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OpenScape Desk Phone CP400
OpenScape 4000

User Guide HFA

A31003-C1000-U113-5-7619

Provide feedback to further optimize this document to edoku@unify.com.

As reseller please address further presales related questions to the responsible presales organization at Unify or at your distributor. For specific technical inquiries you may use the support knowledgebase, raise - if a software support contract is in place - a ticket via our partner portal or contact your distributor.

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

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Important Notes

⚠	For safety reasons, the phone should only be supplied with power as follows: • using the appropriate original power supply unit, • over a LAN with PoE (Power over Ethernet), which complies with the IEEE 802.3af standard.
⚠	Never open the telephone! Should you encounter any problems, consult system support.
⚠	Use only original accessories! The use of other accessories is hazardous and will render the warranty, extended manufacturer's liability, and the CE and other markings invalid.

Symbol

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

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

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

Software update

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

Care and cleaning instructions

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

Online resources

This document along with additional information is available online at: http://www.unify.com/ → Support.

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

License information

More information about the EULA and Open Source licenses you can find on the Web interface, section "Licenses"→ page 152.

Installation location information

- The telephone may only be operated using the LAN cabling internally in the building. The device should be connected to the IP infrastructure using a shielded LAN cable: Cat-5 for 100 Mb/s or Cat-6 for 1000 Mb/s. Make sure in the building installation that this cable shielding is earthed.
- The telephone is designed for operation in a sheltered environment within a temperature range of 5 °C to 40 °C.
- Putting the telephone in a room with higher levels of dust can result in a reduced service life of the device.
- Do not place the device in direct sunlight or other sources of direct heat. This is liable to damage the electronic components and the casing.
- Do not install the phone in bath or shower rooms.

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 sales partner for information on how to upgrade.

This User Guide is intended to help you familiarize yourself with the OpenScape Desk Phone CP400 and all of its functions. It contains important information on the safe and proper operation of the OpenScape Desk Phone CP400. These instructions should be strictly complied with to avoid operating errors and ensure optimum use of your multifunctional telephone in the network.

This User Guide should be read and followed by every person installing, operating or programming the OpenScape Desk Phone CP400.

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

These operating instructions are designed to be simple and easy to understand. Providing clear step-by-step instructions for operating the OpenScape Desk Phone CP400.

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

Icons used in the manual

Tips

▤   Refers to a setting established via the web-interface.

▥▶ Indicates additional important information in relation to handling.

✕ Indicates required intervention by the administrator.

Displays for describing operation
Selected action

Original illustration on display

Step-by-step illustration in the User Guide

A dark background is not used in the step-by-step illustration in order to ensure legibility in the User Guide.

The information area on the left is shown in a left-aligned field.

When an action is selected, it will be shown right-aligned in green. The action is executed by selecting the softkey.

The selected function can alternatively be confirmed using the ● key on the navigator (→ page 19).

Action not selected

Illustration on display

Step-by-step illustration in the User Guide

Start transfer ▣ ⬛

If an action is not selected, it is shown right-aligned in a light color. The associated softkey is also shown. The action can be executed by pressing the softkey without the action being selected.

Conversation display

When the phone is idle, the first entry in the conversation list is selected.

Information displayed for a selected conversation

Daniel Bernoulli   → 11:22 ◐
Received call {1} (1:35:50)

If a conversation (contact and history at the same time) is selected in the list, it is highlighted in green. This description is only used if it aids understanding. This is the usually what is displayed:

Daniel Bernoull   → ⬛

Confirm the selected conversation with the softkey to establish the connection or with the ◆ key to open the context menu.
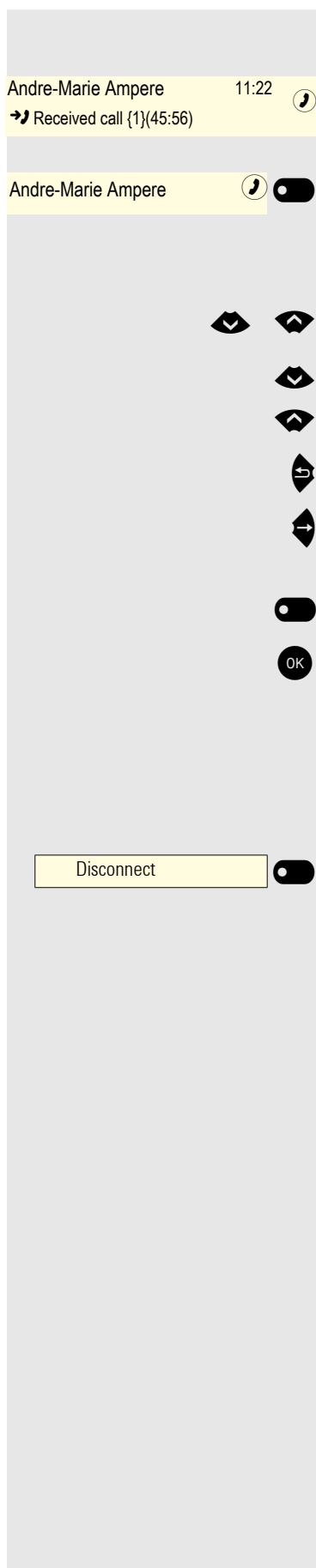
Information displayed for a non-selected conversation

Conversations are displayed in a light color if they are not selected. This description is only used if it aids understanding. This is the usually what is displayed:

Andre-Marie Ampere   11:22   ☏
↱ Received call {1}(45:56)

Call directly with the softkey to establish the connection.

Andre-Marie Ampere   ☏ ▬

Navigation and action in lists

Make selection from the list and move entries in the list using the navigator keys.

Press and hold to skip to the end of the list.

Press and hold to skip to the start of the list.

Go back.

Open contacts and details. Switch to next lower level.

Execute the softkey action in the list element. Hold down to program the key.

Has the same function as the softkey but works only on a selected element.

OpenScape Desk Phone CP400 and OpenScape Key Module 400

Functions and phone numbers can be programmed on the keys for the phone and key module.

Disconnect   ▬

The OpenScape Desk Phone CP400 or OpenScape Key Module 400 key shown here is referred to as a function key in the User Guide.

Service

> The service department can help you only if you experience problems or defects with the phone itself.
> Should you have any questions regarding operation, your specialist retailer or network administrator will be glad to assist you. For queries regarding connection of the telephone, 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 OpenScape Desk Phone has been developed as a device for voice transmission and connection via a LAN, and should be placed on a desk or mounted on a wall. Any other use is regarded as unintended.

Telephone type information

The identification details (exact product designation and serial number) of your telephone can be found on the underside of the base unit. Specific details concerning your communication platform can be obtained from your administrator. Please have this information ready when you contact the service department regarding faults or problems with the product.

Speakerphone quality and display legibility

- To ensure good speakerphone quality, the area in front of the telephone (front right) should be kept clear.
  The optimum handsfree distance is approx. 50 cm.
- Proceed as follows to optimize display legibility:
  – Turn the phone and tilt the display so that you can view the display head-on and thus eliminate reflections.

Multi-line phone

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

Getting to know the OpenScape Desk Phone CP400

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

The User Interface of Your Telephone

1	You can make and receive calls as normal using the **handset**.
2	The **graphic display** permits intuitive operation of the phone → page 22.
3	Use the **Menu** key to open the main menu.
4	Use the **navigator** to navigate conveniently through the applications on your telephone → page 19.
5	You can use the softkeys to activate a function or open a menu → page 18.
6	The **audio keys** are provided to allow you to optimally configure the audio features on your telephone → page 18.
7	Incoming calls, new voice messages or missed calls are visually signaled via the **notification LED**.
8	The **dialpad** can be used to enter phone numbers and write text → page 20.
9	Use the **call forwarding** key to open a menu where you can set up variable call forwarding, for example → page 24.
10	Programmable function keys for functions and selected dialing

Ports on the underside of the phone
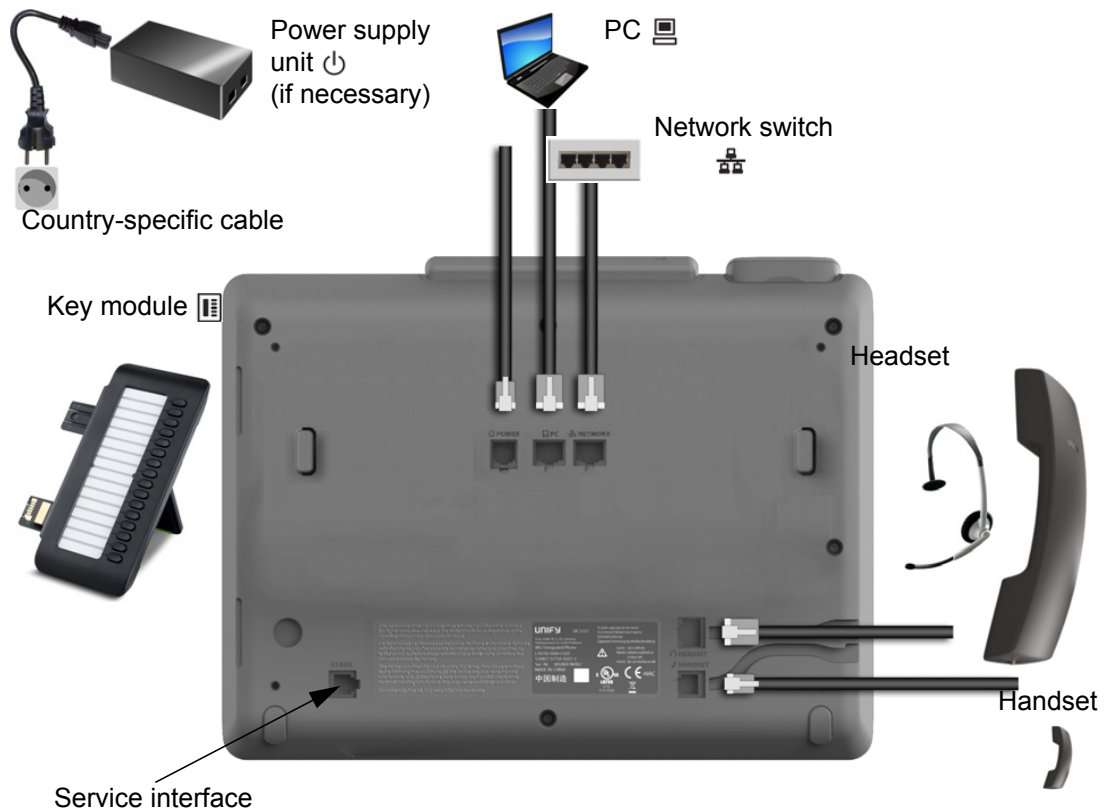
Properties of your OpenScape Desk Phone CP400

Display type	Grayscales Display 240*120 Pixel
Illuminated display	✓
Full-duplex speakerphone function	✓
Headset	✓
10/100/1000 Mbps Switch → page 17	✓
Web-Based Management (WBM)	✓
Signalisierungs LED (red/green/orange)	✓
OpenScape Key Module 400 Optional	✓

Using network ports more efficiently

The OpenScape Desk Phone CP400 has a Gigabit Ethernet switch. This means that you can also connect a PC with a Gigabit LAN port 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.

Network switch   OpenScape Desk Phone CP400   PC

Using this connection option saves one network port for each switch used and requires shorter network cables.

OpenScape Key Module 400

The OpenScape Key Module 400 is a key module attached to the side of the phone that provides an additional 16 function keys that are programmable at two levels.
These keys can be populated and used according to your needs → page 45.

The diagram shows the OpenScape Key Module 400. You can attach up to 2 additional OpenScape Key Module 400s.

Keys and controls

softkeys

Key	Function when key is pressed
⬤▬	Activates the function of the left display option or opens another menu. Used in the Team menu as a line key.

Audio controls

Audio keys

Key	Function when key is pressed
🔊 / 🔊	Activate/deactivate the loudspeaker → page 73.
🎧 / 🎧	Use headset → page 73.
🎤 / 🎤	Activate/deactivate microphone (also for speakerphone mode) → page 76.

Volume

Use the controls to adjust the properties of your phone, for example the volume.

Mode keys
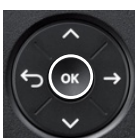
You can switch to the relevant application using these keys.

Key	Function when key is pressed
☰	Switch to the main menu → page 22.
↪	Configure call forwarding → page 24.

Navigator

This control allows you to navigate in lists and perform actions in the selected area.

Operation	Functions when key is pressed
Press the ⬌ key.	In conversation mode: • Open the subscriber information In settings: • Go down one level
Press the ⬌ key.	In lists and menus: • One level back In input fields: • Delete character to the left of the cursor
Press the ⬇ key.	In lists and menus: • Scroll down • Press and hold: Skip to the end of the list/menu
Press the ⬆ key.	In lists and menus: • Scroll up • Press and hold: Skip to the start of the list/menu
Press the OK key.	Execute an action for the selected entry.

Dial pad

Numeric input

If you enter a number when the telephone is in idle mode, for example, an input field opens automatically for numeric input. Only the digits 0 to 9 as well as the * and # characters can be entered via the keypad in "123 mode" (indicated at the left margin of the input field).

> **▥▶** Alphabetic labeling of the 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 - SAMPLE = 0700 - 726753).

Text input

In cases where text input is possible, you can use the dial keys 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 "U" in the "Company" field, press the number 8_{TUV} key on the dialpad twice. All available characters for this key are displayed during input. After a short while, the character in focus is displayed in the input field.
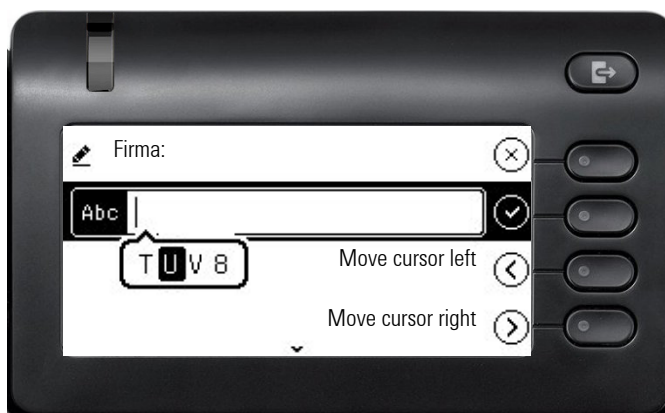
> **▥▶** If you want to enter a number in an alphanumeric input field, hold down the corresponding key to bypass the character selection.

Complete your input:
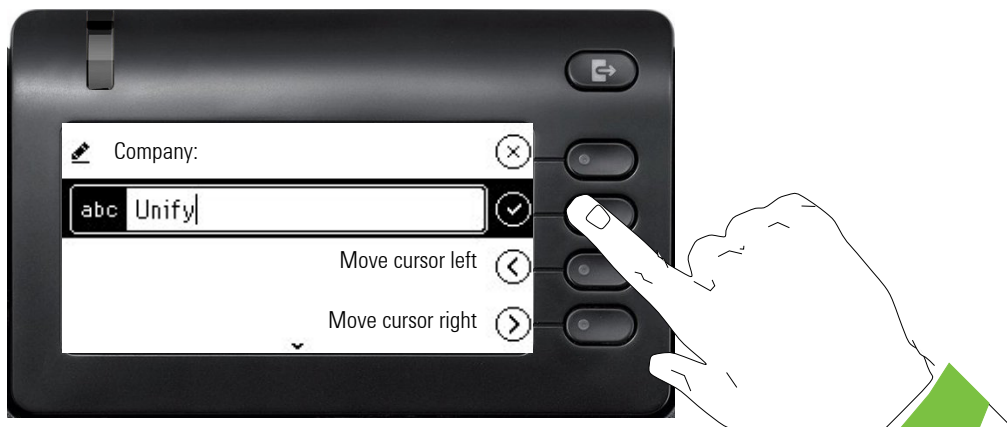
Press the softkey for ✓ to complete your input.

Character overview (depends on the current language setting)

Key	1x	2x	3x	4x	5x	6x	7x	8x	9x	10x	11x	12x	13x	14x	15x	16x	17x
1	1	⚙	;	=	$	\	&	[	]	{	}	%					
2 ABC	a	b	c	2	ä												
3 DEF	d	e	f	3													
4 GHI	g	h	i	4													
5 JKL	j	k	l	5													
6 MNO	m	n	o	6	ö												
7 PQRS	p	q	r	s	7	ß											
8 TUV	t	u	v	8	ü												
9 WXYZ	w	x	y	z	9												
0 +	0	+															
*☎	.	*	1	#	,	?	!	,	"	+	-	(	)	@	/	:	_
#Abc 123																	

Multi-function keys

Key	Function during text input	Function when held down
*☎	Type special characters.	• 2 seconds: Ringer off • 3 seconds: Beep sound instead of ringer
#Abc 123	Switch between uppercase and lowercase text and number entry. • Abc mode • ABC mode • 123 mode	Activate the phone lock → page 138.
1	Type special characters (not in 123 mode)	

Graphic display

Your OpenScape Desk Phone CP400 is equipped with a grey scale display → page 16.

Conversations

The conversations list appears in the main menu with the Conversations option and is a collection of contact data and data from the call log. See from → page 29 for detailed information.
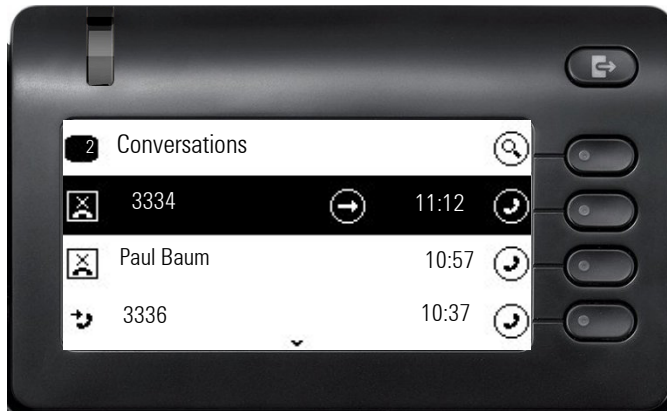
Main menu

Use the 🔲 key to access the main menu at any time. The time, day of the week, and date as well as the subscriber's own phone number are displayed. The main menu can do much more, as can be seen from the screenshot. As the name suggests, it is the starting point for the entire menu tree. However, as telephony features take priority on a telephone, it is the conversation list that is used as the start display.

⊟ Main menu ──────┬──── Favorites

├──── **Conversations**

├──── Service/Settings ───┐

├──── Fixed call forwarding on   ├──── Service menu

└──── Variable forwarding on   ├──── User settings

└──── Administrator settings
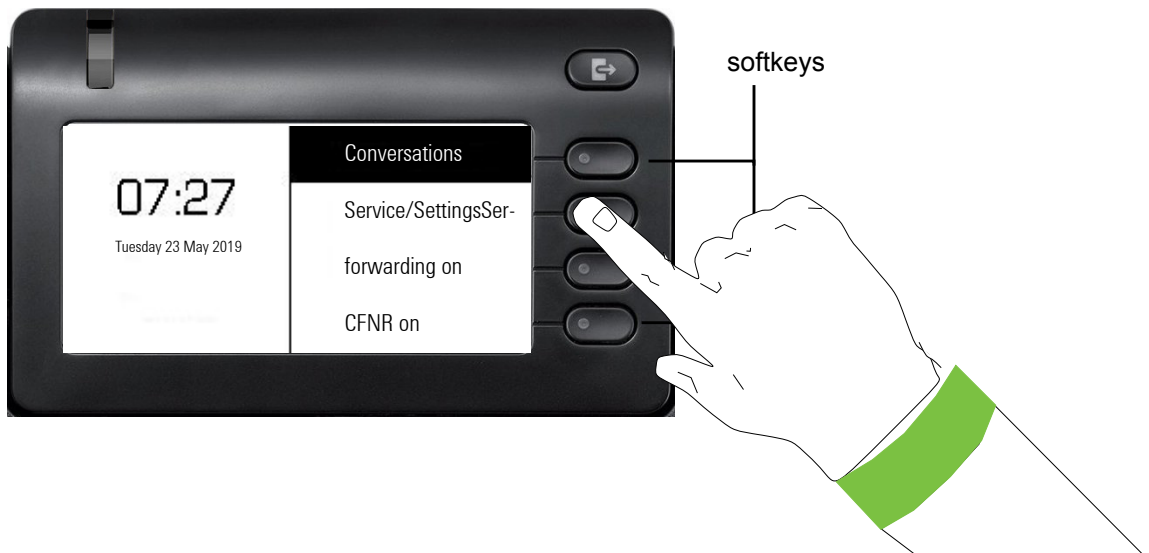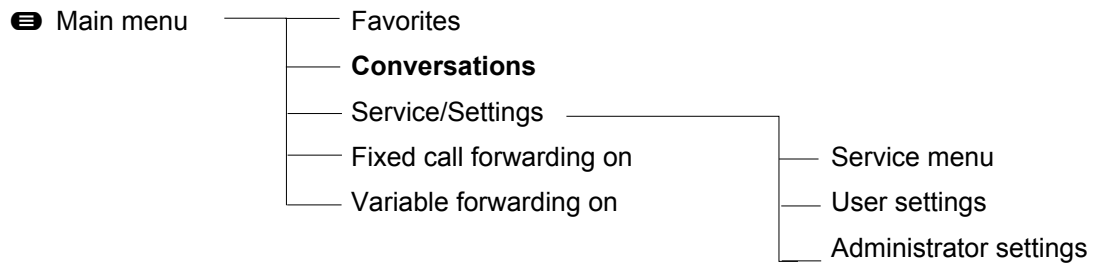
Moreover, different icons represent different situations and options:

Icon	Meaning
⚡	The ringer is deactivated → page 60
⚡	The ringer is set to a beep → page 60
⊖	The "Do not disturb" function is activated → page 134
⌐O	The phone lock is activated → page 138

Präsenz

If the access is configured as UC user on your phone (ask administrator) and you are logged on to this server.The current OpenScape UC Presence state is indicated on the main menu screen by an icon on the left side of the screen.

Abwesenheit / Anrufumleitung
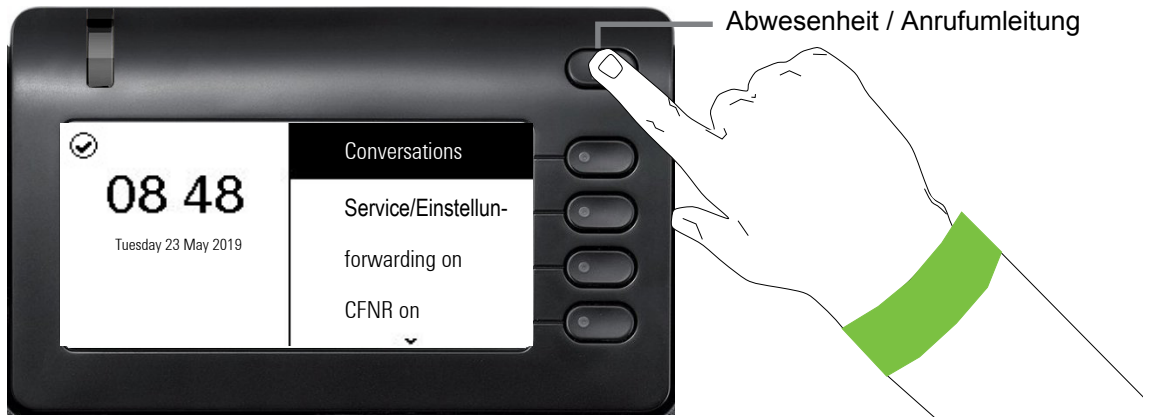
To access the "Präsenz" menu, press the Abwesenheit / Anrufumleitung 🔁 key via the softkeys. then you will see the following menu:
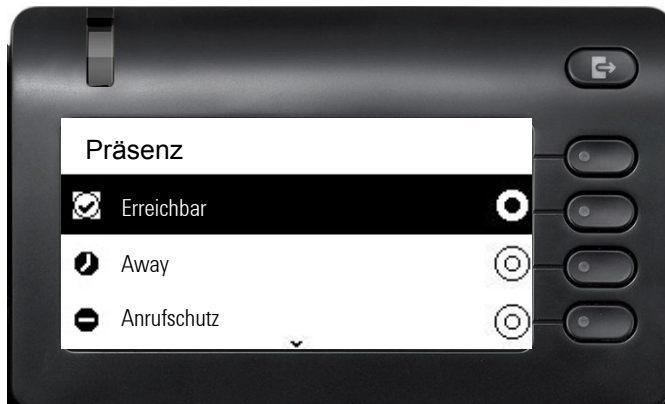
The OpenScape UC Presence state can be changed from the OpenScape UC web client. Various state can be selected from a drop down menu.

The available OpenScape UC Presence state will be shown as following:
- 🗸 Available
- ⦸ Unavailable
- ⊖ Busy
- ⊖ Anrufschutz
- 🕐 Be Right Back
- ⦸ In Meeting
- ⭕ Offline
- 🕐 Away

If UC is not set up, you get a menu for variable call forwarding with the options: Variabel: Alle Anrufe Variabel: Externe Anrufe Variabel: Interne Anrufe.

Context-dependent displays

Depending on the situation, the graphic display on your OpenScape Desk Phone CP400 shows different content, to which you can respond intuitively.

Action with softkey
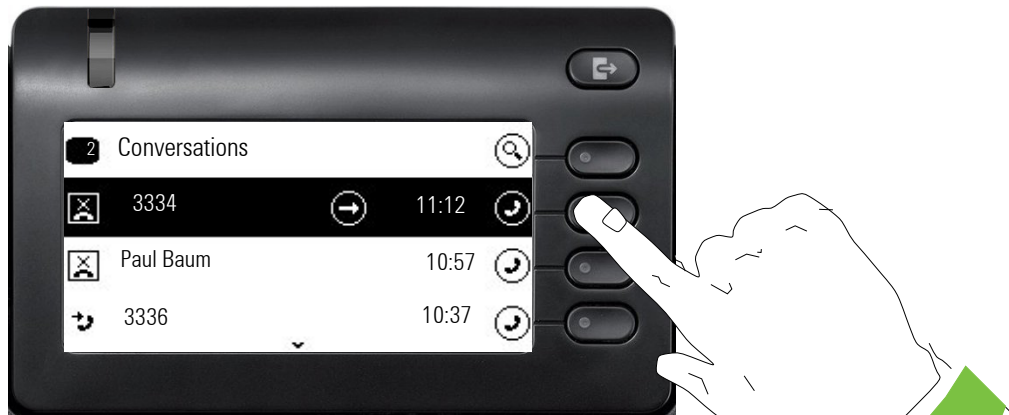
Press the top softkey to start an alphanumeric search → page 36.

Use the softkey to dial the respective subscriber. You can choose a conversation beforehand using the navigator keys ◆ and ◆ and open the details of the conversation with the ◆ key → page 30

softkeys

Action via dialpad

Press any key on the dialpad to start dialing a phone number with automatic phone number search.

As soon as you enter the first digits, an input field opens for selecting the phone number and you will be shown conversations that match the input to date in the corresponding positions. If the conversation is already shown in the list before your input is complete, you can dial the number immediately using the associated softkeys → page 30 or start a call with a new number.

Action with navigation key
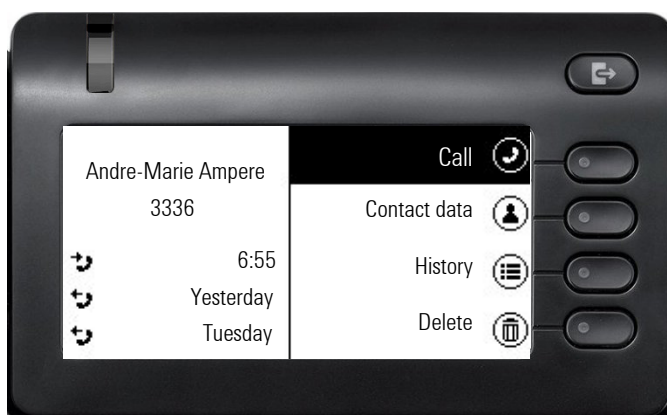
You can open a selected conversation using the navigator's ◆ key in order to see the associated details → page 26.

Operating your OpenScape Desk Phone CP400

The following descriptions provide an overview of how to operate your phone.

> Before looking at the functions and settings, you should set up the User password to protect your phone against unauthorized use → page 135.

Navigating in menus

Browsing lists

You can use the navigator keys to scroll through entries and confirm the functions you want → page 19.

Opening context menus

If the arrow ➔ appears beside a selected entry, a context menu → page 26 is available for this entry.

Conversations

A conversation is a contact with a call history. New conversations are created or updated for
- a previously answered call
- a outgoing call
- a missed call
- an Exchange entry following automatic synchronization

A telephone number is automatically supplemented with a name if this information is available from the communication system or the telephone number is found in a company directory (LDAP).

The list is ordered chronologically based on the last interaction. The latest entry appears at the top of the list. Active calls are displayed before the conversations.

The status of a conversation is displayed with an icon.

