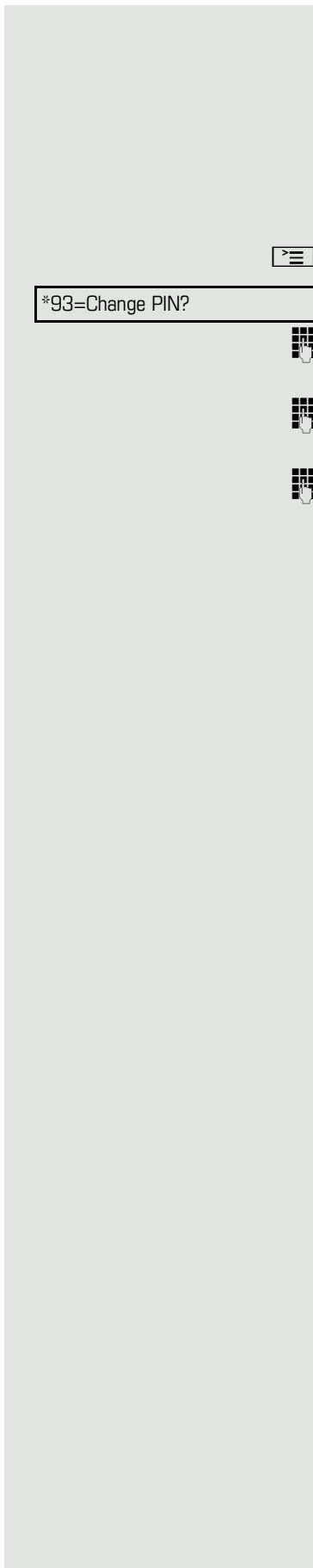*93=Change PIN? Confirm the option shown.

▦ 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 service personnel. They 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 61.
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

☲ Press the key shown.

| *46=Timed reminder on? |

Confirm the option shown.

📳 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. 2_{abc} **or** 7_{pqrs} If the selected language is "US English" (settings → page 84) you can enter the code 2 for "am" or 7 for "pm" (default = "am").

| One time only? |

Confirm the option shown.

or

| Daily? |

Select and confirm the option shown.

| Save? |

Confirm the option shown.

Deleting and checking a saved appointment

☲ Press the key shown.

| #46=Timed reminder off? |

Confirm the option shown.

| Delete? |

Confirm the option shown.

or

| Exit? |

Select and confirm the option shown.

Using timed reminders

Prerequisite: You have saved a reminder → page 61. The saved time arrives.

The phone rings. The appointment time is displayed.

| Reminder at 1200 |

◁» Press the key twice.

or

☎ ☏ Lift the handset and replace it again.

If you do not answer the timed reminder, it is repeated five times and then deleted.
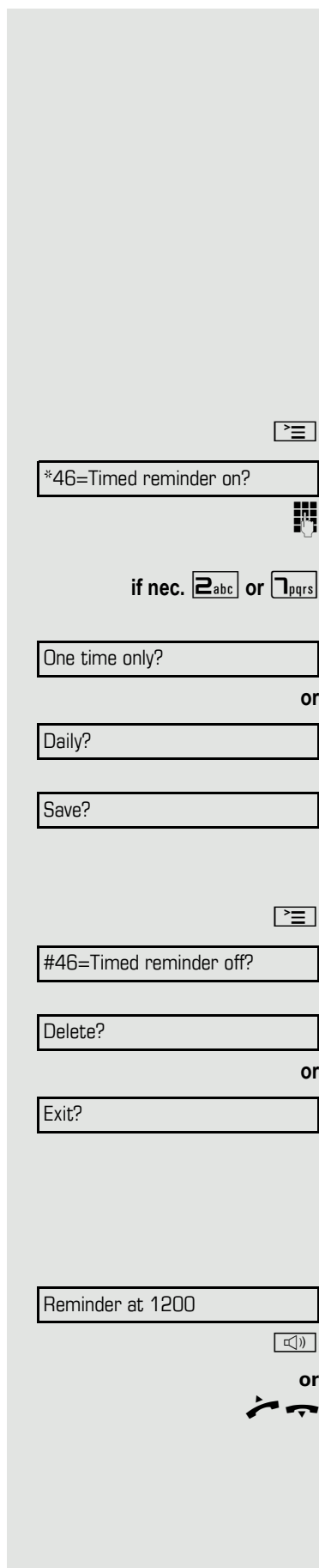
Sending a message

You can send short text messages to individual stations or groups of stations with system telephones.

Creating and sending a message

▼   Open the idle menu → page 15.

