

OpenStage 20 E, OpenStage 20, OpenStage 20 G HiPath 3000, OpenScape Business, OpenScape Office

Operating Instructions

A31003-S2000-U106-13-7619

Unser Qualitäts- und Umweltmanagementsystem ist
entsprechend den Vorgaben der ISO9001 und ISO14001
implementiert und durch ein externes
Zertifizierungsunternehmen zertifiziert.

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Important information

	<p>For safety reasons, the telephone should only be supplied with power:</p> <ul style="list-style-type: none"> • using the original power supply unit. Part number: L30250-F600-C14x (x: 1=EU, 2=UK, 3=US) or • in a LAN with PoE (Power over Ethernet), which complies with the IEEE 802.3af standard.
	<p>Never open the telephone or a key module. Should you encounter any problems, consult your administrator.</p>
	<p>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.</p>

Trademarks



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

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

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



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

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

Location of the telephone

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

Software update

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

Product support on the Internet

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

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

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

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

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General information

About this manual

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

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

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

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

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

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

These operating instructions are designed to be simple and easy to understand, providing clear step-by-step instructions for operating the **OpenStage** phone.

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

Service

 The Unify service department can only help you if you experience problems or defects with the phone itself.
Should you have any questions regarding operation, your specialist retailer or network administrator will gladly help you.
For queries regarding connection of the telephone, please contact your network provider.

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

Intended use

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

Telephone type

The **OpenStage 20** comes in three product variants, which can be differentiated as follows:

OpenStage 20 E

The suffix "E" stands for "economy".

The **OpenStage 20 E** offers open listening as a feature → Page 23 but not speakerphone mode → Page 22 and it has a 10/100 Mbps Ethernet switch → Page 13.

OpenStage 20

The **OpenStage 20** offers speakerphone mode → Page 22 and has a 10/100 Mbps Ethernet switch → Page 13.

OpenStage 20 G

The suffix "G" stands for "Gigabit".

The **OpenStage 20 G** offers speakerphone mode → Page 22 and has a 1000 Mbps Ethernet switch → Page 13.

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

Specific details concerning your communication platform can be obtained from your administrator. Please always have this information to hand when you contact our service department regarding faults or problems with the product.

Speakerphone quality and display legibility

- To ensure good speakerphone quality (**OpenStage 20/20 G** only), the area in front of the microphone (front right) should be kept clear. The optimum speakerphone distance is 50 cm.
- Proceed as follows to optimize display legibility:
 - Turn the phone and tilt the display so that you have a frontal view of the display while eliminating light reflexes.
 - Adjust the contrast as required → Page 89.

Voice encryption

On HiPath 3000/**OpenScape Business** (from R 4), **HiPath Open Scape Office** (V1), your **OpenStage 20 E/20/20 G** supports voice encryption from software release 2 (V1 R2.xxxx). This allows you to use your **OpenStage** to conduct calls without the risk of eavesdropping. Voice transmission is encrypted and then decrypted again on the call partner's phone and vice versa.

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

Your administrator can define in the communication system whether and how you are notified of unencrypted calls. You can check in idle mode which security mode is activated on your **OpenStage** → Page 56.

Getting to know the OpenStage

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

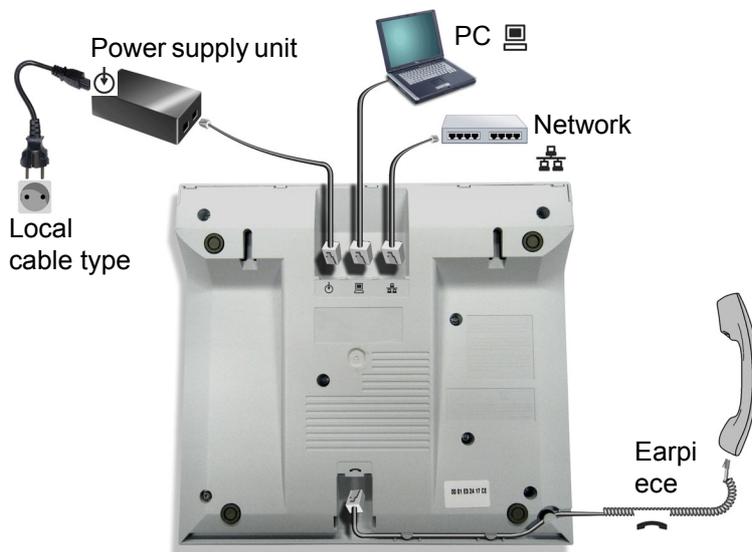
The user interface of your OpenStage 20 E/20₂₀ G

➡ Note the description of the different product variants
→ Page 11.



1	You can make and receive calls as normal using the handset .
2	The display permits intuitive operation of the phone → Page 17.
3	The function keys allow you to call up the most frequently used functions during a call (e.g. Disconnect/Release) → Page 14.
4	 mailbox key and  menu key .
5	Audio keys are also available, allowing you to optimally configure the audio features of your telephone → Page 14.
6	The 3-way navigator is a convenient navigation tool → Page 15.
7	The dialpad is provided for entering phone numbers/codes.

Ports on the underside of the phone



Properties of your OpenStage 20 E/20/20 G

OpenStage	20 E	20	20 G
LCD display, 24 x 2 characters	✓	✓	✓
Full-duplex speakerphone function	-	✓	✓
10/100 Mbps Ethernet switch → Page 13	✓	✓	-
1000 Mbps Ethernet switch → Page 13	-	-	✓
Wall mounting	✓	✓	✓

Using network ports more efficiently

OpenStage 20 E/20 has a built-in 10/100 Mbps Ethernet switch. The OpenStage 20 G has a 1000 Mbps Ethernet switch. This means that you can connect a PC to the LAN directly via the phone. The option for connecting the telephone and PC must first be activated on the telephone by your administrator.



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

Keys

Function keys



Key	Function when key is pressed
	End (disconnect) call → Page 25.
	Saved number redial (last number dialed) → Page 25.
	Button for call forwarding (with red key LED) ¹ → Page 27.
	Activate/deactivate the microphone (OpenStage 20/20 G only; also in speakerphone mode) → Page 25.

¹ If the key LED on your phone is flashing, your station has been set up as a forwarding destination.

Mailbox key and Menu key



Key	Function when key is pressed
	Open mailbox (with red key LED) → Page 18.
	Open menu (with red key LED) → Page 20.

Audio keys



Key	Function when key is pressed
	Reduce volume and set contrast brighter → Page 89.
	Turn speaker on/off (with red key LED) → Page 23.
	Increase volume and set contrast darker → Page 89.

3-way navigator

 Remove the protective film from the ring around the 3-way navigator before using the phone.

This control allows you to manage most of your phone's functions as well as its displays.

Operation	Functions when key is pressed
 Press the  key.	In idle mode: <ul style="list-style-type: none"> • Open the idle menu → Page 17 In lists and menus: <ul style="list-style-type: none"> • Scroll down
 Press the  key.	In idle mode: <ul style="list-style-type: none"> • Open the idle menu → Page 17 In lists and menus: <ul style="list-style-type: none"> • Scroll up
 Press the  key.	Entry selected: <ul style="list-style-type: none"> • Perform action

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  key on the keypad twice.

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

Multi-function keys

Function		
Press and hold		Turn phone lock on/off → Page 59
Text input → Page 16	Next letter in uppercase	Delete character.

Character overview

Key	1x	2x	3x	4x	5x
	1	1			
	a	b	c	2	
	d	e	f	3	
	g	h	i	4	
	j	k	l	5	
	m	n	o	6	
	p	q	r	s	7
	t	u	v	8	
	w	x	y	z	9
	+	.	-	0	
	2				
	3				

- 1 Space
- 2 Next letter in uppercase
- 3 Delete character

Text input

Enter the required characters using the dialpad.

Choose the functions using the  and  keys.

Confirm your input with .

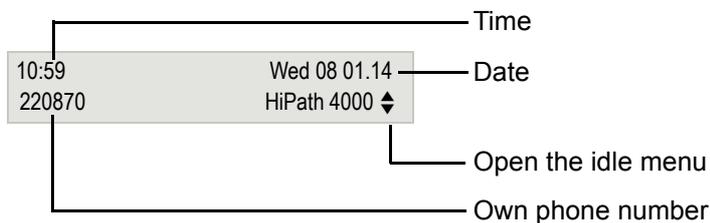
Display

Your **OpenStage 20 E/20/20 G** comes with a tilt-and-swivel black-and-white LCD display. Adjust the tilt and contrast to suit your needs → Page 89ff.

Idle mode

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

Example:



Idle menu

When in idle mode, press the  key on the 3-way navigator → Page 15 to display the idle menu. You can call up various functions here. The idle menu includes selected functions from the Program/Service menu → Page 20.

The idle menu may contain the following entries:

- Caller list
- Forwarding on
- Lock phone
- DND on¹
- Advisory msg. on
- Ringer cutoff on
- Send message
- View sent message²
- View callbacks³
- Phonebook (system phonebook)
- HF answerback on
- Suppress call ID
- Waiting tone off
- DISA internal

1. Must be activated by the administrator.
2. Only appears when there are messages that the recipient has not yet viewed.
3. Only appears if callback requests are saved.

Mailbox

Depending on the type and configuration of your communication platform (consult the relevant administrator), messages from services, such as HiPath Xpressions, are displayed in this application in addition to messages received.

Messages

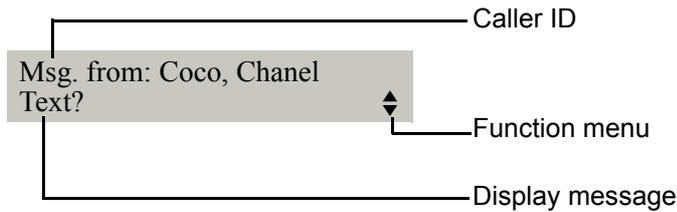
You can send short text messages to individual internal stations or groups.

In idle mode (→ Page 17) the following signals alert you to the presence of new messages:

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

Press the mailbox key .

Example:



 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. External answered calls can also be saved in the caller list (consult your administrator).

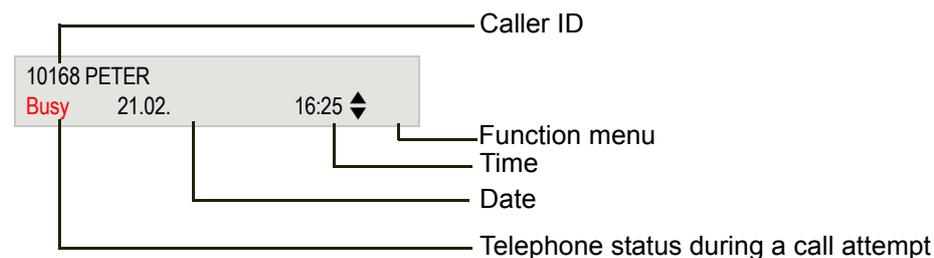
Your telephone stores up to ten calls in chronological order. Each call is assigned a time stamp. The oldest entry not yet deleted in the list is displayed first. Multiple calls from the same caller do not automatically generate new entries in the caller list. Instead, only the most recent time stamp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

The caller list is automatically displayed → Page 37 in the idle menu → Page 17.

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

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

Example:



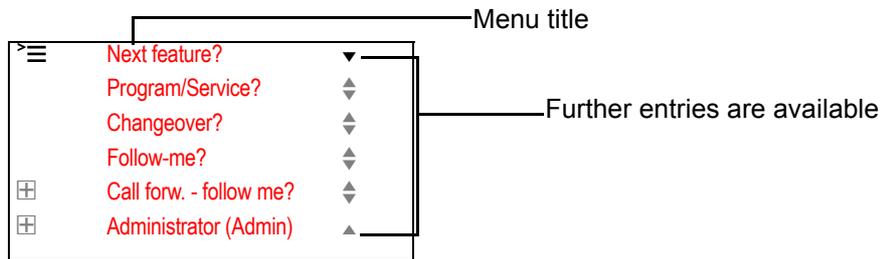
|||➔ For a description of how to edit the call lists → Page 37.

Menu

Use the menu key  to access the following options:

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

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



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.

Accessing the Program/Service menu

The Program/Service menu on your communication system can be accessed in three ways:

1. Press the menu key , choose the **Program/Service?** option using the  or  key and select the  key to confirm.
2. Press the  or  key and choose a function from the idle menu → Page 17.
3. Press  or  in idle mode and select the code for the relevant function.

 You will find an overview of the available functions as well as the corresponding codes on → Page 109.

Control and monitoring function

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

Control function

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

Monitoring function

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

Basic functions

 Please read the introductory chapter "Getting to know the **OpenStage**" → Page 12 carefully before performing any of the steps described here on your phone.

Accepting a call

Special default ring signaling is set for your telephone:

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

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

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

Accepting a call via the handset

The phone rings. The caller appears on the screen.
Pay attention to the notes on voice encryption → Page 56.

Lift the handset.

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


 or 

Accepting a call via the loudspeaker (speakerphone mode)

 Speakerphone mode is only available on the [OpenStage 20/20 G](#).

Notes on 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.

Pay attention to the notes on voice encryption → Page 56.

Press the key shown. The LED lights up.

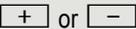
Raise or lower the volume. Keep pressing the key until the desired volume is set.

Ending the call

Press the key shown. The LED goes out.

or

Press the key shown.

if nec  or 



Switching to speakerphone mode

 Speakerphone mode is only available on the **OpenStage 20/20 G**.

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.

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

U.S. mode

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

Press the key shown.

Replace the handset. Proceed with your call.

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

Switching to the handset

 Speakerphone mode is only available on the **OpenStage 20/20 G**.

Prerequisite: You are conducting a call in speakerphone mode.

Lift the handset. Proceed with your call.

Open listening in the room during a call

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

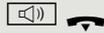
Prerequisite: You are conducting a call via the handset.

Activating

Press the key shown. The LED lights up.

Deactivating

Press the key shown. The LED goes out.



if nec.  or 



if nec.  or 



Making calls

Off-hook dialing



Lift the handset.



Internal calls: Enter the phone number.

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

Pay attention to the notes on voice encryption → Page 56.

The called party does not answer or is busy:



Replace the handset.

On-hook dialing



Internal calls: Enter the phone number.

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

The other party answers with speaker:



Lift the handset.

or

On-hook dialing (**OpenStage 20/20 G** only): Speakerphone mode.

Pay attention to the notes on voice encryption → Page 56.

The called party does not answer or is busy:



Press the key shown. The LED goes out.

Redialing a number

The last three external phone numbers dialed are stored automatically.

 If this feature is configured (consult your administrator), account codes entered are also saved → Page 54.

You can redial them simply by pressing a key.

Displaying and dialing saved station numbers

Press the key shown.

Keep confirming until the phone number you want appears.

Select and confirm the option shown.

Pay attention to the notes on voice encryption → Page 56.

Ending a call

Replace the handset.



or



Press the key shown.

Rejecting calls

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

The phone rings. The caller appears on the screen.

Press the key shown.

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

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 (**OpenStage 20/20 G** only). You can also switch on the handsfree microphone to answer an announcement via the telephone speaker (speaker call → Page 33).

Prerequisite: A connection is set up, the microphone is activated.

Press the key shown. The LED lights up.



or



Press the illuminated key. The LED goes out.



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.

Pay attention to the notes on voice encryption → Page 56.

Return to held call?

or

Quit and return?

Confirm the option shown.

End the consultation:

Select and confirm the option shown.

Toggle/Connect?

Select and confirm the option shown.

Pay attention to the notes on voice encryption → Page 56.

Conference?

Combining the call parties in a three-party conference

Select and confirm the option shown.

If voice encryption is not activated or not available on a conference party's phone, the entire conference is not secure. It may be indicated that the call is not secure → Page 56.

Leave conference?

Leaving a conference

Select and confirm the option shown.

For more information on conferences, see → Page 48.

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?



or

Transfer?

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.

Select and confirm the option shown¹.

1. "Differing display views in a HiPath 4000 environment" → Seite 97

Forwarding calls

Using variable call forwarding

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

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

If DID DTMF is active (consult your administrator), you can also forward calls to this destination. Destinations: Fax = 870, DID = 871, Fax-DID = 872.

If you are a call forwarding destination, the call forwarding key will flash → Page 14.

▶ Special features must be taken into consideration if your telephone operates with system networking via the PC network → Page 85!