Icon	Text
⟨⟩	Active call
⌧	Missed call (current)
☇	Missed call (old)
↤	Dialed call
↦	Answered call
‿	Voicemail
⊿↦	Incoming call forwarded towards you by a third party
⊿↪	You forwarded the call
↪⊿	Your call was forwarded

Opening details of a conversation or conducting a call

You can open a selected conversation using the navigation key ◆ or start a call using the softkey ●▬ or the navigation key ⓸ . If a conversation is not selected, you can start a call using the softkey ●▬ .
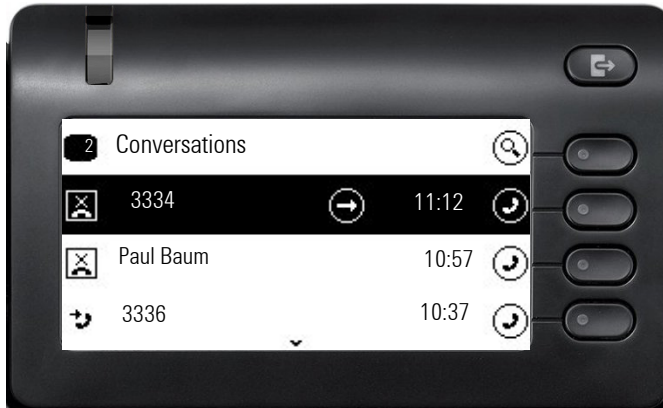
If you open the details of the conversation using the ◆ key, you will be shown the following:

Editing conversations
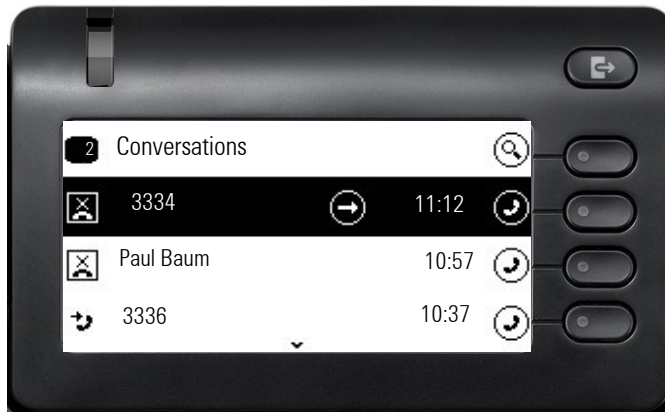
Open the details of the conversation using the ◆ key.

Use the softkey to open the "Contact data" menu.
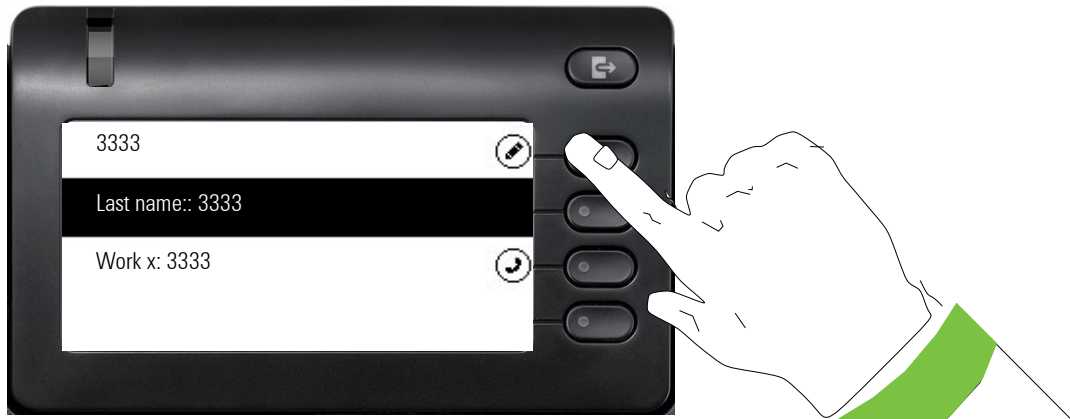
Press the softkey for ✏ to access edit mode.

You can complete the following fields for a contact:
• Last name:
• First name:
• Work x:
• Work x:
• Mobile:
• Home:
• Company:
• Address x:
• Address x:
• Role:
• E-mail:
• Avatar:
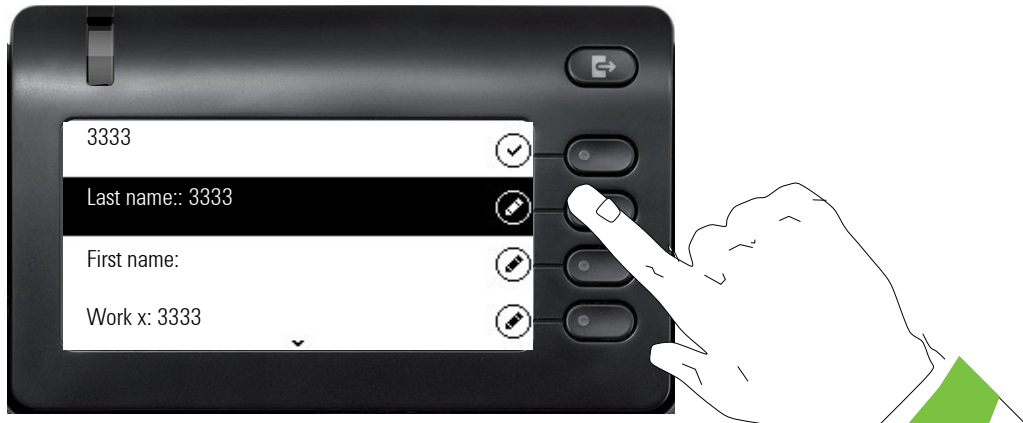
Press the softkey for ✐ to enter the last name.
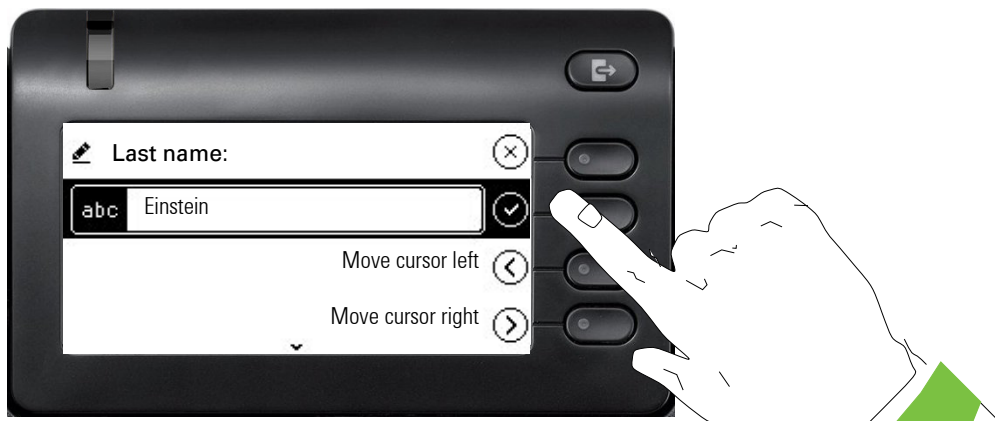
Delete the digits using the ⬆ key and enter the last name. Press the softkey in the input field to complete the input for this field.
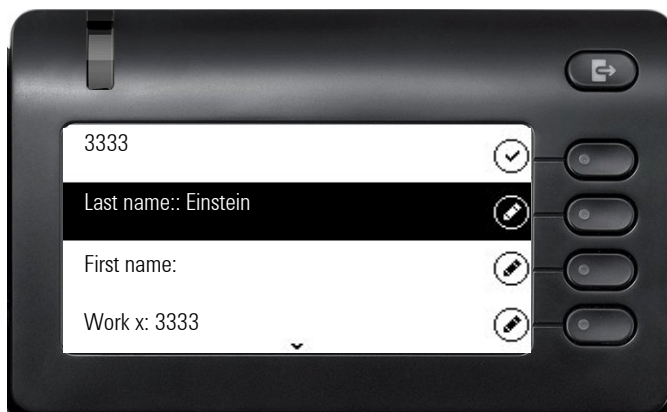
Use the ⌄ or ⌃ key to switch, for example, to "First name" and enter the first name here if appropriate.
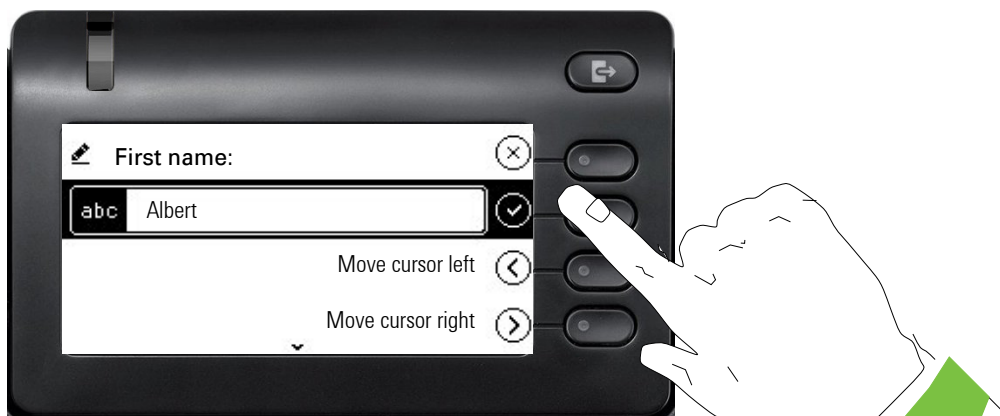
Enter the first name and complete the input for this field with the softkey.
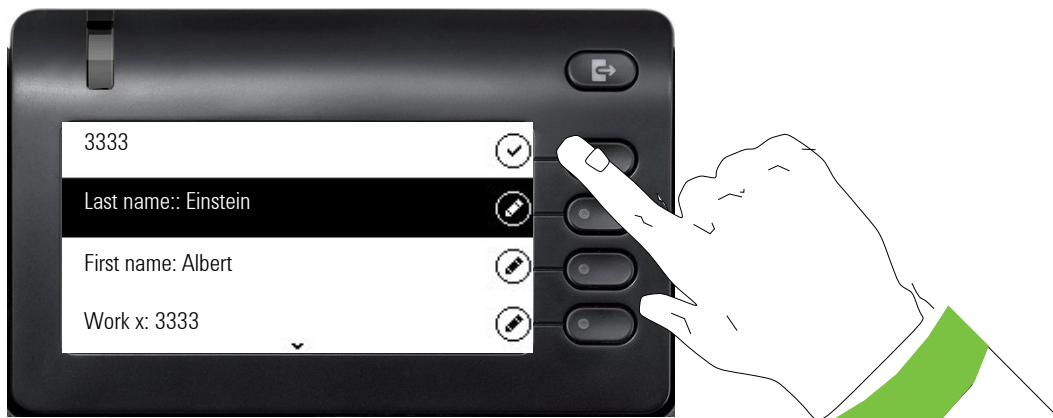
Save the contact data. You can add missing entries subsequently.

These inputs or changes to existing information are stored locally in the phone.

Create a new contact/conversation from scratch

You can create a new contact from the conversation list with no previous history. Navigate to the Conversations screen which can be found at the idle screen.
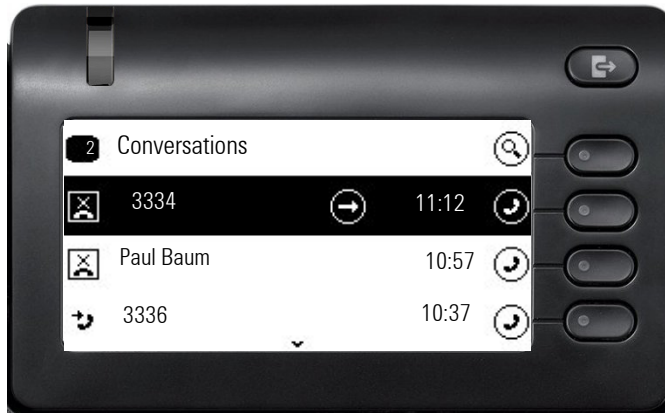
Select the header row of the Conversation List by using the ⬥ key and then the Navigator key ⬥ can be used to access the Conversation List options.
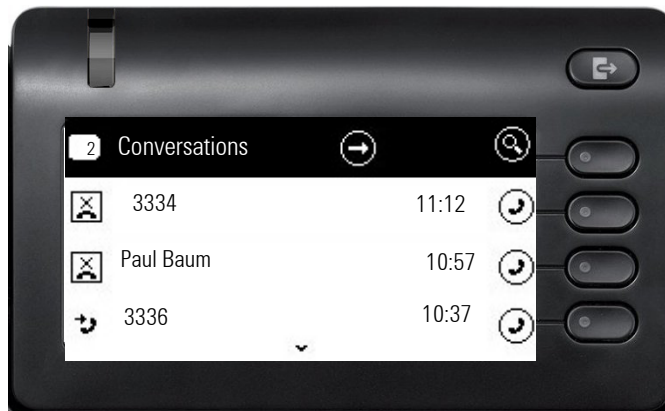
In the List options menu choose the option New conversation.

New contact form can be now updated. Use the ⬥ or ⬥ key to switch, for example, to "First name" and enter the first name here if appropriate. Save the contact data after entering the contact information.

New conversation

Last name::

First name:

Work x:
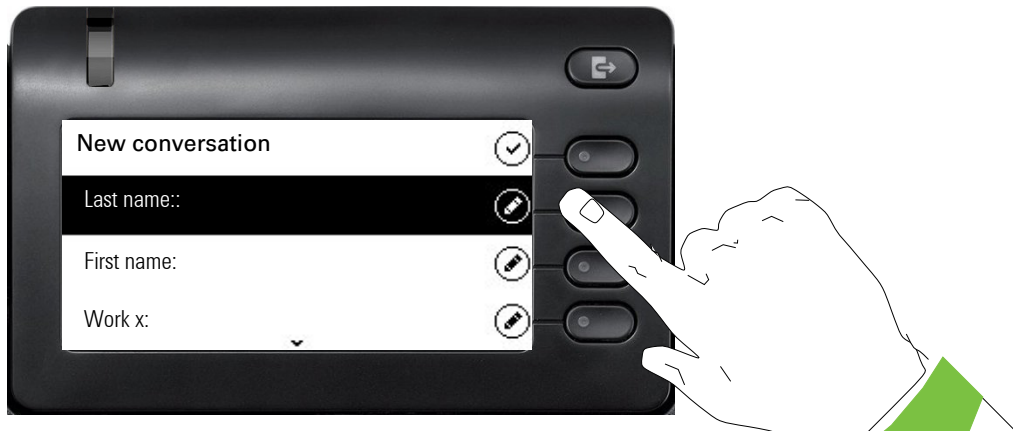
Searching for conversations or contacts

There are several ways to search for conversations. If you want to call the located contact for the conversation immediately and you know the phone number roughly then you can

- lift the handset or
- press the speaker key or
- press the headset key

and begin entering the digits.

To search in your conversations list, open an alphanumeric input field by pressing the softkey for 🔍 ,
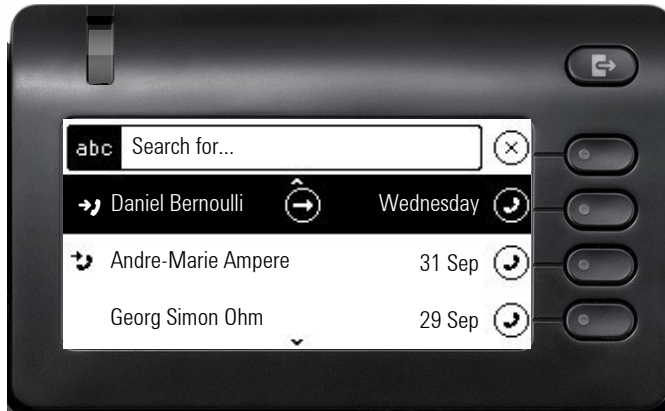
or choose a purely numeric input field for the search by entering a digit.

Use the ⌗ key to switch from numeric to alphanumeric input when you have opened the search field with the softkey 🔍 . You can immediately dial a located subscriber whose phone number contains the number 33 in this case, for example, by pressing the softkey.

Search for names (alphanumeric string)

- **LDAP was not configured by your administrator:**

The phone now searches in the local conversation list for 'am' and thus finds all the conversations that contain the name 'am', for example 'Ampere' or even 'Samara'.

The hits are listed chronologically.

- **LDAP was configured by your administrator:**

If LDAP is additionally configured, in the standard case the search is for 'Am' in the last name in the LDAP. Here the phone finds all entries with 'Am' on the front, e.g. 'Ampere', 'Ambos', not 'Samara'.

The results from LDAP are shown after the local conversation matches and are sorted by first name in the local conversations list.

Using special characters to control the search

Additionally, you can use comma (,) and a hash (#) to control the search.

A single comma (,) is used to separate the last name from the first name. A hash (#) is used to indicate that we are looking for an exact match.

When you want to use a comma (,) or a hash (#) as part of the search input text, you have to use a double comma (,,) or a double hash (##).

Examples:

Search input	Functionality
AMBER	Matches any entries where the last name starts with "amber"
AMBER,	Matches any entries where the last name is exactly "amber"
AMBER,,	Matches any entries where the last name starts with "amber,"
AMBER, P	Matches any entries where the last name is exactly "amber" and the first name starts with "p".
AMBER,, PETER	Matches any entries where the last name starts with "amber, peter". The double comma is used to indicate that the comma character is part of the search input text.
AMBER, P,	Matches any entries where the last name is exactly "amber" and the first name starts with "p," (i.e. the 2nd comma is part of the search).
AMBER, PETER#	Matches only entries where the last name is exactly "amber" and the first name is exactly "peter".
AMBER P	Matches any entries where the last name starts with "amber p".
AMBER P#	Matches any entries where the last name is exactly "amber p".
AMBER P#A	Matches any entries where the last name is exactly "amber p". The "a" following the hash is ignored.
AMBER, PETER##2	Matches only entries where the last name is exactly "amber" and the first name starts with "peter#2". The double hash is used to indicate that the hash character is part of the search input text.

Order of conversations

On entry into search mode, the local conversations are ordered by their time stamp, i.e. most recent ones are displayed first. Upon entering a search criteria, the local conversations are listed first and ordered by their time stamp, the most recent ones are displayed first.

The LDAP results are listed after local conversations and are ordered alphabetically A to Z according to their Conversation name. "Alphabetical order" means A-Z order based on the first character in the name/names/topic of the conversation/contact. In the case of people's names, the order is based on the first character of the first name and/or surname as displayed in the conversation list.

Display the history of a conversation

The current history of a conversation is shown directly in the conversation list. The histories of other calls can be viewed in Details or directly with the History option during a call.
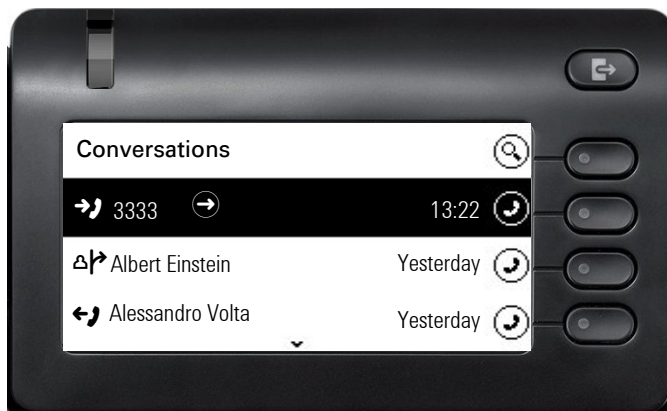
Select a conversation and open the details of this conversation using the ⬦ key.

The latest three histories are shown in the field on the left below the name/number of the subscriber. Press the softkey for ⬛ to view a list of the last 10 possible histories. Then scroll if appropriate using the ⬥ or ⬥ key.

The toggle icon ⟳ at the end of the main line indicates that there is an extra line to display. To access the extra line, highlight the main line and press the Softkey next to it.
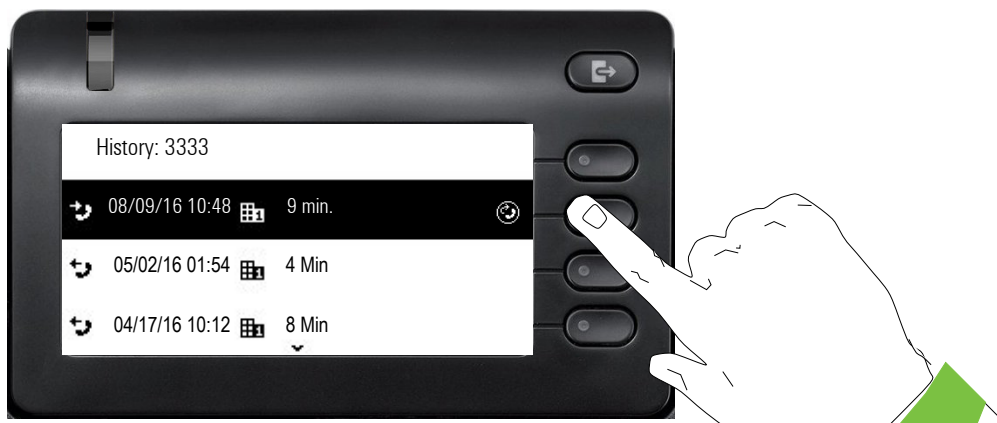
The extra line is highlighted and shows the Forwarding party number in the configured format next to the ⬦↗icon.

Deleting conversations

If you misdial, for example, or cancel dialing prematurely, an entry will still be created in the conversations list. You can delete this entry again immediately. Entries for incoming calls that you no longer need can also be removed from the list.
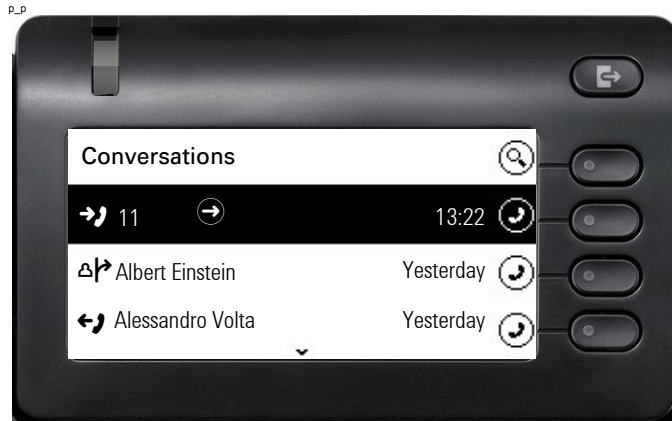
Open the relevant entry using the navigator key ◆.

Press the softkey for 🗑 to delete the entry. There is no confirmation prompt.

Telephony interface

Telephony view

Incoming call

Your phone rings and the call display flashes. In addition to the "classic" telephone functions, additional information and functions are offered on the display:

notification LED
flashes

Select a function
using the softkey

No function

Incoming call in multicall scenarios

It is possible to have many incoming calls at the same time. The notification LED flashes and an Alerting screen will be shown for each call, based on their signalled priority. The Alerting screen is self-dismissed within 15 seconds unless another call appears; in this case the current Alerting screen is dismissed and replaced by the Alerting screen of the new call.

> The Alerting screen is never shown twice for the same call or while you are in the Conversations screen.

If accepted, the call is shown on Connected call screen.
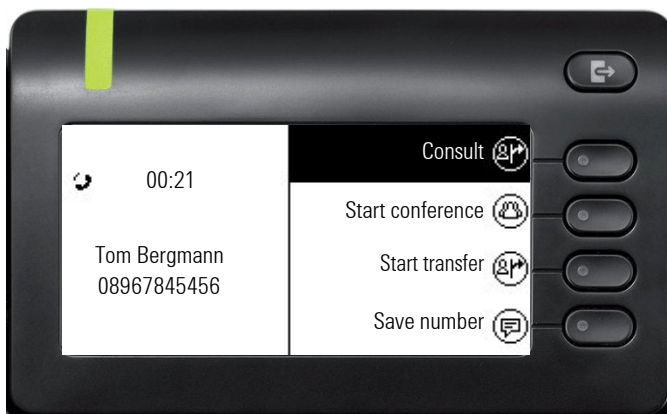
All other incoming calls including the one presented on Incoming call screen are available only in Conversations.

If the Alerting screen is ignored, phone returns to the currently active call or shows another incoming call screen. You can still answer an ignored call waiting call either when the ongoing call ends or by selecting the ignored call waiting from the list next to the icon 🔕
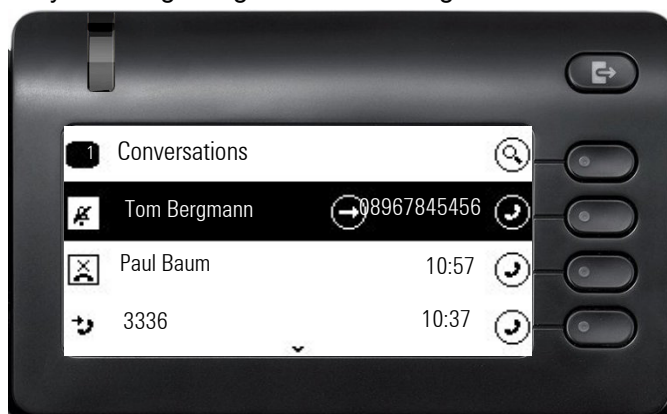
Call handling is very limited in case phone is locked. The Conversation screen is not accessible and there is no Alerting screen. Only incoming call with high priority is shown on Incoming call screen. When another call is signalled, and priority indicator changes, incoming call screen switches to the actual high priority call.

When conducting a call:

notification LED
lights permanently

Select a function
using the softkey

Switching to a different menu during a call

Use the ▤ or ⬦ keys to open the main menu and from there, for example, change the Brightness of the display in the Settings.

Selecting the first softkey will take you back to the previous display.

Icons in call states

Status icon for calls

Icon	Meaning
🔔	The phone rings
📞	After dialing, the other subscriber's phone rings
ℰ	The call is active.
☎	The call has been disconnected.
⠀	Your call partner has placed the call on hold.
🔒	The voice connection is secure.
🔓	The voice connection is not secure.

Programmable keys

The OpenScape Desk Phone CP400 and OpenScape Key Module 400 each have 16 keys to which you can assign functions or numbers on two levels.

> ▥➤ Increase the number of programmable function or selected dialing keys by connecting an additional OpenScape Key Module 400 → page 17.

Label strips are included with your OpenScape Desk Phone CP400 and OpenScape Key Module 400. You can get additional label strips using the Key Labelling Tool available on the Internet (http://wiki.unify.com/klt/en_V8.0/device1.htm), or you can print out labeled strips via the web interface → page 153.

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

> ⚒ Line and direct station selection (DSS) keys can only be programmed by the administrator via the Service menu → page 52.

Meaning of LED displays on function keys

LED		Meaning of function key
⬤▬	Off	The function is deactivated.
⬤	LED is flashing[1]	Indicates the status of the function (e.g. green or red).
⬤	On	The function is activated (e.g. green or red).

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

User settings

Use the 🔳 key to open the main menu and then switch to the settings.

07:27	Conversations
	Service/SettingsSer-
	forwarding on
	Directed pickup

Einstellungen

Service menu	→
⊞ User settings	→
⊞ Admininstrator settings	→

The menu consists of a configuration area both for users and for administrators.

User settings

123 ******	⊘
Abbrechen	⊗

If you have already assigned a user password, you must enter it here. You can find out how to set up the password at → page 135.

Telephony settings

If the administrator has configured this, you can access and adjust basic telephone settings without being asked to use the password.