Send message?   Select and confirm the option shown.

📟   Enter the internal station number of the recipient or group.

0=Please call back?   Select predefined text (can be changed by service personnel) and confirm.

or

0 + ... 9wxyz   Enter the code directly.
The code is shown on your display with the corresponding message.

or

Enter message text?   Select and confirm the option shown.

📟   Text entry (up to 24 characters) → page 15.

Send?   Confirm the option shown.

> Transmitted text messages are saved as callback requests on system telephones with no display and on ISDN, pulse or tone dialling telephones.

Displaying and deleting messages you have sent

Prerequisite: The recipient has not yet accepted a sent message.

▼   Open the idle menu → page 15.

View sent message?   Select and confirm the option shown.

Message sent?   Confirm the option shown.

The text message is displayed.

Delete?   Select and confirm the option shown.

The message is deleted.

Viewing and editing incoming messages

Pay attention to the notes on → page 16.

✉ 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 messages

| Delete? |

Select and confirm the option shown.

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.

▼ Open the idle menu → page 15.

| Advisory msg. on? |

Select and confirm the option shown.

| 0=Will return at: |

Select predefined text (can be changed by service personnel) and confirm.

or

⓿+ ... ❾wxyz 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 15.

| Save? |

Confirm the option shown.

Deleting advisory messages

▼   Open the idle menu → page 15.

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 49.

⬜   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.

⌑≡   Press the key shown.

PIN and Authorisation?   ◆   Select and confirm the option shown.

*508=Temporary Phone?   Select and confirm the option shown[1].

📟   Enter the number of the other user.

📟   Enter the other user's code → page 60.

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 cancelled as soon as the call is ended.

---

1. "Differing display view in a HiPath 4000 environment" ⑦ Seite 86

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 → page 49, the key lights up when a fax or a message has been received.

Deactivating signalling

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

Changing a number (after exchanging/moving/relocating a phone)

When configured (consult your service personnel), you can move your number to any other phone.
Your phone to date is then assigned the old number of your new phone; the numbers including phone settings (e.g. programmed keys) are exchanged.

Prerequisite: 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.

▣ Press the key shown.

Relocate?

Select and confirm the option shown.

📱 Enter own station number.

📱 Enter code (telephone lock) → page 60.
(Not necessary if you have not set a code.)

Complete relocate?

Confirm the option shown.

If you change 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.
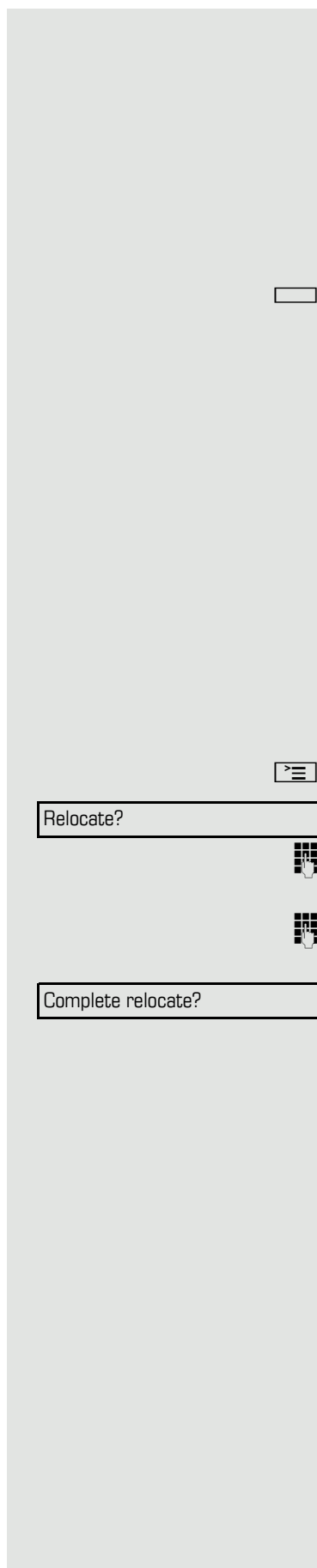
Resetting services and functions (system-wide cancellation for a telephone)

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 call ID
- Waiting tone off
- DND on
- Ringer cutoff on
- Received messages:
- View callbacks

▣   Press the key shown.

#0=Reset services?

Select and confirm the option shown[1].