Press the key shown.

Open the idle menu → Page 17.

Select and confirm the option shown.

Confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter the destination number.

Confirm the option shown.

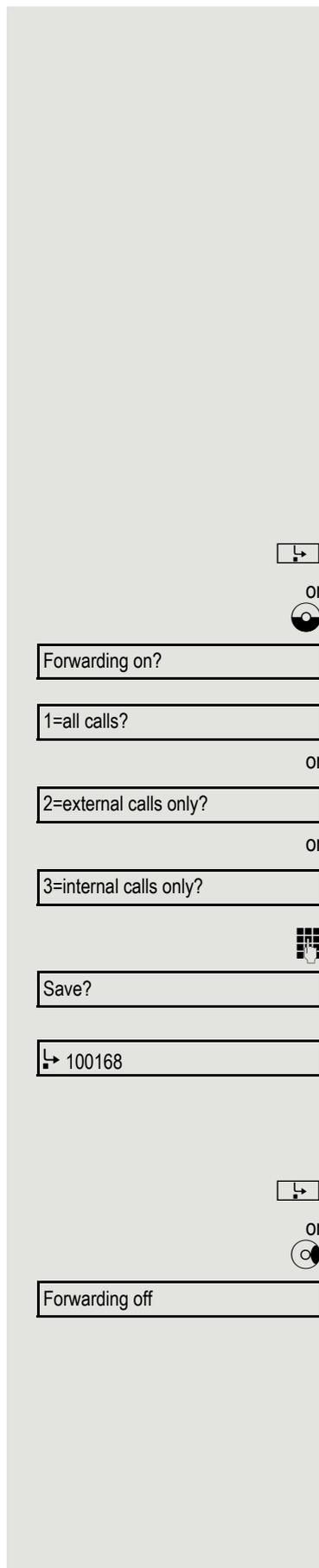
The call forwarding symbol as well as the phone number and possibly also the forwarding destination name are displayed.

Deactivating call forwarding

Press the key shown.

Open the idle menu → Page 17.

Select and confirm the option shown.



Using call forwarding no reply (CFNR)

Calls that are not answered after three rings (=default, can be adjusted by administrator) or that are received while another call is ongoing can be automatically forwarded to a specified telephone.

Open the menu → Page 20.

Select and confirm the option shown.

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

Confirm the option shown.

Deactivating call forwarding no reply

Open the menu → Page 20.

Select and confirm the option shown.

Select and confirm the option shown.

Confirm to deactivate and delete the forwarding destination.

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.

Program/Service? ▾

 *495=CFNR on?

 Save?

Program/Service? ▾

 #495=CFNR off?

 Delete?

 or

 Exit

Call forwarding in the event of telephone failure (CFSS)

If configured (consult your administrator), you can define an internal or external call forwarding destination that activates in the event of telephone failure.

Open the menu → Page 20.

Select and confirm the option shown.

Select and confirm the option shown.

Enter the destination number.

Confirm the option shown.

Deactivating call forwarding/deleting a destination:

Open the menu → Page 20.

Select and confirm the option shown.

Select and confirm the option shown.

Confirm to deactivate and delete the forwarding destination.

Select and confirm to return to idle mode and not deactivate call forwarding.

Changing the forwarding destination (if call forwarding is active):

Open the menu → Page 20.

Select and confirm the option shown.

Enter the code.

Confirm the option shown.

Change the destination phone number.

Confirm the option shown.

The screenshot shows a vertical sequence of menu screens on a telephone system. Each screen has a 'Menu' icon (three horizontal lines with a right-pointing arrow) in the top right corner. The screens are as follows:

- Screen 1: A dropdown menu with 'Program/Service?' and a downward arrow.
- Screen 2: A text field containing '*9411= CFSS on?'.
- Screen 3: A text field containing 'Save?'.
- Screen 4: A dropdown menu with 'Program/Service?' and a downward arrow.
- Screen 5: A text field containing '#9411= CFSS off?'.
- Screen 6: A text field containing 'Delete?'.
- Screen 7: A text field containing 'Exit?'.
- Screen 8: A dropdown menu with 'Program/Service?' and a downward arrow.
- Screen 9: A numeric keypad with a star key (*) and digits 9, 4, 1, 1.
- Screen 10: A text field containing 'Change?'.
- Screen 11: A text field containing 'Save?'.

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

If this function has been configured (consult your administrator), you can forward calls to your assigned multiple subscriber number (MSN) (DID number) directly within the carrier network.

For example, you can forward your phone line to your home phone after business hours.

Open the menu → Page 20.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the required type of call forwarding.

Select and confirm the option shown.

Select and confirm the option shown.

Enter your DID number.

Enter the destination number (without the external code).

Confirm the option shown.

Deactivating call forwarding

Select and confirm the option shown.

Confirm the displayed call forwarding type.

Enter your DID number.

Using callback

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

You receive a callback:

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



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

Saving a callback

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

Confirm the option shown.

Callback?

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.

Pay attention to the notes on voice encryption → Page 56.

Viewing and deleting a saved callback

Open the idle menu → Page 17.

Select and confirm the option shown¹.

Select and confirm to display additional entries.

Deleting a displayed entry

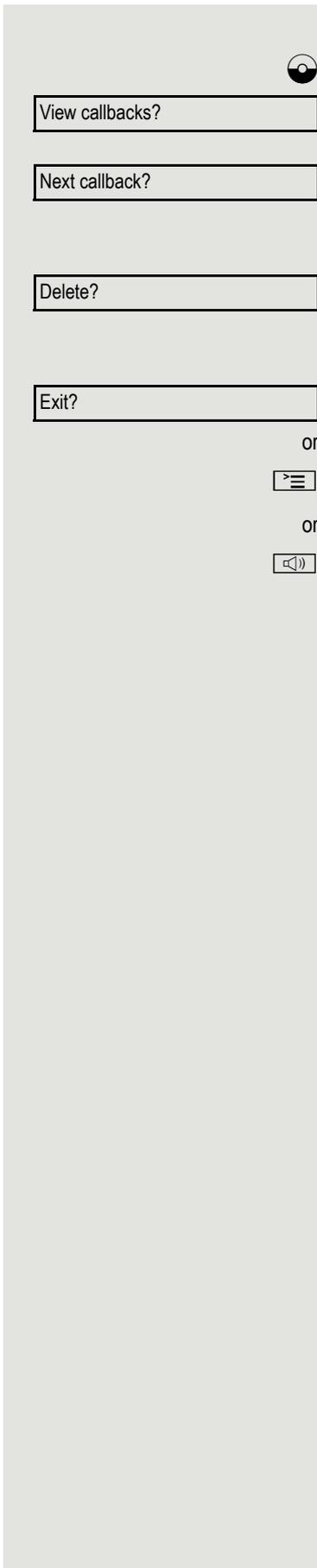
Confirm the option shown.

Ending retrieval

Select and confirm the option shown.

Press the key shown. The LED goes out.

Press the key shown. The LED goes out.



1. "Differing display views in a HiPath 4000 environment" → Seite 97

Enhanced phone functions

Accepting calls

Accepting a specific call for your colleague

You hear another telephone ring.

Open the menu → Page 20.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown¹.

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

Confirm the option shown.

If you know the number of the telephone that is ringing, enter it directly.
Pay attention to the notes on voice encryption → Page 56.

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 (**OpenStage 20/20 G** only) in speakerphone mode .

Lift the handset and answer the call.

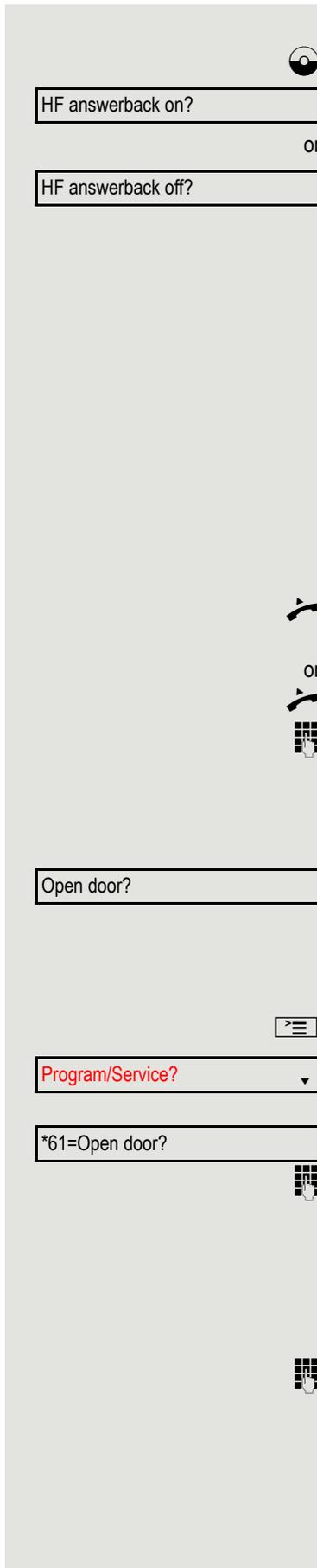
Press the "OK" key to confirm your selection and answer the call.

Press the key shown and answer.

 **OpenStage 20/20 G** only: 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 42.

1. "Differing display views in a HiPath 4000 environment" → Seite 97



Enabling and disabling handsfree answerback

Open the idle menu → Page 17.

Select and confirm the option shown.

Select and confirm the option shown.

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 authorization (consult your administrator), you can activate the **door opener**, enabling visitors to open the door themselves by entering a 5-digit code (e.g. using a DTMF transmitter or the keypad installed).

Speaking to visitors via the entrance telephone

Prerequisite: Your telephone rings.

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

Lift the handset after more than thirty seconds.

Dial the entrance telephone number.

Opening the door from your telephone during a call from the entrance telephone

Confirm the option shown.

Opening the door from your telephone without calling the entrance telephone

Open the menu → Page 20.

Select and confirm the option shown.

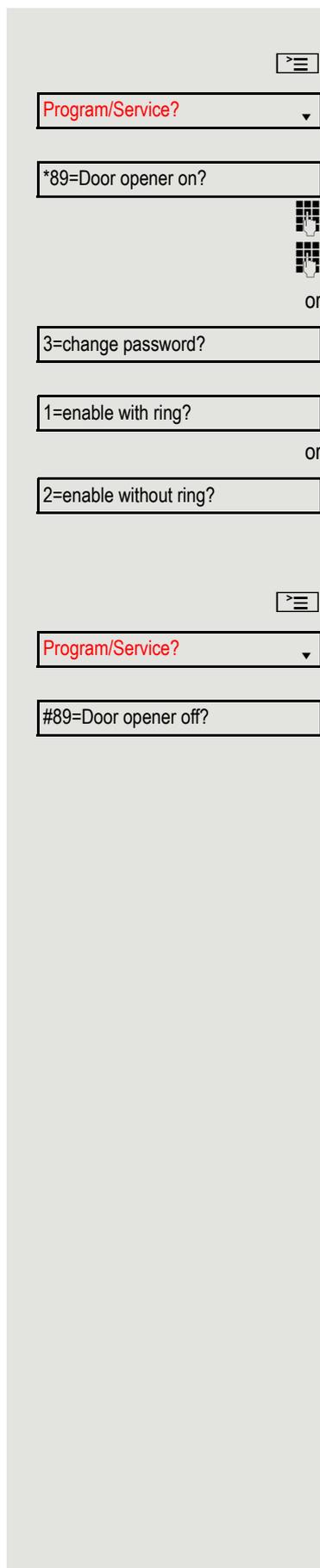
Select and confirm the option shown.

Dial the entrance telephone number.

 Special features must be taken into consideration if your telephone operates with system networking via the PC network → Page 88!

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 doorbell call signal may or may not be forwarded.



Activating the door opener

Open the menu → Page 20.

Select and confirm the option shown.

Select and confirm the option shown.

Dial the entrance telephone number.

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

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

Select and confirm the option shown.

You can also open the door without a doorbell ring.

Deactivating the door opener

Open the menu → Page 20.

Select and confirm the option shown.

Select and confirm the option shown.

Making calls

En-bloc sending/correcting numbers

If this feature is configured (consult your administrator), a connection is not attempted immediately when a station number is entered. This means that you can correct the number if necessary.

The station number is only dialed at your specific request.



Internal calls: Enter the phone number.

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

Dialing entered/displayed numbers

Lift the handset.



or

Please dial?

Confirm the option shown.

Pay attention to the notes on voice encryption → Page 56.

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.



Enter the required digit(s).

Canceling en-bloc sending

Cancel?

Select and confirm the option shown.

or



Press the key shown. The LED goes out.

or



Press the key shown.



Using the caller list

Detailed information as well as a sample display entry are provided on → Page 19.

Retrieving the caller list

Prerequisite: Your administrator has set up a caller list for your telephone.

Open the idle menu → Page 17.

Confirm the option shown¹.

The latest entry is displayed, see the example on → Page 19.

To view other calls, confirm each subsequent display.

Ending retrieval

Select and confirm the option shown.

Press the key shown. The LED goes out.

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 19.

Select and confirm the option shown.

Dialing a station number from the caller list

Prerequisite: You have retrieved the caller list and the selected call is displayed. Select and confirm the option shown.

Pay attention to the notes on voice encryption → Page 56.

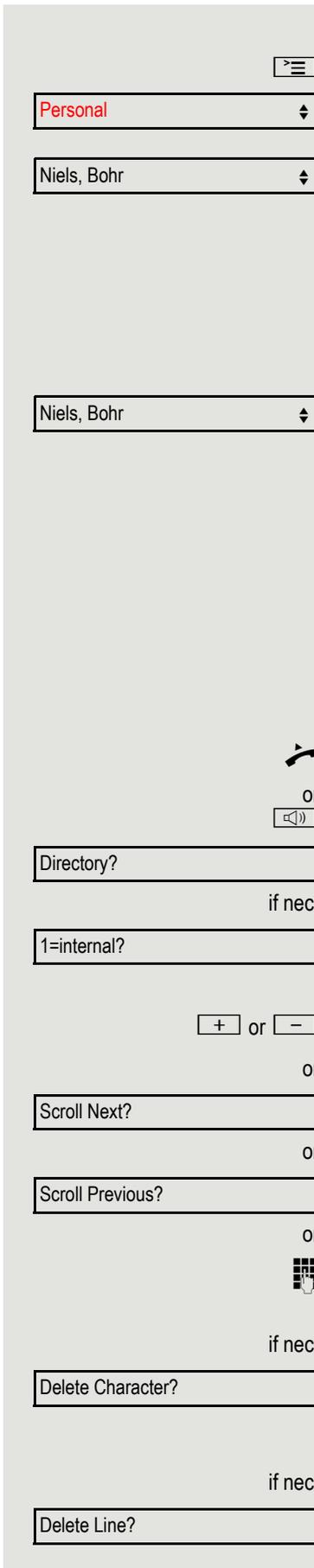
 The caller is automatically deleted from the caller list when a connection is finally set up.

Removing an entry from the caller list

Prerequisite: You have retrieved the caller list and the selected call is displayed.

Confirm the option shown.

1. "Differing display views in a HiPath 4000 environment" → Seite 97



Calling a subscriber from the personal phonebook

Open the menu → Page 20.

Select and confirm to open the local phonebook.

Select and confirm the relevant entry. The connection is set up (see also → Page 73).

Calling a subscriber from the corporate directory

Prerequisite: You have searched for and selected a subscriber in the corporate directory → Page 76.

Confirm the subscriber. The connection is set up.

Calling a subscriber from the internal system phonebook

The internal system phonebook contains all station numbers and system speed-dial numbers assigned to a name. Consult your administrator 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.

Press the key shown. The LED lights up.

Confirm the option shown.

If several system phonebooks have been configured:

Confirm the option shown.

The first entry is displayed on the screen.

Scroll to next or previous entry.

Select and confirm the option shown.

Select and confirm the option shown.

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

Select and confirm each letter to be deleted. The last letter entered is deleted. If all letters are deleted, the first entry in the system phonebook will be displayed again.

Select and confirm the option shown. All entered letters are deleted and the first entry in the phonebook is displayed again.

The entry you wish to dial appears on the screen



Press the key shown to dial the number immediately.

or



Press the key shown.

Call?

Select and confirm the option shown.

Pay attention to the notes on voice encryption → Page 56.