Use the ☰ key to open the main menu and then switch to the settings.
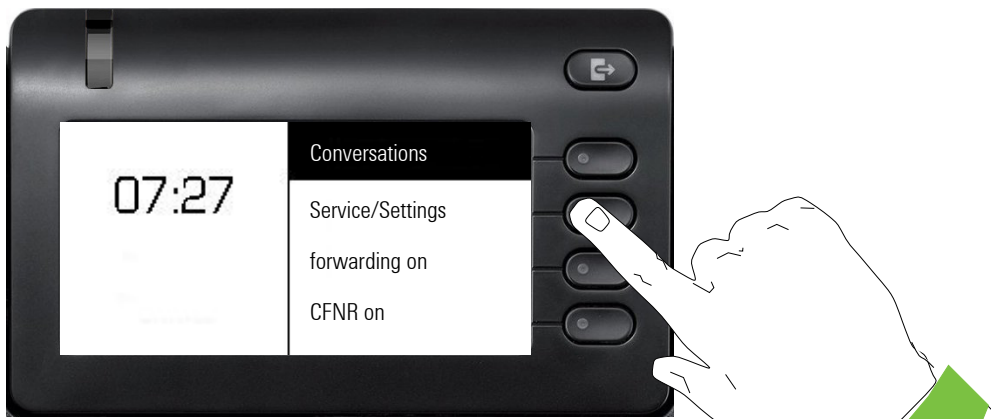
Navigate to "Telephony settings"
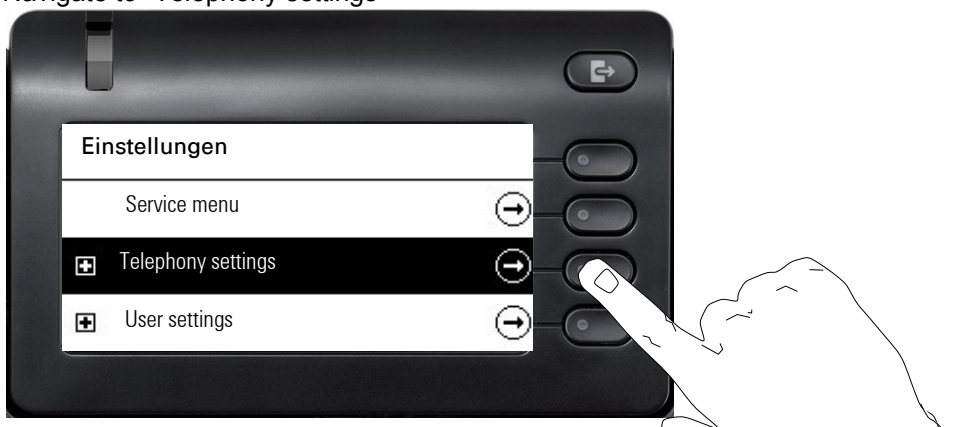
The menu consists of the following items:
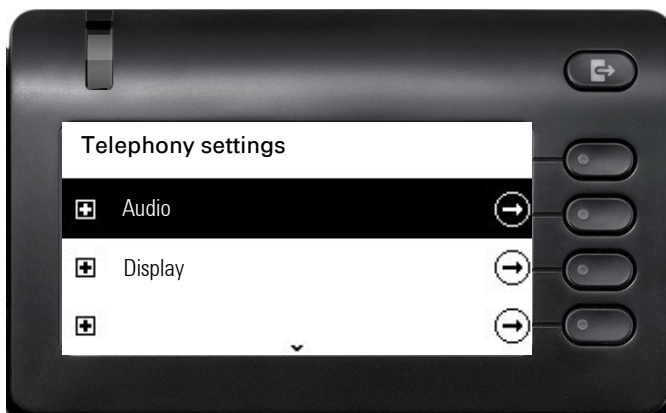
You can edit basic audio and display settings.

User settings

Menu

You can adjust local settings for your OpenScape Desk Phone CP400 using the "User settings" menu.

The menu structure consists of several levels.
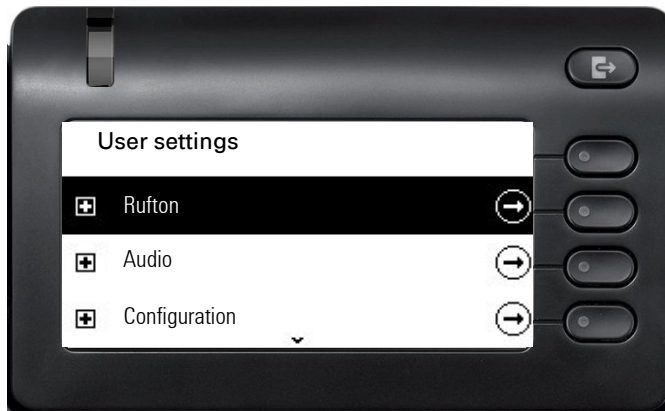
▌▶ You can also configure all settings via the **web interface** of your OpenScape Desk Phone CP400 → page 152.

Switches

The menus contain switches for activating and deactivating functions. Example:
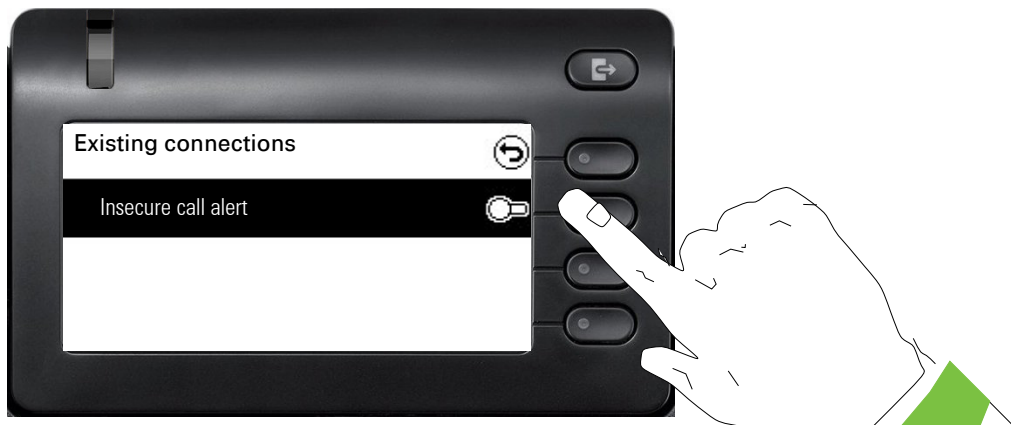
Press the softkey on "Insecure call alert" to enable the function. The switch is moved to the right. Alternatively you can use the ⌄ and ⌃ keys to select the option and confirm with OK to actuate the switch.

Press the softkey for ✓ to save your new setting.

Parameters

You can set values in some submenus.

Press the softkey for 🖉 to open the setting.
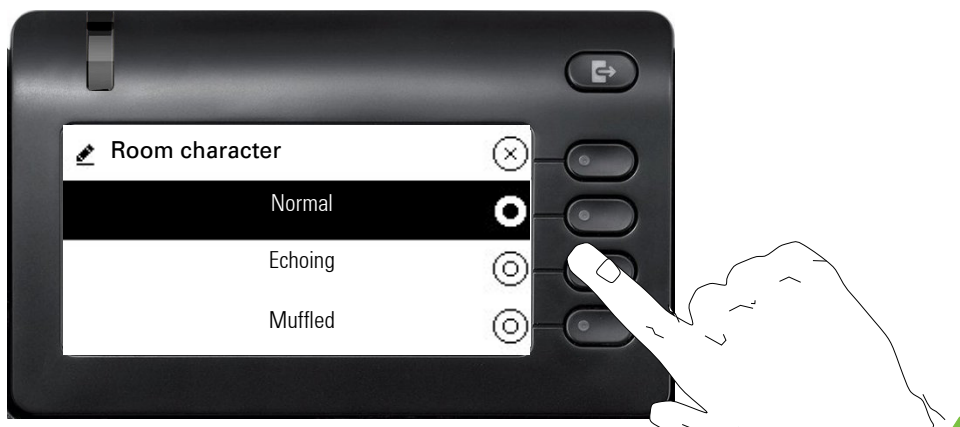
Press the softkey for example on Echoing. The setting is changed and you return to the previous menu.
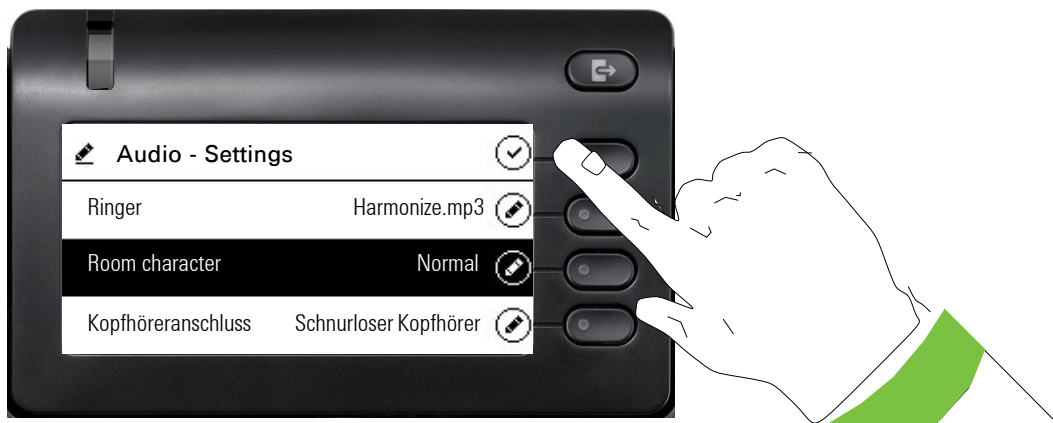
Press the softkey for ✓ to save your new setting.

Levels

You can use menus with levels to adjust the volume or brightness, for example. An example of display brightness is given here. Switch to the telephone settings menu.
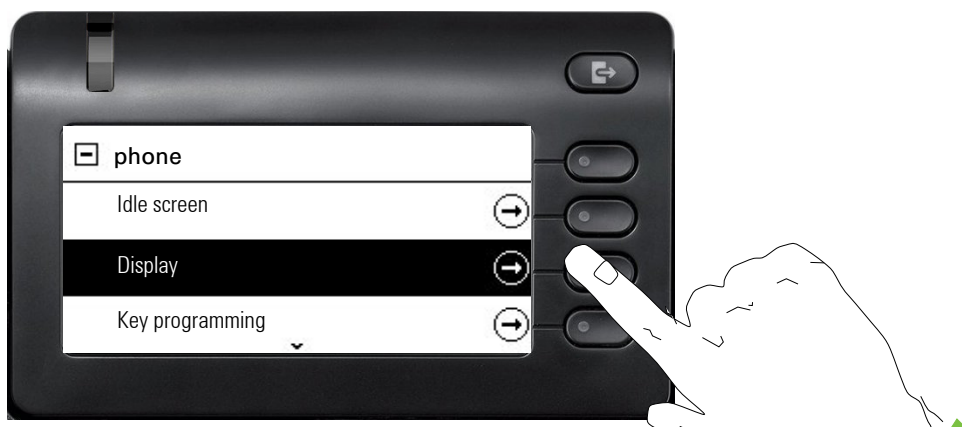
and open the display menu with the softkey.
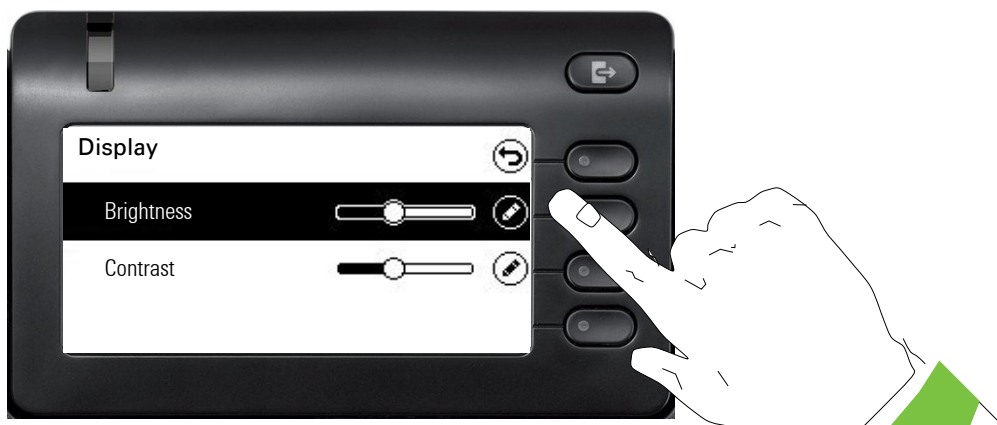
Open the menu for the brightness setting
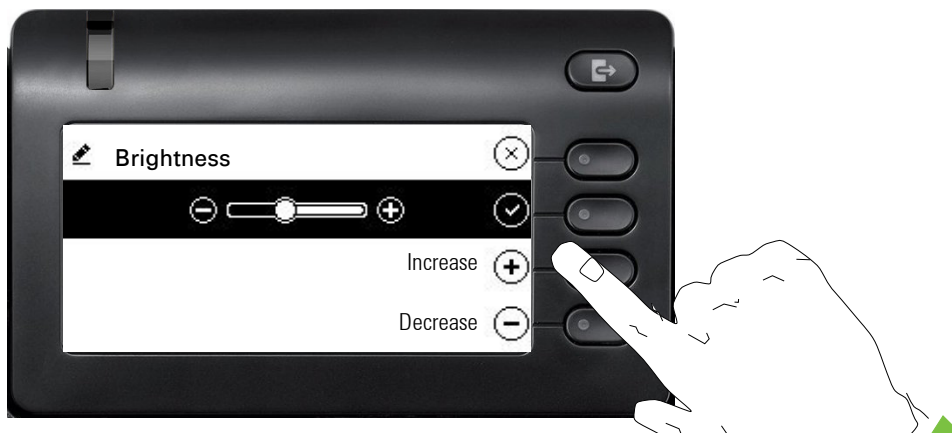
Adjust the brightness to the desired level. Use the ⊖⊕ key to do this. The display is adjusted immediately.
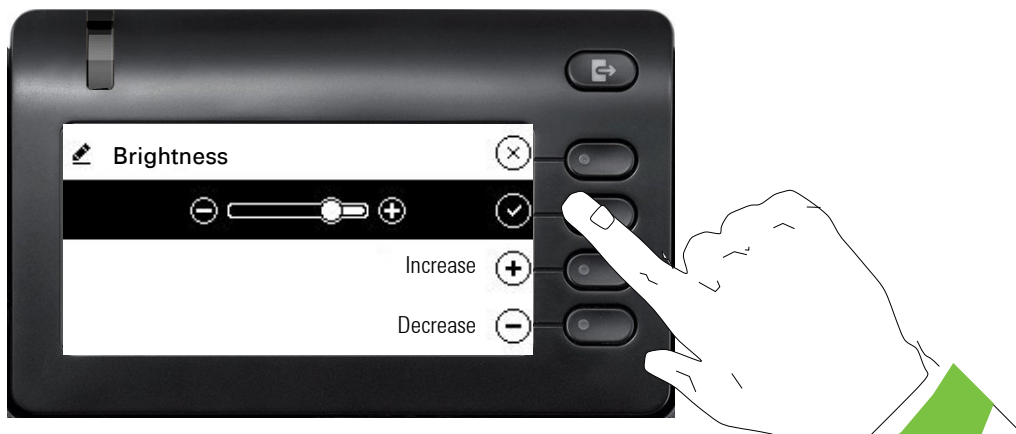
Complete the setting by pressing the softkey for ✓.
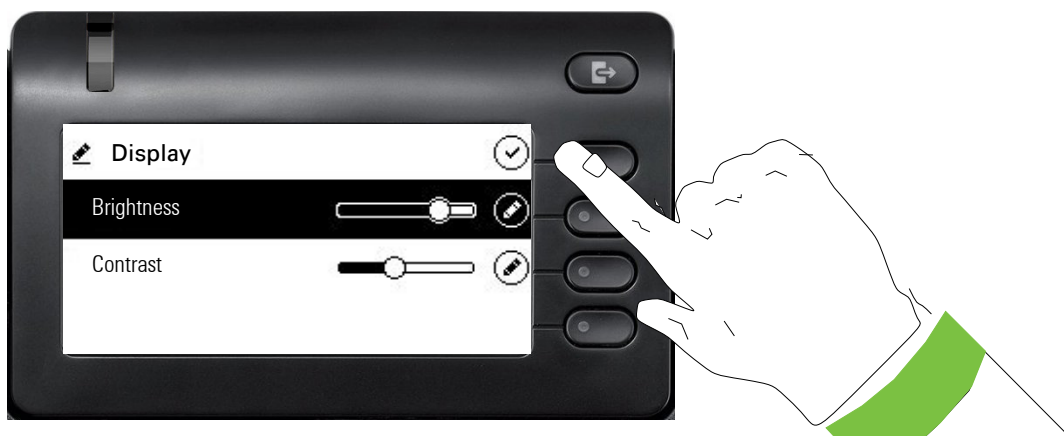
Save your new settings.

Administration

You can access the administration area via the "Admin" function and by entering the administration password.

Refer to the administration manual for your phone for more detailed information on this topic.

> 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.

DLS Security Pin

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

Setting up the phone

Display

Display adjustment

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

Display brightness

You can customize the display brightness according to your current lighting conditions.

📧 You can also configure this setting via the Web interface → page 152

▤ If nec. Press the Main Menu key.
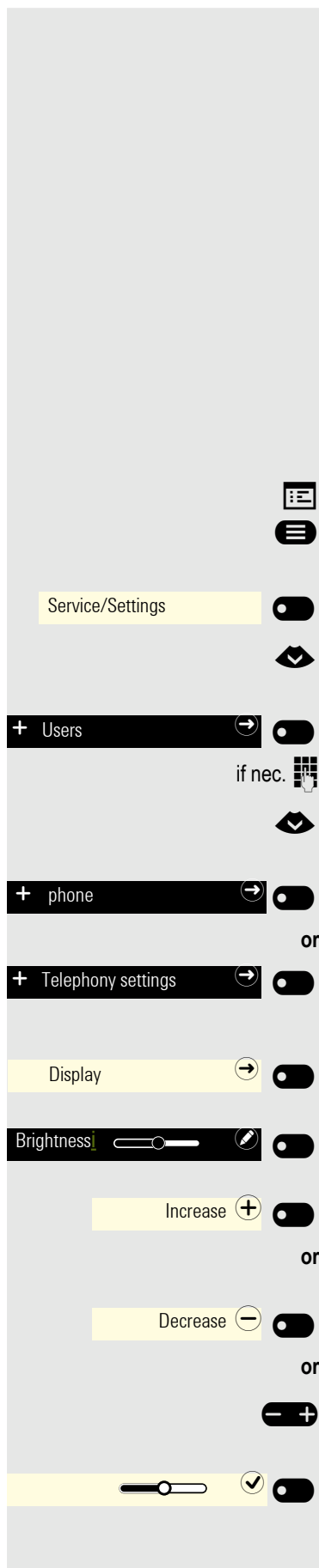
Service/Settings ⬭ Open using the softkey

❤ Select "Users".

+ Users ➔ ⬭ Open using the softkey

if nec. ⌨ Enter and confirm the user password.

❤ Select "phone".

+ phone ➔ ⬭ Open using the softkey.

or

+ Telephony settings ➔ ⬭ If the administrator has configured it, you can access the "Telephony settings" option without being asked to enter a User password.

Display ➔ ⬭ Open using the softkey.

Brightness ✎ ⬭ Open using the softkey [1].

Increase + ⬭ Use the softkey increase the brightness

or

Decrease − ⬭ Use the softkey to dim the display.

or

⊟ ⊞ Adjust using the toggle key

✔ ⬭ Confirm the setting with the softkey.

---

1. The display shows the current setting
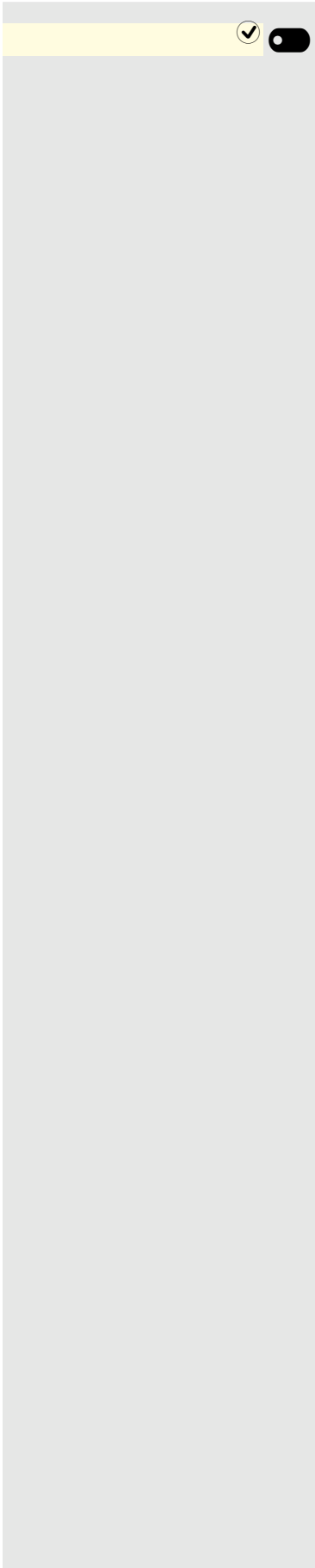
Save the settings.
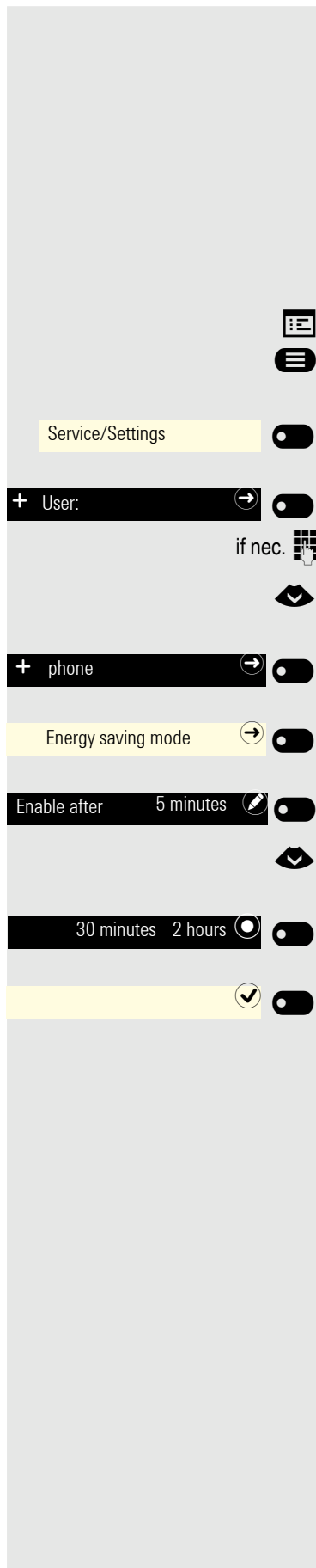
Energy saving mode

Select the inactivity time after which the OpenScape CP 400 should automatically dim or turn off the backlight.

You can select the following time combinations for backlight dim / switch off:

- 1 minute/5 minutes
- 5 minutes/20 minutes
- 30 minutes/2 hours
- 45 minutes/4 hours
- 60 minutes/8 hours

▤ You can also configure this setting via the Web interface → page 152.

● If nec. Press the Main Menu key.

Service/Settings	Open using the softkey.
+ User:	Open using the softkey.
if nec.	Enter and confirm the user password.
	Select "phone."
+ phone	Open using the softkey.
Energy saving mode	Open using the softkey.
Enable after 5 minutes	Open using the softkey [1].
	Select the new time in the list
30 minutes 2 hours	Using the softkey, confirm the new background lighting settings.
	Save the setting with the softkey.

---

1. The display shows the current setting

Idle screen

You can also configure the screensaver settings via the Web interface → page 152.

Activating the Idle screen

Activate a Idle screen for idle mode.

☰ If nec. Press the Main Menu key.

Service/Settings　　**⬤** Open using the softkey

＋ User: **→⬤** Open using the softkey.

if nec. ▦ Enter and confirm the user password.

❤ Select "phone."

＋ phone **→⬤** Open using the softkey.

Idle screen **→⬤** Open using the softkey.

Enabled **◯⬤** Activate with the softkey.

✓⬤ Save the setting by selecting the softkey.

Screen type set-up for Idle screen

The idle screen will display either the Main Menu or a time and date display moving across that screen. The background is grayed out behind the time and date display. The default is the Main Menu.

☰ If nec. Press the Main Menu key.

Service/Settings **⬤** Open using the softkey

＋ User: **→⬤** Open using the softkey.

if nec. ▦ Enter and confirm the user password.

❤ Select "phone."

＋ phone **→⬤** Open using the softkey.

Idle screen **→⬤** Open using the softkey.

Screen type   Main Menu

Slideshow

Open using the softkey[1].

Select other option

Confirm with softkey to e.g. set the time and date display moving across the screen.

Save the setting by selecting the softkey.

1. The display shows the current setting

Automatic start of the Idle screen

Select how long OpenScape CP 400 should be idle before the Idle screen screensaver automatically activates.

You can set the following times:
- 0 minutes (deactivated)
- 5 minutes
- 10 minutes
- 20 minutes
- 30 minutes
- 60 minutes
- 120 minutes
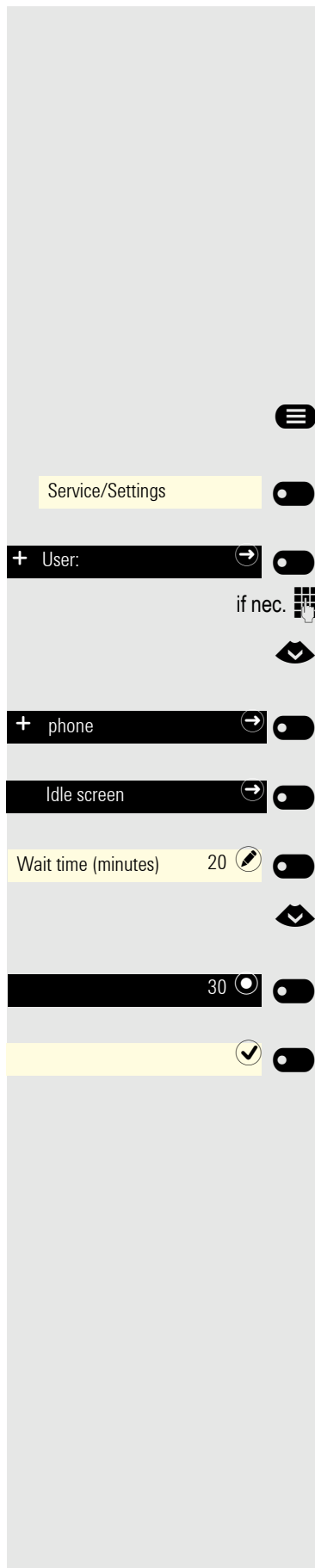
≡ If nec. Press the Main Menu key.

Service/Settings   Open using the softkey

+ User: Open using the softkey.

if nec. 🎹   Enter and confirm the user password.

❤ Select "phone."

+ phone   Open using the softkey.

Idle screen   Open using the softkey.

Wait time (minutes) 20 ✎   Open using the softkey [1].

❤ Select the new time in the list

30 ◉   Confirm with the softkey to set the new time.

✓   Save the setting with the softkey.

1. The display shows the current setting

Audio

Change connection volumes

Change the following settings:

- Handset volume
- Speaker volume
- Headset volume
- Call loudspeaker volume

You can also adjust volume settings from the user menu → page 53.
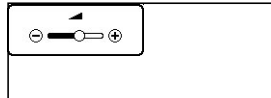
Set volume louder or quieter. Press the key repeatedly until you reach the desired volume.

Adjust ringer volume while idle or when ringing

You can also adjust volume settings from the user menu → page 53.
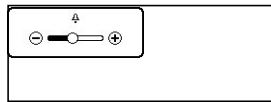
Press the key until you reach the desired volume.

Deactivate the ringer

If you do not want to be disturbed by the phone ringing for an incoming call, you can switch the ringer off.

Deactivating

*▲ Press and hold the key until the "ringer off" icon appears.

```
          ✗
       Ringer off
```

Activating

*▲ Hold down the key until the "ringer off" icon goes out.

```
          ♫
       Ringer on
```

Mute active ringer

*▲ You can mute the active ringer for an incoming call and only for that call. Long press the key while the phone is ringing and only the active ringer is muted. Ringer mode is not changed.

If you want to change the ringer mode, see the section "Deactivating" → page 60 and "Activating" → page 60.

Activate alert tone

You can turn the ringer off and select a short alert tone instead.

*▲ Hold down the key until the notification and icon for "Activate alert tone" appears on the display.

```
          ♫[1]
       Alert tone
```
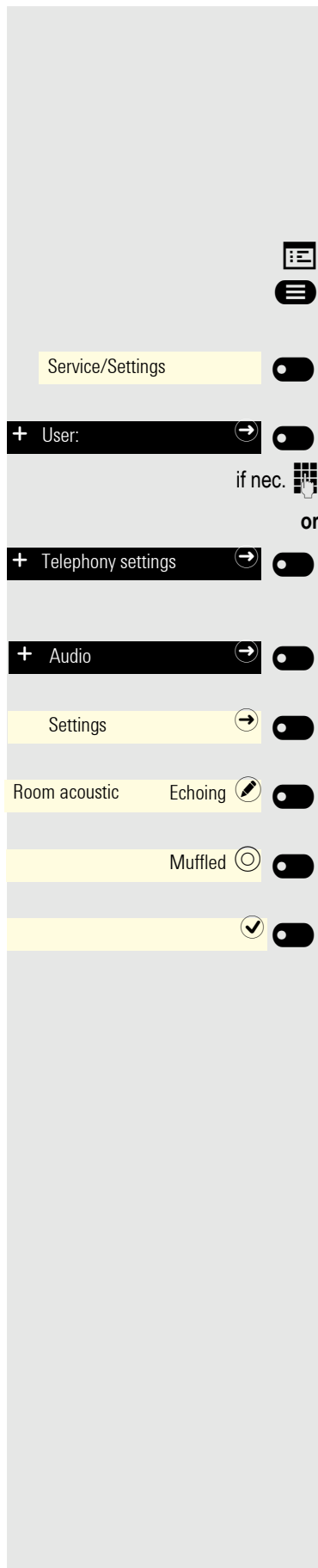
Room acoustic

To ensure that the other party can hear you properly in speakerphone mode, you can adjust the phone to the room acoustics by choosing one of the following room character conditions:

- Normal
- Echoing
- Muffled

▤ You can also configure this setting via the Web interface → page 152.

🖹 If nec. Press the Main Menu key.

Service/Settings ⬤ Open using the softkey.