Activating functions for another telephone

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

- Do not disturb,
  code *97/#97 → page 56
- Call forwarding, code *11, *12, *13/#1 → page 24
- Lock and unlock phone,
  code *66/#66 → page 59
- Ringing group
  code *81/#81 → page 78
- Leave an advisory message,
  code *69/#69 → page 63
- Group call,
  code *85/#85 → page 78
- Reset services and functions,
  code #0 → page 66
- Control relays,
  code *90/#90 → page 70
- Night answer,
  code *44/#44 → page 48
- Timed reminders,
  code *46/#46 → page 61

▣   Press the key shown.

*83=associated serv?

Confirm the option shown.

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

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

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

1.   "Differing display view in a HiPath 4000 environment" ⑦ Seite 86

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

If configured (consult your service personnel), 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 66
- Call forwarding, code *1/#1 → page 24
- Lock and unlock phone,
  code *66/#66 → page 59
- Save your PIN code,
  code *93 → page 60
- Send a message,
  code *68/#68 → page 62
- Leave an advisory message,
  code *69/#69 → page 63
- Ringing group, code *81/#81 → page 78
- Group call, code *85/#85 → page 78
- Caller ID suppression,
  code *86/#86 → page 57
- Camp-on tone, code *87/#87 → page 41
- Open door, code *61 → page 29
- Release door opener, code *89/#89 → page 30
- Control relays, code *90/#90 → page 70
- Do not disturb, code *97/#97 → page 56
- Ringer cutoff, code *98/#98 → page 56
- Dial using speed dial, code *7 → page 36
- Associated service, code *83 → page 66

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

🔢 Establish a connection to the system. Enter the station number (consult your service personnel).

🔢 Wait for the continuous tone (if necessary, switch phone to tone dialling) 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.

or

🔢 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 dialling (keypad dialling)

If authorised (consult your service personnel), you can access ISDN functions in some regions using codes.

[≥] Press the key shown.

*503=Keypad dialling?   Confirm the option shown.

Enter the required trunk number (consult your service personnel).

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

> 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).

Controlling connected computers/programs/ telephone data service

If this function has been configured (consult your service personnel), you can control connected computers or programs running on them, such as hotel services or information systems, from your telephone.

Prerequisite: You have set up a connection.

[≥] Press the key shown.

*42=Tel. data service?   Confirm the option shown.

For entering data, you are guided by the connected computer. However, depending on the configuration (consult your service personnel), you have to enter your data in one of the following ways:

Input in en-bloc mode:

[0+] ... [9wxyz] Enter data.

[#] Complete entry.

or

Entry complete?   Confirm the option shown.

or ## Input in online mode:

The connected computer processes your entries directly.

[#] Enter the code.

[0+] ... [9wxyz] Enter data.
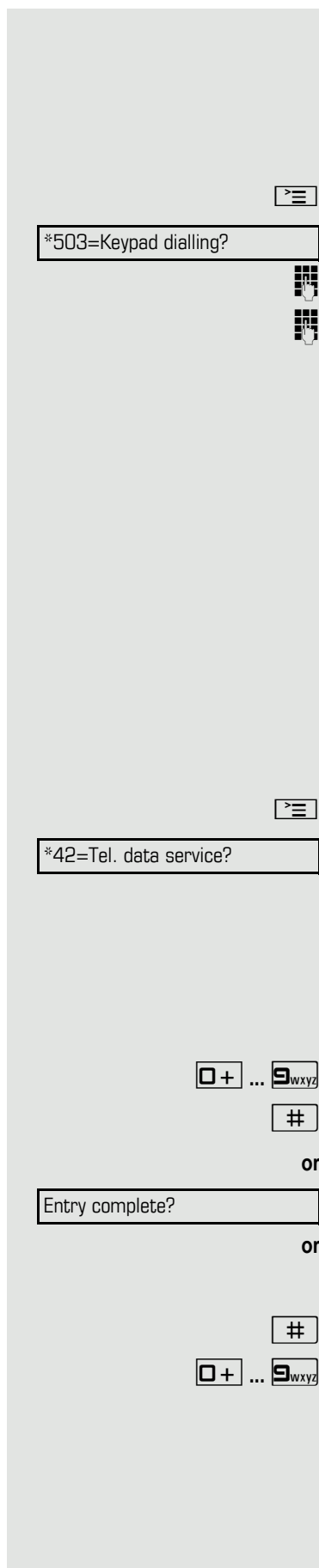
Communicating with PC applications over a CSTA interface

If configured (consult your service personnel), you can use your phone to communicate with PC applications (CSTA = **C**omputer **S**upported **T**elecommunications **A**pplications). You send information to the application and receive information from the application, for example, via your phone display.

Enter the code.

Enter the three-digit ID for the application you wish to control.

Use the relevant keys to communicate with the application.