Using the LDAP directory from the system phonebook

If configured (consult your administrator), 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 phonebooks 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 administrator), 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 40.

Search?

Confirm the option shown.

The name is searched for. This may take a few seconds.

or

or

or

or

The result is displayed

If only one name is found, it is displayed.

Confirm the option shown.

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

Scroll to the next or previous entry.

Confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Pay attention to the notes on voice encryption → Page 56.

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.

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.

Confirm to view the incomplete list.

For further procedure, see above.

Narrow down the 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 administrator).

Open the menu → Page 20.

Select and confirm the option shown.

Select and confirm the option shown¹.

Enter a three-digit speed-dial number.

Pay attention to the notes on voice encryption → Page 56.

Suffix dialing

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 dialed (for example, "0" for the exchange) if no entries are made within 4 or 5 seconds.

Dialing with speed-dial keys

Prerequisite: You have configured speed-dial keys → Page 41.

Open the menu → Page 20.

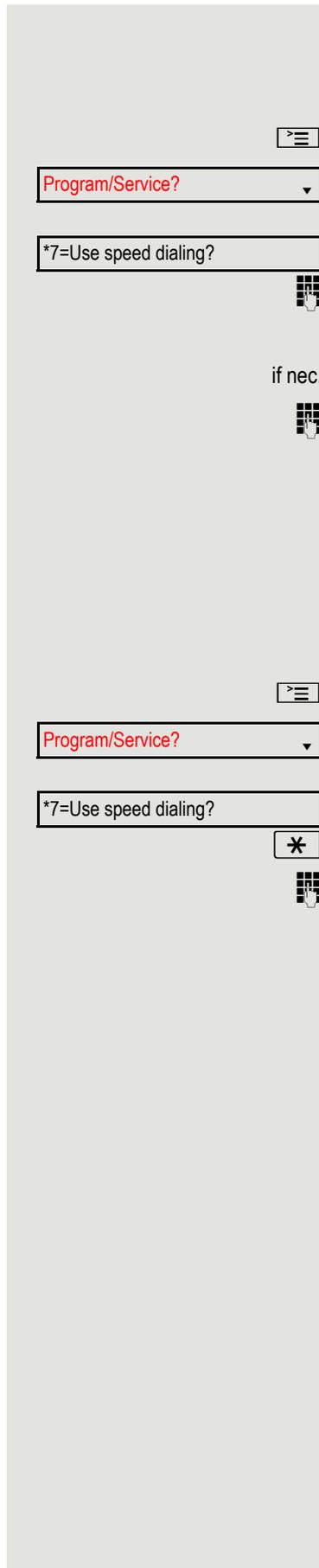
Select and confirm the option shown.

Select and confirm the option shown^[1].

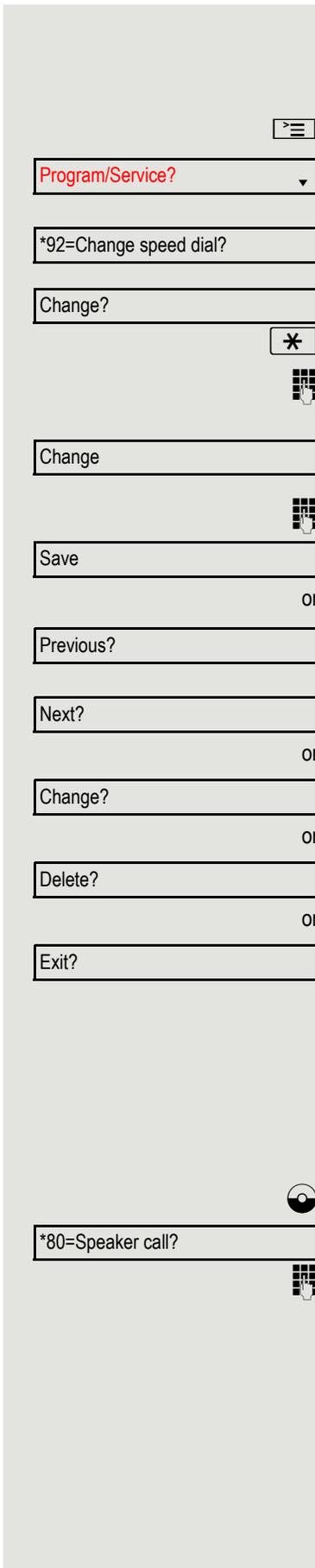
Press the key shown.

Press the required speed-dial key.

Pay attention to the notes on voice encryption → Page 56.



1. "Differing display views in a HiPath 4000 environment" → Seite 97



Configuring a speed-dial key

You can program the keys **[+]** to **[WXYZ]** with ten frequently used phone numbers.

Open the menu → Page 20.

Select and confirm the option shown.

Select and confirm the option shown^[1].

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.

Confirm the option shown.

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

Confirm the option shown.

If you make a mistake:

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

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 administrator) or to an internal user with a system telephone without any action on their part.

Open the idle menu → Page 17.

Select and confirm the option shown.

Enter the phone number.

 Responding to a speaker call → Page 33.

Talking to your colleague with discreet calling

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

Lift the handset.

Enter the code.

Enter your internal station number.

 Your administrator can protect your telephone against discreet calling.

Automatic connection setup (hotline)

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

Lift the handset.

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

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

If this function has been configured (consult your administrator), you can selectively assign a specific number (DID number) to your telephone before making an external call. The assigned number then appears on the called party's display.

Open the menu → Page 20.

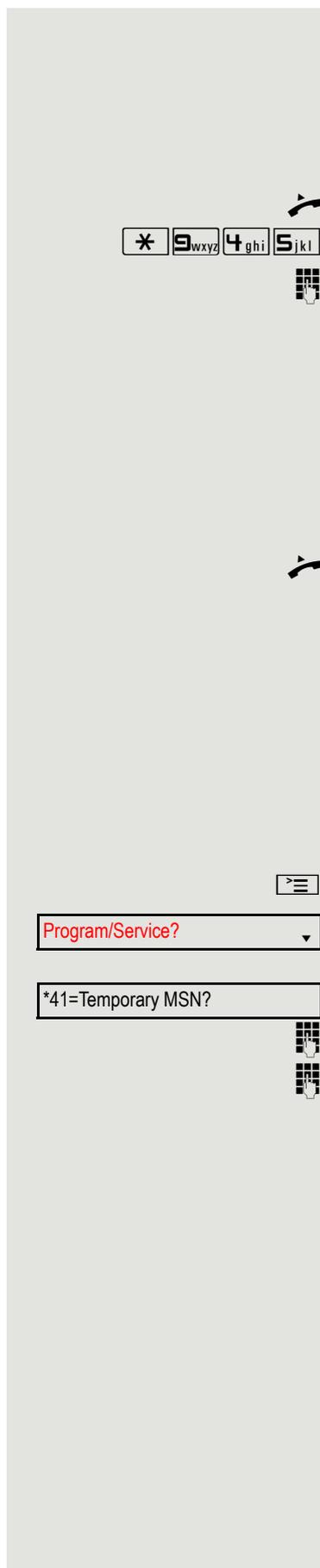
Select and confirm the option shown.

.

Select and confirm the option shown.

Enter the DID number you wish to use.

Dial the external number.



Associated dialing/dialing aid

If this function has been configured (consult your administrator), you can use a dialing aid to dial numbers and set up calls for your telephone.

The operating procedure depends on whether the dialing aid is connected to the **S₀ bus** or the **a/b (T/R) port**.

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

Dialing aid on the S0 bus

On the PC, select a destination and start dialing.

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

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

On the PC, select a destination and start dialing.

"Lift the handset" appears on the PC screen.

Lift the handset.

Dialing aid from your telephone for another telephone:

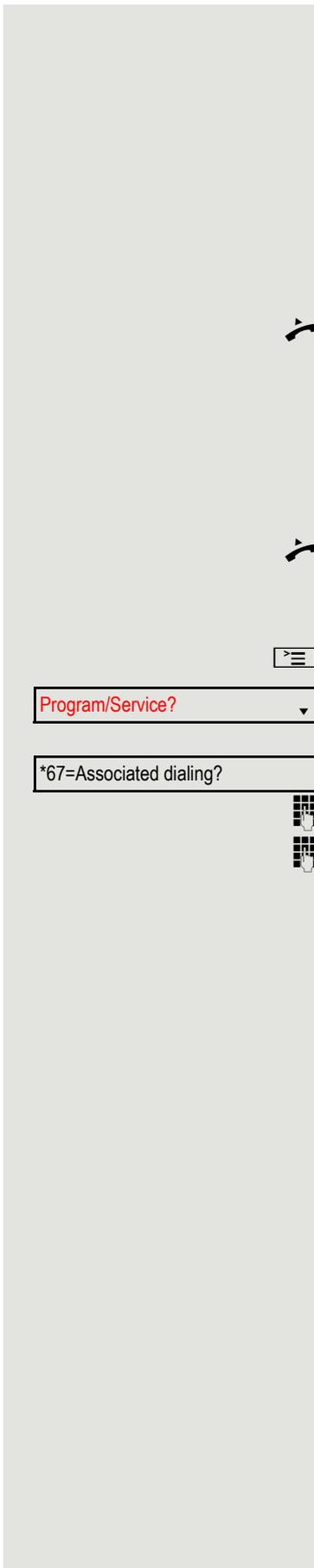
Open the menu → Page 20.

Select and confirm the option shown.

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 46.

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.

Pay attention to the notes on voice encryption → Page 56.

Answer the second call. Lift the handset.

Placing the first call on hold and answering the second call

Select and confirm the option shown.

Pay attention to the notes on voice encryption → Page 56.

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

Ending the second call and resuming the first one

Confirm the option shown.

Replace the handset.

Recall the first party.

Lift the handset.




Call waiting?

Quit and return?

or




↩ • 23189 Coco

Preventing and allowing call waiting (automatic camp-on)

If this function has been configured (consult your administrator), you can prevent or allow a second call → Page 45 from being signaled by automatic camp-on during an ongoing call.

Open the menu → Page 20.

Select and confirm the option shown.

Select and confirm the option shown¹.

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 17.

Select and confirm the option shown.

Deactivating

Open the idle menu → Page 17.

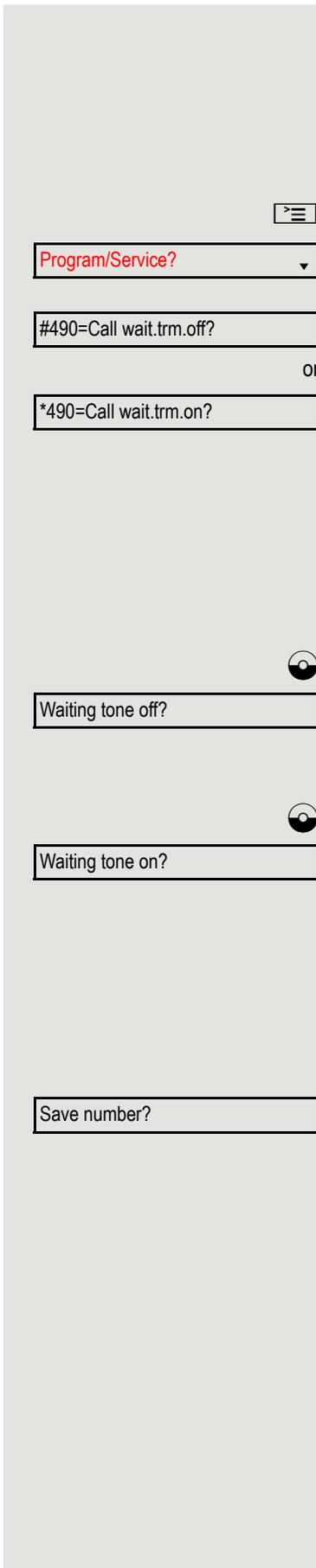
Select and confirm the option shown.

Saving a number

You can save your call partner's station number for subsequent redialing from the caller list → Page 37.

Prerequisite: You are conducting a call.

Select and confirm the option shown.



1. "Differing display views in a HiPath 4000 environment" → Seite 97

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.

Open the menu → Page 20.

Select and confirm the option shown.

Select and confirm the option shown.

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.

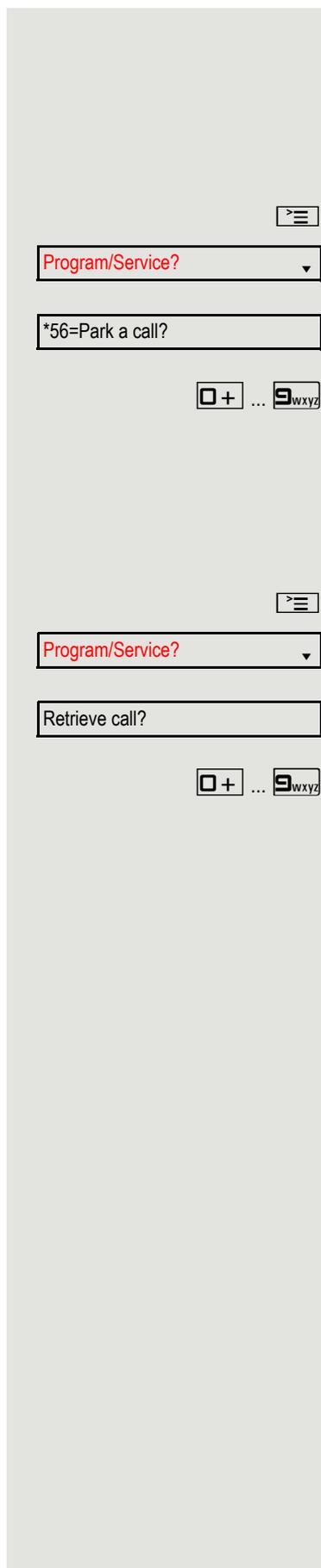
Open the menu → Page 20.

Select and confirm the option shown.

Select and confirm the option shown¹.

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).



1. "Differing display views in a HiPath 4000 environment" → Seite 97

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.

Call the first party.

Select and confirm the option shown.

Call the second party. Announce the 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 administrator).

 If voice encryption is not activated or not available on a conference party's phone, the entire conference is not secure. It may be indicated that the call is not secure → Page 56.

If the second party does not answer

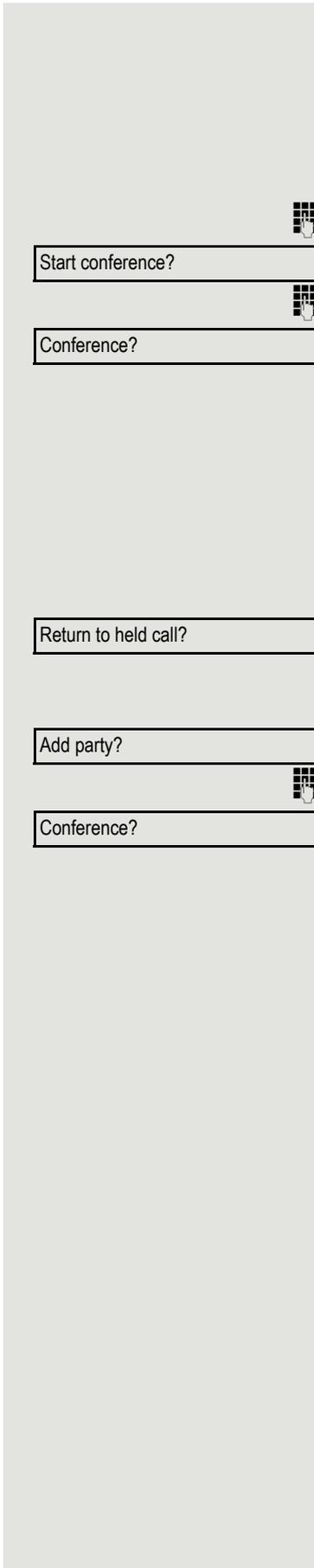
Confirm the option shown.

Adding up to five parties to a conference

Confirm the option shown.

Call the new party. Announce the conference.

Select and confirm the option shown.



View conf parties?

Next?

Remove party?

Leave conference?

or



End conference?

or



Drop last conf. party?



Program/Service?

*53=DTMF dialing?



Removing parties from the conference

Select and confirm the option shown. The first party is displayed.

Confirm as often as required until the desired party appears.

Select and confirm the option shown.



If a participant who was connected to the conference via an unencrypted line leaves, the conference remains unsecured.