+ User: ↪ ⬤ Open using the softkey.

if nec. 🎹 Enter and confirm the user password.

or

+ Telephony settings ↪ ⬤ If the administrator has configured it, you can access the "Telephony settings" option without being requested to enter a User password.

+ Audio ↪ ⬤ Open using the softkey.

Settings ↪ ⬤ Open using the softkey.

Room acoustic   Echoing ✎ ⬤ Open using the softkey [1].

Muffled ◎ ⬤ Use the softkey to set to Muffled, for example.

✓ ⬤ Save the setting by selecting the softkey.

---

1. The display shows the current setting
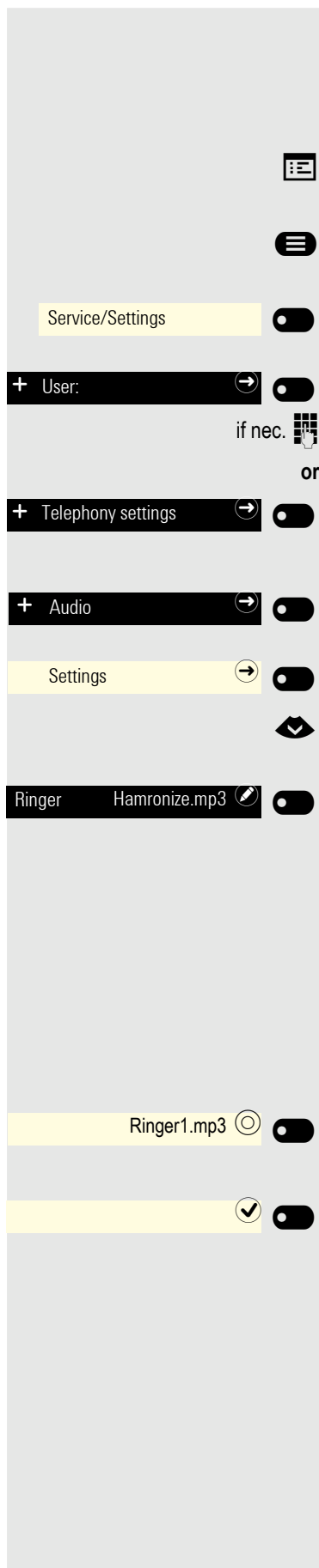
Ringer

Select your preferred ringer from the available audio files. If no individual audio files are available, the "Pattern" ringer is preset. To upload your own files in ".mp3" or ".wav" format, please consult your administrator.

▤   You can also configure this setting via the Web interface → page 152.

⊜   If nec. Press the Main Menu key.

Service/Settings	⬤	Open using the softkey.

+ User: ⊖ ⬤   Open using the softkey.

if nec. ▦   Enter and confirm the user password.

or

+ Telephony settings ⊖ ⬤   If the administrator has configured it, you can access the "Telephony settings" option without being requested to enter a User password.

+ Audio ⊖ ⬤   Open using the softkey.

Settings ⊖ ⬤   Open using the softkey.

◈   Switch to Ringer.

Ringer   Hamronize.mp3 ✎ ⬤   Open using the softkey [1].

You will be offered the following default options:
• Pattern
• Harmonize.mp3
• Ringer1.mp3
• Ringer2.mp3
• Ringer3.mp3
• Ringer4.mp3
• Ringer5.mp3
• Ringer6.mp3

Ringer1.mp3 ◎ ⬤   Confirm with the softkey to switch. You will immediately hear the associated ringer melody.

⊘ ⬤   Save the setting with the softkey.

---

1. The display shows the current setting
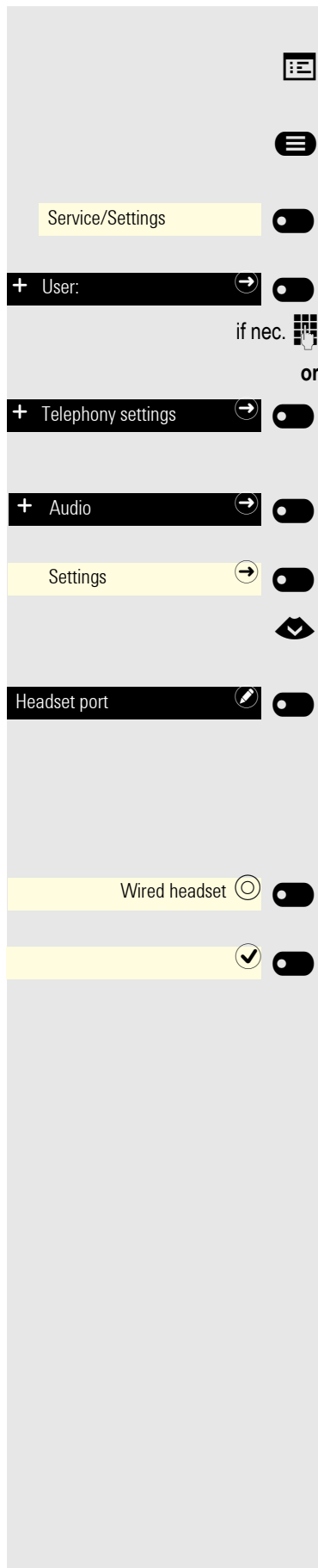
Setting headset port use

📧 You can also configure this setting via the Web interface → page 152 .

🔵 If nec. Press the Main Menu key.

| Service/Settings | ⚫ | Open using the softkey. |

| + User: | ➜ ⚫ | Open using the softkey. |

if nec. 🎹 Enter and confirm the user password.

or

| + Telephony settings | ➜ ⚫ | If the administrator has configured it, you can access the "Telephony settings" option without being requested to enter a User password. |

| + Audio | ➜ ⚫ | Open using the softkey. |

| Settings | ➜ ⚫ | Open using the softkey. |

◆ Select the headset port.

| Headset port | ✏ ⚫ | Open using the softkey [1]. |

You are offered the following options:
- Wired headset
- Cordless headset
- Conference unit

| Wired headset ◎ | ⚫ | Confirm with the softkey to switch. |

| ✓ ⚫ | Save the setting with the softkey. |

1. The display shows the current setting

Call settings

Activating/deactivating a second call

You can determine whether or not you would like to accept second calls (call waiting) during a conversation.

▉▶ If your telephone belongs to an ONS group (parallel calls → page 132), please note the following special features:

In addition to triggering an alert tone on the engaged telephone, the second call will also be signaled with a ring tone on the other telephones in the ONS group.

▤   Open menu → page 22.

Switch?	↕

Select and confirm.

Second call?	▾

Select and confirm.

Turn on?	▾

Select and confirm.

or

Turn off?	▾

Select and confirm.

Central speed dial numbers

▉▶ Speed dial numbers are set up by your responsible administrator.

Speed dial numbers are stored in the system.

The central speed dial directory can be obtained from your responsible administrator, e.g. in printed format.

Speed dial with extension

▮▮▶ Speed dial numbers with sequences are set up by your responsible administrator.

Functions including the dialing number and further access codes can be saved to a speed dial number.

Since the number of characters for a speed dial entry is limited, speed dial numbers (up to 10) can also be linked together in order to handle longer sequences.

Example:

When you leave the office, you want to block your telephone and simultaneously activate call forwarding. Both of these actions can be stored as a sequence using a speed dial number.

Likewise, in order to unlock the phone and cancel the call forwarding, a speed dial number can be stored.

Individual speed dial numbers

✖ This function must be set up by your responsible administrator.

The keys **0+** to **9wxyz** can be assigned to 10 frequently used phone numbers.

▤ Open menu → page 22.

Destinations?	▾

Confirm.

Speed dial?	↕

Select and confirm.

▦ Press the required line key. When the relevant key is selected, the call number is displayed.

New entry?	▾

Confirm.

▦ Enter the phone number.

Save?	▾

Confirm.
Your entry is saved.

Use speed dial → page 79.

OpenScape UC

The OpenScape UC can be configured in the Configuration menu. Open the OpenScape UC Settings and insert the required login information.

III The OpenScape UC can be also configured in WBM → page 152.
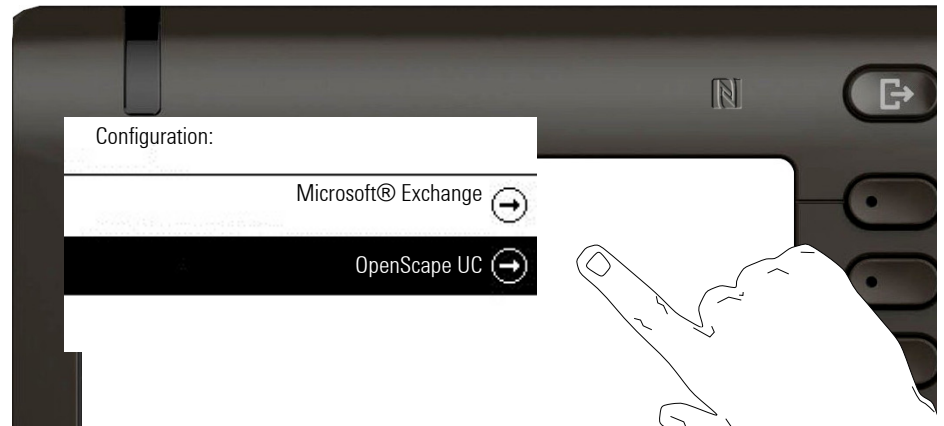
The OpenScape Desk Phone CP400 will login using the given user credentials. If the data is incomplete (missing server address, username or password) the phone will not try to login at all.

If you experience any difficulties with the OpenScape UC Configuration, please contact your administrator.

Programming function keys

You can assign frequently used functions or phone numbers to the function keys of your OpenScape Desk Phone CP400 or to the Key Module KM400.

Set up function keys.

The selection of available functions depends on the configuration. Please ask your administrator if you are missing a function.

Example: Configure a second call

Hold down the Function keys of the phone or of the OpenScape Key Module 400, which is to have a function assigned to it, until the Key Programming Menu is displayed.

Select "Assign telephone function"

Assign telephone function   Confirm.

Change   Confirm.

Select "Second call/Call waiting"

Second call/Call waiting   Confirm.

Save   Confirm. The key is programmed.

How to program a local feature

Example: "Send url" set up
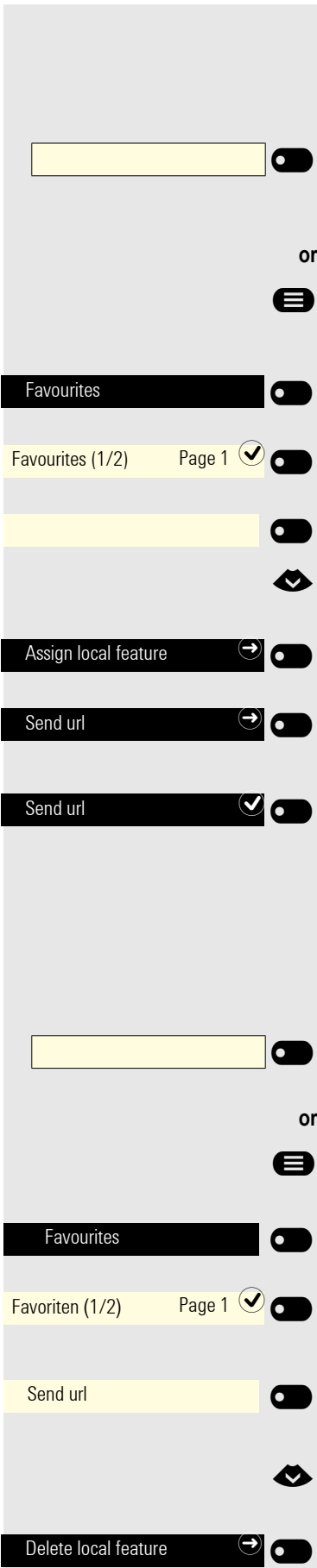
 Hold down the Function keys of the phone or of the OpenScape Key Module 400, which is to have a function assigned to it, until the Key Programming Menu is displayed.

or

 If nec. Press Main Menu key.

Favourites Open using the softkey.

Favourites (1/2)   Page 1 ✓ Select desired page (1 to 4).

 Press and hold the Function keys to be programmed.

 Select "Assign local feature"

Assign local feature ➔ Confirm.

Send url ➔ Confirm.

Send url ✓ Confirm. The key is programmed.

How to delete a local feature

Example: "Send url" delete

 Hold down the Function keys on the OpenScape Key Module 400 to be deleted until the key programming menu is displayed.

or

 If nec. Press Main Menu key.

Favourites Open using the softkey.

Favoriten (1/2)   Page 1 ✓ Select desired page (1 to 4).

Send url Hold down the Function keys that has been programmed for the Send url in order to delete it.

 Select "Delete local feature"

Delete local feature ➔ Confirm. The key indicating the local feature is deleted.

How to program a function key with Send URL functionality

Configuration

Hold down the Function keys of the phone or of the OpenScape Key Module 400, which is to have a function assigned to it, until the Key Programming Menu is displayed.

or

If nec. Press Main Menu key.

Favourites

Open using the softkey.

Favourites (1/2)   Page 1

Select desired page (1 to 4).

Press and hold the Function keys to be programmed.

Select "Assign local feature"

Assign local feature

Confirm.

Send url

Confirm.

Send url

Confirm. The key is programmed.

Activation

After the key is programmed, the LED lights amber to indicate that the key is busy, so another key press in that state will have no action.

After successful HTTP response from the web server, the LED lights green for 3 seconds and a success notification appears. You can now control remote server actions from your CP phone.

After unsuccessful HTTP response from the web server, the LED lights red for 3 seconds and a failure notification appears.

Setting up selected dialing keys

You can assign phone numbers to selected dialing keys on 2 levels. To assign the 2nd level a "shift key" must be selected.

You first assign a function key with the "selected dialing" function. In an additional step you determine the phone number.

| Level shift | ⬛ |

If necessary, switch to the second level

| | ⬛ |

Hold down the Function keys of the phone or of the OpenScape Key Module 400 that is to have a function assigned to it, until the Key Programming Menu is displayed.

| Edit direct destination selec- ➔ | ⬛ |

Confirm.

| Number ➔ | ⬛ |

Confirm

⌨ Enter the phone number and confirm.

☑ ⬛ Save the setting with the softkey. The key is programmed.

Setting up dialing keys with contact data from an existing local conversation

You can assign phone numbers to selected dialling keys, forwarding keys and deflect keys using the contact data from an existing local conversation. It is also possible to copy the contact name and use it as a key label, but only with selected dialling keys.

In the Favorites menu,hold down the Function key to which a function is to be assigned until the programming menu is displayed. Then select **Edit selected dialing**.
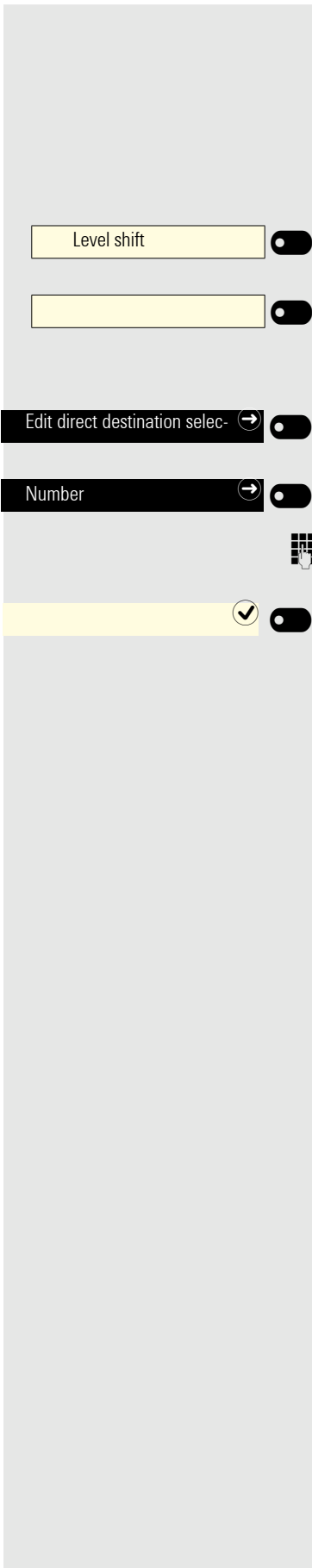
From the Edit selected dialing screen highlight the **Select conversation** option and press the Softkey next to it.

The Conversation selector screen will be shown. You can either select a conversation from the list, or use the "Search for.." box to search for a particular conversation.

To select the default phone number of a contact use the Softkey next to it.

A conversation may have more than one phone numbers for its contact. To be able to select a phone number other than the default, highlight the conversation and press the ➔ button.
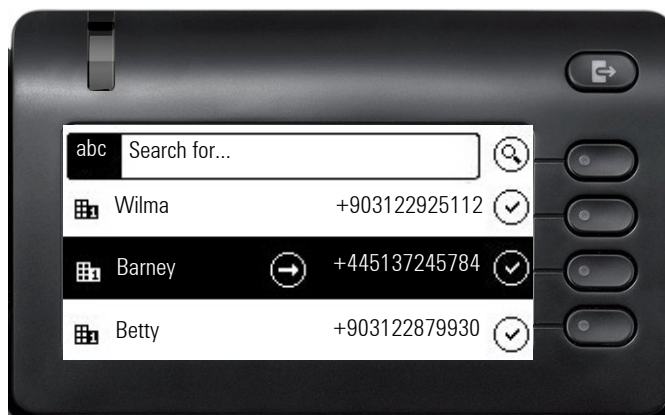
From the screen with the available phone numbers, choose a phone number by pressing the Softkey next to it.

You will be redirected back to the Edit selected dialing screen where the Number now shows the default phone number or the chosen phone number of the contact and the Label shows the contact's name.

To edit these fields, highlight either Number or Label and press the Softkey next to them.

Making calls

> To better understand the steps described here, it is recommended that you read the introductory chapter "Getting to know the OpenScape Desk Phone CP200" → page 15 **.**

Receiving a call

> Any settings you are currently making on the phone will be interrupted by an incoming call.

Answering a call via the handset

The phone rings.

Lift the handset[1]

Answering a call via the loudspeaker (speakerphone mode)

The phone rings.

Press key. LED is lit[1].

Answering a call via the headset

Requirement: A headset is connected.

The phone rings. The key flashes.

Press the key[1].

1. Set the volume → page 59.

Answering a call with the DSS key

Requirement: You have configured DSS keys on your phone → page 15.

The phone rings.

DSS | 🔆   Press the DSS key.

🔊   The LED is lit. You can speak handsfree.

or

↗   Lift the handset[1].

▮▮➡ Note the meaning of the LED displays on the direct call keys → page 15

Accepting calls for a colleague in the team

If a team member does not take a call within 15 seconds (depending on the setup), the other team members will hear an alert tone.

In idle mode

The phone rings. "Anruf für" is shown in the display.

↗   Lift the handset

and

Übernahme | 🔆   Press the flashing "Übernahme" key (→ page 45). You have picked up the call.

🔊   The LED is lit. You can speak handsfree.

or

↗   Lift the handset[1].

During the call

Übernahme | 🔆   press the flashing „Übernahme" key.
The first individual is on hold while you are connected to the second.

To end the second conversation and return to the first

Beenden und zurück?   ▼   Confirm in order to disconnect
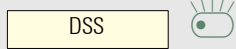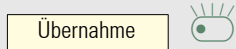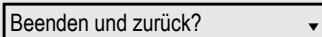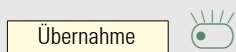
1. Set the volume → page 59.

Selectively picking up a call

You hear another phone ringing, whose number you know, or a colleague invites you to take over a call on a particular phone.

➤ Lift the handset.

Gezielte Übernahme?	▲

Select and confirm.

🖐 Enter the telephone number on which you wish to take over the call. You can then accept the call[1].

Display called extension

When the call number is not shown in a call pickup group in which you want to take over a call (display is deactivated by default for pickup group), you can enter the code for "display on request" after picking up the phone. Ask your administrator about this code.

➤ Lift the handset.

🖐 Enter the system code for "display on request" (if nec. ask the administrator).

Once you have entered the code, the phone number will be shown.

Addressed via speakerphone (direct speaking)

You are being spoken to directly by a colleague over speakerphone. Handsfree und Open listening are automatically activated.

◄» The speaker key is lit.
Answering in hands-free mode is immediately possible.

or

➤ Lift handset and answer.

⟶ Speak directly to your colleague → page 78.
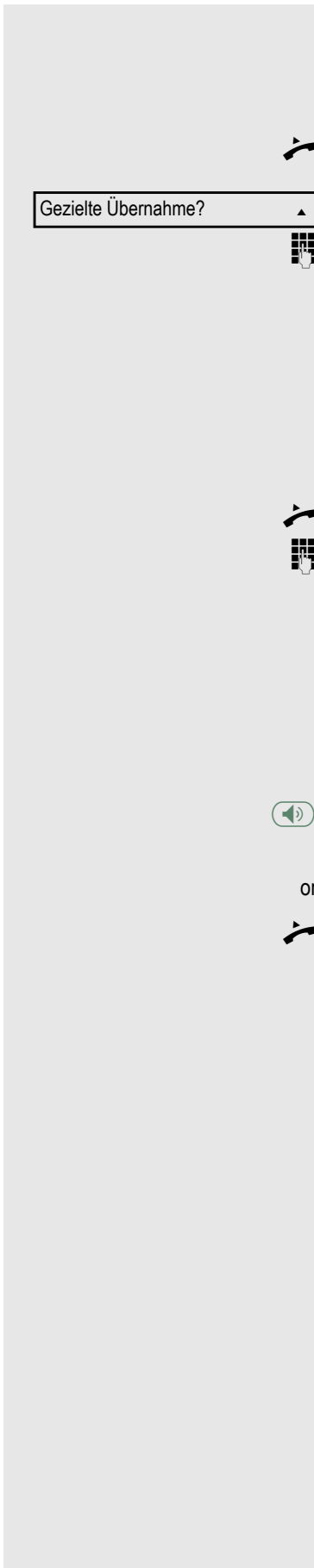
Switch microphone on/off

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

Ending a call

Press the illuminated key. The key is no longer lit.

or

Press the illuminated key. The key is no longer lit.

or

Replace the handset.

or

Trennen?

Press the key if it is set up.

After the call has ended (either by you or the remote party), end of call notification with duration of the call will be shown on the phone screen:

07:27
Tue,

Conversations

Service/Settings

Call with Christopher Smith
ended
Duration 00:03

ckup

Dialing/Calling

Dialing with handset off

➤ Lift the handset.

⌨ Internal: Enter the phone number.
External: Enter external code and phone number.

Dial with the handset on-hook

⌨ Internal: Enter the phone number.
External: Enter external code and phone number.

Participant answers over loudspeaker. The speaker key is lit.

Participant answers over loudspeaker:

With handset on hook: Speakerphone mode.

or

➤ Lift the handset.

Participant does not answer or is busy:

(◀») Press key. LED goes out.

Dialing with connected headset

Requirement: The headset is connected.

⌨ Internal: Enter the phone number.
External: Enter external code and phone number.

(🎧) The key illuminates.
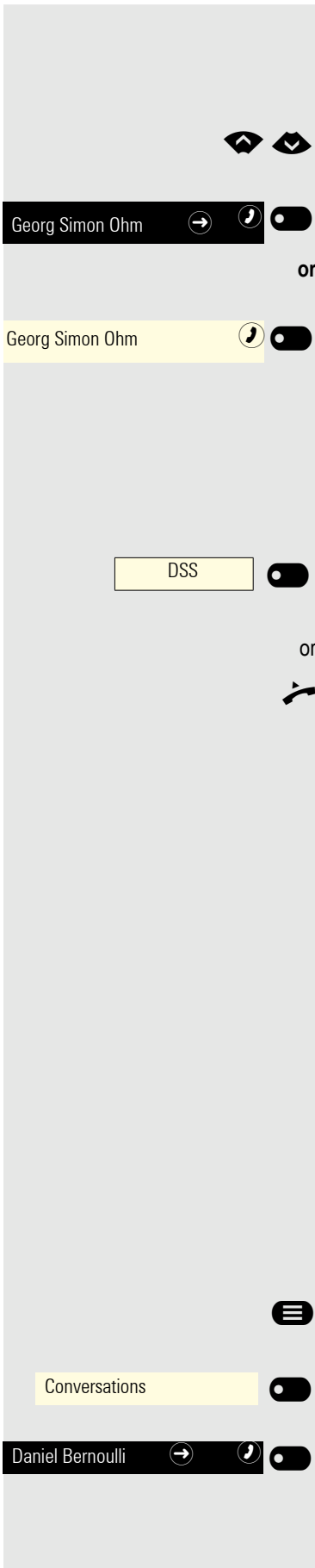
Choose from conversations

The conversations list is displayed on the screen. If the contact you want is not visible, then select with

❖ ❖

or search by entering the phone number or name.

Georg Simon Ohm ➔ ☎ ▬

Confirm the selected contact with the softkey. The phone number is dialed.

or

Georg Simon Ohm ☎ ▬

If visible, confirm immediately with the softkey for the contact. The phone number is dialed.

Calling with a direct station select (DSS) key

Requirement: You have configured DSS keys on your phone → page 15.

DSS ▬

Press the DSS key.

When the participants answer, enter speakerphone mode.

or

📞 Lift the handset.

⟫ Note the meaning of the LED displays on the direct call keys → page 15

Redial

You can use conversation list to call your last connected party. You can do this via the history of a conversation (for more information, see "Display the history of a conversation" → Page 39) or via contact details (for more information, see "Opening details of a conversation or conducting a call" → Page 30).

Returning a missed call

Contacts who have tried to reach you are identified accordingly in the conversations list and appear in the sort order. In addition to the menu name, i.e. Conversations, the number of missed calls is shown against a red background.

The notification LED is red. In addition to the menu name, i.e. "Conversations", the number of missed calls is shown.

☰ If nec. Press the Main Menu key.

Conversations ▬

Open using the softkey.

Daniel Bernoulli ➔ ☎ ▬

A contact is indicated as a "New missed call" with ☇. Select the contact and confirm to call the contact.

Using speed dial

 This function must be set up by your responsible administrator.

Speed dial numbers can also contain command or access code sequences and may be linked with other speed dial numbers → page 64.

Dialing with central speed dial numbers

Requirement: You know the speed dial number → page 64.

 Open menu → page 22.

Kurzwahl anwenden? ⬍

Select and confirm.

 Enter speed dial number.

The connection is immediately established.

Dialing with individual speed dial numbers

Requirement: You have set up individual speed dial numbers → page 65.

 Open menu→ page 22.

Kurzwahl anwenden?

Select and confirm.

0 + ... **9 wxyz** Press the required speed dial key.

The connection is immediately established.
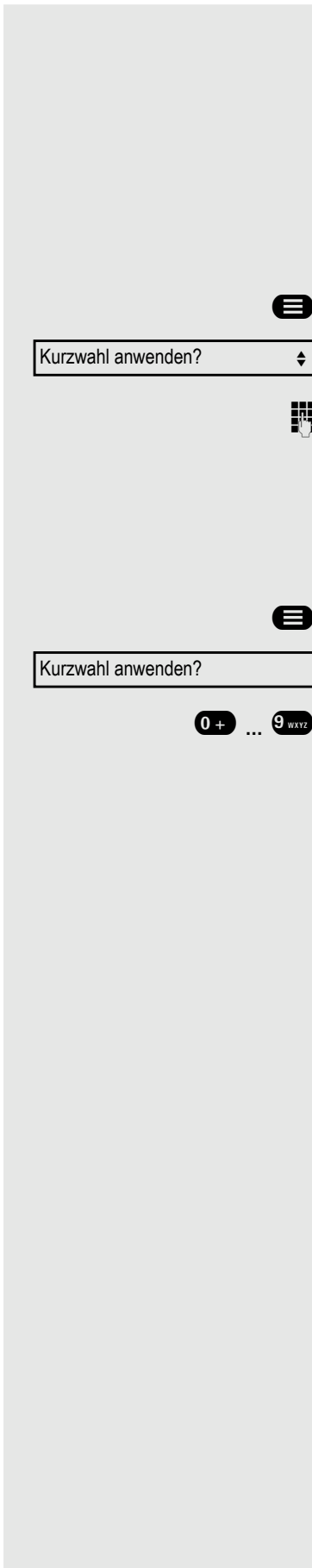
Forwarding calls

You can program several types of call forwarding on your line.

Variable Umleitung	EIN	All calls are forwarded to the stored phone number, and the call number is deleted when the call is disconnected.
Feste Umleitung	EIN	All calls are forwarded, the stored phone number is not deleted when the call is disconnected.
Uml. für intern	EIN	Only internal calls are forwarded.
Uml. für extern	EIN	Only external calls are forwarded.
Umleitung besetzt	EIN	If your connection is busy, all calls are forwarded.
Umleitung nach Zeit	EIN	If you do not pick up a call, all calls will be forwarded after a certain amount of time.
Uml. besetzt/n. Zeit EIN		If your connection is busy, or you do not pick up a call, all calls will be forwarded following a certain period.

Use call forwarding

You can immediately forward internal and/or external calls to your lines to different internal or external telephones (destinations) (external destinations are also possible if the system is configured accordingly).