Temporarily interrupting communication with the application

The phone rings. You answer the call.

The "Data I/O" key flashes: Communication with the application was automatically interrupted.

Resuming communication with the application

Press the flashing "Data I/O" key. The LED lights up.

Ending communication with the application

Select and confirm the relevant CSTA message.

or

Lift the handset and replace it again.
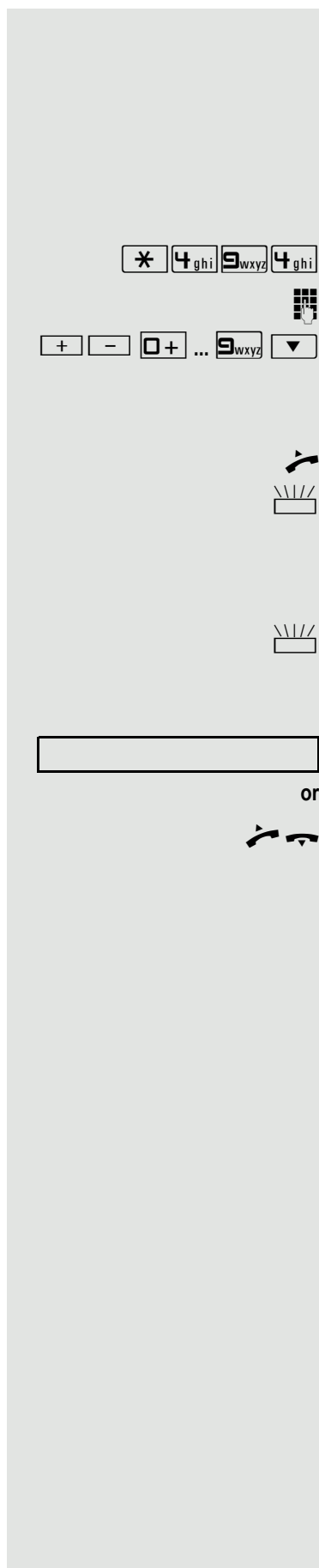
Controlling relays (only for HiPath 3000)

If this function has been configured (consult your service personnel), you can use up to four relays to enable/disable different devices (such as a door opener). Depending on how you program the relays, you can activate and deactivate them manually or configure them to activate and deactivate automatically (after timeout).

| *90=Control relay on? |

Select and confirm the option shown.

or

| #90=Control relay off? |

Select and confirm the option shown.

| 1␣ | ... | 4ghi |

Enter the relay.

Sensors (HiPath 33x0/35x0 only)

If configured (consult your service personnel), sensors are able to recognise 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 service personnel), 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 80, call forwarding → page 24 or call forwarding-no answer (service engineer) to the internal station number of your PSE.
A call request is signalled automatically.

Answering the page from the nearest telephone

➤ Lift the handset.

| ✳ | 5jkl | 9wxyz | Enter the code.

Enter own station number.

Making calls in the team/executive/secretary configuration

If configured (consult your service personnel), you belong to a team of subscribers with multiple lines (MultiLine → page 10). Your phone features trunk keys (MULAP keys) → page 72.

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 71.

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 signalled 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 utilisation

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 service personnel). If automatic line seizure is configured, a trunk is automatically assigned when you lift the handset or press the speaker key.

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 OpenStage 15 T.

As a team member, you can independently program the following functions on keys → page 49:

- 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.
☼	Flashing[1]	– Incoming call on the line. – Hold reminder is activated. – The line is on "Hold".
▭	On	– The line is busy.

1   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.

Answering 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.

or   On-hook dialling: Speakerphone mode.

Dialling 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 dialling: 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 49.

Holding

Press the "Hold" key.

if nec.
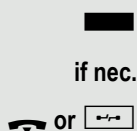
or Replace the handset or press the "Release" key.

Depending on the configuration (consult your service personnel), 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 trunk 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 service personnel), you can program a key on your phone with the function "MULAP Privacy Release" → page 49. 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 trunk key.

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 from DSS keys

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

or

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

or

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

or

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

Using DSS keys to answer calls

Prerequisite: Your telephone rings or the DSS key flashes.

if nec. Press the flashing DSS key.
This is not necessary if you are called directly (DSS key flashes quickly).

Lift the handset.

or On-hook dialling: Speakerphone mode.

Calling a team member directly

Press the DSS key.

or

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.

or On-hook dialling: Speakerphone mode.

Transferring a call in progress

▬ Press the DSS key and announce the call if necessary.

➔ Replace the handset.

or

⟷ Press the key shown.

Accepting a call for another team member

Press the flashing DSS key or trunk key.