Leaving a conference

Select and confirm the option shown.

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

Ending a conference

Select and confirm the option shown.

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

Removing the central office party from the conference

Select and confirm the option shown.

Activating tone dialing/DTMF suffix dialing

You can transmit **dual-tone multifrequency (DTMF)** signals to control devices such as an answering machine or automatic information system.

Open the menu → Page 20.

Select and confirm the option shown.

Select and confirm the option shown.

You can use the keys through , and to transmit DTMF signals.



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

Transferring a call after a speaker call announcement in a group

If this function has been configured (consult your administrator), you can use a speaker call (announcement → Page 42) to announce a call in progress to a group of users → Page 79.

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

Prerequisite: You are conducting a call.

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

Press the key shown.

Select and confirm the option shown.

Enter the group's station number.

Announce the call.

When a member of the group accepts the call → Page 33, you are connected to this party.

Replace the handset.

Select and confirm the option shown¹.

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

Sending a trunk flash

To activate ISDN-type services and features through the network carrier's analog trunks or those of other communication platforms (such as "consultation hold"), you must send a signal to the trunks before dialing the service code or telephone number.

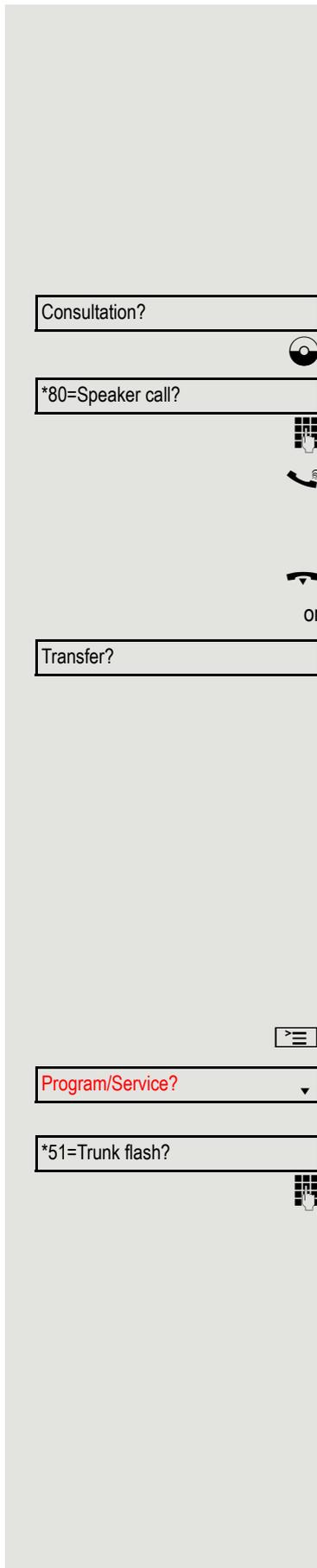
Prerequisite: You have set up an external connection.

Open the menu → Page 20.

Select and confirm the option shown.

Select and confirm the option shown.

Enter the service code and/or telephone number.



1. "Differing display views in a HiPath 4000 environment" → Seite 97

Camp-on

If you cannot reach a destination

Call waiting (camp-on)

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

Wait (approx. 5 seconds) until "Camp-on" appears on the display and the busy tone is followed by the ring tone.

The called party can then respond → Page 45.



The called party can prevent this automatic call waiting → Page 46.

If this feature is configured (consult your administrator), you will hear the ring tone and the message "Camp-on" is immediately displayed.

Override?

Busy override - joining a call in progress

This function is only available if it has been configured (consult your administrator).

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

Select and confirm the option shown.

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

 Special features must be taken into consideration if your telephone operates with system networking via the PC network → Page 86!

Activating

Select and confirm the option shown.

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

Enter the code (= standard night answer service).

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

Deactivating

Select and confirm the option shown.

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

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

Night answer on?

*=default?

or

*

or



Save?

Night answer off?

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 administrator must request this option from the network operator. Call charge display must be requested from the network operator and configured by the relevant administrator. Depending on the setting, call charges are displayed during or after a call. Depending on the network operator, free external calls are also displayed. The message "Free of Charge" appears on the screen either before or during the call. If the cost indication facility has not been installed, the display will show the dialed number and/or the duration of the telephone call.

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

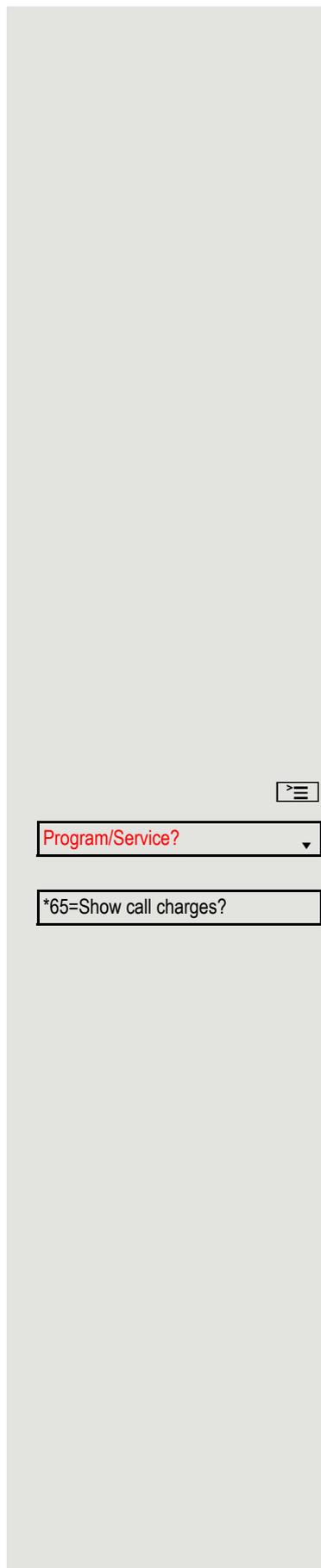
For all calls and for the last call

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

Open the menu → Page 20.

Select and confirm the option shown.

Select and confirm the option shown¹.



1. "Differing display views in a HiPath 4000 environment" → Seite 97

Dialing with call charge assignment

You can assign external calls to certain projects.

Prerequisite: Your administrator has defined account codes for you.

Open the menu → Page 20.

Select and confirm the option shown.

Select and confirm the option shown.

Enter the account code.

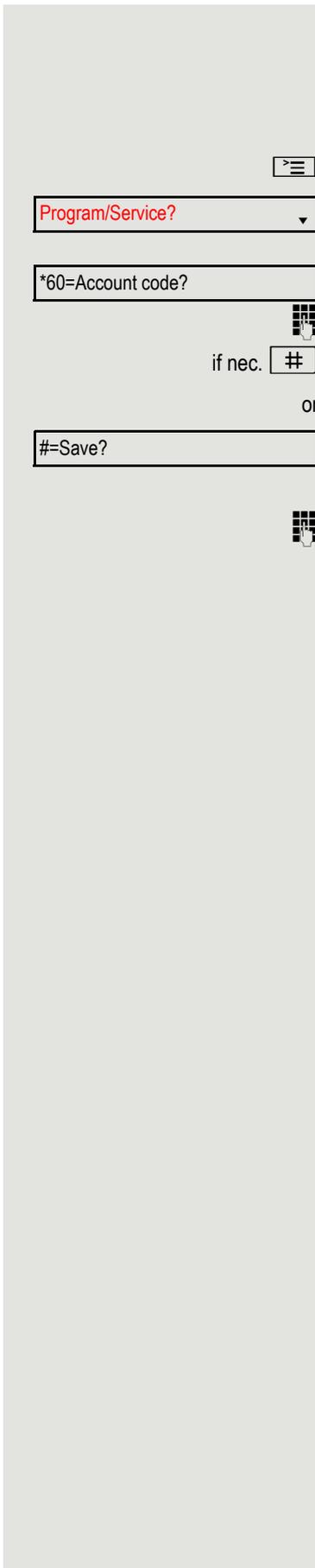
Press this key.

Confirm the option shown.

Required depending on the configuration; consult your administrator.

Enter the external phone number.

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



Privacy/security

Voice encryption

▶▶▶ Please see also the explanations on → Page 11.

Displaying status

in call mode

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

Select the option shown.

Voice encryption? ▲

Call encrypted

or

Call not encrypted

The call is not secure.

in idle status

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

Select the option shown.

Security status ▲

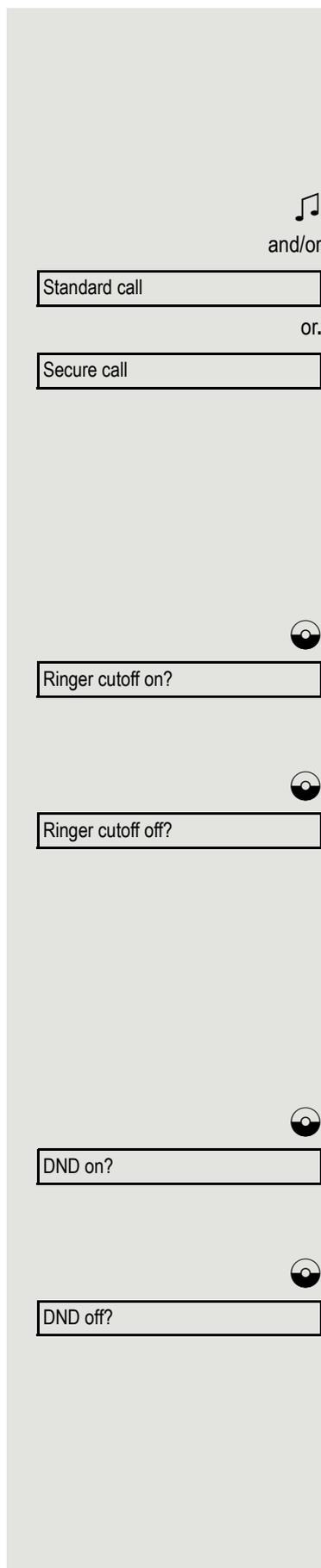
Secure client

or

Standard client

Voice encryption is activated for your telephone.

Voice encryption is not activated for your telephone.



Notes on voice encryption

Your administrator can define in the communication system whether and how you are notified of encrypted and/or unencrypted calls. You will then receive a warning tone and/or a message on the display when you accept a call, accept a consultation call or are connected to a conference.

Warning tone

Display for an unencrypted call.

Display for an encrypted call.

Turning ringer cutoff on and off

If you do not wish to take calls, you can activate the ringer cutoff function. Calls are only identified by **one** ring signal and they are shown on the display.

Activating

Open the idle menu → Page 17.

Select and confirm the option shown¹.

Deactivating

Open the idle menu → Page 17.

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 administrator).

Activating

Open the idle menu → Page 17.

Select and confirm the option shown.

Deactivating

Open the idle menu → Page 17.

Confirm the option shown.



When you lift the handset, you will hear a special tone (continuous buzzing) reminding you that "Do not disturb" is activated.

Authorized internal callers automatically override the DND feature after five seconds.

1. "Differing display views in a HiPath 4000 environment" → Seite 97

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 17.

Select and confirm the option shown.

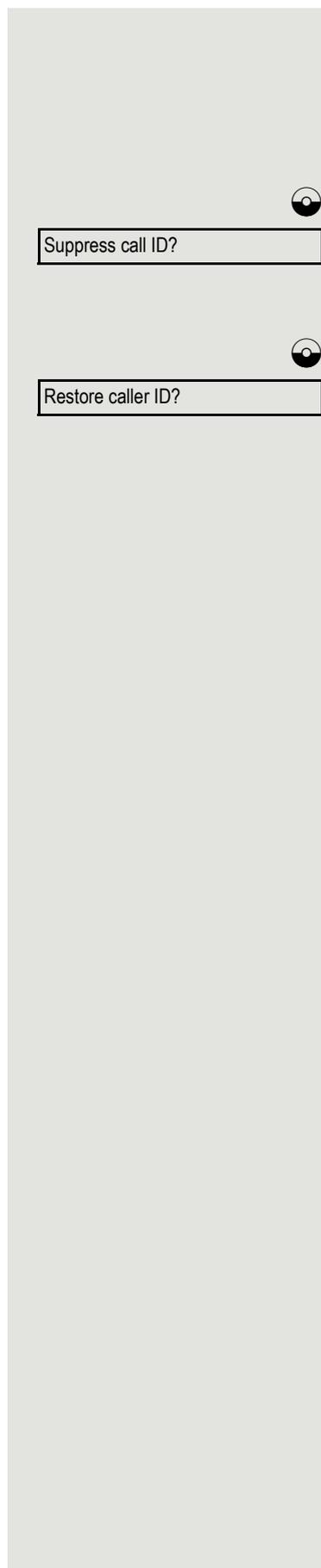
Deactivating

Open the idle menu → Page 17.

Select and confirm the option shown.



Your administrator can activate/deactivate caller ID suppression for all phones.



Monitoring a room

You can use a phone to monitor a room. This function must be enabled on the monitoring phone.

When you call this phone, you can immediately hear what is happening in that room.

Activating the telephone to be monitored

Open the menu → Page 20.

Select and confirm the option shown.

Select and confirm the option shown.

You can either leave the telephone in speakerphone mode (**OpenStage 20/20 G** only) 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.

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.

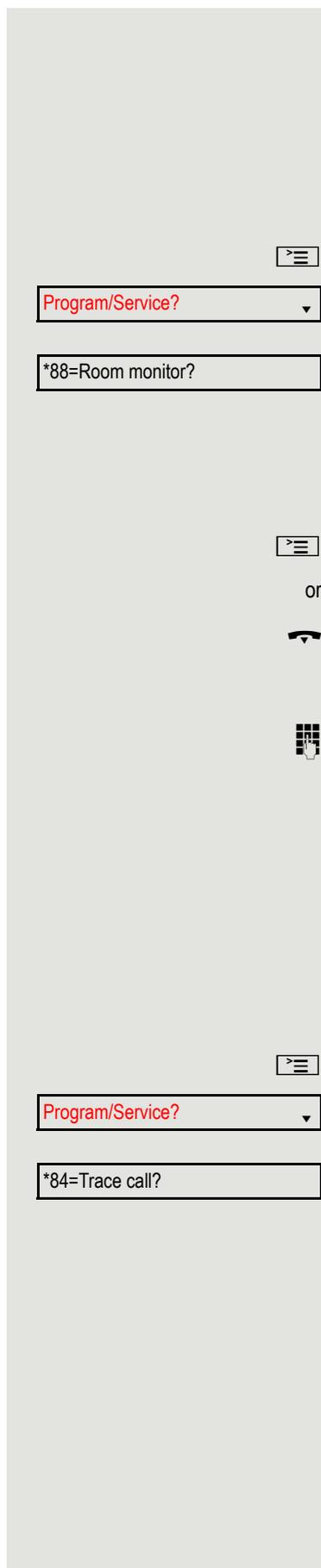
Open the menu → Page 20.

Select and confirm the option shown.

Select and confirm the option shown.



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



Locking the telephone to prevent unauthorized use

You can prevent unauthorized parties from accessing certain functions on your phone during your absence, for example you can prevent external phone numbers being dialed or your mailbox being accessed. Consult your administrator to determine which functions are locked.

Locking the phone

Open the idle menu → Page 17.

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 authorized party → Page 59.

Unlocking the phone

Open the idle menu → Page 17.

Select and confirm the option shown.

Enter code (telephone lock) → Page 60.

Locking another telephone to prevent unauthorized use

If configured (consult your administrator), you can lock and unlock other telephones to prevent unauthorized access.

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

Open the menu → Page 20.