▐▶ If call forwarding is activated, a special dial tone sounds when the handset is lifted.

If DTMF dial-in (ask relevant Administrator) is active, you can also divert calls there. Destinations: Fax = 870, Direct inward dialing = 871, Fax-Direct inward dialing = 872.

If you are the end caller of a forwarded call, you can see the call number or the name of the forwarding party in the Notification area of the display (1st. line) and the those of the caller below it.

Setting up call forwarding via the call forwarding menu

Open the Forwarding menu.

▐▶ In the menu, you immediately have an overview of call forwarding currently set-up. This menu is also available via the user settings.

Variable: All calls | No destination set

Confirm.

or

Variable: External calls | No destination set

Confirm.

or

Variable: Internal calls | No destination set

Confirm.

or
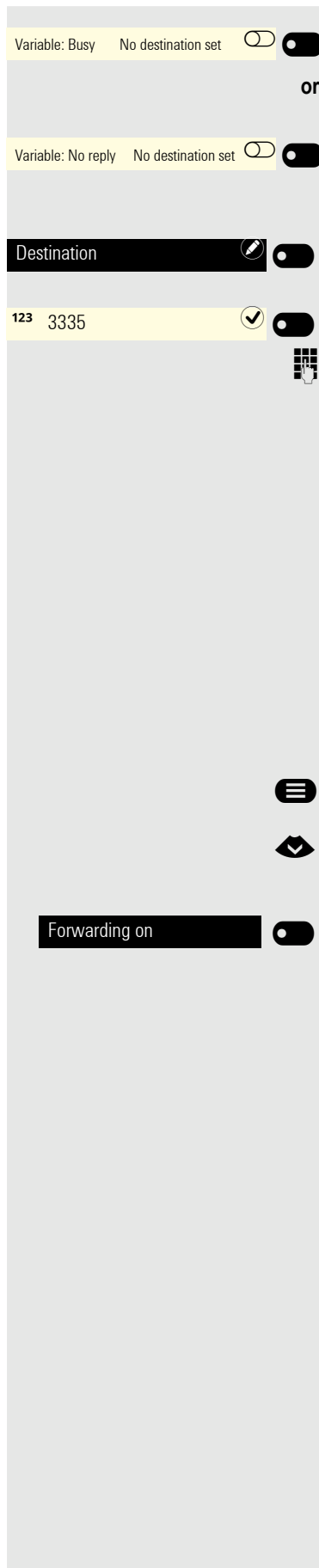
Variable: Busy No destination set	Confirm.
	or
Variable: No reply No destination set	Confirm.
Destination	Use the softkey to open the editor for the destination phone number
123 3335	Enter the destination phone number on the dial pad.
	Enter destination phone number. Confirm your input with the softkey.

Activating call forwarding with key

The advantage of a specific key for call forwarding is that you do not have to re-enter a phone number every time. The programmed key already contains a destination. You can therefore set up several keys with different forwarding destinations.

Press the key if it is set up. The LED is illuminated.

Set up call forwarding via the idle menu

☰ If nec. Press the Main Menu key.

❤ Select "Forwarding on."

Forwarding on	Confirm.

Using callback

You can request a callback if the individual called is busy or if nobody answers. This also applies to external calls via switching centers. This will save you from repeatedly attempting to call someone.
You receive a callback

• you receive a callback when the other party's line becomes free,
• as soon as the party who did not reply has held another conversation.

> If configured (ask relevant Administrator), all callback requests are automatically deleted overnight.

Saving a callback

Requirement: The line is currently busy or nobody answers.

Callback ☺ ⬤◯   Confirm.

Accepting a callback

A participant for whom a callback was saved is now no longer busy or has phoned in the meantime. Your phone now rings.

➤   Lift the handset.

or

🔊   Press key. LED lights up.

or disconnect call via the softkey.

Checking/deleting a saved callback

🔲 If nec. Press the Main Menu key.

❖ Select "Callback requests"

| Callback requests | ⬛ |

Confirm.

| Show next entry | ⬛ |

Confirm to display additional entries if applicable.

Deleting an entry that is displayed

| deleting | ⬛ |

Confirm.

Ending a query

| finishing | ⬛ |

Confirm,

or

☰ Press key.

or

🔊 Press key.

During the call

Switch to speakerphone

Requirement: You are conducting a call via the handset.

🔊 📞 Press and hold the key, hang up the handset, and then release the key and continue the call.

US mode

If the country setting is set to US (ask relevant Administrator), you do not need to press the loudspeaker key when you hang up the phone.

🔊 Press key.

📞 Replace the handset. Proceed with your call.

Switching to the handset

Requirement: You are conducting a call in speakerphone mode.

📞 **and** 📞 Lift the handset. Proceed with your call. The hands-free microphone is switched off.
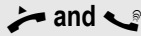
Open listening in the room during a call

You can allow other people in the room to listen in on the call. Let the other party know that you have turned on the loudspeaker.

Requirement: You are conducting a call via the handset.

Activating

🔊 Press key. LED lights up. The hands-free microphone remains off.

Deactivating

🔊 Press key. LED goes out.
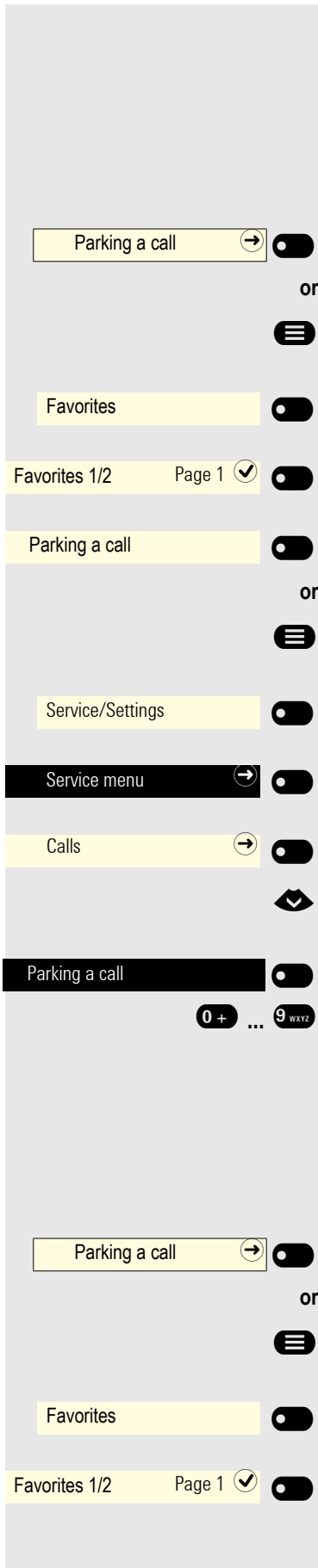
Parking a call

You can park up to 10 internal and/or external calls. You can resume the parked calls on another telephone. This allows you to continue a call on another phone, for example.

Requirement: You are conducting a call.

Parking a call ➔ ⬤	Press the Function keys , if configured.
or	
☰	If nec. Press the Main Menu key.
Favorites ⬤	Open using softkey.
Favorites 1/2 Page 1 ✓ ⬤	Select the required page with the softkey.
Parking a call ⬤	If visible, press the softkey of the Function keys .
or	
☰	If nec. Press the Main Menu key.
Service/Settings ⬤	Open using the softkey.
Service menu ➔ ⬤	Open with the softkey.
Calls ➔ ⬤	Confirm.
❤	Select "Parking a call."
Parking a call ⬤	Confirm.
0 + ... 9 wxyz	Enter and note a parking position number between 0 and 9. If the entered parking position number is not accepted, it is already busy; please enter a different number.

Retrieving a parked call

Requirement: One or more calls have been parked. The phone is idle.

Parking a call ➔ ⬤	Press the Function keys , if configured.
or	
☰	If nec. Press the Main Menu key.
Favorites ⬤	Open using softkey.
Favorites 1/2 Page 1 ✓ ⬤	Select the required page with the softkey.
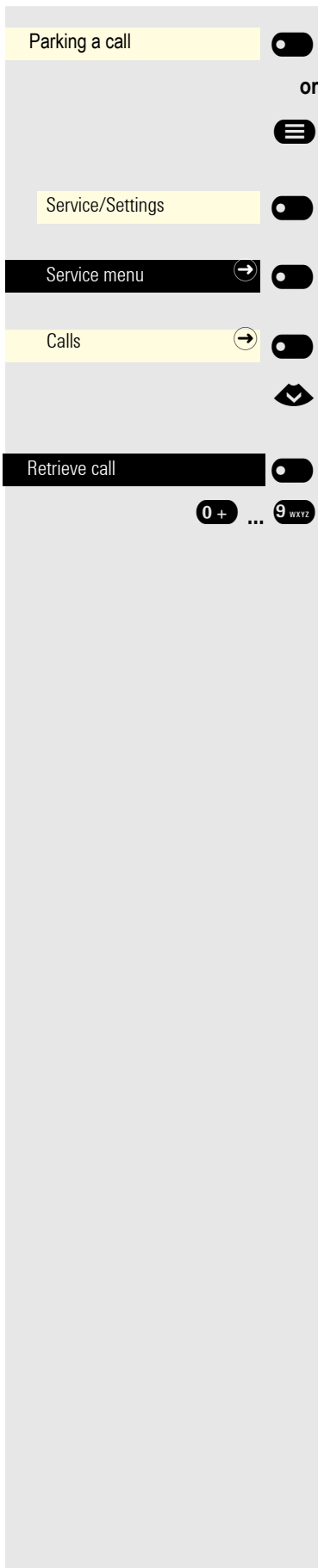
Parking a call	⬛	If visible, press the softkey of the Function keys .
	or	
	☰	If nec. Press the Main Menu key.
Service/Settings	⬛	Open using the softkey.
Service menu ⟶	⬛	Open with the softkey.
Calls ⟶	⬛	Confirm.
	❖	Select "Retrieve call."
Retrieve call	⬛	Confirm.
0+ ... **9**wxyz		Enter the parking position number you have noted. If the entered park position number is not assigned, you cannot answer the call.

> If a parked conversation is not taken on, the call goes through there again after a certain time, where it is parked (= callback).
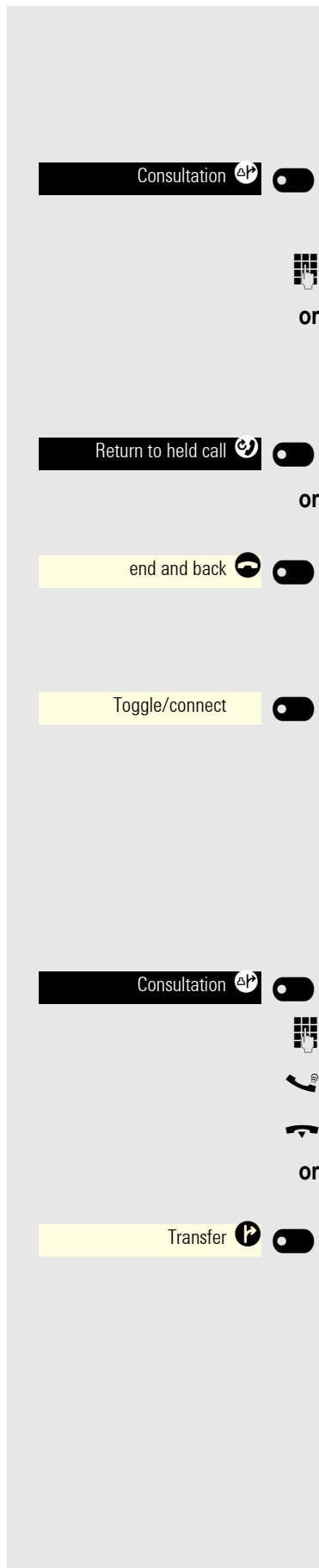
Call second individual (consultation)

You can call a second party while a call is in progress. The first individual is on hold.

Consultation Confirm.

Calling a second participant:

Enter the phone number of the desired participants.

or Select one from the conversations list.

Back to the first participant, second participant does not answer:

Return to held call Confirm.

or Ending a consultation call:

end and back Confirm

Switching to the held party (toggling)

Toggle/connect Confirm

Transferring a call

If the person you are speaking to wishes to be forwarded to one of your colleagues, you can transfer the call.

Consultation Confirm.

Enter the phone number of the desired participants.

Signal potential call.

Replace the handset.

or

Transfer Confirm

Accepting a second call (call waiting)

You are still available to other callers, even though you are on the telephone. A warning tone and the notification "Call: <x>" in the display indicate the waiting call.
You can ignore or accept the second call.
Before you accept the second call, you can end the first call or place it on hold for subsequent retrieval.
You can also block the second call or the signal tone → page 64.

Requirement: You are on the phone and hear a warning tone (approx. every six seconds).

Ending the first call and answering the second call

🔽 Replace the handset. Your phone rings.

📞 Accept second call. Lift the handset.

Place first call on hold and answer second call

Accept call waiting 🎵 ▭ Confirm. You are connected to the second caller. The first party is placed on hold.

Ending the second call, resuming the first call

end and back 🔴 ▭ Confirm

or

🔽 Replace the handset.

accept 🎵 ▭ Confirm the callback of the first individual.

or

📞 **Lift the handset.**
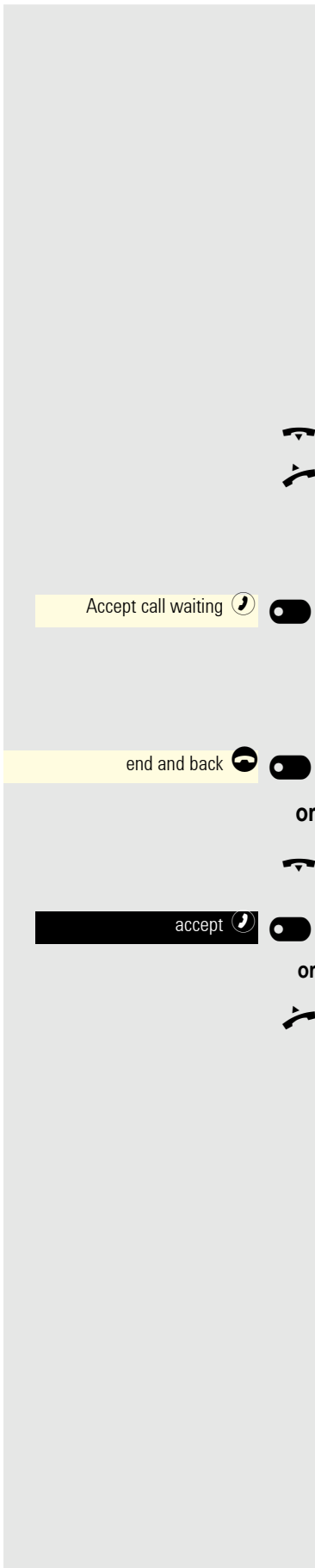
Carry out DMTF-suffix/dial tone

In order to control devices, such as answering machines or automatic information systems, you can send out DTMF signals (**D**ual **T**one **M**ulti-**F**requency).

Please ask your administrator to send the codes for the DTMF tones.

Ending the call also deactivates DTMF suffix dialing.
Your system can also be configured in such a way that you can start the DTMF dial-up immediately after establishing the connection. You can also set-up a key for DTMF dialing.

Phoning on several lines (multi-line)

Line keys

Line keys can be set up on the freely programmable feature keys on a OpenScape Desk Phone CP200. Any key assigned the "Line" function corresponds to a line, and so up to 4 lines can be set up.

A distinction is made here between primary and secondary lines. Each of these line types can be used on a private or shared basis → page 91.

Line keys are set up by the administrator responsible.

The following graphical example displays how phones are connected within a team with several line keys.
3234 is the extension number of Mr. Meier, 3235 that of Mr. Müller, and 3236 that of Mr. Schulze. All three lines can be used to phone from all three phones. The line of the phone's own secondary extension number if, however, always the primary line.
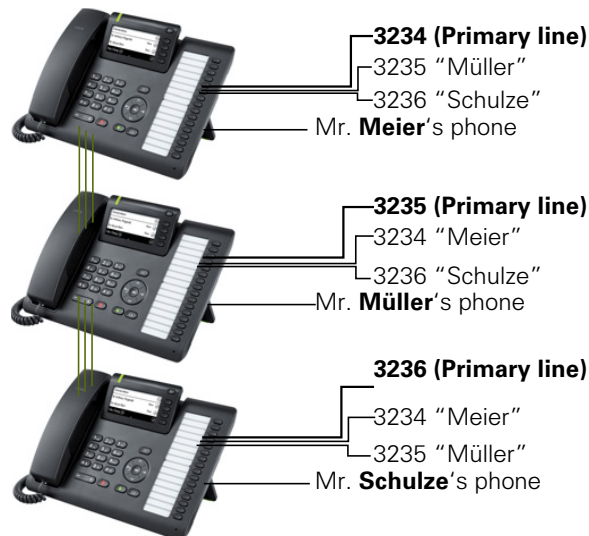
Primary line

All multi-line telephones have a primary line. This line can be reached in the usual manner via your public phone number. Incoming calls to your number are signaled on this line.

> To avoid conflict between individual multi-line phones, "Do not disturb" and "Call forwarding" can only be used for the primary line.

Secondary line

A secondary line on your phone is used as a primary line by another participant. At the same time, your primary line can be set up as a secondary line for another phone in the system.

Line usage

Private line

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

Shared line

A line that is configured on multiple phones. The line status is displayed by a LED for all phones that share this line (if configured). If, for example, a shared line is being used by a phone, a status message indicating that this line is busy is displayed on all other telephones sharing the line.

Direct call line

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

LED displays for line keys

LED	Meaning
⬤◗	**LED off**: the phone is in idle mode.
☀	**Flashes:** Incoming call and line on hold.
◗	**LED lights green**: the line is busy.

Preview

You are speaking on a line. The LED of another line key flashes. You can determine via the "Leitungsvorschau" function who is calling on this line. The information is shown to you on the display. You can also determine which caller that you have previously put on "hold" or "exclusive hold" is waiting on a line key. You can also display information about the caller on the active line.

Requirement: You have accepted a call on a line key. The LED of another line key flashes quickly, the "Vorschau" is set up.

Activating preview
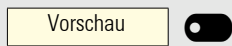
| Vorschau | ⬛ |

Press the programmed "Vorschau" function key. LED lights up.

| Line 1 | ☀ |
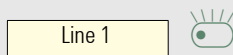
Press the required line key.

The information about the caller and/or waiting or parked participants is displayed.
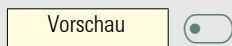
Deactivating preview

| Vorschau | ⬤ |

Press the programmed "Vorschau" function key. LED goes out.

The menu rows and the call-length display are displayed again.

Accepting calls on the line keys

If several calls are made at the same time, as usual, you can accept calls in the order provided. You can also, however, prioritize the acceptance of other calls.

Requirement: The administrator responsible has determined the order in which incoming calls are directed to line keys.

Accepting calls in the order provided

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

➤ Lift the handset.

or

🔊 Press the key and use speakerphone mode.

Answering a prioritized call

Your phone rings (call). The caller ID is displayed. The LED of the suggested line key flashes quickly. The LEDs of other line keys are also flashing quickly.

| Line 1 | ☀ | Press the prioritized line key. The caller ID is briefly displayed.

➤ Lift the handset.

or

🔊 Press the key and use speakerphone mode.

Activating/deactivating ringing mode (call)

If you are making a phone call on one line, ringing for other incoming calls may disrupt your conversation. If the "Rufabschaltung" function is enabled, your phone will no longer ring. Incoming calls are then only displayed via the flashing of the relevant line keys.

With the programmed "Rufabschaltung" function key
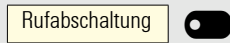
| Rufabschaltung | ⬛ |

Switch off ringing:
press the "Rufabschaltung" function key. The LED is illuminated.
The phone does not ring upon incoming calls.
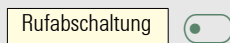
| Rufabschaltung | ⬤ |

Switch on ringing:
press the "Rufabschaltung" function key. The LED goes out.
The phone rings upon incoming calls.

Via service menu

☰   Open the menu→ page 22.

| Switch? ➜ | ⬍ |

Select and confirm.

| Rufabschaltung? | ⬍ |

Select and confirm.

| Turn off? | ⬍ |

Confirm,

or

| Turn on? | ⬍ |
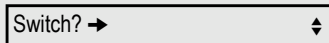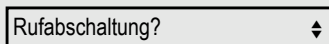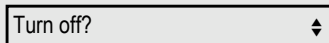
confirm.

Forwarding calls for lines

If you activate call forwarding for an entire line in use → page 91, the line will be forwarded in general, on other phones as well.

The configuration of call forwarding for a particular line is identical to the call-forwarding already described. Just make sure that the desired line was previously busy.
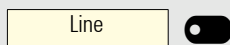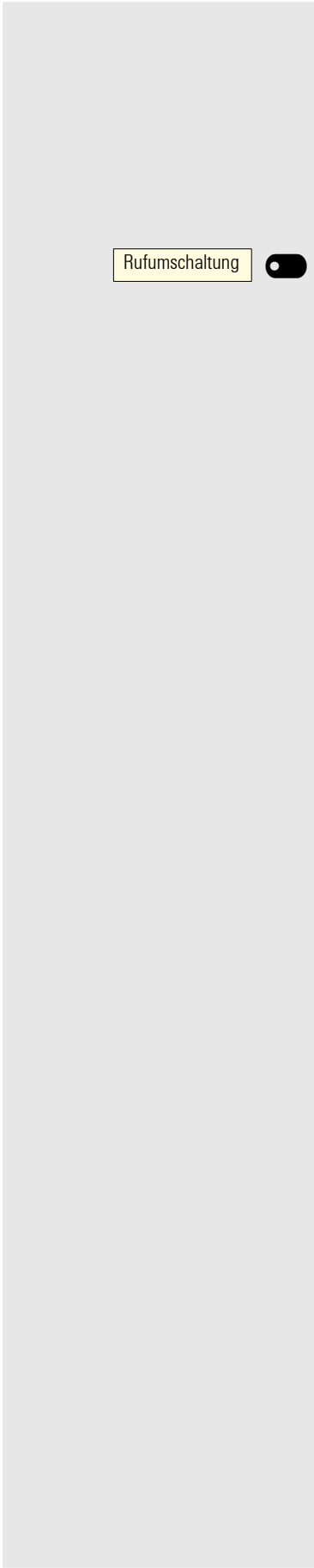
| Line | ⬛ |

Press the line key of the desired line. LED lights up.

For more information, please see → page 80.

Call transfer

If you are temporarily leaving your desk or do not wish to be disturbed, you can activate call transfer for the line to a target phone for incoming calls. A "Rufumschaltung" function key (call transfer/line) can be programmed for every line.

Activating

Rufumschaltung

Press the programmed "Rufumschaltung" function key. The LEDs on your phone and on the target phone light up. The line key only flashes if there is a call; it does not ring. The call is signaled on all the other team phones.

Dialing with line keys

The phone can be set up with automatic or selectable line seizure. The administrator responsible determines if a line, and which line, is to be automatically seized if the handset is lifted or speakerphone mode enabled.

The display screen "Bitte Leitung wählen" prompts the seizure of a line following lifting of the handset or pressing of the loudspeaker key.

Dialing with automatic line seizure

📞 Lift the handset.

or

🔊 Press key.

The display briefly shows the line number and line status and prompts dialing.

Example:

| 220807 | aktiv |

The line 220870 has been automatically selected.

| Line | ● |

The LED of line 220870 lights up.

🔢 Enter the phone number.

Dialing with selectable line seizure

📞 Lift the handset.

or

🔊 Press key.

You are prompted to press a free line key.

| Bitte Leitung wählen |

| Line | ● |

Press a free line key. LED lights up.

Example:

| 220807 | aktiv |

The line 220870 has been automatically selected.

| Line | ● |

The LED of line 220870 lights up.

🔢 Enter the phone number.
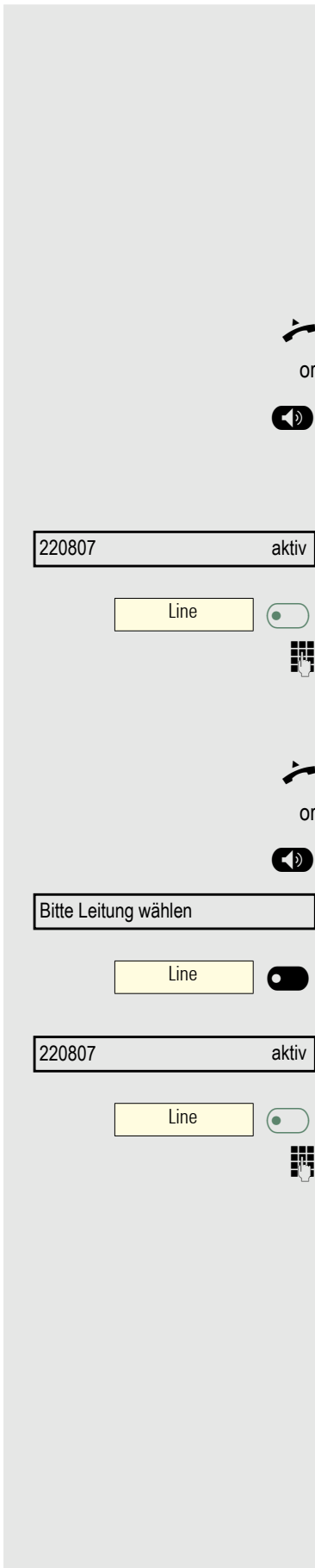
Call waiting with a direct station select (DSS) key

Requirement: You have set up DSS keys on your phone → page 15. The desired participant's line is busy.
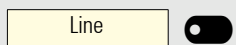
Press the DSS key.

The participant called accepts your call waiting.

➜ Lift the handset.

or

🔊 Press the key and use speakerphone mode.

Take note of the meaning of the LED displays on the DSS keys → page 15.

During the call

Holding calls on line keys

Press the "hold" key. The LED of the line key flashes slowly.

> Your OpenScape 4000 system can also be configured so that the call is held by pressing the line key. Try it out or ask your relevant administrator.

Holding and then reaccepting a call on a line key

Requirement: You have accepted a call on a line key → page 93 or you are making a consultation call.

Line
or

Briefly press the current line key,

Press key.

The line key on which the call is on hold flashes slowly. The call can be continued on any phone in the team on which the LED of this line key is slowly flashing.

Reaccepting

Line

Press the flashing line key. Proceed with your call.

Exclusively holding and reaccepting a call on a line key

Requirement: You have accepted a call on a line key or you are making a consultation call that only you are able to, intend to, or are permitted to continue.

Exklusiv Halten
or

Press the programmed "Exklusiv Halten" function key.

Exklusiv Halten?   ↕

Select and confirm.

The line key on which the call is on hold flashes slowly. The call can only be continued on your phone and is no longer signaled on any other phones.

Reaccepting

Line

Press the flashing line key. Proceed with your call.
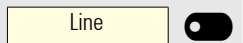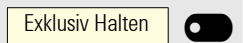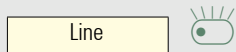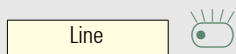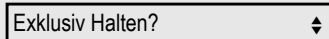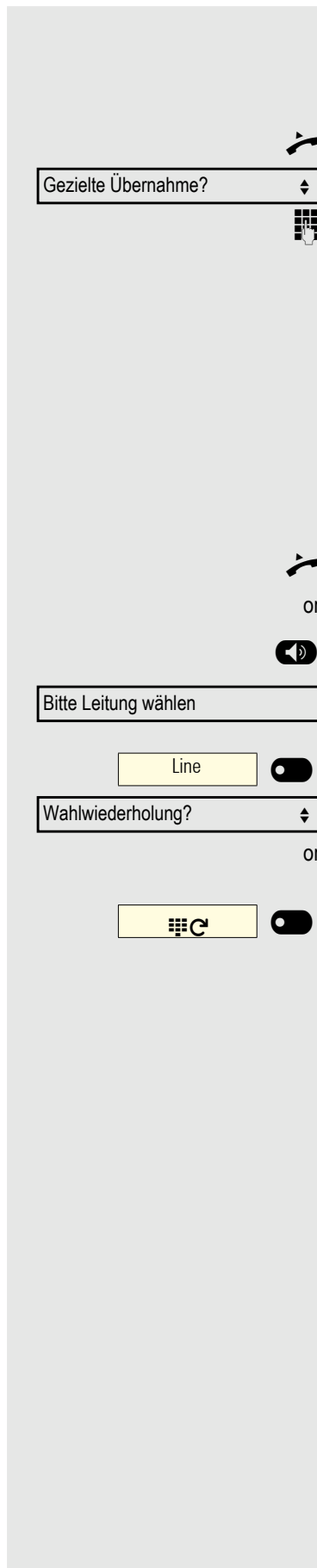
Directed line pickup

A colleague in an open-plan office has parked a call on a line key and calls across the room to ask you to accept the call. You have no access to this line.

^ Lift the handset.

| Gezielte Übernahme? ⬍ | Select and confirm.

📳 Enter the extension number of the phone on which the call was parked. You can then accept the call.

Saved number redial for a particular line (stored phone number)

If this type of saved number redial is set up on your phone, you can save a phone number for subsequent saved number redialing to a particular line → page 100. You dial the saved extension number with the line and the saved number redial keys.