➔ Lift the handset.

or On-hook dialling: Speakerphone mode.

Forwarding calls on trunks

You can immediately forward internal and/or external calls to your lines to different internal or external telephones (destinations) (external destinations are also possible if the system is configured accordingly).
Activating call forwarding for one trunk activates the function for all trunk keys assigned to this trunk in your group.

▣ Open the Program/Service menu → page 17.

| Forward Line: ON |

Select and confirm the option shown.

or

▬ If available, press the "CFW MULAP" key.
(You have programmed a key with the incomplete "CFW MULAP" function, excluding the call forwarding type and destination → page 49).

▬ Press the required trunk key.

or

▦ Enter the required trunk number.

| 1=all calls |

Select and 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.

or

▬ If available, press the "CFW MULAP" key. (You have stored the call forwarding type and destination on the "CFW MULAP" key, → page 49.)

Deactivating call forwarding

☰   Open the Program/Service menu → page 17.

Forward Line: Off

Select and confirm the option shown.

⎯   Press the required trunk key.

or

▦   Enter the required trunk number.

or

⎯   If available, press the "CFW MULAP" key.

> If you have activated call forwarding for a trunk, a special dial tone sounds when the line is seized.

Understanding LED messages of the "CFW MULAP" key

▬   The LED on the "CFW MULAP" key is off – call forwarding is not active for this trunk.

or

⎯   The LED on the "CFW MULAP" key lights up – call forwarding is active for this trunk.

or

�   The LED on the "CFW MULAP" key flashes **slowly** - the trunk is the destination of call forwarding.

Transferring calls directly to the executive phone

Normally, all calls for the executive are audibly signalled only by the secretary phone.
You can set audible signalling so calls are only signalled acoustically by the executive phone or by a second phone assigned to it.

Prerequisite: There is a key programmed with the function "Ring Transfer" on your phone. The default label is "Ring xfer".

Activating

Press the "Ring xfer" key. The LED lights up.

or

$\boxed{\geq}$ Open the Program/Service menu → page 17.

| Ring Transfer: On |

Select and confirm the option shown.

Press the required trunk key.

or

Enter the required trunk number.

Deactivating

Press the "Ring xfer" key. The LED goes out.

or

$\boxed{\geq}$ Open the Program/Service menu → page 17.

| Ring Transfer: Off |

Select and confirm the option shown.

Press the required trunk key.

or

Enter the required trunk number.

Using team functions

If configured (consult your service personnel), 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

If configured (consult your service personnel), you belong to one or more groups of stations, which can be reached via hunt group or group call station numbers. Incoming calls are signalled 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

| ▼ | Open the idle menu → page 15. |

Leave group?

Select and confirm the option shown[1].

or

Join group?

Select and confirm the option shown.

■ **or** ⬜

Press the "Group call" key.

---
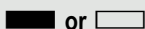
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You belong to multiple groups

▼

Open the idle menu → page 15.

Leave group?

Select and confirm the option shown[1].

or

Join group?

Select and confirm the option shown.

◼ **or** ▭

Press the "Group call" key.

301 X Group name

If an "X" appears between group/trunk number (such as 301) and group name, the audible tone is active for this group or trunk.

or

301   Group name

No "X" means that the audible tone is deactivated.

Next?

Confirm the option shown. The next group/trunk number is displayed with a group name.

or

Leave group?

Select and confirm the option shown[1].
The audible tone for the group/trunk displayed is deactivated.

or

Join group?

Select and confirm the option shown[1].
The audible tone for the group/trunk displayed is activated.

or

#=Leave all groups?

Select and confirm the option shown.
The audible tone for all groups and trunks is deactivated.

or

*=Rejoin all groups?

Select and confirm the option shown.
The audible tone for all groups and trunks is activated.

⫸ If you have activated the audible tone for another group/trunk or deactivated the audible tone for all groups/trunks you belong to, you will hear a special dial tone when you lift the handset.

---

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Accepting a call for another member of your team

You can use your own telephone to accept calls for other telephones in your team, even while on a call (call pickup groups; consult your service personnel).

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 signalled audibly at up to five other internal phones. The phone that answers the call first receives the call.

Saving, displaying and deleting telephones for the ringing group

⊐≡ Press the key shown.

*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 originator on the upper line and that of the caller on the lower line.

Removing all telephones in a call ringing group

Ringing group off?

Select and confirm the option shown.

Uniform Call Distribution (UCD)

If configured (consult your service personnel), 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

⌦   Press the key shown.

UCD?

Select and confirm the option shown.