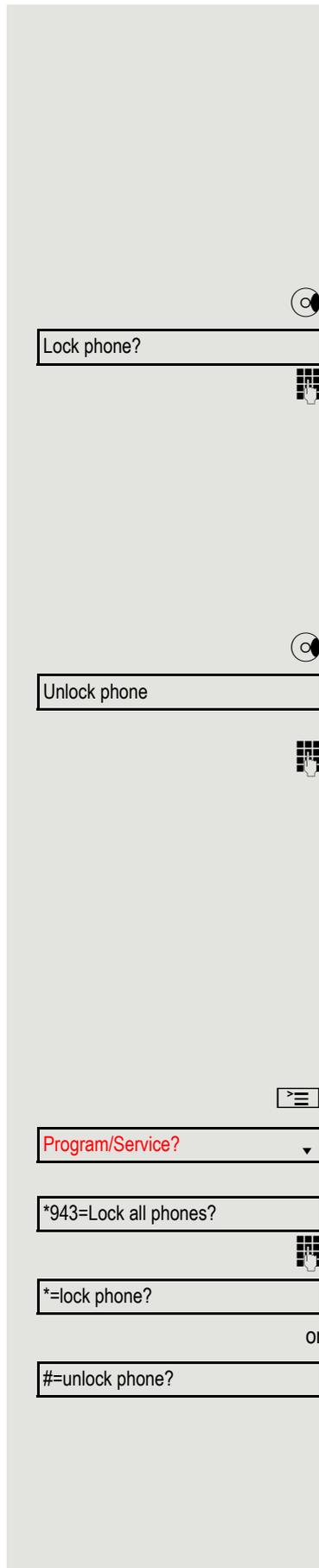
Select and confirm the option shown.

Select and confirm the option shown.

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

Confirm the option shown.

Select and confirm the option shown.



Saving your PIN code

Enter a PIN code to use the functions

- for locking the telephone to prevent unauthorized use → Page 59
- for using another telephone like your own → Page 65

You can save this code.

Open the menu → Page 20.

Select and confirm the option shown.

Confirm the option shown.

Enter the current five-digit code.

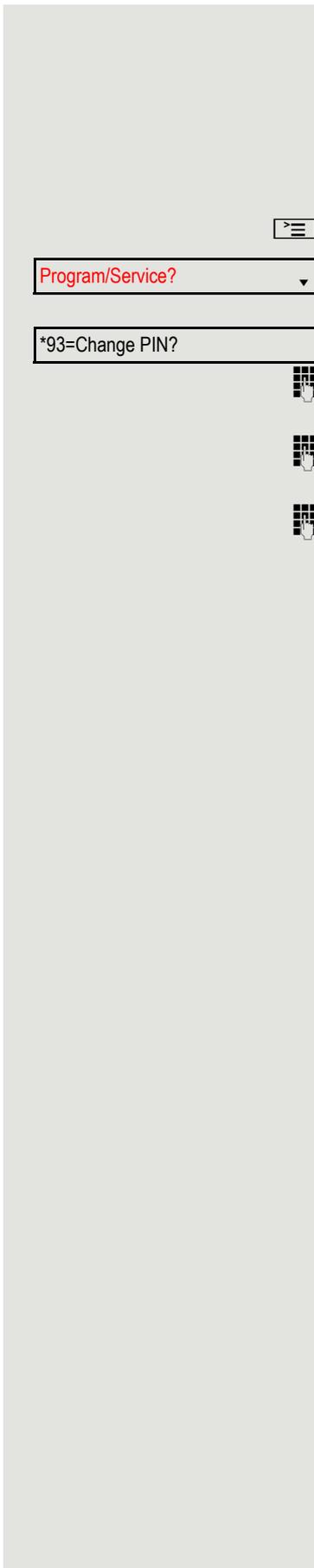
If you have not yet set a code, use "00000" the first time.

Enter the new code.

Re-enter the new code.



If you forget your code, consult your administrator. 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

Open the menu → Page 20.

Select and confirm the option shown.

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 the selected language is "US English" (settings → Page 92) you can enter the code 2 for "am" or 7 for "pm" (default = "am").

Confirm the option shown.

Select and confirm the option shown.

Confirm the option shown.

Deleting and checking a saved appointment

Open the menu → Page 20.

Select and confirm the option shown.

Confirm the option shown.

Confirm the option shown.

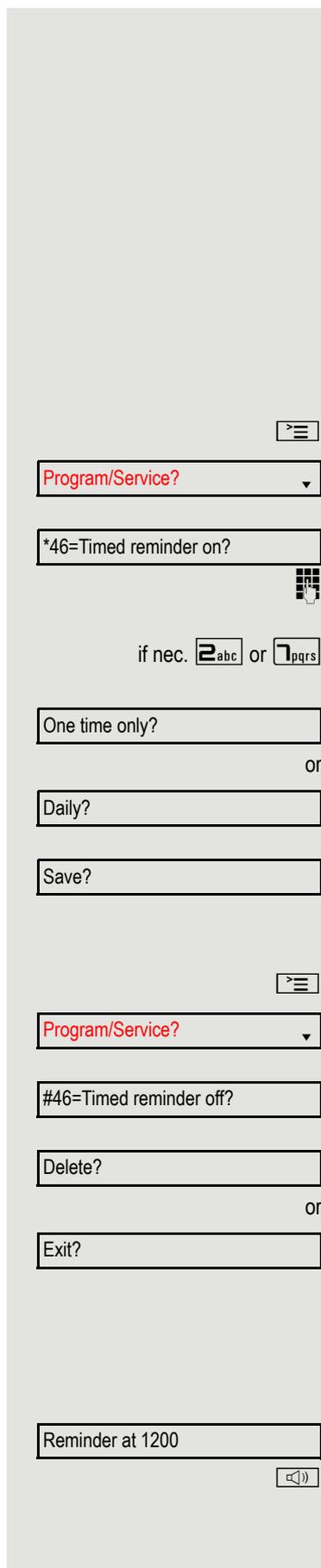
Select and confirm the option shown.

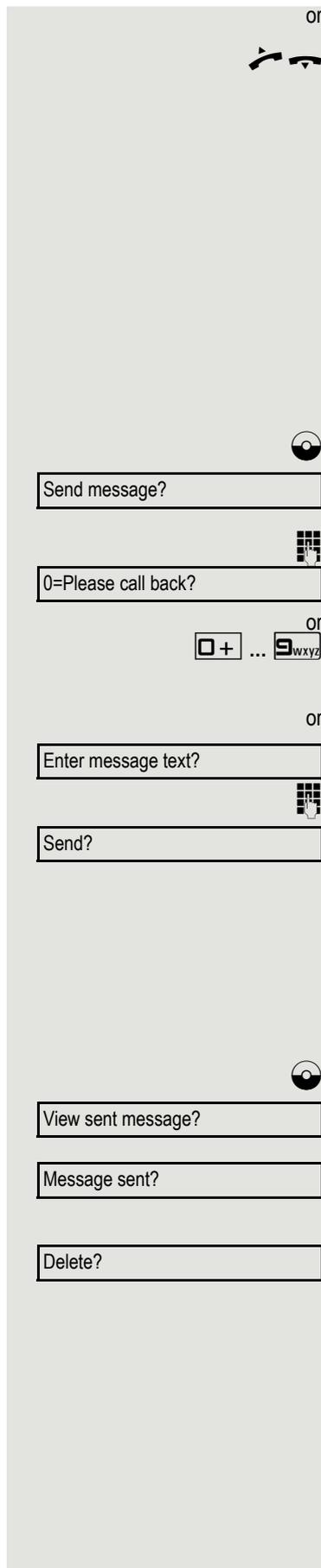
Using timed reminders

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

The phone rings. The appointment time is displayed.

Press the key twice.





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 17.

Select and confirm the option shown.

Enter the internal station number of the recipient or group.

Select predefined text (can be changed by the administrator) and confirm.

Enter the code directly.

The code is shown on your display with the corresponding message.

Select and confirm the option shown.

Text entry (up to 24 characters) → Page 15.

Confirm the option shown.

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

Displaying and deleting messages you have sent

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

Open the idle menu → Page 17.

Select and confirm the option shown.

Confirm the option shown.

The text message is displayed.

Select and confirm the option shown.

The message is deleted.

Viewing and editing incoming messages

Pay attention to the notes on → Page 18.

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.

Time/date sent?

Confirm the option shown.

Call sender

Select and confirm the option shown.

Call sender?

Deleting messages

Select and confirm the option shown.

Delete?

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 17.

Select and confirm the option shown.

Select predefined text (can be changed by the administrator) and confirm.

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.

Select and confirm the option shown.

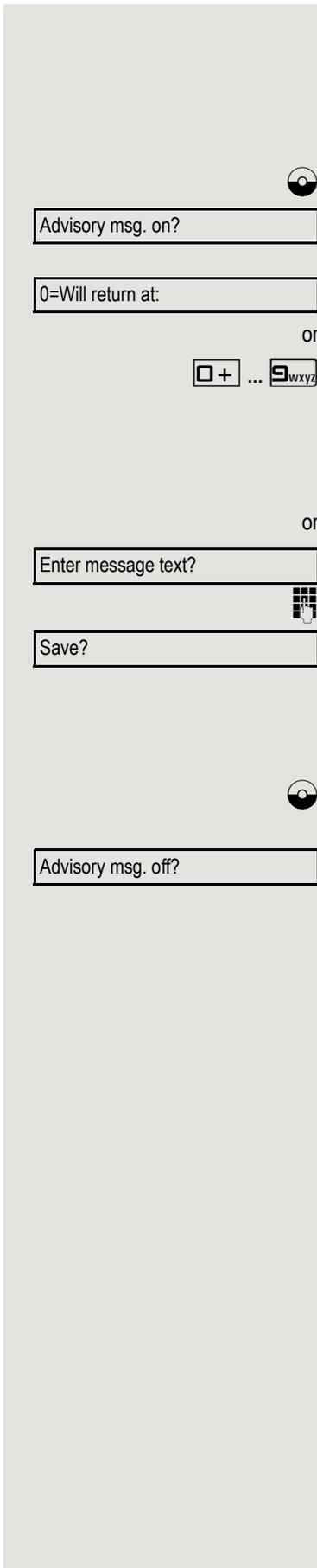
Enter message (up to 24 characters) → Page 15.

Confirm the option shown.

Deleting advisory messages

Open the idle menu → Page 17.

Select and confirm the option shown.



Using another telephone like your own for a call

Other parties can temporarily use your phone like their own for an outgoing call.

Open the menu → Page 20.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown¹.

Enter the number of the other user.

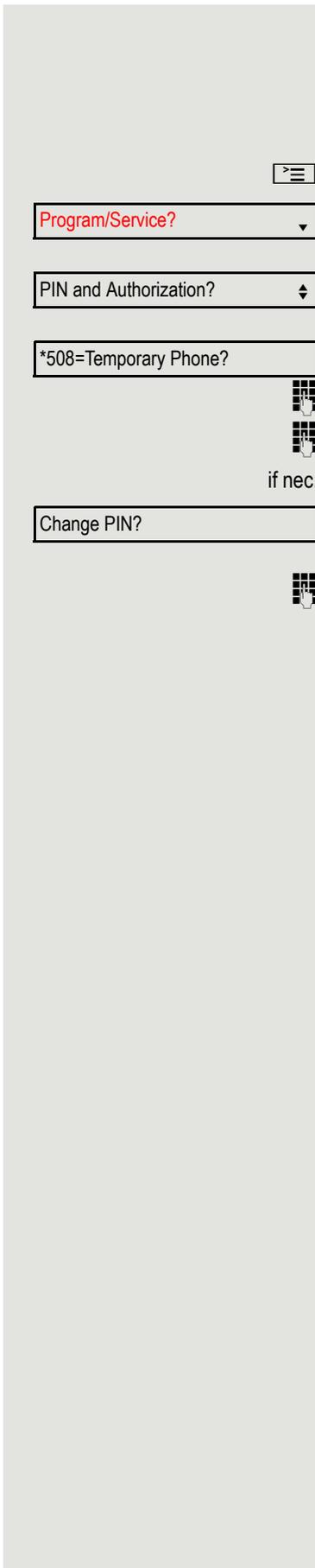
Enter the other user's lock code → Page 60.

if nec.

If the other user has not set a PIN, he or she is prompted to do so on his or her phone.

Dial the external number.

This state is canceled as soon as the call is ended.



1. "Differing display views in a HiPath 4000 environment" → Seite 97

Using a mobile phone number at a random phone

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

Logging on to the "guest telephone"

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

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

Enter the code for "Mobile Login (Log on)", see → Page 109).
You see the prompt "New number".

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

Enter the password and confirm.

Press the key shown.

Confirm the option shown.

The logon procedure begins.

Your mobile phone number will appear on the left of the display when you are correctly logged on → Page 17.

Moving the connection to the next telephone

If you want to move your connection from the first "guest telephone" to a second "guest telephone", log on to the second "guest telephone" in the usual fashion (see → Page 66).

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

Logging off from the "guest telephone"

Enter the code for "Mobile Login (Log off)", see → Page 109).
The logoff procedure begins.

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



if nec.

or



or

Entry complete



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

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

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

Open the menu → Page 20.

Select and confirm the option shown.

Select and confirm the option shown¹.

Activating functions for another telephone

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

- Do not disturb, code *97/#97 → Page 56
- Call forwarding, code *11, *12, *13/#1 → Page 27
- Lock and unlock phone, code *66/#66 → Page 59
- Ringing group, code *81/#81 → Page 79
- Leave message/advisory message, code *69/#69 → Page 64
- Group call, code *85/#85 → Page 79
- Reset services and functions, code #0 → Page 67
- Control relays, code *90/#90 → Page 72
- Night answer, code *44/#44 → Page 52
- Timed reminders, code *46/#46 → Page 61

Open the menu → Page 20.

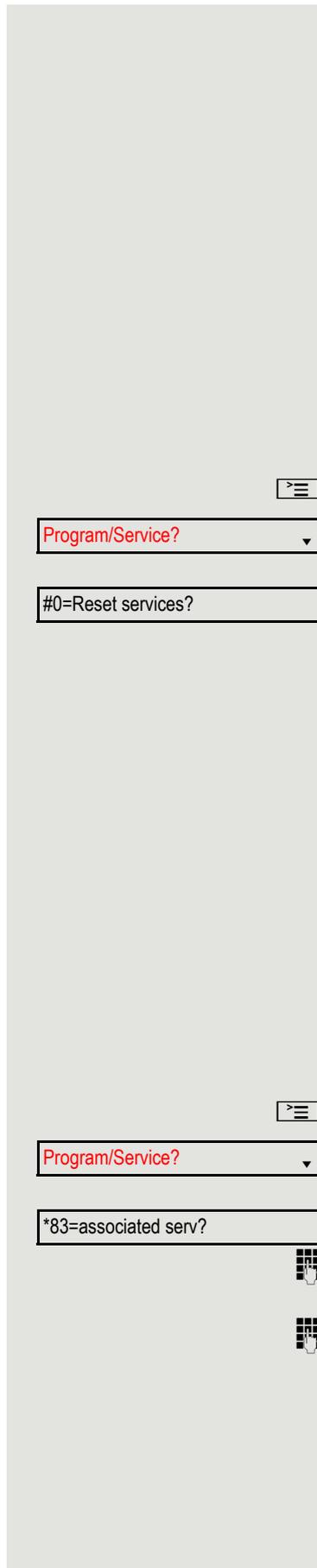
Select and confirm the option shown.

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 views in a HiPath 4000 environment" → Seite 97

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

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

- Reset services and functions, code #0 → Page 67
- Call forwarding, code *1/#1 → Page 27
- 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 64
- Ringing group, code *81/#81 → Page 79
- Group call, code *85/#85 → Page 79
- Caller ID suppression, code *86/#86 → Page 57
- Camp-on tone, code *87/#87 → Page 46
- Open door, code *61 → Page 34
- Release door opener, code *89/#89 → Page 35
- Control relays, code *90/#90 → Page 72
- Do not disturb, code *97/#97 → Page 56
- Ringer cutoff, code *98/#98 → Page 56
- Dial using speed dial, code *7 → Page 41
- Associated service, code *83 → Page 67

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



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



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



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



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

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 dialing (keypad dialing)

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

Open the menu → Page 20.

Select and confirm the option shown.