^ Lift the handset.

or

🔊 Press key.

| Bitte Leitung wählen | Display screen.

| Line 🔘 | Press the relevant line key. LED lights up.

| Wahlwiederholung? ⬍ | Select and confirm.

or

| ⠿↻ 🔘 | Press key. The phone number is saved for the current line.

You stored saved number redial on the relevant line can, if necessary, be overwritten by another team colleague.

Most recent extension number dialed for a particular line

The most recent extension number dialed via your main line is saved.

If this type of saved number redial if installed on your phone, each most recently dialed extension number is automatically stored for the current line's saved number redial.

➤ Lift the handset.

or

🔊 Press the key and use speakerphone mode.

| Line | ◼ |

Press the required line key. LED lights up.

| Letzte Nummer wählen? |

Confirm.

➤ Lift the handset.

or

🔊 Press the key and use speakerphone mode.

Saving an extension number for "saved number redial to line"

Requirement: "Saved number redial with stored phone number" has been configured, and not "saved number redial with most recently dialed phone number".

Saving the dialed extension number or extension number of a caller

You have called a participant on a particular line and are still on the phone with him. Or you have been called by another participant, whose phone number was transmitted, and you are still on the phone with him.

| ▦↻ | ◼ |

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

🔊 Press key. LED goes out.

or

➤ Replace the handset.

Rollover

You can set up the volume for all notification, which occure during your call. For more information, see "Volumes" → Page 143

Line mailbox

Callers who wish to reach you while you are away can leave a callback request in the mailbox of the relevant line.
In the mailbox you will also find voice or fax messages from the mail server (if configured).

Requirement: A mailbox has been configured for one or more lines.

Please take note that only one user at any one time can work with the same mailbox.

> If your phone belongs to an ONS group (parallel calls → page 132), please note the following special features: signaling in the mailbox (MWI) is available to all phones of an ONS group.

Retrieving messages

If there are new, as yet unqueried entries in the mailbox and a programmable function key has been equipped with the "Briefkasten" function, the LED lights up this key.

Also take note of the information on → page 17.

Briefkasten	

Press the "Briefkasten" function key.

Information on the caller is displayed → page 17.

Carrying out a callback request

A callback request is displayed.

Ausgeben?	↕

Select and confirm. The participant is called on the relevant line.

Next entry

There is more than one entry.

Nächster Eintrag?	↕

Select and confirm. The following entry is displayed.

Deleting mailbox entries

The relevant entry is displayed.

Delete?	↕

Select and confirm.

Ending mailbox query

Press key.

or

Abbrechen?	↕

Select and confirm.

Entries in the mailbox which are not deleted remain saved. If there are as yet unqueried callback requests, the programmed "Briefkasten" function key continues to light up.

Identifying the line used

If several lines are busy at the same time, you can find out which line you are currently speaking on.

With the programmed function key

| Aktuelle Leitung | 🔘 | Press the programmed "Aktuelle Leitung" function key. |

Via the menu

☰ Open menu → page 22.

| More features? ➜ | ◆ | Select and confirm. |

| Akt. Leitung anzeigen? | ◆ | Select and confirm. |

The line number and line status of the line currently in use are displayed.

Alternately phoning on several lines

Requirement 1: The relevant administrator has determines that the lines are to be held during line transfer and may only be ended by hanging up the handset or with the disconnect key.

Requirement 2: You are connected to different call partners on two or more lines. These could be callers → page 93 or call recipients→ page 73.

For example, you are conducting a call on line 1. The line key of the participant on hold flashes slowly.

| Line 2 | 🔆 | Press the slowly flashing line key 2. The first call partner is waiting on line 1. |

| Line 1 | 🔆 | Press the slowly flashing line key 1. The second call partner is waiting on line 2. |

You can change as often as you like.

Ending connection on a line key

🔊 Press key. LED goes out.

or

📞 Replace the handset.
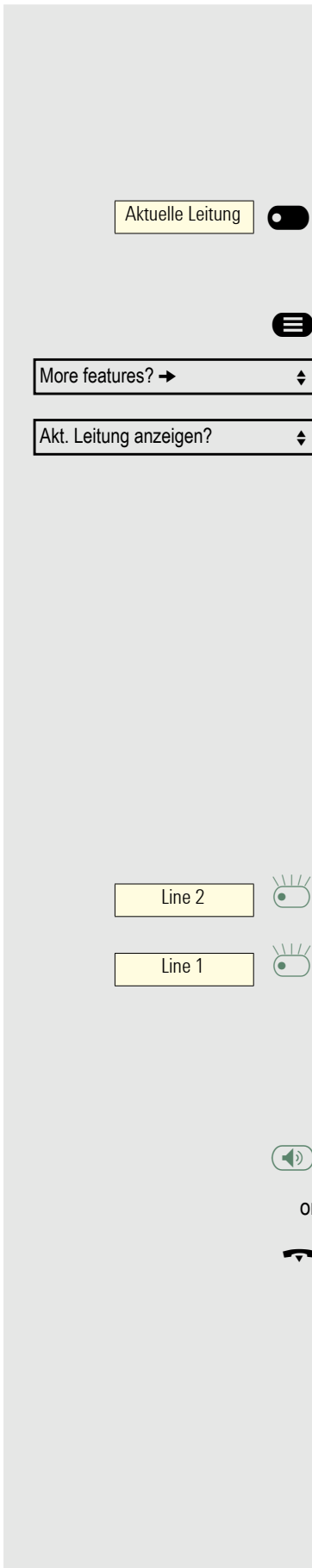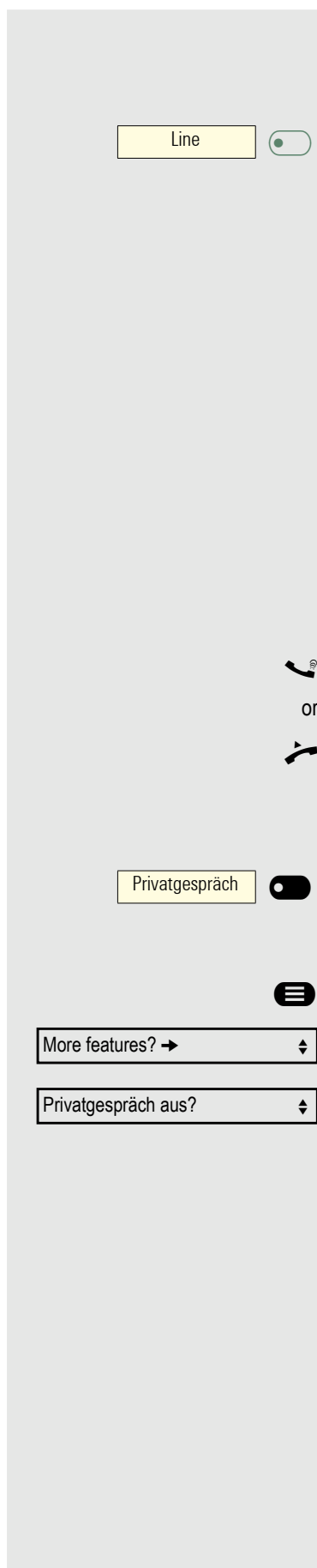
Entering a call on a line (three-way)

Requirement: You are speaking on a line. The LED of the line key lights up.

Line	⬭

Press the line key. A conference tone is audible to you and the participants already connected. All three participants can now speak with one another. LED continues to light up.

▩▶ Entry is not possible if the "Privatgespräch" function is activated for the line. If one of the three participants hangs up, the other two remain connected.

If you as the entering party, and the participant who previously occupied the line, remain on it, no further callback is possible.

Allowing or preventing entry

Allowing entry

It can be preset for your primary line that nobody can enter the line if it is busy. In this case you may allow entry. The authorization applies to the current or following call.

📞 You are already conducting a call on a line.

or

☎ Lift the handset.

With the programmed function key

Privatgespräch	⬬

Press the programmed "Privatgespräch" function key.

Via the menu

▤ Open menu → page 22.

More features? ➜	↕

Select and confirm.

Privatgespräch aus?	↕

Select and confirm.

Entry is now allowed.

Preventing entry

If no entry protection has been preset, you can prevent the entry. The entry protection applies to the current or following call.

\\℘   You are already conducting a call on a line.

or

\\   Lift the handset.

With the programmed function key

Privatgespräch ⬭   Press the programmed "Privatgespräch" function key.

Via the menu

☰   Open menu → page 22.

| More features? ➜ | ⬍ |

Select and confirm.

| Privatgespräch ein? | ⬍ |

Select and confirm. Entry is now prevented.

Witness or tape connection

During a call a previously determined participant can be prompted to enter the call as a "witness" via a programmed "Mithören Aufford" function key. The third participant in the call is not informed of the connection of the "witness". The witness can not participate in the call, only listen in.

> Please take note of the applicable data protection regulations for the configuration and use of witness or tape connection.

Requirement: The witness or tape connection is set up on your system and the programmed "Mithören Aufford" function key is set up on your phone. You are conducting a call. "Privatgespräch" must be deactivated.

Mithören Aufford | Press the programmed "Mithören Aufford" function key briefly twice. A special ringtone sounds on the phone of the "witness" and the message "Zeugenzuschaltung" is shown on your display and that of the "witness".

➤ The "witness" lifts the handset,

or

Line 1 | presses the line/function key on which the call is being carried out.

The "witness" can now listen in to the call unnoticed.

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

Deactivating

Rufumschaltung | Press the programmed "Rufumschaltung" function key. The LED goes out. A call is again signaled on the phone.

Accepting calls for the manager in the secretarial office

For calls for the manager, the phone rings in the secretarial office.

➤ Lift the handset.

or

🔊 Press the key and use speakerphone mode.

Accepting calls for the manager during a call

You are conducting a call.
A call is coming in for the manager.

📞 Ask your call partner to wait.

| Übernahme | ⬙ |

Press the programmed "Übernahme" function key.

Ending a call - back to the first call:

| Beenden und zurück? | ▾ |

Confirm.

Continue the call with the first call partner.

Transferring a call to the manager

Requirement: You have accepted a call for the manager in the secretarial office.

| Manager | ⬛ |

Press the "Manager" DDS key. You are connected with the manager.

With announcement

📞 Announce call partner.

➤ Replace the handset.

Without announcement

➤ Immediately replace the handset.

Switching calls directly to the manager

If the secretarial office is not occupied, calls for the manager can be immediately switched to the manager. The switch is possible on both the phone in the secretarial office and on the manager's phone.

Activating

Rufumschaltung Mana

Press the programmed function key "Rufumschaltung Manager". LED lights up.

Deactivating

Rufumschaltung Mana

Press the programmed function key "Rufumschaltung Manager". LED goes out.

> Calls for the secretarial office's phone are not switched, only calls for the manager's phone.

Accepting calls on the manager's phone

In the secretarial office a signaled call is not accepted for the manager. After 15 seconds (depending on the system), you will hear an alert tone signal on the manager's phone. The display shows who is calling.

Lift the handset.

Übernahme

Press the programmed function key "Übernahme" (→ page 45).

Accepting a call for another "Management/Secretarial" team

If several "Management/Secretarial" teams are set up, they can also accept calls for other teams.

Lift the handset.

Manager 3

Press programmed function key, for example, "Manager 3".

> Pickup is also possible during a call. Ask your call partner to briefly wait, before pressing the flashing programmed function key.

Using the second phone for the manager

Requirement: a second phone has been set up for the manager. A programmed "Parken" function key is set up on the manager's first and second phone.

Parking a call on the first phone

Parken ▭⬤ Press the programmed "Parken" function key. LED lights up.

Continuing a call on the second phone

📞 Lift the handset.

Parken 🔆 Press the programmed "Parken" function key.

Activating/deactivating second call for the manager

As the manager you can determine if calls for you should arrive in the secretarial office while you are on the phone. If you are on the phone and expecting another important call at the same time, it perhaps makes sense to switch on second call.

▤ Open menu → page 22.

Switch? →   ↕ Select and confirm.

Zweitanruf?   ↕ Confirm.

Turn on?   ↕ Confirm

or

Turn off?   ↕ confirm.
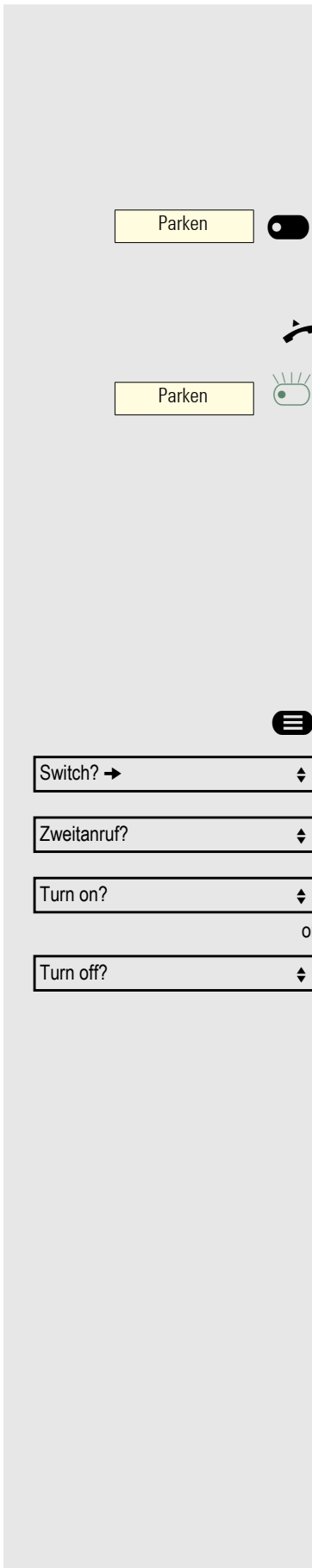
Using buzz function

If, on your manager's phone, a programmed "Signalruf" has been set up, you can trigger a buzzing on a particular target phone (e.g. in the secretarial office) via a key press. The extension number of the calling phone is also briefly displayed on the target phone when it buzzes.

The programmed function key can be activated when in idle mode and during the phone call (once or several times).

If no programmed "Signalruf" has been set up, you can pick up the handset and enter the "buzz" code to create a buzzing on a target phone.

Messenger calls

You can call up messages with a key press if you configure a relevant key on the manager's phone. Assign function key with function.

Setting a representative for the secretarial office

You can forward calls for the manager that come into the secretarial office to another phone. For this you must set up a programmed "Vertretung" function key.

Activating representative:
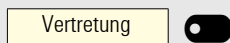
| Vertretung | ⬛ |

Press the programmed "Vertretung" function key. LED lights up.

Deactivating representative:
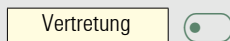
| Vertretung | ⚪ |

Press the programmed "Vertretung" function key. LED goes out.

Other settings and functions

Save appointments

Appointment function

You can arrange for your phone to call you to remind you of an appointment. For this to happen, you need to save the desired times of the calls. This is possible for the next 24 hours.

Save appointments

📧 Open menu → page 22.

Appointment?	↕

Select and confirm.
It is shown, whether an appointment is saved or not.

New appointment?	▾

First appointment: Confirm.
Other appointment: Select and confirm.

🎛 Enter a 3 or 4-figure time, e.g. 845 for 8:45AM or 1500 for 3:00PM.

Save?	▾

Confirm.

Delete saved appointment

📧 Open menu → page 22.

Appointment?	↕

Select and confirm.
A saved appointment is displayed.

Next appointment?	▾

Confirm if you have saved several appointments.

Delete?	↕

Select and confirm.

📧 Press key.

Using timed reminders

Requirement: You have saved an appointment. The saved time arrives.

The phone rings.

➤ Lift the handset. The appointment time is displayed.

➤ Replace the handset.

| Appointment : |

> Don't pick up the phone, the phone rings several times and "Appointment" is displayed before the appointment is deleted.

Using a different phone for a call in the same way as your own

You can identify yourself with a personal identification number (PIN) on a different phone of the OpenScape 4000-system (also on telephones of interlinked OpenScape 4000-systems, e.g. at other company locations). Then you can use the other phone

• calling with cost allocation,
• dial with project assignment,
• Check your mailbox,
• Use a phone number stored on your phone for redial,
• Enter appointments.

With an internal PIN you can divert your calls to another telephone at your place of residence (call forwarding "redirect")

Identify yourself on another phone

Requirement: You have received a PIN from your responsible administrator. An internal PIN is required for your own OpenScape 4000-system. For other OpenScape 4000-systems in the network, you need a network-wide PIN.

≡ Open menu → page 22.

| PIN and license of service? ↕ |

Select and confirm.

| PIN 1? ▾ |

Select and confirm.
If you have several PINs and you want to use another, select another PIN.

Upon the display of "Enter the phone number:" or "Enter ID", you are prompted to enter the PIN.
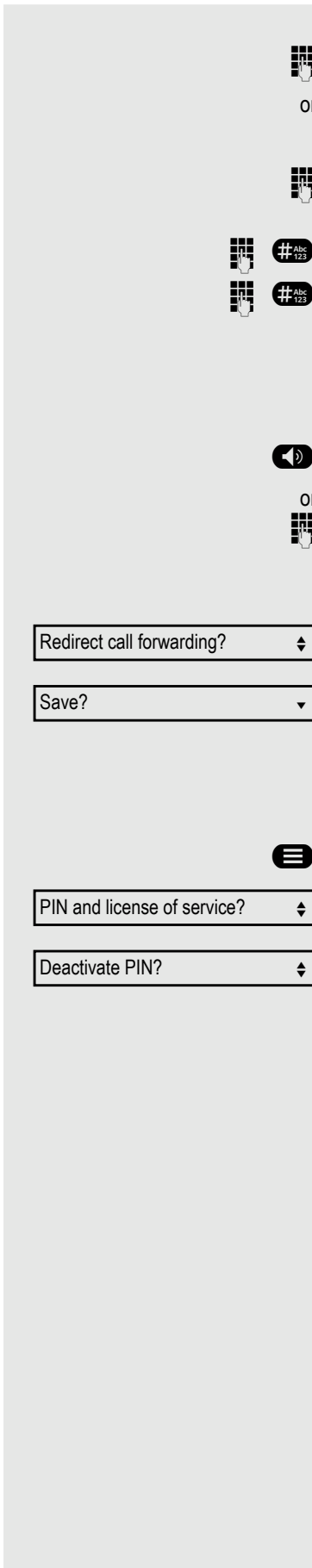
Applies in own OpenScape 4000 area

j Enter internal PIN.

or The network applies in your own and other OpenScape 4000-systems

j Enter the 2-digit node code for your own OpenScape 4000-system (ask responsible administrator).

j **#** Enter your own phone number and press the hash key.

j **#** Enter network-wide PIN and press hash key.

Dial after successful identification.

You hear the dial tone. "Please dial" Appears in the display.

◀) Press key.

or

j Enter a phone number immediately.

Retry call forwarding after successful identification

Redirect call forwarding?	◆

Select and confirm.

Save?	▾

Select and confirm. Call forwarding is active.

Switch off identification on another device

☰ Open menu → page 22.

PIN and license of service?	◆

Select and confirm.

Deactivate PIN?	◆

Select and confirm.

> The identification is automatically switched off if the different device is not used for several minutes.

Set your own connection to another phone (Mobility

You can route the connection of your telephone to a different telephone with most of the functions and features (number, key assignment, authorizations). The "home phone" is disabled and the "guest phone" becomes "your" phone. The original connection of the "guest phone" is also deactivated, therefore a call forwarding key should be set up for its phone number beforehand → page 80. The re-route remains in place until you log out of the "guest telephone" again. The re-route can also be implemented for the entire network.

Mobility variants

There are two variants available for mobility:
• Basic
• Data privacy

Configuration is carried out by the technician.

Basic

When "logging on" to the "guest telephone", the following settings are transmitted from the mobile connection:
• Key assignment
• Authorizations
• Call forwarding

In addition, outstanding messages or texts are signaled.

"Guest phone" conversations are visible and can be used.

The conversations you have had in the meantime are automatically deleted from the phone once you log off.

Data privacy

When "logging on" to the "guest telephone", the following settings are transmitted from the mobile connection:
• Key assignment
• Call forwarding
• Authorizations (apart from user password)

In addition, outstanding messages or texts are signaled. The user password is not transferred, so you have to create a new password on the phone.

An empty conversation list is available to you which will be automatically deleted again after logging off from this phone.
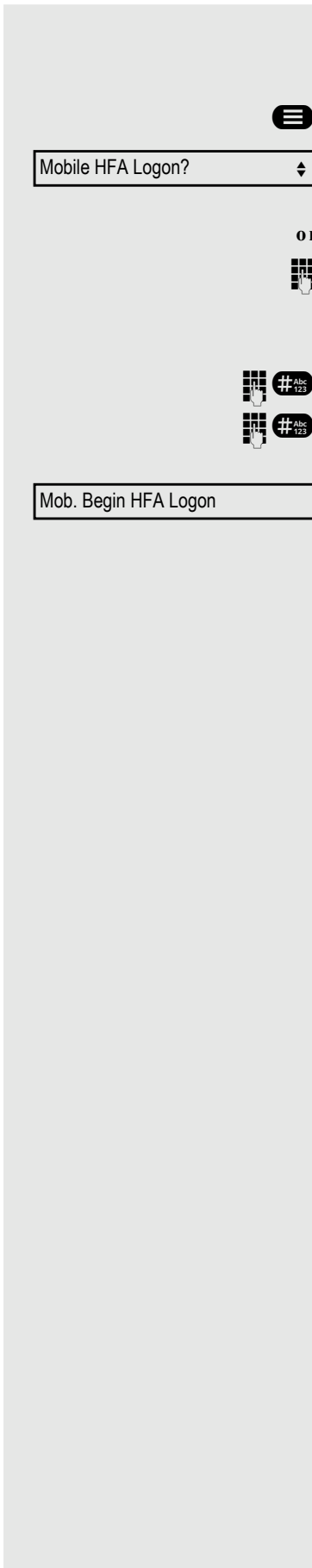
Connect to "guest telephone"

Log on to own connection on the "guest phone".

⬤ Open menu → page 22.

Mobile HFA Logon? ⬍

Select and confirm.

or in phone's idle mode.

📱 Enter the system code for "mobile HFA Logon" (e.g. 125).

📱 #️⃣ Enter "home" phone number and press hash key.

📱 #️⃣ Enter ID and press hash key.

Mob. Begin HFA Logon

The login procedure starts.

After logging in, you will see your own phone number in the last line.

The original user settings of the "guest phone" are no longer visible, but your connection is available. Your "home phone" can not be used during this time.

Connect to "home phone" again

Log off via the "guest phone"

If you no longer require a connection to the "guest phone", and/or if you want to switch again to your "home phone", log off from the "guest phone".

📧 Open menu → page 22.

Mobile HFA Logoff?	⬍

Select and confirm.

or in phone's idle mode.

📱 Enter system code for "mobile HFA logoff" (e.g. 126).

Mob. Begin HFA Logoff

The logoff procedure starts.

Log off via the "home phone"

If you have forgotten to log off on the "guest phone", you can pick up from the "home telephone".

Display on the "Home phone".

Cancel mobility

Confirm.

If your responsible administrator has activated the "Mobility password", you are prompted to enter it now.
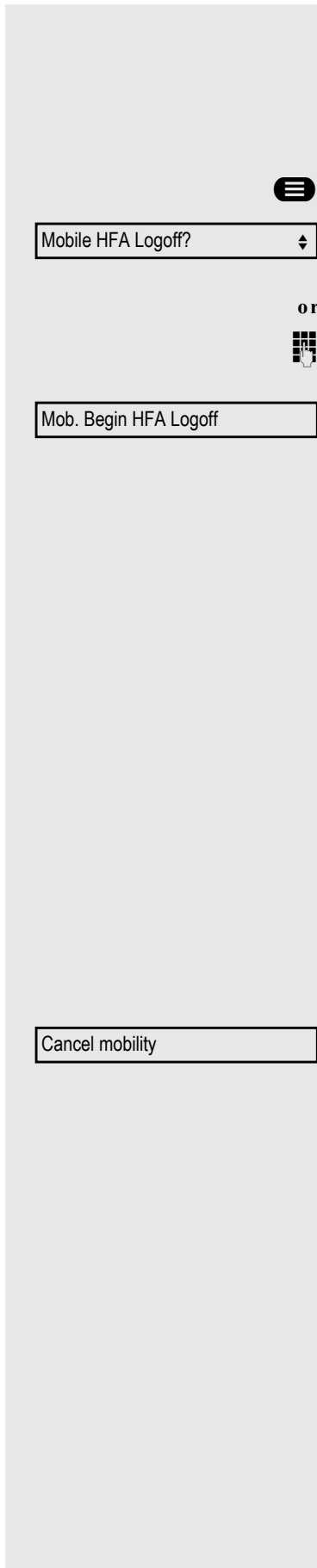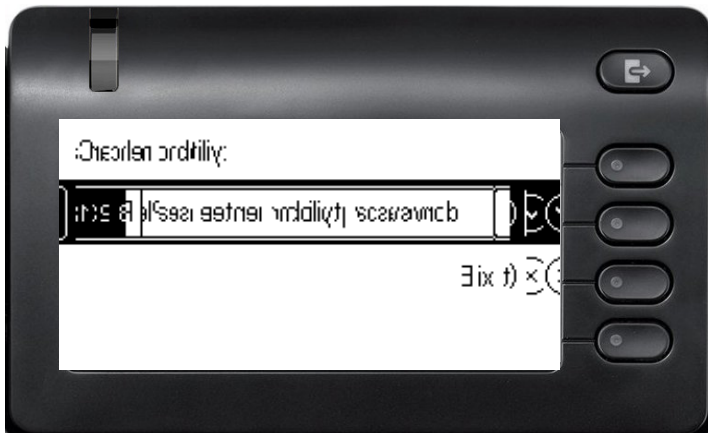
🖳   Please enter the "mobility password".

The "guest phone" is now once more available with its original phone number, features, and functions. Any call forwarding that may have been set up can be cancelled.

The "home phone" is activated again and you can make calls as usual.

Transfer connection to next phone

If you want to transfer your connection from the first "guest phone" to a second "guest phone", log in to the second "guest phone" (see → page 114).

The message "Logout successful" is displayed on the first "guest phone". The "home phone" remains locked. You can now use the second "guest phone" as the first.

OpenScape 4000ashouse call system (intercom system)

You can speak to an internal subscriber on the OpenScape 4000 directly using the loudspeaker on their phone to set up a connection. You can also initiate a speaker call from a consultation call. The following functions are possible:

- System-wide voice calling
  – to a variable destination
  – to a target destination
- Speaker call in a group
  – to a variable destination
  – to a fixed destination
- Intercom within a group
  – to a variable destination
  – to a target destination
- Announcement to all members of a management group

You can cancel the voice calling or the announcement by placing the handset on hold, or resuming the call during a consultation.

For all functions, ensure that the Speaker call protect of the concerned phones is switched off → page 135.

If a subscriber is addressed directly whose speaker call protect is activated, the direct answer is ignored and a normal call is made.

System-wide voice calling

You can initiate a speaker call with any internal participant whose phone has a hands-free function or a loudspeaker.

Speaker call to a variable destination

A target subscriber is contacted via their internal phone number.

➤ Lift the handset.

or

🔊 Press the key and use speakerphone mode.

🔢 System code for "Speaker call-one-way" (ask relevant administrator if necessary)

or

Speaker call ⬛ Press programmed "Speaker call" key.

🔢 Enter internal phone number of subscriber.

A connection to the target's loudspeaker is established immediately, if
• not busy,
• the handset isn't lifted,
• and the speaker call protect isn't activated.

🎵 The caller receives a confirmation tone when the connection is established and they can talk.

➤ The receiver can establish the connection by picking up the handset.

🔊 When the receiver the loudspeaker key

or

Line 1 ⬛ presses the line key (if set-up), the connection is cancelled.

▮▮➤ The amount of possible speaker calls corresponds to the number of possible normal connections.

Speaker call to a target destination

The system code for "Speaker call-one-way" and the destination phone number are programmed on a destination dial key → page 80.

`123456` ⬭ Press programmed dial key. It will immediately establish a connection with the destination's loudspeaker.

Speaker call in a group

Establishing a normal connection within a group or team (with team call= speed dial number for team members 0-9 or 00-99) can also be done via speaker call. Speaker call call is initiated by a group phone.

▮▮▶ The "Voice call group participants" function is line-independent - anyone can voice call anyone else.

Speaker call to a variable destination

➤ Lift the handset.

or

🔊 Press the key and use speakerphone mode.

▦ System code for "Voice call group participants" (ask relevant administrator if necessary).

or

`Call group participants` ⬭ Press programmed key for "Call group participants".

▦ Enter the speed dial code for the corresponding group member.

A connection to the target's loudspeaker is established immediately, if

• not busy,
• the handset isn't lifted,
• and do not disturb mode isn't activated.

➤ The recipient answers the speaker call by picking up the handset.