*401=Log on?

Confirm the option shown.

or

#401=Log off?

Select and confirm the option shown.

📟   To log on, enter your identification number ("Agent:"). Consult your service personnel to find out what it is.

Logging on and off during your shift

⌦   Press the key shown.

UCD?   ⬍

Select and confirm the option shown.

#402=Not available?

Confirm the option shown.

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.

[≥≡] Press the key shown.

UCD?

Select and confirm the option shown.

*403=Work on?

Confirm the option shown.

or

#403=Work off?

Select and confirm the option shown.

Turning the night service on and off for UCD

[≥≡] Press the key shown.

UCD?

Select and confirm the option shown.

*404=UCD night on?

Confirm the option shown.

or

#404=UCD night off?

Select and confirm the option shown.

Display the number of waiting calls

[≥≡] Press the key shown.

UCD?

Select and confirm the option shown.

*405=Calls in queue?

Confirm the option shown.

Individual phone configuration

Setting contrast

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

+ or −   Press one of the keys shown in idle mode.

| Display contrast? | Select and confirm the option shown.

+ or −   Change the display contrast. Press the key repeatedly until the desired level is obtained.

OK   Save.

Adjusting audio settings

Optimise the audio settings on your OpenStage 15 T for your work environment and according to your personal requirements.

Adjusting the receiving volume during a call

You are conducting a call.

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

OK   Save.

Adjusting the ring volume

+ or −   Press one of the keys shown in idle mode → page 15.

| Ring volume? | Confirm the option shown.

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

OK   Save.

Adjusting the ring tone

+ or −   Press one of the keys shown in idle mode → page 15.

| Ring tone? | Select and confirm the option shown.

+ or −   To adjust the ring tone: Keep pressing the keys until the desired tone is set.
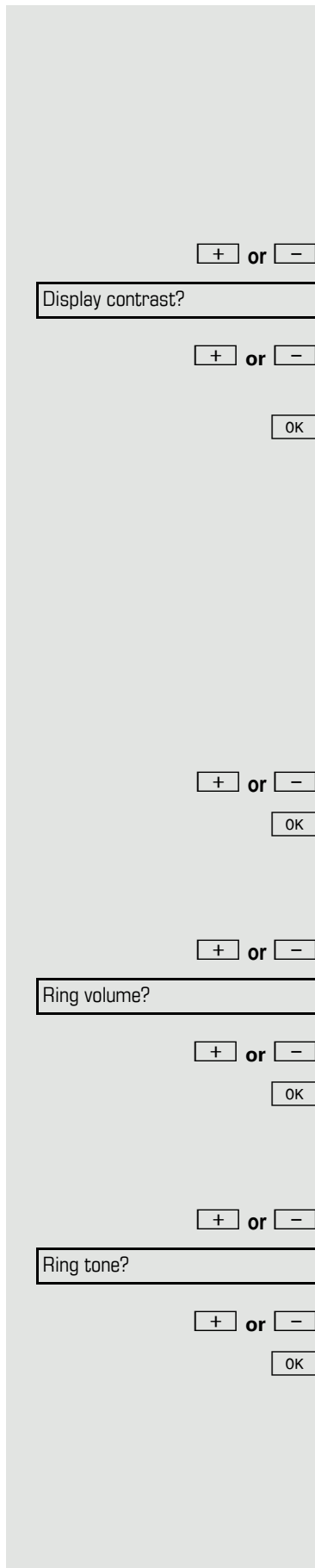
OK   Save.

Adjusting the attention ring volume

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

⊞ **or** ⊟   Press one of the keys shown in idle mode → page 15.

Attention Ring Vol.   Select and confirm the option shown.

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

OK   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."

⊞ **or** ⊟   Press one of the keys shown in idle mode → page 15.

Speakerphone mode?   Select and confirm the option shown.

⊞ **or** ⊟   To set the room type: Keep pressing these keys until the setting you want appears on the screen.

OK   Save.

Language for system functions

▶≡   Press the key shown.

More features?   Select and confirm the option shown.

*48= Select language?   Select and confirm the option shown.

15=Spanish?   Select the language you wish to use (e. g. "Spanish") and confirm.

Testing the phone

Testing the phone's functionality

You can test your phone's functionality.

Prerequisite: The phone is in idle mode.

$\boxed{>\equiv}$ Press the key shown.

More features? $\updownarrow$

Select and confirm the option shown.

*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,
- 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.