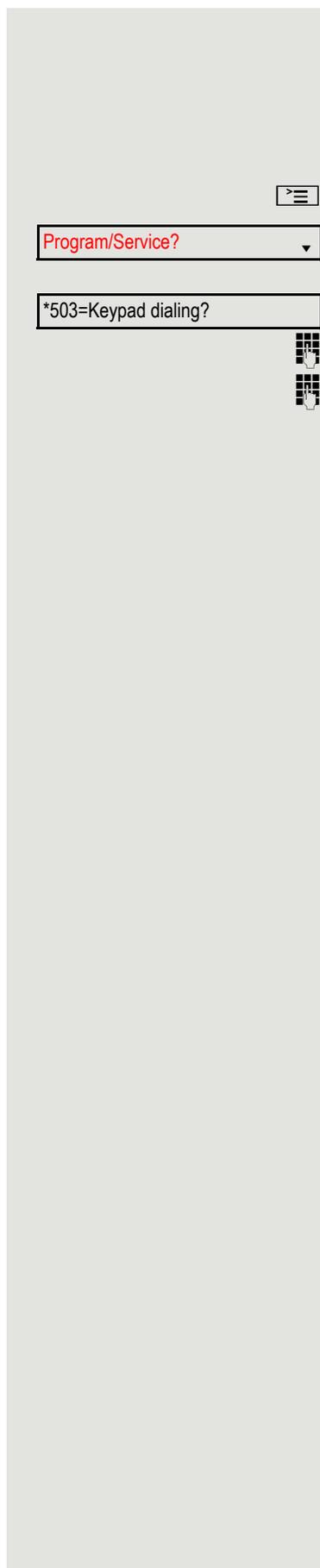
Confirm the option shown.

Enter the required trunk number (consult your administrator).

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

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

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



Controlling connected computers/programs/telephone data service

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

Open the menu → Page 20.

Select and confirm the option shown.

Confirm the option shown.

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

Input in en-bloc mode:

Enter data.

Complete entry.

Confirm the option shown.

Input in online mode:

The connected computer processes your entries directly.

Enter the code.

Enter data.

The screenshot shows a vertical menu interface on a light gray background. At the top right is a menu icon (three horizontal lines with a right-pointing arrow). Below it is a dropdown menu with the text "Program/Service?". Underneath is a text input field containing "*42=Tel. data service?". Further down are two buttons: a square button with a plus sign and a square button with a telephone handset icon and the letters "wxyz". Below these buttons is the word "or". Underneath "or" is another text input field containing "Entry complete?". Below this field is another "or". At the bottom are two more buttons: a square button with a plus sign and a square button with a telephone handset icon and the letters "wxyz".

Communicating with PC applications over a CSTA interface

If configured (consult your administrator), 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.

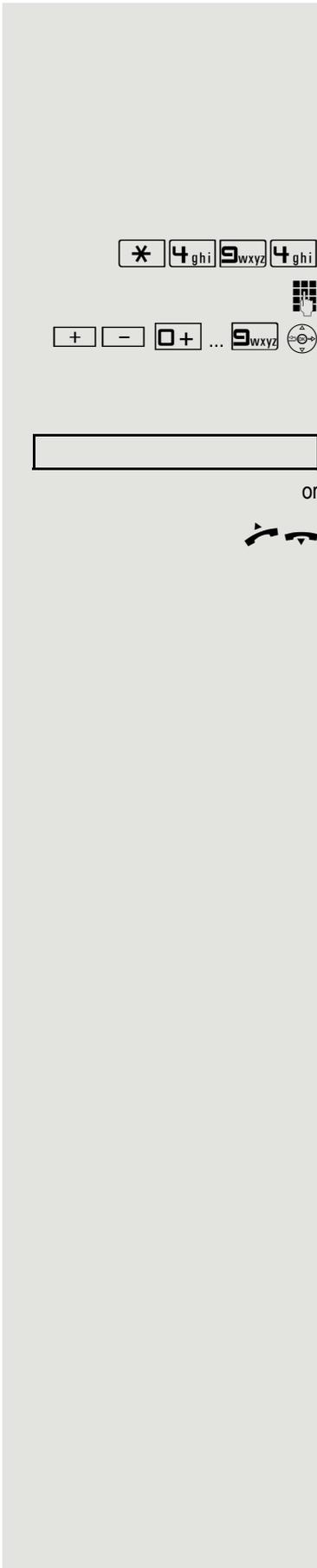
Enter the three-digit ID for the application you wish to control.

Use the relevant keys to communicate with the application.

Ending communication with the application

Select and confirm the relevant CSTA message.

Lift the handset and replace it again.



Controlling relays (only for HiPath 3000 and OpenScape Business)

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

 Special features must be taken into consideration if your telephone operates with system networking via the PC network → Page 88!

*90=Control relay on?

or

#90=Control relay off?

 ... 

Select and confirm the option shown.

Select and confirm the option shown.

Enter the relay.

Sensors (HiPath 33x0/35x0 only)

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

Paging persons (not for U.S.)

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

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

Paging persons

To ensure that you can be found, you must have enabled a ringing group → Page 81, call forwarding → Page 27 or call forwarding-no answer (service engineer) to the internal station number of your PSE.

A call request is signaled automatically.

Answering the page from the nearest telephone

Lift the handset.

Enter the code.

Enter own station number.



Phonebooks

Personal phonebook

The personal phonebook is restricted to 100 entries.

Creating a new contact

You can create contacts more conveniently via the web interface → Page 98.

Open the menu → Page 20.

Select and confirm to open the local phonebook.

Select and confirm the option shown.

Fill in the three fields

- Last name
- First name
- Number

accordingly.

Select and confirm to save the phonebook entry.

Editing a contact

You can edit contacts more conveniently via the web interface → Page 98.

Open the menu → Page 20.

Select and confirm to open the local phonebook.

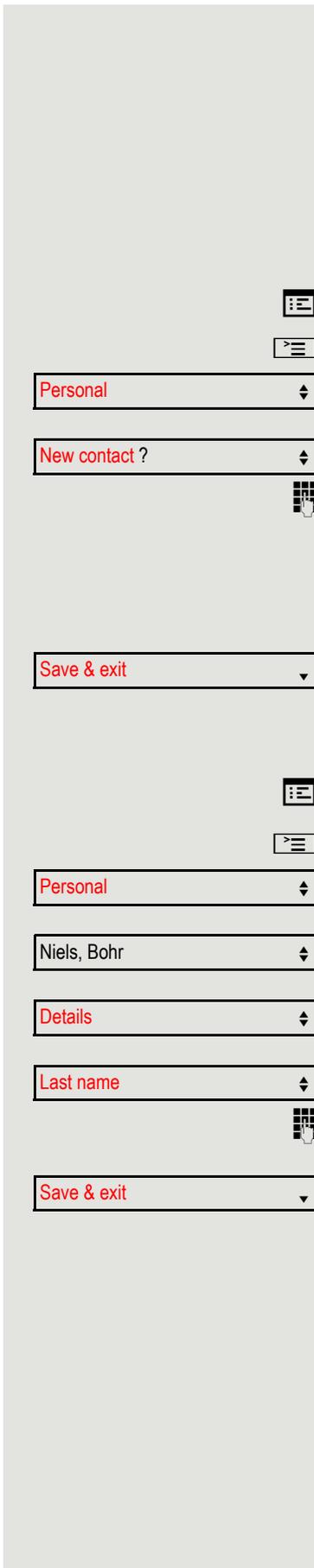
Select and confirm the relevant entry.

Select and confirm the option shown.

Select and confirm, for example the Last name field.

Change and confirm .

Select and confirm the option shown.



Deleting a contact

You can delete contacts more conveniently via the web interface → Page 98.

Open the menu → Page 20.

Select and confirm to open the local phonebook.

Select and confirm the relevant entry.

Select and confirm the option shown.

Confirm the option shown.

Select and confirm to cancel the process.

Deleting all contacts

You can delete contacts more conveniently via the web interface → Page 98.

Open the menu → Page 20.

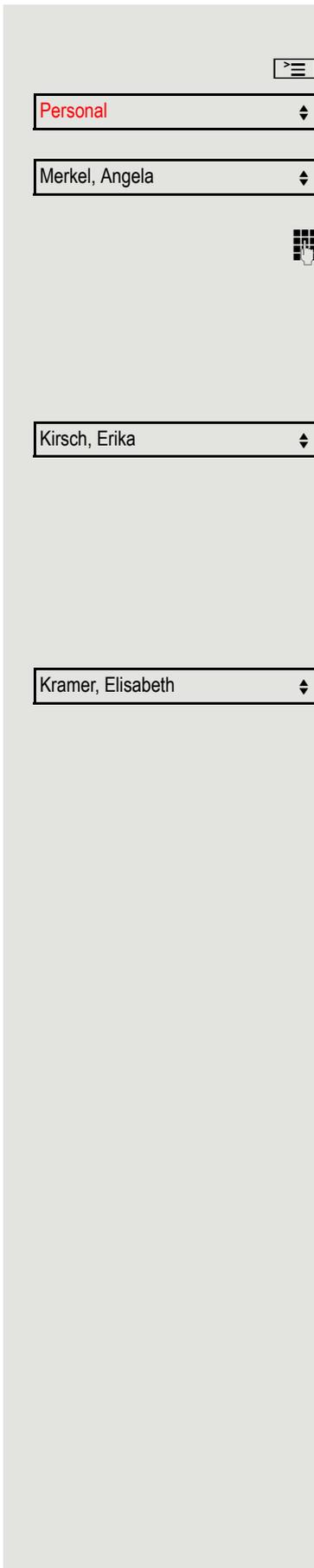
Select and confirm to open the local phonebook.

Select and confirm the option shown.

Confirm the option shown.

Select and confirm to cancel the process.





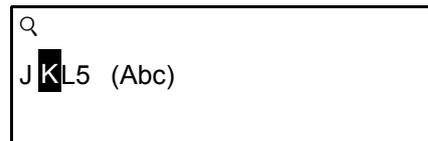
Searching for a contact

Open the menu → Page 20.

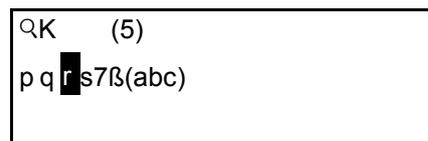
Select and confirm to open the local phonebook.

The last entry used is displayed.

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



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



The first name with the initial letters Kr is displayed.

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

Corporate directory

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

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

Searching for a contact

Open the menu → Page 20.

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

Select and confirm the option shown.

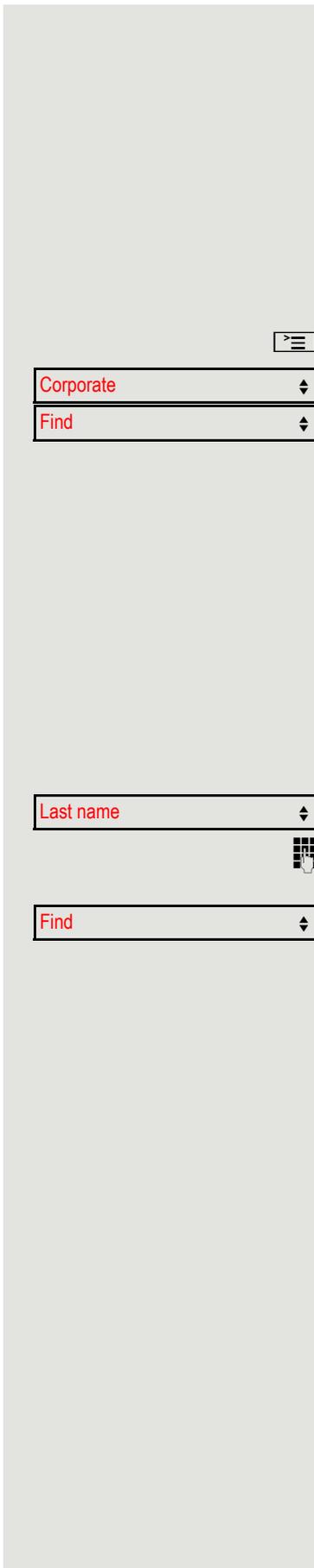
The following 11 search fields can be used:

- Last name
- First name
- Office 1
- Office 2
- Mobile
- Home
- Company
- Address 1
- Address 2
- Professional role
- E-mail

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

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

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



Advanced phonebook editing

Viewing entries

Prerequisite: You found and selected an entry (see above).

Select and confirm the option shown. All fields of the entry are displayed.

Resetting the search fields

Prerequisite: The search fields are listed.

Select and confirm the option shown. You can now enter new search criteria for a search.

Defining a qualifier before a search

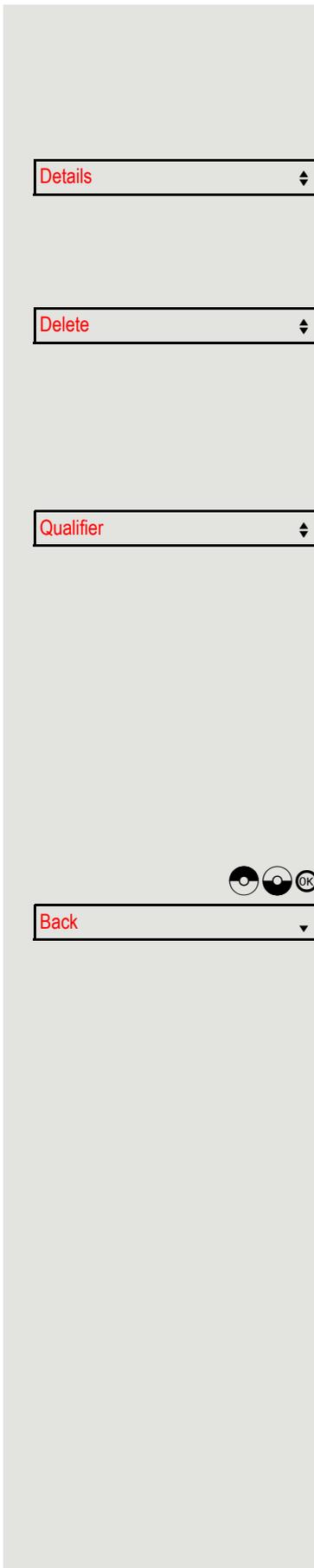
Prior to a search, you can select which qualifiers should also appear in the output list.

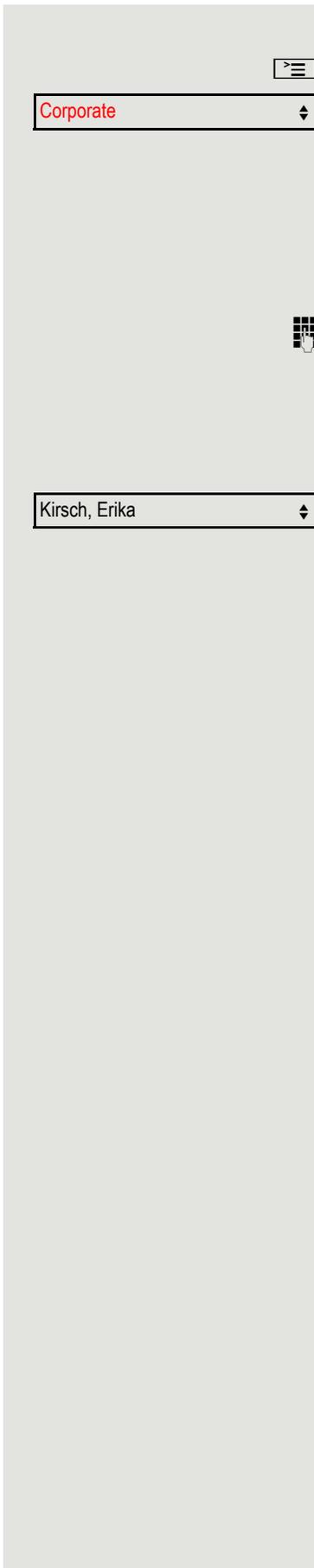
Select and confirm the option shown. You may choose between the following criteria:

- No qualifier
- Job function
- Address 1
- Email
- Business 1
- Mobile
- Business 2
- Private
- Company
- Address 2

Select and confirm the desired qualifier.

Select and confirm to close the list.





Quick search

Open the menu → Page 20.

Select and confirm to open the company-wide **phonebook**.

Q
Enter the name (Abc)

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

QK
J K L 5 (Abc)

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

QKr
p q r s 7 B (abc)

You can restrict the output by entering the second and other letters. The key is used to switch between letters and numbers. The keys are used to delete individual characters.

You can control the search individually by entering extended characters. To select extended characters, first press the key.

Rule list:

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

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

Using team functions

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

Activating/deactivating a group call

 Special features must be taken into consideration if your telephone operates with system networking via the PC network → Page 84!

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

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

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

You are part of a hunt group or call group

Open the idle menu → Page 17.

Select and confirm the option shown¹.

Select and confirm the option shown.



Leave group?

or

Join group?

1. "Differing display views in a HiPath 4000 environment" → Seite 97

You belong to multiple groups

Open the idle menu → Page 17.

Select and confirm the option shown^[1].