🔊 When the receiver the loudspeaker key

or

`123456` ⬭ presses the line key (if set-up), the connection is cancelled.
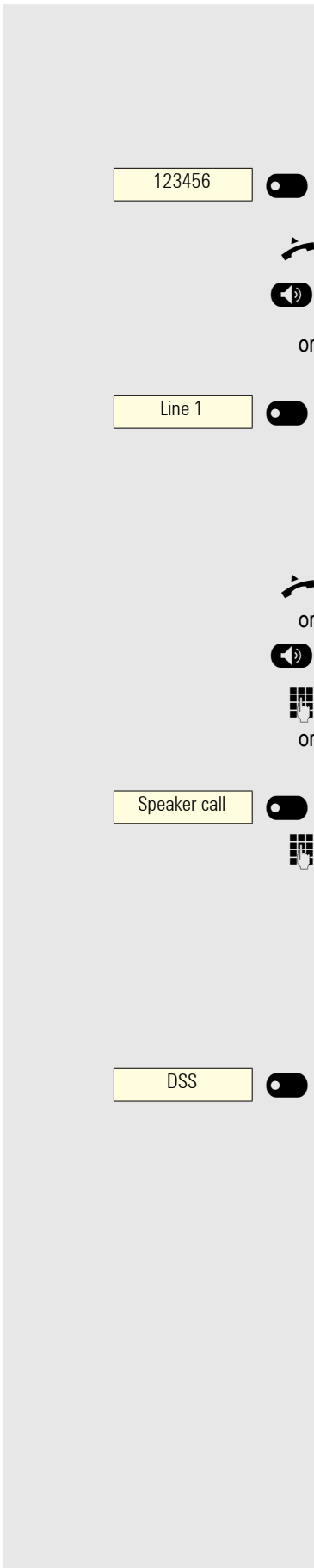
Speaker call to a target destination

The system code for "Voice call group participants" and the speed dial number for the corresponding group member are programmed on a destination dial key → page 80.

| 123456 | 🔘 | Press programmed dial key. It will immediately establish a connection with the destination's loudspeaker.

➤ The receiver can establish the connection by picking up the handset.

🔊 When the receiver the loudspeaker key

or

| Line 1 | 🔘 | presses the line key (if set-up), the connection is cancelled.

Speaker call to a variable target

When talking in a group, the loudspeaker and microphone on the target phone are automatically turned on.

➤ Lift the handset.

or

🔊 Press the key and use speakerphone mode.

▦ System code for "Speaker call" (ask relevant administrator if necessary)

or

| Speaker call | 🔘 | Press programmed key for "Speaker call".

▦ Enter the speed dial code for the corresponding group member.
Loudspeaker and microphone of the target phone are automatically turned on.

Speaker call to a target destination

The system code for "Speaker call" and the speed dial number for the corresponding group member are programmed on a destination dial key → page 64.

| DSS | 🔘 | Press programmed key.

Loudspeaker and microphone of the target phone are automatically turned on.

Announcement (Broadcast) to all members of a management group

With this function, you can send an announcement to all members (10 to 40) of a management group at the same time.

♩ After you have set the group call, you will receive a confirmation tone when you can start the announcement.

➤ Lift the handset.

or

🔊 Press the key and use speakerphone mode.

▦ System code for "Speaker call-1-way bcst" (ask relevant administrator if necessary)

or

| Speaker call-1-way bcst | ⬮ | Press programmed "Speaker call-1-way bcst" key. |

▦ Enter the internal phone number of a group member.

♩ The loudspeakers of all group telephones are automatically switched on and you receive a confirmation tone. You can begin the announcement.

➤ Hang up the handset to end the announcement.

➤ Once a group member lifts the handset, they are then connected to you and the announcement is cancelled.

🔊 When a group member presses the loudspeaker key

or

| DSS | ⬮ | the concerned line key of the announcement, he will then be separated from the announcement. If the last remaining member of the group presses the loudspeaker or line key, the announcement is ended. |

Forward calls for another connection

You can save, turn on, query, and turn off call forwarding for another phone, fax, or PC connection from your own phone. To do so, you must know the PIN of the connection or the authorization "Call forwarding for external connection". In both cases, the responsible administrator of your system will help you.

Save destination for other phone - Activate call forwarding

▤   Open menu → page 22.

|Destinations? ▾|

Confirm.

|Forward phone number.:? ⬍|

Select and confirm.

|Variable Forwarding? ▾|

Confirm.

📳   Enter phone number of other phone.

|Complete? ▾|

Confirm.

📳   Enter PIN

|Complete? ▾|

Confirm.

📳   Enter the destination phone number.

|Save? ▾|

Select and confirm. Call forwarding is active.

Save destination for fax /PC/busy stations- call forwarding activated

📧 Open menu → page 22.

| Destinations? | ▾ |

Confirm.

| Forward phone number.:? | ⬍ |

Select and confirm.

📱 Enter the code for the desired call forwarding type. Codes are assigned by the responsible administrator. In the table, you can enter the key figures that are valid for you:

„Forwarding for Fax":
„Forwarding for PC":
„Forwarding for Busy":

📱 Enter phone number of other connection.

| Complete? | ▾ |

Confirm.

📱 Enter PIN

| Complete? | ▾ |

Confirm.

📱 Enter the destination phone number.

| Save? | ▾ |

Confirm.
Call forwarding is active.

Check/turn off call forwarding for other phone

📧 Open menu → page 22.

| Switch?   ⬍ |

Select and confirm.

| Forward phone number.:?   ⬍ |

Select and confirm.

| Variable Forwarding?   ▾ |

Confirm.

🎜 Enter phone number of other phone.

| Complete?   ▾ |

Confirm.

🎜 Enter PIN

| Complete?   ▾ |

Confirm.

Deactivating

| Turn off?   ▾ |

Confirm.

or   ## Query

| Query?   ▾ |

Select and confirm.

Example for the display:

| 3428----------------------->8968 |

Calls for connection 3428 are forwarded to connection 8968.

Check/deactivate call forwarding for fax/PC/busy stations

☰ Open menu → page 22.

Switch?   ⬍ Select and confirm.

Forward phone number.:?   ⬍ Select and confirm.

✍ Enter the code for the desired call forwarding type. Codes are assigned by the responsible administrator. In the table, you can enter the key figures that are valid for you:

"Query call forwarding for fax":
"Query call forwarding for PC":
"Query call forwarding for busy":
"Deactivate call forwarding for fax":
"Deactivate call forwarding for PC":
"Deactivate call forwarding for busy":

✍ Enter phone number of other connection.

Complete?   ▾ Confirm.

✍ Enter PIN

Complete?   ▾ Confirm.

Deactivating

Turn off?   ▾ Confirm.

or **Check**

Query?   ▾ Select and confirm.

Change call forwarding for other connection

To do this, follow the same procedure as for saving / switching on:
for a different phone → page 122, for Fax, PC or Busy → page 123.

## Control OpenScape UC preferred device settings from home

You can easily control and modify your UC preferred device from your CP phone. Press the Presence Softkey to open the Presence menu. Your selected preferred device is shown next to the UC preferred device option.

To choose another device, highlight **UC preferred device** and press the Softkey next to it.

The UC preferred device screen shows a list with the names of all the devices you have configured through the UC web client.

To select a new device, highlight it and press the Softkey next to it.
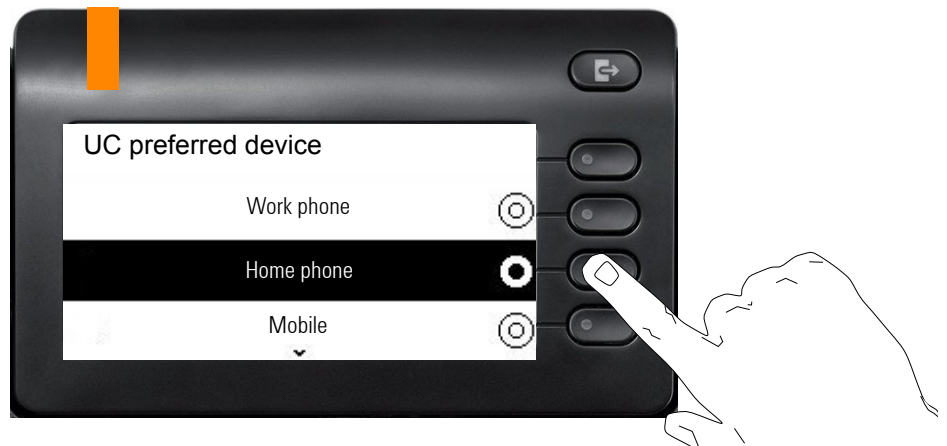
> The UC preferred device for incoming and outgoing calls will always be the same when configured via the CP phone.

The LED state will change to amber color if the UC preferred device is not the ONS (One Number Service) device, otherwise it will stay off.

> If the UC server is unavailable or the user has not provided correct credentials, "no preferred device state" will be displayed in presence screen menu.
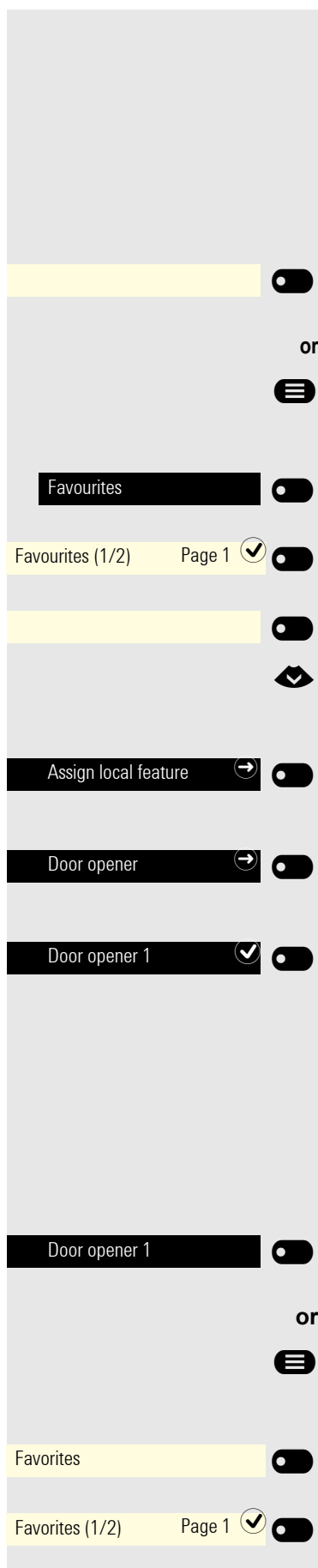
Door opener

Activating the Door opener

Prerequisite:Door opener has been enabled by your administrator.

At first you have to set up a programmable key to open a door.

See also at → page 68 that explains how to set up a local feature.

Hold down the Function key on the OpenScape Key Module 400 to which you want to assign the door until the programming prompt is displayed.

or

If nec. Press Main Menu key.

Favourites

Open using the softkey.

Favourites (1/2)   Page 1

Select desired page (1 to 4).

Press and hold the Function key to which you want to assign the door.

Select "Assign local feature"

Assign local feature

Confirm.

Door opener

Confirm.

Door opener 1

Confirm. The key is programmed.

Opening the door without receiving a call

Prerequisite:The functionality has to be enabled by your administrator.

When you have configured a programmable key to open the door, you can press the relevant Softkey to open the door for your visitor without receiving a call from the door phone.

Door opener 1

Press the Function key on the OpenScape Key Module 400 to which the door has been assigned.

or

If nec. press Main Menu key.

Favorites

Open using the softkey.

Favorites (1/2)   Page 1

Select desired page (1 to 4).

Door Opener 1   ◖ Press the Function key to which the door has been assigned. The door opens. In case there is a problem with the communication with the door, you will see a pop-up message on your device screen.

Receiving a call from the door phone

Prerequisite: Door opener has been configured by your administrator.

If the service engineer has set up a door phone and your administrator has configured it, you can speak to the visitors and activate the door opener from your CP400 phone.
When someone rings the door bell, you will receive an incoming call from the door.

Speak with a visitor over the door terminal

Prerequisite: Phone is called from the door phone.

➟ Lift the handset. You are connected to the entrance telephone immediately

or

🔊 Press key

You can now talk with your visitors.

Rejecting a call from the door phone

⛔ Confirm with the softkey. The call is rejected.

Opening the door after answering a door phone call

Prerequisite: Door opener has been configured by your administrator. A call from the door phone has been answered.

When you answer the call from the door phone, you see the following screen on your CP400 screen. You can talk to your visitor.

Press with the softkey to open the door.

Alternatively press the Function key you have configured for the door.

Ending a call from the door phone
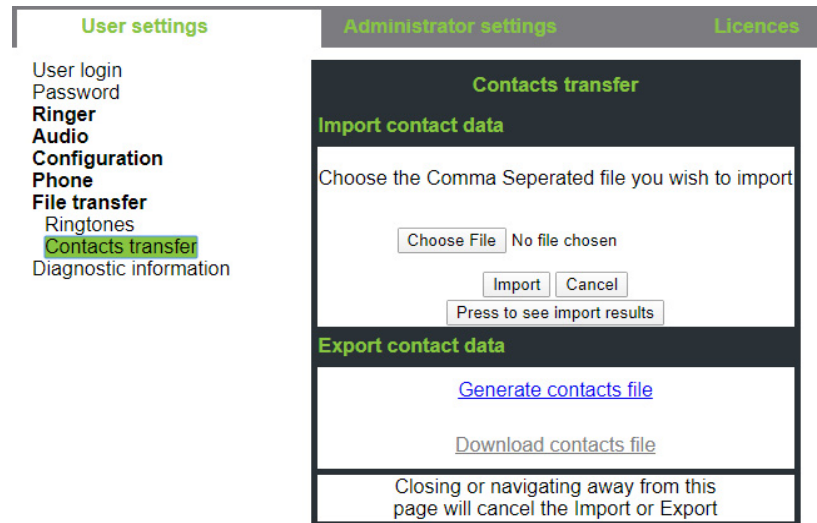
Replace the handset.

or

Press the key

Importing contacts via WBM

You can import your contacts into your phone through WBM interface (for more information, see → page 152. The contact file can be exported from Outlook or OSM.

▐▐▐▶ See the products documentation for instructions on how to export contacts from an Outlook client or OSM.

▐▐▐▶ Files previously exported by this or another phone may also be imported.

▐▐▐▶ Log on to the User Pages on WBM using your password (for more information, see User Pages → page 152)

User settings	Administrator settings	Licences
User login	**Contacts transfer**	
Password		
Ringer	**Import contact data**	
Audio		
Configuration	Choose the Comma Seperated file you wish to import	
Phone		
File transfer		
Ringtones	Choose File No file chosen	
Contacts transfer	Import Cancel	
Diagnostic information	Press to see import results	
	Export contact data	
	Generate contacts file	
	Download contacts file	
	Closing or navigating away from this page will cancel the Import or Export	

A contact list can be downloaded on your phone via your browser:

1. Click on the "Choose file" button and a window will open onto your PCs file system to allow you to navigate to a local or remote folder and select a file to be imported
   – The default format is ".csv"
   – You can use comma or a semi-colon as a value separator for the imported CSV file
   – When exporting from Outlook, do not change the mapped header field names
2. Select destination and confirm.
   – The path to the file will be displayed on the page next to the button "Choose file" when you select the destination and close the window
3. Press "Import"
   – Whilst the import is in progress you may notice some deterioration in the phones performance.

▐▐▐▶ Picture clips (avatars) are not included as part of the import.

4. The progress and outcome of the import will be indicated to you
   – A completion message is displayed when the "Press to see import results" button is pressed
   – A successful import will be indicated by a "Import completed" text message below the panel on the page
   – A message "Import contacts completed" will also be displayed on the phone's screen when the import is completed.
   – Failures will be indicated by a suitable text message below the panel on the page

Special functions for parallel call (ONS)

If your telephone is integrated into an ONS group (ONS = "One Number Service"), you can be connected to all other telephones of this group in the same way as on your own telephone. To set up an ONS group, contact your responsible administrator.

One ONS group may consist of max. 3 phones (phone numbers).

ONS Group

A (Master)   **B**   **C**

Max. one group member may be an external telephone (e.g. a cell phone). A telephone in the group is the "master" (**A**), whose number also given to the other members (**B**, **C**).

If **A**, **B** or **C** are called then all the phones in the ONS group will ring. If **A**, **B** or **C** are busy then all phones in the ONS group are busy (busy status for a caller outside of the ONS group). Within the ONS group, the phones can be reached with their original call numbers.

Further effects on the phones of internal participants of an ONS group are also available with the following features:

- Call waiting → page 88
- Call forwarding → page 80
- Do not disturb → page 134
- Mailbox (MWI) → page 101
- Callback → page 82
- Conversations → page 29

> If your ONS group contains a cell phone, make sure that it is always available (switched on). Otherwise it can lead to problems with the call signaling with other ONS group participants due to the premature call acceptance by the mobile mailbox.

Switch off / switch back on again

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

You can take yourself out of the hunt group at any time, e.g. when you leave the workplace. When you are present, you enter the group again.

> You also remain contactable when disconnected via your own phone number.

Open menu → page 22.

Switch?	⬍

Select and confirm.

Hunt group?	⬍

Select and confirm.

Turn off?	▾

Confirm

or

Turn on?	▾

confirm.

Private / Security

Activating/deactivating do not disturb

If you do not wish to take calls, you can activate do not disturb. Internal callers hear the ringing tone and the message "Do not disturb." External callers are forwarded to the operator. The responsible administrator can also set up call forwarding destinations to redirect internal and external calls.

> If your telephone belongs to an ONS group (parallel calls → page 132), please note the following special features:
> The call protection can be switched on/off on each telephone of the ONS group and then applies to all telephones in the ONS group.

Requirement: The responsible administrator has generally released the do not disturb for all OpenScape 4000 participants in your system.

Open the menu→ page 22.

Select and confirm.

Switch?	♦

Select and confirm. The display shows whether do not disturb is switched on or off.

Do not disturb?	♦

Confirm.

Turn on?	▾

or

confirm.

Turn off?	▾

> A sound reminds you that do not disturb is activated after you lift the handset.
> The operator can bypass the call protection and reach you.
> If the responsible administrator has generally blocked the do not disturb for the OpenScape 4000, the menu point "Do not disturb?" does not appear in the service menu.

Speaker call protect on/off

You can prevent yourself from being contacted directly. Any attempt to talk to you directly via the loudspeaker will then result in a normal call.

▤   Open menu → page 22.

Switch?   ↕   Select and confirm.

Speaker call protect?   ↕   Select and confirm. The display shows whether the speaker call protect is switched on or off.

Turn on?   ▾   Confirm.

or

Turn off?   ▾   confirm.

Caller ID suppression

The display suppression applies only to a subsequent call and is not stored during the redial → page 99 selection.

▤   Open menu → page 22.

More features?   ↕   Select and confirm.

Display suppress. on?   ▾   Confirm. The dial tone is audible.

🖐   Enter phone number of subscriber. If the subscriber accepts the call, your number is not displayed.

User password

Your User password protects your user settings. You can also use the User password to fully lock your phone→ page 138.

The administrator may have configured the following settings:
- The password is deactivated: You do not have the option to configure user settings. The message "Password is disabled" is displayed.
- The password is temporarily locked: You do not have the option to configure user settings at this time. The message "Password is suspended" is displayed.
- After initially logging on to a user area, you may have to replace the default password with a new password.
- A password can have a predefined period of validity: You will have to create a new password when the period ends. The message "Change password (x days remaining)" will alert you to this at the appropriate time. The message "Password has expired" appears when the validity period has expired. Confirm "Change password" and change the password as described in this section.
- If you repeatedly enter the wrong password (2 to 5 times), additional attempts are blocked. You can make another attempt after a predefined time.
- It is possible that you will not be able to re-use a previously used password for a period of time, which means you have to create another "new password".
- Your administrator can tell you about the rules for which and how many characters can or must be used in the password.
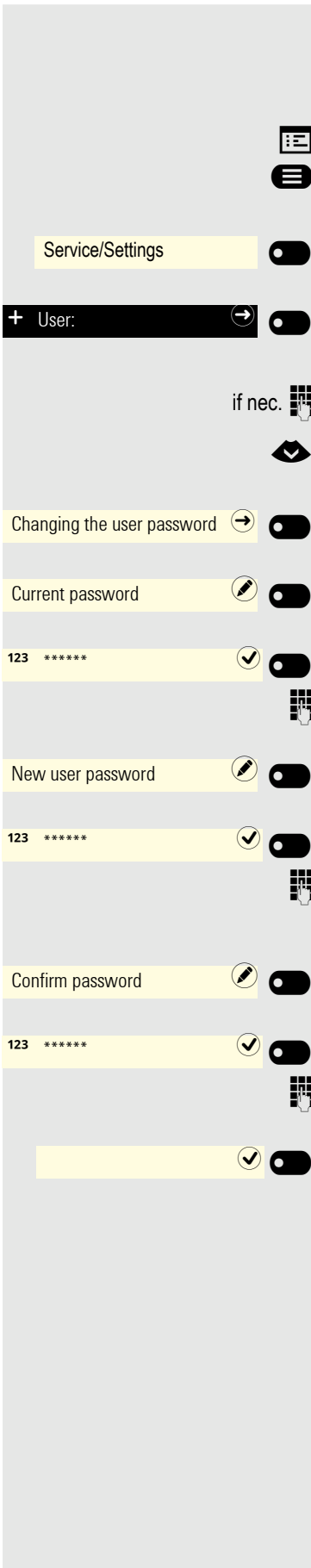
The preset password "000000" corresponds to a blank password. In other words, the phone cannot be locked and the user menu is **not** password protected (see also → page 136).

🔲 You can also configure this setting via the Web interface→ page 152.

▤ If nec. Press the Main Menu key.

Service/Settings ⬛ Open using the softkey

+ User: ⬛ Open using the softkey.

if nec. ⌨ Enter and confirm the User password.

❖ Select "Changing the user password."

Changing the user password ⬛ Open using the softkey

Current password ⬛ Open using the softkey

123 ****** ⬛ The input field is displayed.

⌨ Enter the current password and conclude your input with the softkey.

New user password ⬛ Open using the softkey

123 ****** ⬛ The input field is displayed.

⌨ Enter the new password (at least 6 characters) and conclude your input with the softkey.

Confirm password ⬛ Open using the softkey

123 ****** ⬛ The input field is displayed.

⌨ Re-enter the new password and conclude your input with the softkey.

⬛ Save your input. The new password is now valid.

Deactivating the password prompt

You can deactivate the phone's password prompt if a password has already been configured.

Deactivating the password prompt does not apply to the Web interface → page 152. As long as the password prompt is deactivated, you will not have access to the web interface via the User settings.

If you deactivate the password prompt, you can **no longer** lock the phone → page 138 and the user menu is **not** password protected.

If nec. Press the Main Menu key.

Service/Settings

Open using the softkey

+ User:

Open using the softkey.

if nec. Enter and confirm the User password.

Select "Changing the user password."

Changing the user password

Open using the softkey

Current password

Open using the softkey

123 ******

The input field is displayed.

Enter the current password and conclude your input with the softkey.

New user password

Open using the softkey

123 ******

The input field is displayed.

Enter 6 zeros ("000000") to deactivate the password request. Confirm your input with the softkey.

Confirm password

Open using the softkey

123 ******

The input field is displayed.

Enter 6 zeros ("000000") once again. Confirm your input with the softkey.

Save your input. The password is now deactivated.

Locking the phone to prevent misuse

You can stop unauthorized parties from using certain functions on your phone while you are away. E.g. the dialing of external phone numbers and access to your mailbox can be prevented. Ask your administrator which features are locked.

Requirement: You have received a corresponding code number from the responsible administrator.

Lock phone in system

Locking the phone

☰   Open menu → page 22.

PIN and license of service?	⬍

Select and confirm.

Change authorization?	⬍

Select and confirm.

🔢   Enter ID.

"Carried out" is displayed upon successful entry.

> When the receiver is disconnected, a special dial tone is heard. OpenScape 4000-internal can be selected as usual.

Unlock the phone again

☰   Open menu → page 22.

PIN and license of service?	⬍

Select and confirm.

Change authorization?	⬍

Select and confirm.

🔢   Enter ID.

"Carried out" is displayed upon successful entry.

Lock local phone

Locking the phone

To protect the phone against unauthorized access, you can lock the phone so that nobody can make calls or change settings without knowing the User password.

Predefined numbers from the dial plan can still be dialed when the phone is locked. For more information, contact your administrator.
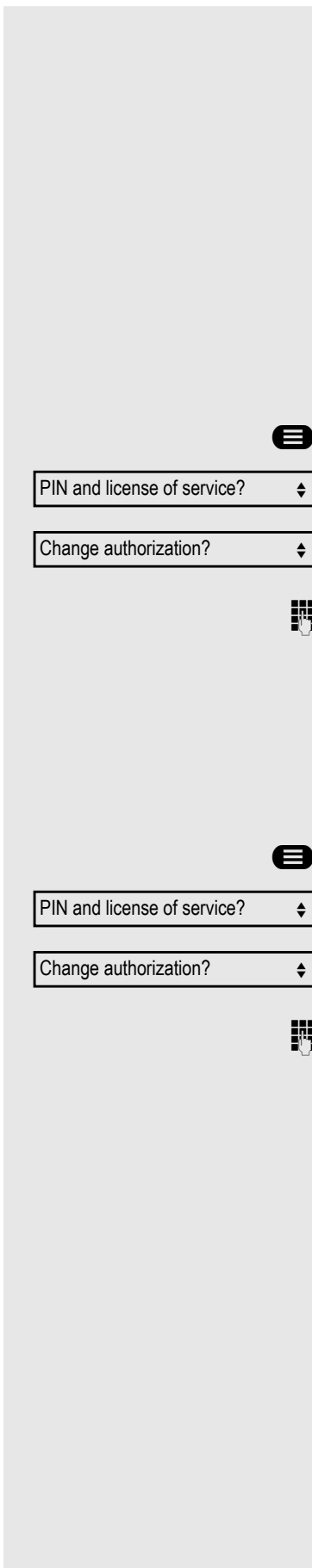
> You can only lock the phone if you set a User password → page 135. The password for this must **not** be the default setting "000000." Check, if necessary, whether the phone lock function has been activated for you by the administrator.

Activating the phone lock

Hold down the key until the "Lock phone" message appears.

Lock Press the softkey to activate the lock.

Dialing an emergency number

If an emergency number is entered on the phone by the administrator, Emergency call appears on the display for selection when you have activated the lock. You can also enter the emergency number via the dialpad.

Emergency call Press the softkey . The saved emergency number is dialed.

> The number will be dialed automatically without pressing the ⊙ button. An empty option on the screen will be shown, therefore if you accidentally press the ⊙ button, the call will not be canceled.

```
  11:07
                                    End  ☒
  Emergency


      999
```
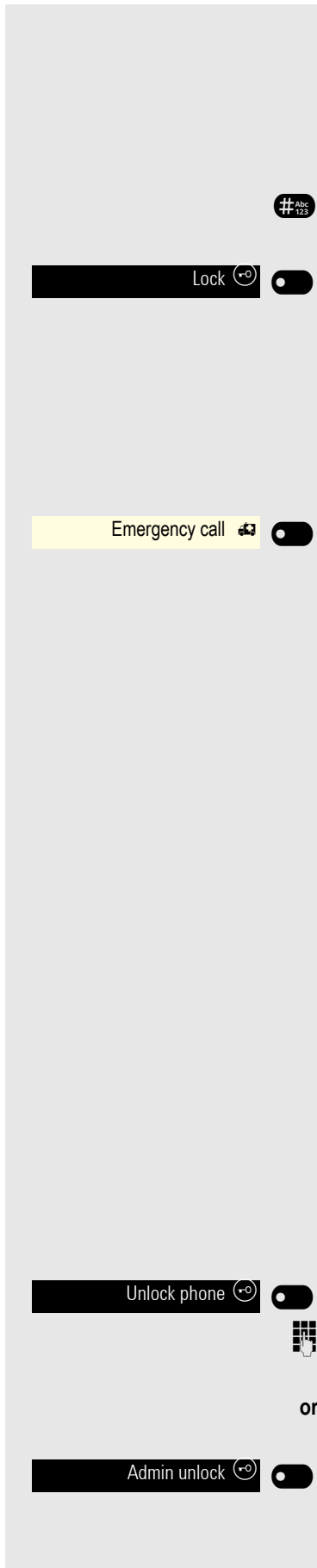
Unlock phone

The display shows: Phone locked.

Unlock phone Press the softkey.

🔢 Enter and confirm the User password, the lock is released if the password was correct.

or

Admin unlock Press the softkey.

⚏   Enter the administrator password if you do not know the User password. Confirm with the softkey. The phone is unlocked if the password is correct.

> **⫸** If the phone is locked, an emergency number entered by the administrator can be input using the dialpad or dialed with the Emergency call option. If the phone is locked, selected dialing keys (see → page 45) cannot be used. This also applies if the emergency number is saved on this key.

Secure calls

Query status in idle mode

When the phone is idle, you can check whether the secure calling is active on your phone.

❤️ Open the idle menu → page 22.

| Use secure calls? ⬍ |

Select and confirm.

The status display corresponding to the set security mode is displayed.
A connection is only encrypted if the other side also supports the encryption.

| enabled |

or

| Always enabled |

Connections are always encrypted.

> If the entry "Use secure calls?" appears in the idle menu, the function is not activated.