$\boxed{>\equiv}$ Press the key 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.
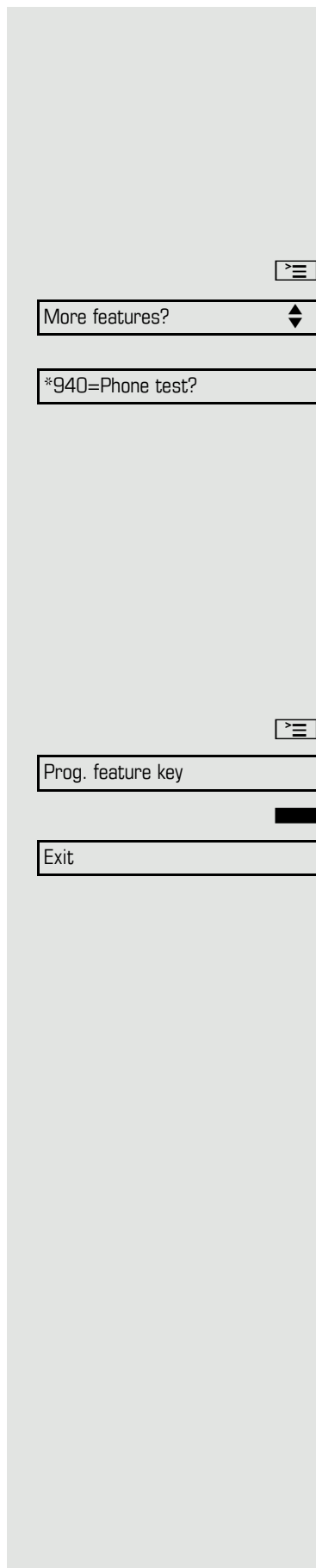
Differing display view in a HiPath 4000 environment

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 OpenScape Business display	HiPath 4000 display	Description
Program/Service	Service menu?	→ page 17
Transfer	Transfer?	→ page 23
View callbacks	Show callback destinations?	→ page 27
Pickup - directed	Directed pickup	→ page 28
Caller list	Call list/log?	→ page 32
Use speed dialling	Use speed dialling?	→ page 36
Change speed dial	Speed dial?	
Call waiting trm.	Second call release?	→ page 41
Call wait.trm. on/off	Second call on/off?	
Ringer cutoff on/off	Ringer cutoff on/off?	→ page 56
Join/leave group	Hunt group on/off?	→ page 78

Fixing problems

Responding to error messages

Incorrect input	**Possible causes:** Station number is incorrect. **Possible reactions:** Enter correct station number.
Not authorised	**Possible causes:** Locked function selected. **Possible reactions:** Apply to service personnel for authorisation for relevant function.
Currently not possible	**Possible causes:** Dialled a non-existent station number. Called phone is unplugged. **Possible reactions:** Enter correct station number. Call this station again later.
Invalid station number	**Possible causes:** Dialled your own station number. **Possible reactions:** Enter correct station number.

Contact partner in case of problems

Contact your service personnel 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
(→ page 56). 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 59.

To correct any other problems:

First consult your service personnel. If the service personnel are unable to cor-
rect the problem, they must contact Customer Service.

Care and cleaning instructions
• Never spray the phone with liquids as the penetrating fluids can lead to mal-
  functions 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 sol-
  vents, as these substances can lead to surface damage or cause the coating
  to peel.

Labelling keys

The following options are available for labelling keys on the OpenStage 15 and/ or OpenStage Key Module 15 with the functions assigned to them or the saved numbers on them:

Labelling

- By hand:
  Labelling strips are supplied with your OpenStage 15 and OpenStage Key Module 15. Note the function or name in the white field on the strip and insert the strip on your OpenStage 15 or OpenStage Key Module 15.
- With a computer via the Internet:
  You can find the "Key Labelling Tool" together with the user interface at http://wiki.unify.com/wiki/Key_Labelling_Tool .
- Select the appropriate key labelling tool in your language. You can use the tool online via the browser or you can download it for local use.

Index

Overview of functions and codes (alphabetical)

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

Functions (=display)	... Interactively ▲ ▼	... Via the Program/Service menu ⊒ → page 17 ▲ ▼	Code	... With key
Call waiting	✓	✓	*55	X
Waiting tone off	✓	✓	*87	X
Waiting tone on	✓	✓	#87	X
Call wait.trm.on		✓	*490	X
Call wait.trm.off		✓	#490	X
Headset				X
Accept call	✓			
Reject calls	✓			
Release				X
Caller list	✓	✓	#82	X
Save number	✓	✓	*82	X
DND on	✓	✓	*97	X
DND off	✓	✓	#97	X
UCD				
Log on		✓	*401	X
Log off		✓	#401	X
Available		✓	*402	X
Not available		✓	#402	X
Work on		✓	*403	X
Work off		✓	#403	X
UCD night on		✓	*404	X
UCD night off		✓	#404	X
Calls in queue		✓	*405	X
Advisory msg. on	✓	✓	*69	X
Advisory msg. off	✓	✓	#69	X
Associated services		✓	*83	X
Associated dialling		✓	*67	X
Override	✓	✓	*62	X
Room monitor		✓	*88	X
En-bloc dialling				
Dialling	✓			