Leave group?

or

Join group?

Select and confirm the option shown.

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 shown¹.
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.

1. "Differing display views in a HiPath 4000 environment" → Seite 97

Picking up a call for another member of your team

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

Prerequisite: Your telephone rings briefly. "Call for:" appears on the upper display line with the station number or name of the originator; the station number or name of the caller appears on the lower line.

Confirm the option shown.

Pickup - group?

Ringing group

You can have calls for your telephone signaled audibly at up to five other internal phones. The phone that answers the call first receives the call.

 Special features must be taken into consideration if your telephone operates with system networking via the PC network → Page 87!

Saving, displaying and deleting telephones for the ringing group

Open the menu → Page 20.

Select and confirm the option shown.

Program/Service?

Select and confirm the option shown.

*81=Ringing group on?

Follow the display prompts (enter the internal station number).

 If your phone belongs to a ringing group, your display will show the station number or the name of the initiator on the upper line and that of the caller on the lower line.

Removing all telephones in a call ringing group

Select and confirm the option shown.

Ringing group off?

Uniform Call Distribution (UCD)

If configured (consult your administrator), you may belong to a group of stations (agents), to which calls are distributed.

An incoming call is always assigned to the agent idle the longest.

Logging on and off at the beginning and end of your shift

Open the menu → Page 20.

Select and confirm the option shown.

Select and confirm the option shown.

Confirm the option shown.

Select and confirm the option shown.

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

Logging on and off during your shift

Open the menu → Page 20.

Select and confirm the option shown.

Select and confirm the option shown.

Confirm the option shown.

Select and confirm the option shown.

The image shows two screenshots of a mobile application interface. The top screenshot displays a menu with the following options: 'Program/Service?' (dropdown), 'UCD?' (dropdown), '*401=Log on?' (dropdown), and '#401=Log off?' (dropdown). The bottom screenshot displays a similar menu with the following options: 'Program/Service?' (dropdown), 'UCD?' (dropdown), '#402=Not available?' (dropdown), and '*402=Available?' (dropdown). Both screenshots include a hamburger menu icon in the top right corner and a 'or' separator between the two main options.

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.



Program/Service?



Open the menu → Page 20.

Select and confirm the option 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



Program/Service?



Open the menu → Page 20.

Select and confirm the option 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



Program/Service?



Open the menu → Page 20.

Select and confirm the option shown.

UCD?

Select and confirm the option shown.

*405=Calls in queue?

Confirm the option shown.

Special functions in the LAN

If your telephone is operating in an environment in which multiple **HiPath 3000/ OpenScape Business** and/or **OpenScape Office MX/LX** systems are interconnected via a LAN (Local Area Network, such as a proprietary PC network), you are conducting a call via the LAN (PC network).

In this instance, you must note certain particularities for some functions. These are described in this section.

Leaving hunt group/group call

Prerequisite: You are part of a hunt group/group call → Page 79 in another **HiPath 3000/ OpenScape Business** or **OpenScape Office MX/LX**:

Open the idle menu → Page 17.

Select and confirm the option shown.

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

Confirm your entry.

Enter the (DISA) station number of your phone.

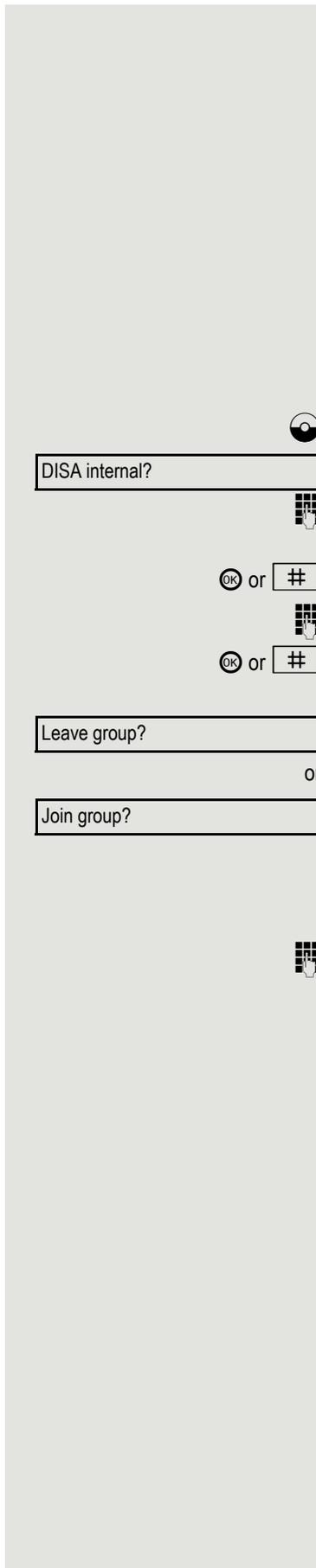
Confirm your entry.

Select and confirm the option shown.

Select and confirm the option shown.

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

Enter group number for "directed joining/leaving".



Setting up "follow me" call forwarding

You can activate/deactivate call forwarding → Page 27 for your phone from other phones in the LAN.

Open the idle menu → Page 17.

Select and confirm the option shown.

(DISA) station number of your **HiPath 3000/OpenScape Business** or **OpenScape Office MX/LX**.

Confirm your entry.

Enter the (DISA) station number of your phone.

Confirm your entry.

Activating

Open the idle menu → Page 17.

Select and confirm the option shown.

Confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

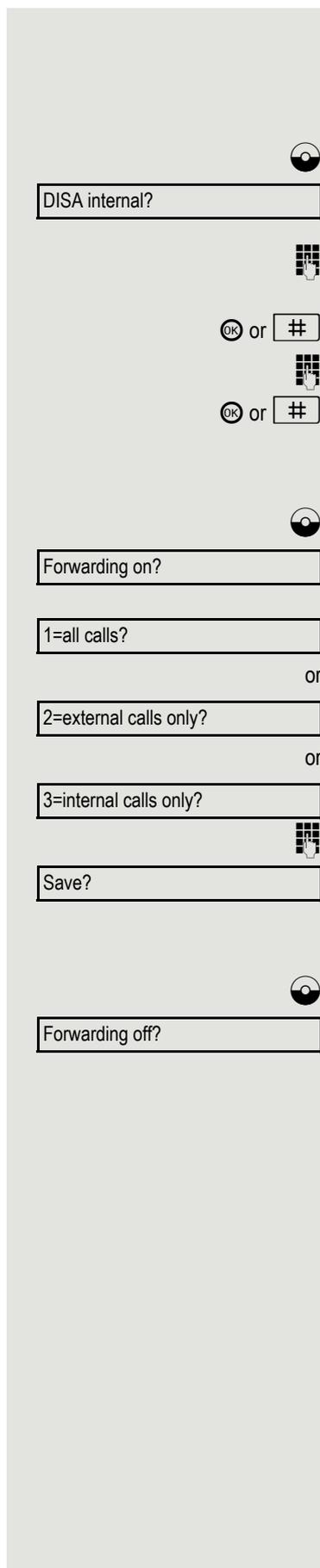
Enter the destination phone number.

Confirm the option shown.

Deactivating

Open the idle menu → Page 17.

Select and confirm the option shown.



Using night answer

If authorized (consult your administrator), you can define telephones in other **HiPath 3000/OpenScape Business** or **OpenScape Office MX/LX** communication platforms as the night answer → Page 52.

Open the idle menu → Page 17.

Select and confirm the option shown.

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

Confirm your entry.

Enter the (DISA) station number of your phone.

Confirm your entry.

Activating

Open the idle menu → Page 17.

Select and confirm the option shown.

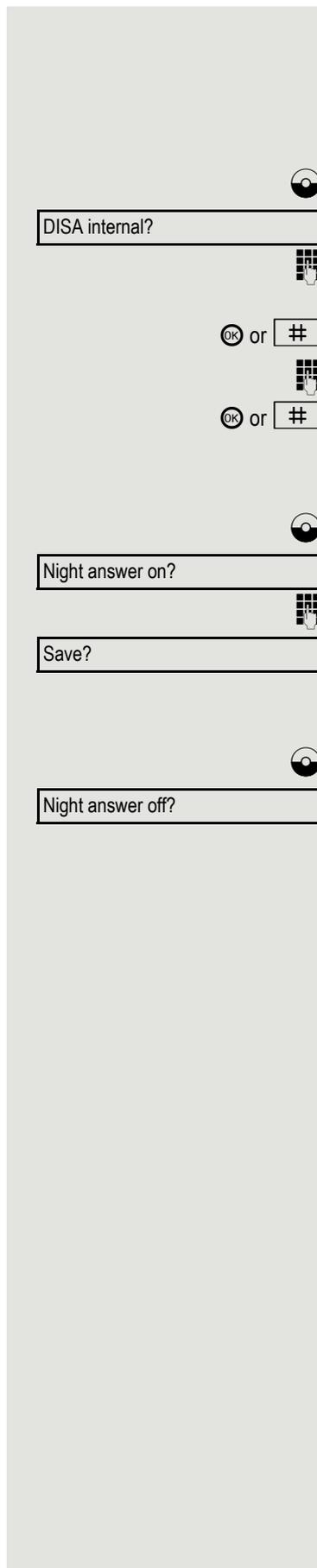
Enter the destination number (= temporary night answer service).

Confirm the option shown.

Deactivating

Open the idle menu → Page 17.

Select and confirm the option shown.



Ringing group

You can have calls for your telephone signaled audibly at external telephones or at telephones in other **HiPath 3000/OpenScope Business** or **OpenScope Office MX/LX** communication platforms → Page 81.

Saving, displaying and deleting telephones for the ringing group

Open the menu → Page 20.

Select and confirm the option shown.

Select and confirm, then follow the operating instructions.

Enter the phone number.

Confirm the option shown.

Confirm the option shown.

Select and confirm the option shown.

Removing all telephones in a call ringing group

Open the idle menu → Page 17.

Select and confirm the option shown.

The screenshot shows a vertical menu with the following items:

- Program/Service?
- *81=Ringing group on?
- Add to ringing group?
- or
- Add another station?
- or
- Display/remove?
- #=Entry complete?
- Save?
- Exit?
- Ringing group off?

Controlling relays (only for HiPath 3000)

If this feature is configured (consult your administrator), you can also control relays → Page 72 in other **HiPath 3000** communication platforms.

Open the idle menu → Page 17.

Select and confirm the option shown.

Enter the (DISA) station number of the **HiPath 3000** where you wish to control the relay.

Confirm your entry.

Enter the (DISA) station number of the phone you wish to use to control the relay.

Confirm your entry.

Confirm the option shown.

Select and confirm the option shown.

Enter the relay.

Opening a door

If this feature is configured (consult your administrator), you can also activate the door opener → Page 34 in other **HiPath 3000/OpenScape Business** or **OpenScape Office MX/LX** communication platforms.

Open the idle menu → Page 17.

Select and confirm the option shown.

Enter the (DISA) station number of the **HiPath 3000/OpenScape Business** or **OpenScape Office MX/LX** where you wish to control the relay.

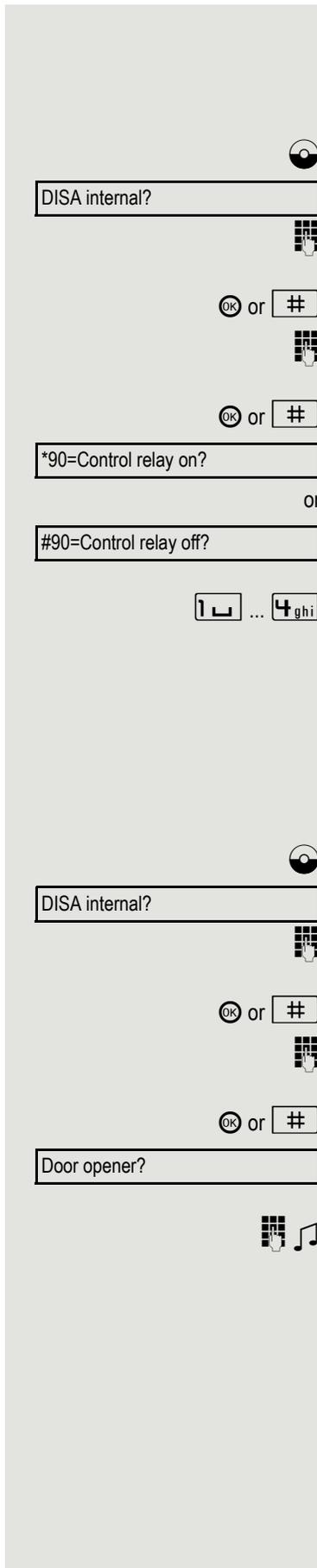
Confirm your entry.

Enter the (DISA) station number of the phone you wish to use to control the door opener.

Confirm your entry.

Select and confirm the option shown.

Dial the entrance telephone number.



Individual phone configuration

Adjusting display properties

Adjusting the display to a comfortable reading angle

You can swivel the display unit. Adjust the display unit so that you can clearly read the screen.

Setting contrast

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

Press one of the keys shown in idle mode.

Select and confirm the option shown.

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

Save.

or

Display contrast?

or

Audio

Setting the ring tone mode

You can use the two ring tone mode options

- HiPath
- Local ringer

to decide how the ring tone is generated on the telephone. With the setting "HiPath", the system sends the ring tone type and the dependent ring tone, which you can adjust subsequently → Seite 104.

If "Local ringer" is selected, the system sends the ring tone type and you select which ring tone is required for the respective ring tone type in the "Local ringers" menu → Page 93.

You can also configure the following setting via the [web interface](#) → Page 98.

Open the menu → Page 20.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

or

Select and confirm the option shown.

Select and confirm the option shown.

The screenshot shows a vertical menu with several options, each in a red-bordered box with a dropdown arrow on the right. At the top right of the menu are two icons: a list icon and a right-pointing arrow icon. Below the 'User ?' option is the text 'if nec.' followed by a keypad icon. Below the 'HiPath?' option is the text 'or'.

- User ?
- Ringer ?
- Ringer mode ?
- HiPath?
- Local ringer ?
- Options = Save & exit?

Adjusting audio settings

Optimize the audio settings on your **OpenStage 20 E/20/20 G** for your work environment and according to your personal requirements.

Adjusting the receiving volume during a call

You are conducting a call.

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

Save.

Adjusting the ring volume

Press one of the keys shown in idle mode → Page 17.

Confirm the option shown.

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

Save.

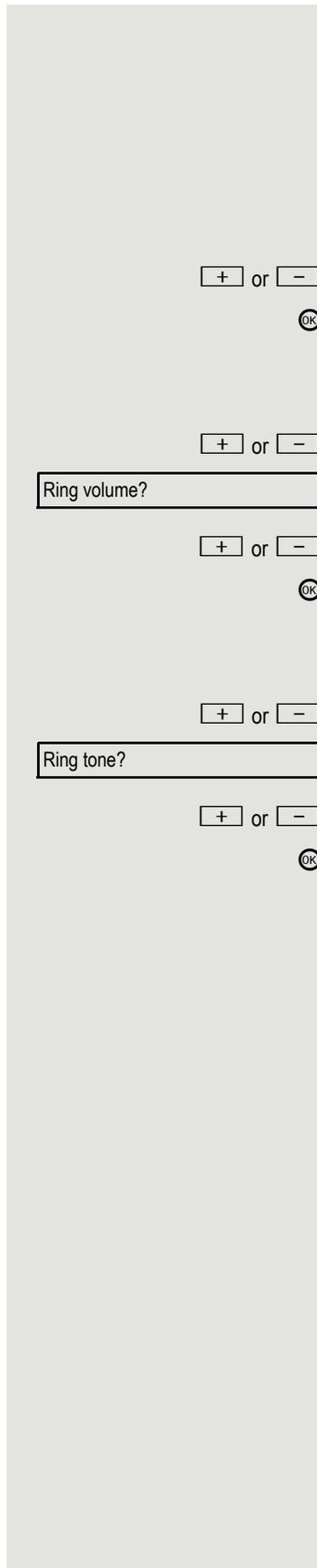
Adjusting the ringer pitch

Press one of the keys shown in idle mode → Page 17.

Select and confirm the option shown.

To adjust the ringer pitch: Keep pressing the keys until the desired pitch is set.

Save.



Adjusting the speakerphone to the room acoustics

 Speakerphone mode is only available on the **OpenStage 20/20 G**.

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."