Querying the status when connected

During the call you can query whether your call is secure.

| Use secure calls? ▲ |

Select.

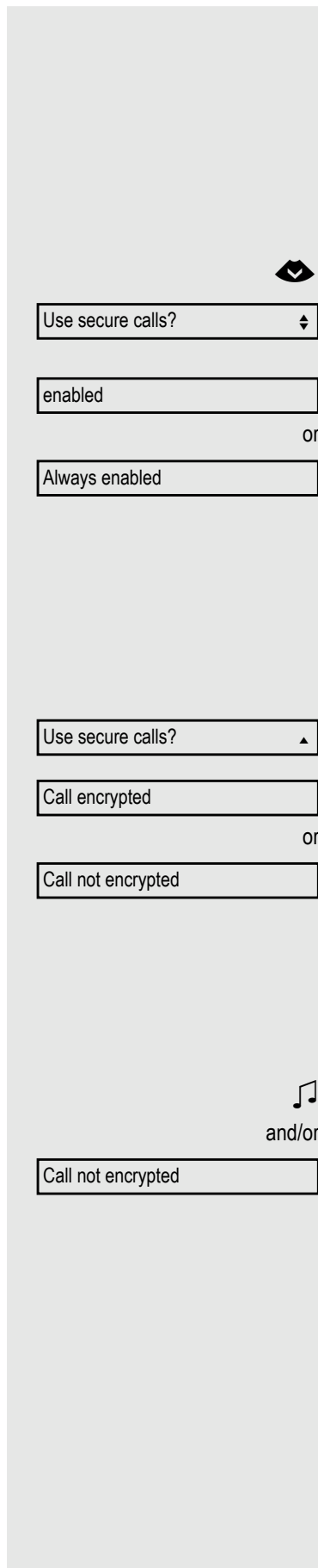| Call encrypted |

The call is secure.

or

| Call not encrypted |

The call is not secure.

Information about secure calls

The responsible administrator can determine in your communication system whether and how you are notified of unencrypted calls.

♫ Warning tone.

and/or

| Call not encrypted |

Display screen.

Identify Anonymous Caller ("tracing")

▥▶ This function must be set up by your responsible administrator.

You can have malicious external callers identified. The caller's phone number can be determined during the call or up to 30 seconds later. You are not allowed to hang up.

▤   Open menu → page 22.

| More features? | ⬍ |

Select and confirm.

| Trace? | ⬍ |

Select and confirm.

▥▶ If the capture circuit was successful, the data obtained is stored with the network operator. Please contact your responsible administrator.

Local phone settings
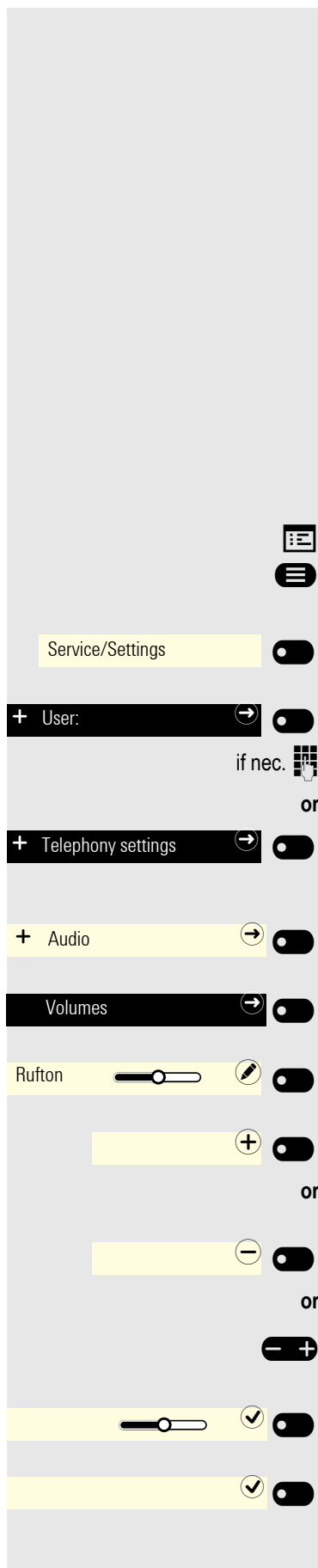## Audio settings

Volumes

Set the volume here, for instance, for the loudspeaker, handset, or headset.

You can preset different volumes for the following microphones and signals in ten levels:

- Loudspeaker
- Rufton
- Handset
- Headset
- Handsfree
- Rollover
- Warning tone

📧 You can also configure this setting via the Web interface → page 152.

📄 If nec. Press the Main Menu key.

Service/Settings	Open using the softkey
+ User:	Open using the softkey.
if nec. 📱	Enter and confirm the User password.

or

+ Telephony settings   If the administrator has configured it, you can access the "Telephony settings" option without being requested to enter a User password.

+ Audio   Open using the softkey.

Volumes   Open using the softkey.

Rufton   E.g. open the Rufton with the softkey[1].

⊕   Use the softkey to increase the volume.

or

⊖   Use the softkey to decrease the volume

or

➖➕   Adjust using the toggle key

✓   Confirm the setting with the softkey.

✓   Save setting.

---

1. The display shows the current setting

Set local ringtones
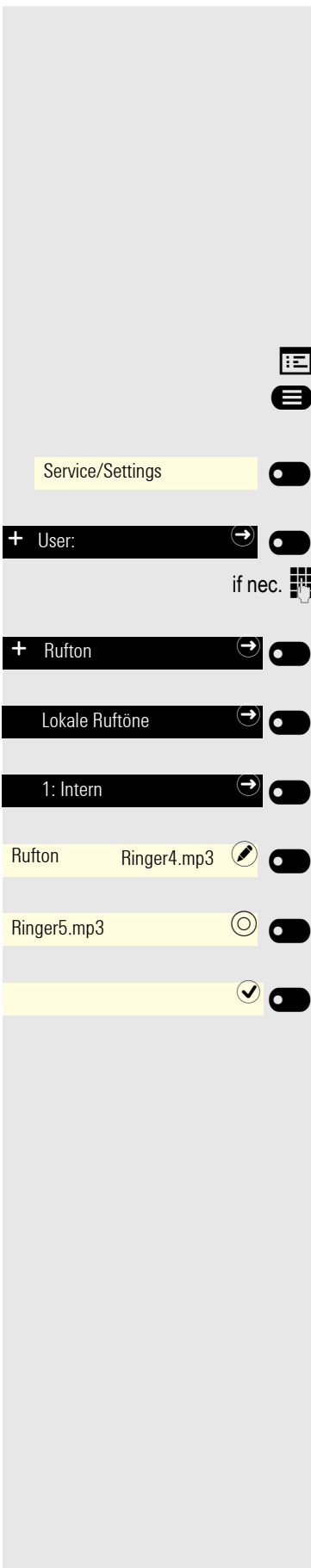
Select and configure call type

The ringer mode "local ringtone" is set. Not all of the following types have to be used:

- 1: Intern
- 2: Extern
- 3: Aufmerksamkeitsruf 2

Select the desired call type and configure it according to your requirements.

You can also configure this setting via the Web interface → page 152.

If nec. Press the Main Menu key.

Service/Settings   Open using the softkey

+ User: Open using the softkey.

if nec.   Enter and confirm the User password.

+ Rufton   Open using the softkey.

Lokale Ruftöne   Open using the softkey.

1: Intern   Open with the softkey, e.g. to make settings for the internal ringer.

Rufton   Ringer4.mp3   Open using the softkey.

Ringer5.mp3   Confirm with the softkey to e.g. select this tone file.

Save setting.

If you have selected the "Pattern" instead of a ringer file, you can still set the values for "Mustermelodie" and "Sample sequence".
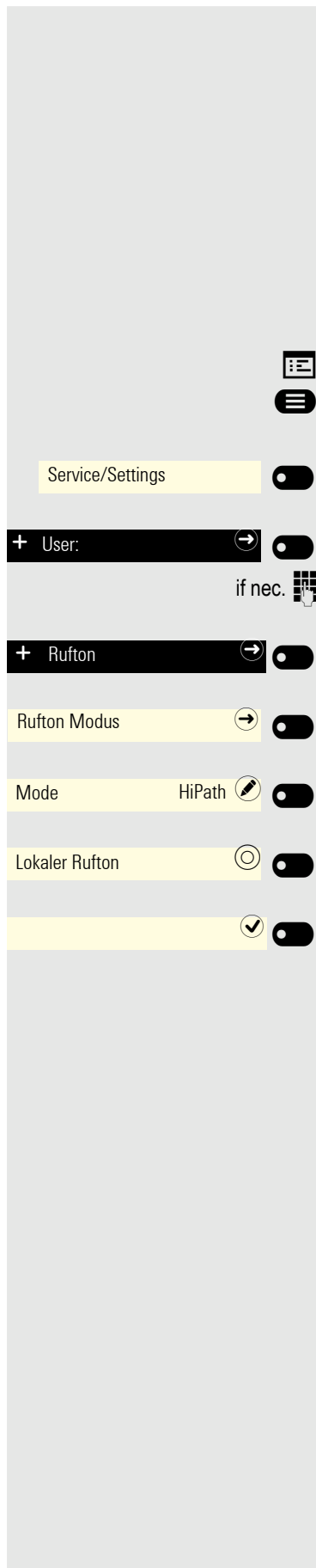
Ringer mode

With both Rufton Modus options

- HiPath
- Lokaler Rufton

determine who generates the ringtone on the phone. With the "HiPath" setting the system emits the ringer type and the related ringer, which you can adjust later → page 143.

If "local ringer" is selected, the phone sends the ringtone type and then you determine which ringtone should ring for the respective ringtone type in the "local ringtone" menu yourself → page 144.

You can also configure this setting via the Web interface → page 152.

If nec. Press the Main Menu key.

Service/Settings ⬤   Open using the softkey

+ User: ➔ ⬤   Open using the softkey.

if nec. ⌨   Enter and confirm the User password.

+ Rufton ➔ ⬤   Open using the softkey.

Rufton Modus ➔ ⬤   Open using the softkey.

Mode   HiPath ✎ ⬤   Open using the softkey.

Lokaler Rufton ◎ ⬤   Confirm with the softkey to set "Lokaler Rufton".

✓ ⬤   Save setting.
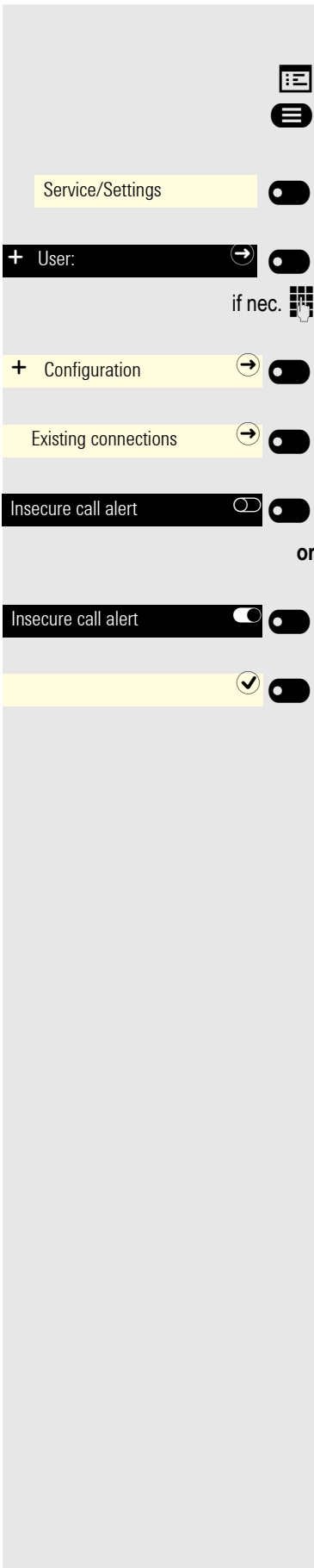
Insecure call alert

📧 You can also configure this setting via the Web interface → page 152.

🗐 If nec. Press the Main Menu key.

| Service/Settings | ⬛ | Open using the softkey |

| + User: | ➔ ⬛ | Open using the softkey. |

if nec. ⌨ Enter and confirm the User password.

| + Configuration | ➔ ⬛ | Open using the softkey. |

| Existing connections | ➔ ⬛ | Open using the softkey. |

| Insecure call alert | ⬭ ⬛ | Activate with the softkey Insecure call alert. |

or

| Insecure call alert | ⬤ ⬛ | Deactivate with the softkey Insecure call alert. |

| | ✓ ⬛ | Save setting. |
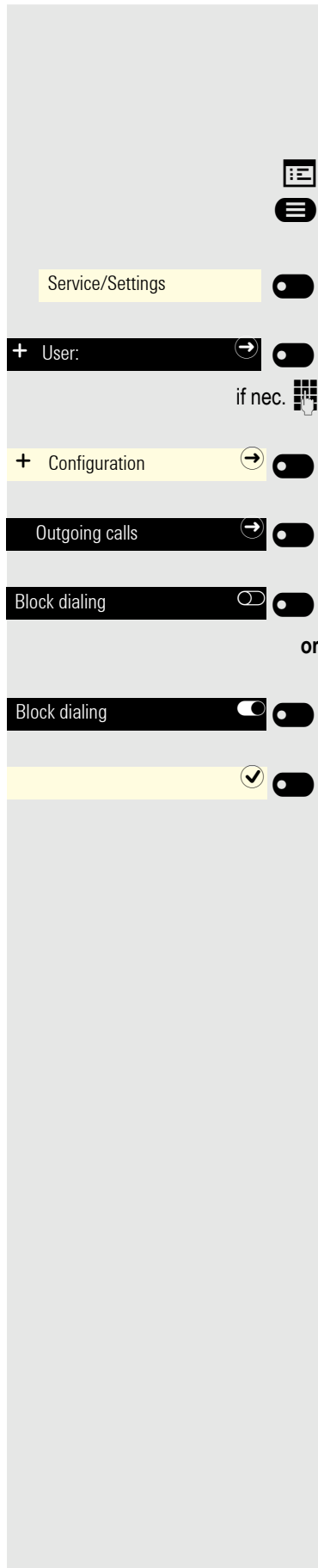
Block dialing for outgoing calls

If block dialing is displayed, when deleting a phone number, for example, all of the characters available in the field are deleted at once. If block dialing is switched on, you can delete individual characters.

📧 You can also configure this setting via the Web interface → page 152.

☰ If nec. Press the Main Menu key.

Service/Settings   Open using the softkey

➕ User: Open using the softkey.

if nec. 🔢   Enter and confirm the User password.

➕ Configuration   Open using the softkey.

Outgoing calls   Open using the softkey.

Block dialing   Activate with the softkey Block dialing.

or

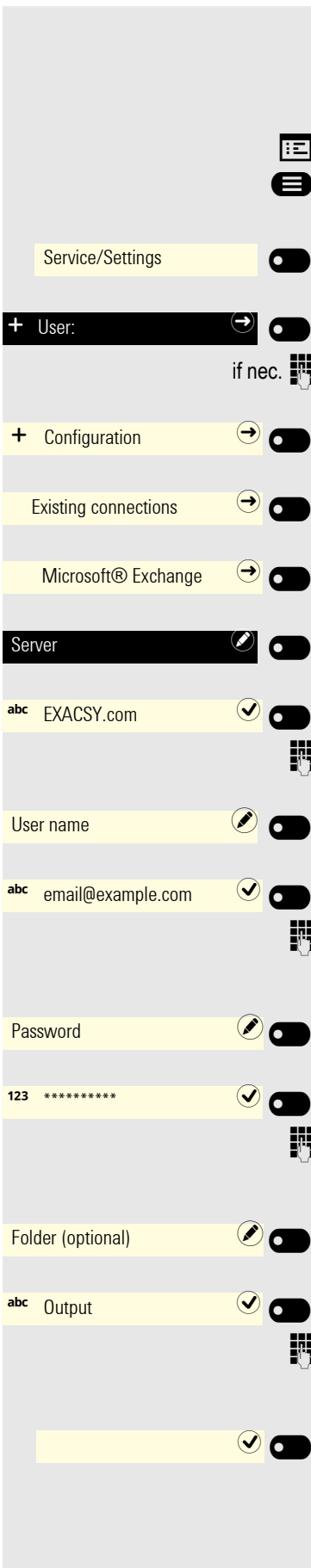Block dialing   Deactivate with the softkey Block dialing.

✓   Save setting.

Setting up Exchange access

To use your Exchange account in conversations you must enter the server address and your access details.

📧 You can also configure this setting via the Web interface → page 152.

▤ If nec. Press the Main Menu key.

Service/Settings	Open using the softkey
+ User: →	Open using the softkey.
if nec. ▦	Enter and confirm the User password.
+ Configuration →	Open using the softkey.
Existing connections →	Open using the softkey.
Microsoft® Exchange →	Open using the softkey.
Server ✎	Open using the softkey.
abc EXACSY.com ✓	The input field is displayed.
▦	Enter the URL for the Exchange server and conclude your input with the softkey.
User name ✎	Open using the softkey.
abc email@example.com ✓	The input field is displayed.
▦	Enter your e-mail address used for Exchange and conclude your input with the softkey.
Password ✎	Open using the softkey.
123 ********** ✓	The input field is displayed.
▦	Enter your password used for Exchange and conclude your input with the softkey.
Folder (optional) ✎	Open using the softkey.
abc Output ✓	The input field is displayed.
▦	Enter the folder with the destination data and conclude your input with the softkey.
✓	Save the configuration.

Displaying network information

This information overview in the user area of the service menu provides you with information about the IP address or name of the phone and the HTML address of the web interface. It also provides real-time data about the network activity of the phone.
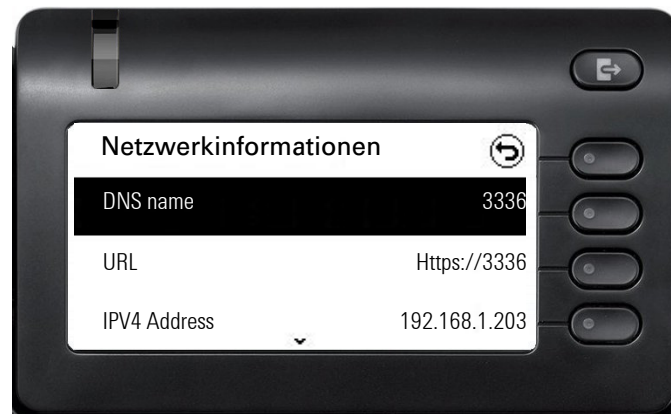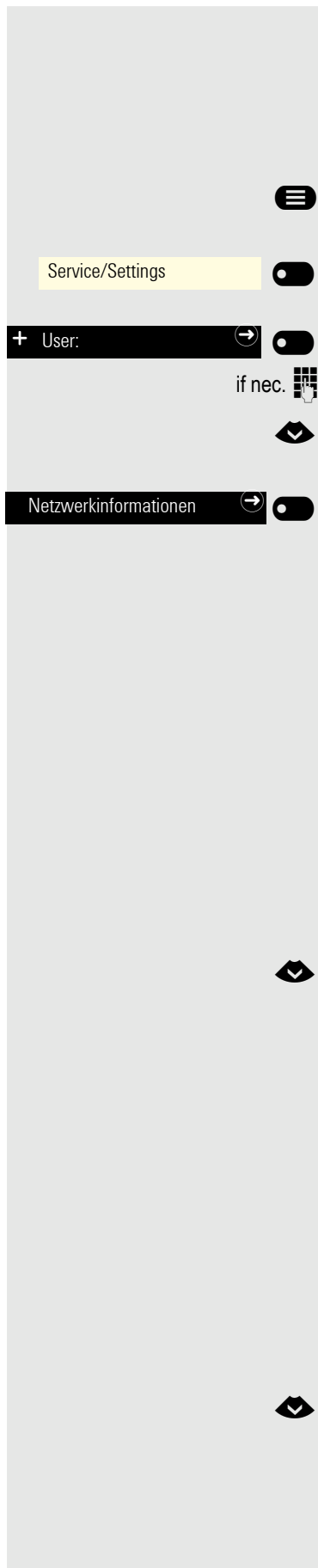
If nec. Press the Main Menu key.

Service/Settings

Open using the softkey

+ User:

Open using the softkey.

if nec. Enter and confirm the User password.

Select the "Netzwerkinformationen" menu.

Netzwerkinformationen

Open using the softkey.

You can browse the following overview:

Netzwerkinformationen	
DNS name	3336
URL	Https://3336
IPV4 Address	192.168.1.203

Scroll

Netzwerkinformationen	
LAN-RX	
LAN-TX	
PC-RX	

Scroll

◈   **Scroll**

DNS name: Name or number of telephone.

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

IPV4 Address: Display of the IP address or name that was assigned to the phone in the network.

LAN-RX/PC-RX: The network or PC interface data packets received are illustrated dynamically in graphical form.

LAN-TX/PC-TX: The network or PC interface data packets sent are illustrated dynamically in graphical form.

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

LAN information/PC information: [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.

Resetting user data

The following personal settings, which you have changed via the telephone menu or the web interface, can be reset to factory settings.

> Some ringer files will be deleted or deleted default ringer files will be restored.

> Similarly, all of your personal information, and most importantly your conversation list with contacts, will also be deleted.

Important: All listed data is reset **without** a warning tone.

Initiating the reset

If nec. Press the Main Menu key.

Service/Settings   Open using the softkey

+ User: Open using the softkey.

if nec.   Enter and confirm the User password.

Select the "Reset" menu.

Reset   Open using the softkey.

Options   Cancel   Open using the softkey.

Reset user information   Perform the reset **immediately** with the softkey. The user data is reset to factory settings.
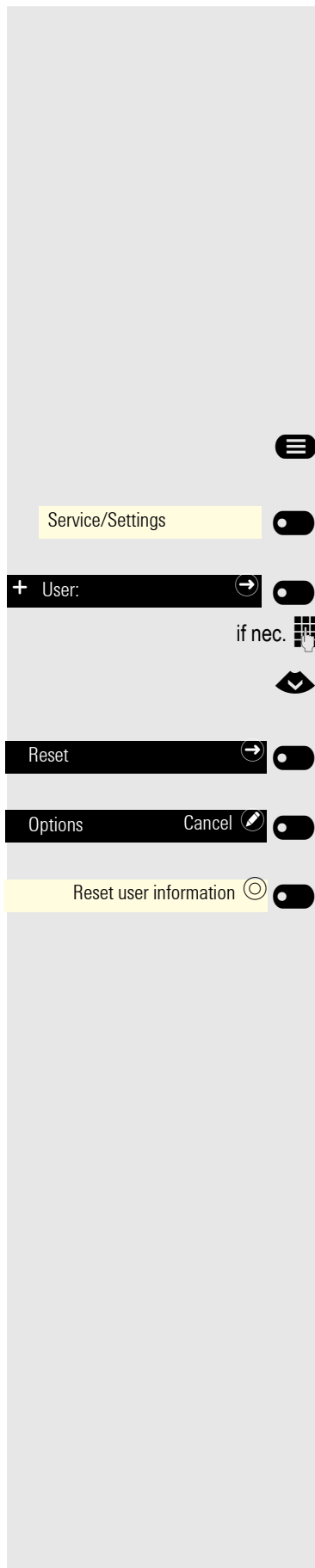
Web interface

General

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

Launching the web interface

For more information on the IP address, the web interface address, and how to connect the phone to the network, refer to the section entitled "Network information."

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 the first time you call up the web interface → page 135. You must log in with this password every time you want to open the User pages in the future.

Licenses

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

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

All entries under the user menu on the Web interface can also be found under the user menu on the phone → page 22.

You will be prompted to configure a user password the first time you call up the Web interface →→ page 135. You must log in with this password every time you want to open the User pages in the future.

• Click a menu heading to display the individual menu entries. Click the menu heading again to close the menu.
• Click a menu entry to open the corresponding website.
• Make the desired changes.
• 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
• "Save": Applying changes
• "Reset": Reset original values
• "Update": Update the values
• "Log out": Log out from the phone

User menu

User login

Password ☎ → page 135
  – Old password
  – User password
  – Confirm password

Rufton
  – Lokale Ruftöne
    – Call type ☎ → page 59
      – Intern
        – Ringer
        – Mustermelodie
        – Musterfolge
      – Extern
        – Ringer
        – Sample tone
        – Musterfolge
      – Buzz
        – Ringer
        – Sample tone
        – Musterfolge
      – Alert tone 1
        – Ringer
        – Sample tone
        – Musterfolge
      – Single alert
        – Ringer
        – Sample tone
        – Musterfolge
      – Multiple alert
        – Ringer

- – Sample tone
- – Musterfolge
- – Special 1
    - – Ringer
    - – Sample tone
    - – Musterfolge
- – Special 2
    - – Ringer
    - – Sample tone
    - – Musterfolge
- – Special 3
    - – Ringer
    - – Sample tone
    - – Musterfolge
- – Aufmerksamkeitsruf 2
    - – Ringer
    - – Mustermelodie
    - – Musterfolge
- – Unspecified
    - – Ringer
    - – Sample tone
    - – Musterfolge
- – US DSN-Precedence
    - – Ringer
    - – Sample tone
    - – Musterfolge
- – US DSN-Routine
    - – Ringer
    - – Sample tone
    - – Musterfolge
- – Emergency call
    - – Ringer
    - – Sample tone
    - – Musterfolge
- – Rufton Modus (☏ → page 59)
    - – HiPath
    - – Lokaler Rufton

Audio
- – Einstellungen
    - – Ringer ☏ → page 62
    - – Room acoustic ☏ → page 61
    - – Kopfhöreranschluss → page 63

Configuration
- – Outgoing calls
    - – Block ☏ → page 77
- – Forwarding ☏ → page 80
    - – Forwarding favorites
    - – Display all   ☐
        - – Favorites / recently used
    - – Busy
        - – Direct destination
        - – After time ☐
        - – Favorites / recently used
        - – Direct destination
    - – Fixed forwarding allowed   ☐

- – Favorites / recently used
- – Direct destination
- – Internal call forwarding allowed ☐
  - – Favorites / recently used
  - – Direct destination
- – External call forwarding allowed ☐
  - – Favorites / recently used
  - – Direct destination
- – Forward busy/no answer calls allowed ☐
  - – Favorites / recently used
  - – Direct destination
- – Connected calls ☏
- – Insecure call alert
- – UC login information
  - – UC username
  - – UC password
- – Microsoft® Exchange
  - – Server
  - – User name
  - – Password
  - – Folder to sync (optional)
- – OpenScape UC

Phone

- – Display ☏ → page 53
  - – Brightness
  - – Key module contrast
- – Key module 1
  - – Download label strips
- – Key module 2
  - – Download label strips
- – Energy saving mode ☏ → page 55
  - – Activate after:
  - – Lighting reduced
  - – Backlight off

Diagnostic information

Fixing problems

Responding to error messages on the display

Incorrect input

Possible causes:

Number is not correct.

Possible response:

Enter correct number.

No authorization

Possible causes:

Locked function attempted.

Possible response:

Apply for authorization to execute function from manager.

Currently not possible

Possible causes:

Dialing a non-existent number. Phone you are trying to reach is not in use.

Possible response:

Enter correct number. Call again later.

Phone number invalid

Possible causes:

Own number entered.

Possible response:

Enter correct number.

Key memory is full

Possible causes:

External phone number memory space in system currently full.

Possible response:

Try again later.

Conflict on another level

Possible 1st cause:

If "delete other level" shows in menu:
You have tried to save a function or internal phone number with LED-display using a key on an already occupied level (e.g. an external phone number).

Possible response:

Confirm "delete other level" to save the phone number/function.

Possible 2nd cause:

If "clear LED support" shows in menu:
You have tried to save a number without LED-display or an external number using a key that already has an internal number with LED-display.

Possible response:

Confirm "clear LED support" to save the call number. The existing internal number remains on the other level without LED-display.

Pressed key does not respond:

Check if the key is stuck.

Phone doesn't ring when called:

Check if your phone is on silent (silent icon appears on status screen → page 22). If so, turn off silent mode.

To correct any other problems:

Contact your administrator if a fault persists for more than 5 minutes, for example. Pass on the message displayed in the red field, if appropriate, as shown in the next example. Problems that cannot be corrected should be referred to Customer Service.
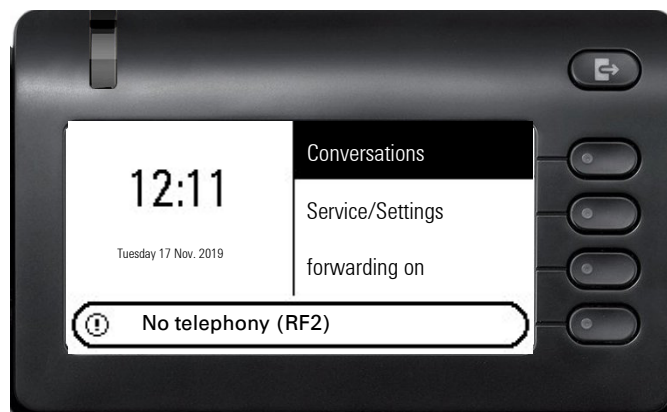
Contact partner in case of problems

Contact your administrator if a fault persists for more than 5 minutes, for example.

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