Functions (=display)	... Interactively ▲ ▼	... Via the Program/Service menu ⊡ → page 17 ▲ ▼	Code	... With key
Data I/O service			*494	X
Reset services		✓	#0	X
Speaker call		✓	*80	X
HF answerback on	✓	✓	*96	X
HF answerback off	✓	✓	#96	X
DISA				
DISA internal	✓	✓	*47	X
Discreet calling			*945	X
Shift				X
Phone test		✓	*940	
Trace call		✓	*84	X
Temporary phone		✓	*508	X
Join group	✓	✓	*85	X
Leave group	✓	✓	#85	X
Rejoin all groups	✓	✓	*85*	X
Leave all groups	✓	✓	#85#	X
Hotline				
Send message	✓	✓	*68	X
View sent message	✓	✓	#68	X
View messages	✓	✓	#68	X
Mailbox				X
Keypad dialling		✓	*503	
Conference	✓	✓	*3	X
Start conference	✓			
Add party	✓			
End conference	✓	✓	#3	
View conf parties	✓	✓		
Remove party	✓	✓		
Drop last conf. party			*491	
Show call charges (own phone)		✓	*65	X
Query call charges (third-party phone)				X
Use speed dialling		✓	*7	X
Change speed dialling (station)		✓	*92	X
Reserve trunk	✓			X
Toggle/connect	✓	✓	*2	X
DTMF dialling		✓	*53	X
Mute on		✓	*52	X
Mute off		✓	#52	X

Functions (=display)	... Interactively ▲ ▼	... Via the Program/Service menu ⌦ → page 17 ▲ ▼	Code	... With key
Silent monitoring	✓	✓	*944	
Night answer on	✓	✓	*44	X
Night answer off	✓	✓	#44	X
Park a call		✓	*56	X
Retrieve call		✓	#56	
Page				
Answer page (not for U.S.)		✓	*59	
Account code		✓	*60	X
Consultation	✓			X
Return to held call	✓	✓	*0	
Quit and return	✓	✓	*0	
Transfer/Accept call	✓			
Callback	✓	✓	*58	X
View callbacks/delete	✓	✓	#58	
Relocate	✓	✓	*9419	
Complete relocate	✓	✓	#9419	
Suppress call ID	✓	✓	*86	X
Restore caller ID	✓	✓	#86	X
Temporary MSN (not for U.S.)	✓	✓	*41	X
Ring Transfer: On		✓	*502	X
Ring Transfer: Off		✓	#502	X
Ringing group on		✓	*81	X
Ringing group off		✓	#81	X
Ringer cutoff on	✓	✓	*98	X
Ringer cutoff off	✓	✓	#98	X
Control Relay On (only for HiPath 3000)		✓	*90	X
Control Relay Off (only for HiPath 3000)		✓	#90	X
Trunk flash		✓	*51	X
Select language		✓	*48	
Lock phone	✓	✓	*66	X
Unlock phone	✓	✓	#66	X
Change PIN		✓	*93	
Directory				
1=internal	✓		*54	X
2=LDAP	✓		*54	X
Tel. data service			*42	

Functions (=display)	... Interactively ▲ ▼	... Via the Program/Service menu ⊡ → page 17 ▲ ▼	Code	... With key
Timed reminder on		✓	*46	X
Timed reminder off		✓	#46	X
Door opener on		✓	*89	X
Door opener off		✓	#89	X
Door opener		✓	*61	X
Transfer	✓			
Pickup - directed		✓	*59	X
Pickup - group	✓	✓	*57	X
Accept call	✓			
Forwarding on	✓	✓	*1	X
1=all calls	✓	✓	*11	X
2=external calls only	✓	✓	*12	X
3=internal calls only	✓	✓	*13	X
Forwarding off	✓	✓	#1	X
CFNR on		✓	*495	X
CFNR off		✓	#495	X
Trunk FWD on	✓	✓	*64	X
Trunk FWD off	✓	✓	#64	X
Redial	✓			X
Retrieve line		✓	*63	X
Lock all phones		✓	*943	X