Press one of the keys shown in idle mode → Page 17.

Select and confirm the option shown.

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

Save.

Language for system functions

Open the menu → Page 20.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

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

or

Speakerphone mode?

or

Program/Service?

More features?

*48= Select language?

15=Spanish?

Setting local ring tones

Selecting and configuring the call type

The ring tone mode "Local ringer" is set. Different ring tone types are sent by the **OpenScape Business/HiPath 3000**. Not all of the following types will necessarily be used in your system configuration:

- Internal
- External
- Attention

Select the required call type and adjust to suit your requirements.

You can also configure the following setting via the **web interface** → Page 98.

Open the menu → Page 20.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

For instance, select "**Internal**" and confirm the option shown.

Select the required ring tone file^[1] or "pattern". You will hear the associated ring tone melody. Confirm current ring tone file.

Settings for the ring tone "pattern"

If you selected "Pattern" as the ring tone, you can still make settings for the pattern melody and the pattern sequence:

Select and confirm the option shown.

Select the required pattern melody between 1 and 8 (e.g. **4**). You will hear the associated **Pattern melody**. Confirm the selected **Pattern melody**.

Select and confirm the option shown.

Select the required **Pattern sequence** between 1 and 6 (e.g. **2**). You will hear the set **Pattern melody** with the selected **Pattern sequence**. Confirm the selected setting.

Select and confirm the option shown.

The screenshot shows a vertical menu of configuration options on a phone's display. At the top, there are two menu icons. Below them are several dropdown menus and input fields:

- A dropdown menu with the text "User" and a downward arrow.
- The text "if nec." followed by a keypad icon.
- A dropdown menu with the text "Ringer ?" and a downward arrow.
- A dropdown menu with the text "Local ringers ?" and a downward arrow.
- A dropdown menu with the text "Internal ?" and a downward arrow.
- An input field containing the text "ABC.wav" and a downward arrow.
- A dropdown menu with the text "Pattern melody" and a downward arrow.
- An input field containing the number "4" and a downward arrow.
- A dropdown menu with the text "Pattern sequence" and a downward arrow.
- An input field containing the number "2" and a downward arrow.
- A dropdown menu with the text "Options = Save & exit?" and a downward arrow.

1. The phone displays the current setting

Changing the user password

Your **User password** allows you to protect your user-defined settings.

The **User password** can also be modified via the web interface → Page 98.

Open the menu → Page 20.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

Enter the current password (at least six characters) and confirm your entry.

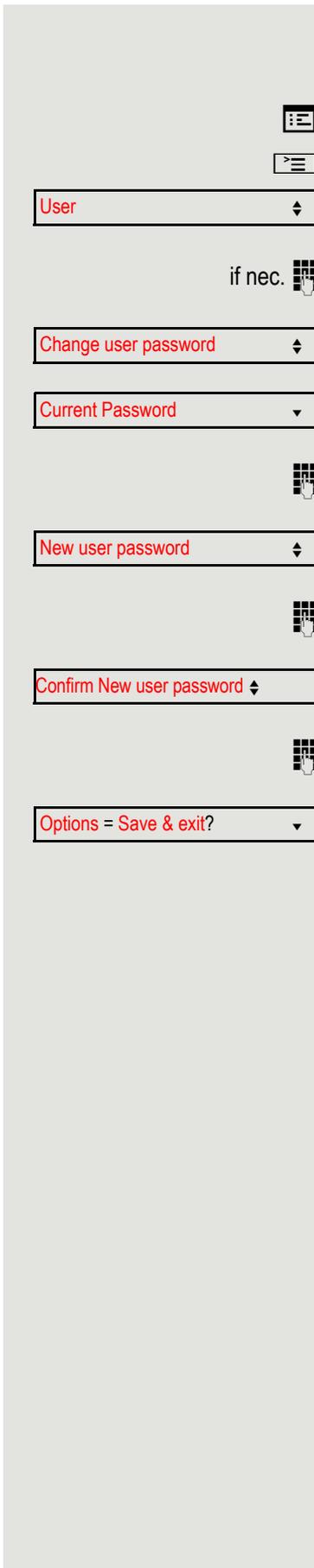
Select and confirm the option shown.

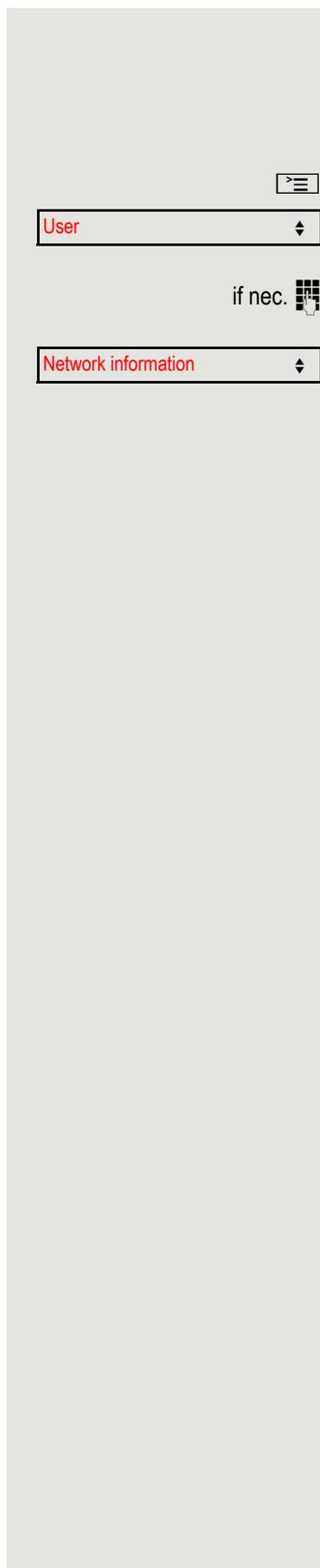
Enter the new password (at least six characters) and confirm your entry.

Select and confirm the option shown.

Enter and confirm the new password once more.

Select and confirm the option shown.





Network information

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

Open the menu → Page 20.

Select and confirm the option shown.

Enter and confirm the user password.

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

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

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

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

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

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

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

Testing the phone

Testing the phone's functionality

You can test your phone's functionality.

Prerequisite: The phone is in idle mode.

Open the menu → Page 20.

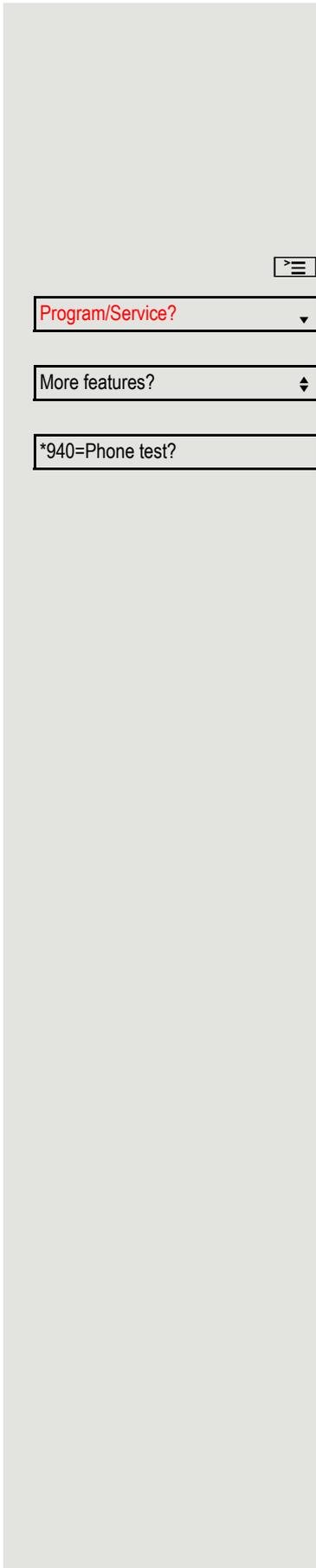
Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

If everything is functioning correctly:

- all LEDs on the phone flash (only the menu key LED is continuously lit)
- your station number is displayed,
- all pixels are active on the display,
- the ring tone is audible.



Differing display views in a HiPath 4000 environment

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

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

The following table provides an overview:

HiPath 3000/OpenScape Business OpenScape Office display	HiPath 4000 display	Description
Program/Service	Service menu?	→ Page 20
Transfer	Transfer?	→ Page 26
View callbacks	Show callback destinations?	→ Page 32
Pickup - directed	Directed pickup	→ Page 33
Caller list	Call list/log?	→ Page 37
Use speed dialing	Use speed dialing?	→ Page 41
Change speed dial	Speed dial?	
Call waiting trm.	Second call release?	→ Page 46
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 79

Web interface

General

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

Launching the web interface

 For more information about the IP address, the web interface address and how to connect the telephone to the network, refer to the section entitled "Network information" → Page 95.

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

https://[IP address of the phone]

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

or

https://[Name of the phone]

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

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

You will be prompted to configure a user password → Page 94 the first time you call up the web interface. You must log in with this password in future every time you want to open the [User Pages](#).

Administrator Pages

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

User Pages

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

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

Button functions

- „Login“: Log in to the phone after you have entered the user password
- „Submit“: Apply changes
- „Reset“: Reset original values
- „Refresh“: Update the values.
- „Logout“: Log out from the phone

User menu

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

User Pages

User login  → Page 94

Authentication  → Page 94

- Old password
- User password  → Page 94
- Confirm password

Ringer

- Ringer mode ( → Page 90)
 - HiPath
 - Local ringer
- Local ringers  → Page 93
 - Name
 - Internal
 - Ringer file
 - Pattern melody
 - Pattern sequence
 - External
 - Ring tone
 - Pattern melody
 - Pattern sequence
 - Attention
 - Ringer file
 - Pattern melody
 - Pattern sequence

Phonebook

- Contact list  → Page 73
- New contact  → Page 73
 - Last name
 - First name
 - Number
- Delete all contacts  → Page 74
 - Confirm delete

Fixing problems

Responding to error messages

Incorrect input

Possible causes:

Station number is incorrect.

Possible reactions:

Enter correct station number.

Not authorized

Possible causes:

Locked function selected.

Possible reactions:

Apply to the administrator for authorization for relevant function.

Currently not possible

Possible causes:

Dialed 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:

Dialed your own station number.

Possible reactions:

Enter correct station number.

Contact partner in case of problems

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

Troubleshooting

Pressed key does not respond:

Check if the key is stuck.

Telephone does not ring:

Check whether the "Do not disturb" function is activated on your telephone (→ 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 administrator. If the problem still cannot be resolved, the administrator has to contact Customer Service.

Care and cleaning instructions

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

Local user menu

Opening the user menu on the phone

To open the user menu, press the  key.

Select the **User** menu option. You are prompted to enter the **User password** → Page 94. Confirm this with **OK**. The options of the user menu are available.

User menu display

The majority of settings that can be made via the user menu on the phone can also be made via the web interface → Page 98.

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

⊕ **User**

⊕ **Ringer?**

- **Local ringers?** → Page 93
 - 1: **Internal**
 - **Options = Save & exit**
 - **Name = Internal**
 - **Ringer sound = Ring file**
 - **Pattern melody = 2**
 - **Pattern sequence = 2**
 - 2: **External**
 - **Options = Save & exit**
 - **Name = External**
 - **Ringer sound = Ring file**
 - **Pattern melody = 2**
 - **Pattern sequence = 2**
 - 3: **Attention**
 - **Options = Save & exit**
 - **Name = Attention**
 - **Ringer sound = Ring file**
 - **Pattern melody = 2**
 - **Pattern sequence = 2**
- **Ringer mode?** → Page 90)
 - **Options = Save & exit**
 - **Mode = HiPath**
 - **Local ringer?**
 - **Back?**

Change user password?

- **Current password =** → Page 94
- **New user password =**
- **Confirm password =**
- **Options = Save & exit**

Network information?

- Options = Exit
- Phone address =
- Web address =
- IP address =
- LAN RX =
- LAN TX =
- PC RX =
- PC TX =
- LAN autonegotiated = Yes
- LAN information = 10 Mbps full duplex
- PC autonegotiated = Yes
- PC information = Link down
- Back?

→ Page 95

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Overview of functions and codes (alphabetical)

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

Functions (=display)	... Interactively	...Via the Program/Service menu  → Page 20	Code
			
Call waiting	✓	✓	*55
Waiting tone off	✓	✓	*87
Waiting tone on	✓	✓	#87
Call wait.trm.on		✓	*490
Call wait.trm.off		✓	#490
Reject calls	✓		
Release			
Caller list	✓	✓	#82
Save number	✓	✓	*82
DND on	✓	✓	*97
DND off	✓	✓	#97
Uniform Call Distribution			
Log on		✓	*401
Log off		✓	#401
Available		✓	*402
Not available		✓	#402
Work on		✓	*403
Work off		✓	#403
UCD night on		✓	*404
UCD night off		✓	#404
Calls in queue		✓	*405
Advisory msg. on	✓	✓	*69
Advisory msg. off	✓	✓	#69
Associated services		✓	*83
Associated dialing		✓	*67
Override	✓	✓	*62
Room monitor		✓	*88
En-bloc dialing			
Dialing	✓		
Data I/O service			*494
Reset services		✓	#0
Speaker call		✓	*80

Functions (=display)	... Interactively	...Via the Program/Service menu  → Page 20	Code
	 	 	
HF answerback on	✓	✓	*96
HF answerback off	✓	✓	#96
DISA			
DISA internal	✓	✓	*47
Discreet calling			*945
Phone test		✓	*940
Trace call		✓	*84
Temporary phone		✓	*508
Join group	✓	✓	*85
Leave group	✓	✓	#85
Rejoin all groups	✓	✓	*85*
Leave all groups	✓	✓	#85#
Hotline			
Send message	✓	✓	*68
View sent message	✓	✓	#68
View messages	✓	✓	#68
Mailbox			
Keypad dialing		✓	*503
Conference	✓	✓	*3
Start conference	✓		
Adding a party	✓		
End conference	✓	✓	#3
View conf parties	✓	✓	
Remove party	✓	✓	
Drop last conf. party			*491
Show call charges (own phone)		✓	*65
Use speed dialing		✓	*7
Change speed dialing (station)		✓	*92
Toggle/connect	✓	✓	*2
DTMF dialing		✓	*53
Mute on		✓	*52
Mute off		✓	#52
Mobile Login (log off)			#9419
Mobile Login (log on)			*9419
Night answer on	✓	✓	*44
Night answer off	✓	✓	#44
Parking a call		✓	*56
Retrieve call		✓	#56

Functions (=display)	... Interactively	...Via the Program/Service menu  → Page 20	Code
	 	 	
Page			
Answer page (not for U.S.)		✓	*59
Account code		✓	*60
Consultation	✓		
Return to held call	✓	✓	*0
Quit and return	✓	✓	*0
Transfer/Pick up call	✓		
Callback	✓	✓	*58
View callbacks/delete	✓	✓	#58
Suppress call ID	✓	✓	*86
Restore caller ID	✓	✓	#86
Temporary MSN (not for U.S.)	✓	✓	*41
Ringing group on		✓	*81
Ringing group off		✓	#81
Ringer cutoff on	✓	✓	*98
Ringer cutoff off	✓	✓	#98
Control Relay On (only for HiPath 3000)		✓	*90
Control Relay Off (only for HiPath 3000)		✓	#90
Trunk flash		✓	*51
Select language		✓	*48
Lock phone	✓	✓	*66
Unlock phone	✓	✓	#66
Change PIN		✓	*93
Directory			
1=internal	✓		*54
2=LDAP	✓		*54
Telephone data service			*42
Timed reminder on		✓	*46
Timed reminder off		✓	#46
Door opener on		✓	*89
Door opener off		✓	#89
Door opener		✓	*61
Transferring	✓		
Pickup - directed		✓	*59
Pickup - group	✓	✓	*57
Picking up a call	✓		

Functions (=display)	... Interactively	...Via the Program/Service menu  → Page 20	Code
	 	 	
Forwarding on	✓	✓	*1
1=all calls	✓	✓	*11
2=external calls only	✓	✓	*12
3=internal calls only	✓	✓	*13
Forwarding off	✓	✓	#1
CFNR on		✓	*495
CFNR off		✓	#495
Trunk FWD on	✓	✓	*64
Trunk FWD off	✓	✓	#64
Redial	✓		
Lock all phones		✓	*943