



Unify OpenScape Desk Phone CP

Atos Unify OpenScape Desk Phone CP110

Atos Unify OpenScape 4000

User Guide HFA

A31003-C1000-U134-01-7619

Atos

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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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The logo for Atos, featuring the word "Atos" in a bold, white, sans-serif font. The letter 'o' is stylized with a circular cutout in the center.

Important information

	For safety reasons, the telephone should only be supplied with power: <ul style="list-style-type: none"> • using the 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 your administrator.
	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.

Trademarks



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/> <http://wiki.unify.com> in the section "Declarations of Conformity".



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 documentation

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/>.

Location of the telephone

- 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 protected environment within a temperature range of 5 °C to 40 °C.
- Do not install the telephone in a room where large quantities of dust accumulate; this can considerably reduce the service life of the telephone.
- Do not expose the telephone to direct sunlight or any other source of heat, as this is liable to damage the electronic components and the casing.
- Do not install the telephone in bathrooms or shower rooms.

Product-oriented environmental protection

Unify is committed in terms of its product strategy to bringing environmentally friendly products to market, taking account of the entire product life cycle. Unify strives to acquire the relevant environmental labels for its products in the event that the environmental label programs permit qualification for individual Unify products.



ENERGY STAR is a U.S. Environmental Protection Agency voluntary program that helps businesses and individuals save money and protect our climate through superior energy efficiency.

Products that earn the ENERGY STAR prevent greenhouse gas emissions by meeting strict energy efficiency criteria or requirements set by the U.S. Environmental Protection Agency.

Unify is an ENERGY STAR partner participating in the ENERGY STAR program for Enterprise Servers and Telephony.

The Unify product OpenScape DeskPhone CP110 has earned the ENERGY STAR.

Learn more at energystar.gov.

License information

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

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General information

About this manual

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

This document contains general descriptions of the technical options, which may not always be available in individual cases. If a function is not available as described on your telephone, then it cannot be configured for you and your phone – please contact your Administrator.

Icons used in the manual

Tips





Indicates important additional information in relation to handling.



Indicates required intervention by the Administrator.

Displays for describing operation

Keys required to perform an action, such as   and the associated display text, are shown in the highlighted column on the left. The action is described in the main column on the right.

In order to improve the legibility of the user guide, the operating steps are not always shown in full.

The "Displaykontrast" option is selected in the next example and then changed.

Selecting and confirming the required option

Required operating steps with display text

Press the key on the left or right side.

Select an option in the menu or in lists using the navigator keys.

The required option is selected.

Confirm the selected option.

Shortened illustration in the user guide

Press the key on the left or right side.

Select and confirm the option shown (e.g. display contrast).

Setting the required option

Required operating steps with display text

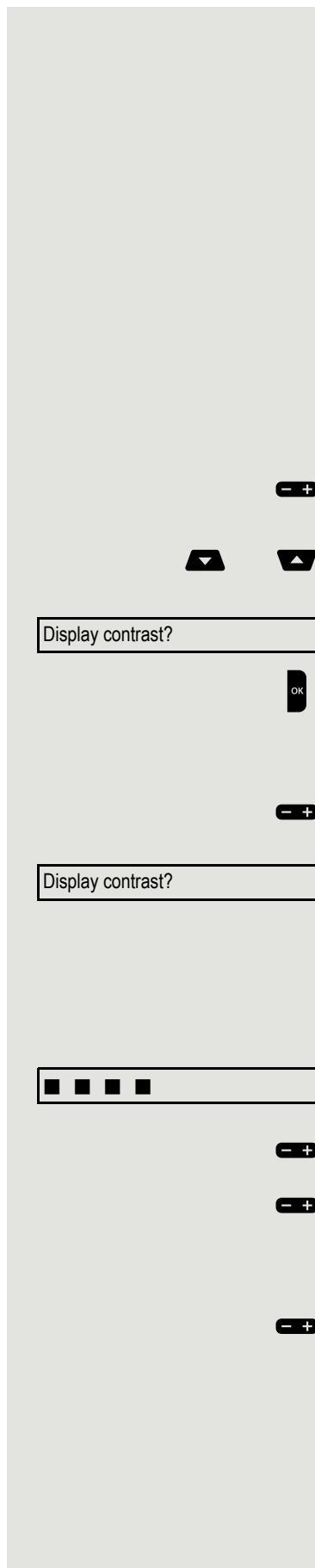
The current value of the option is shown with more or fewer graduation marks following confirmation.

Press the key on the left side to reduce the value of the setting.

Press the key on the right side to increase the value of the setting.

Shortened illustration in the user guide

Keep pressing the keys until the desired result is achieved.



Intended use

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

Telephone type

The identification details (exact product designation and serial number) of your telephone can be found on the 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 our service department regarding faults or problems with the product.

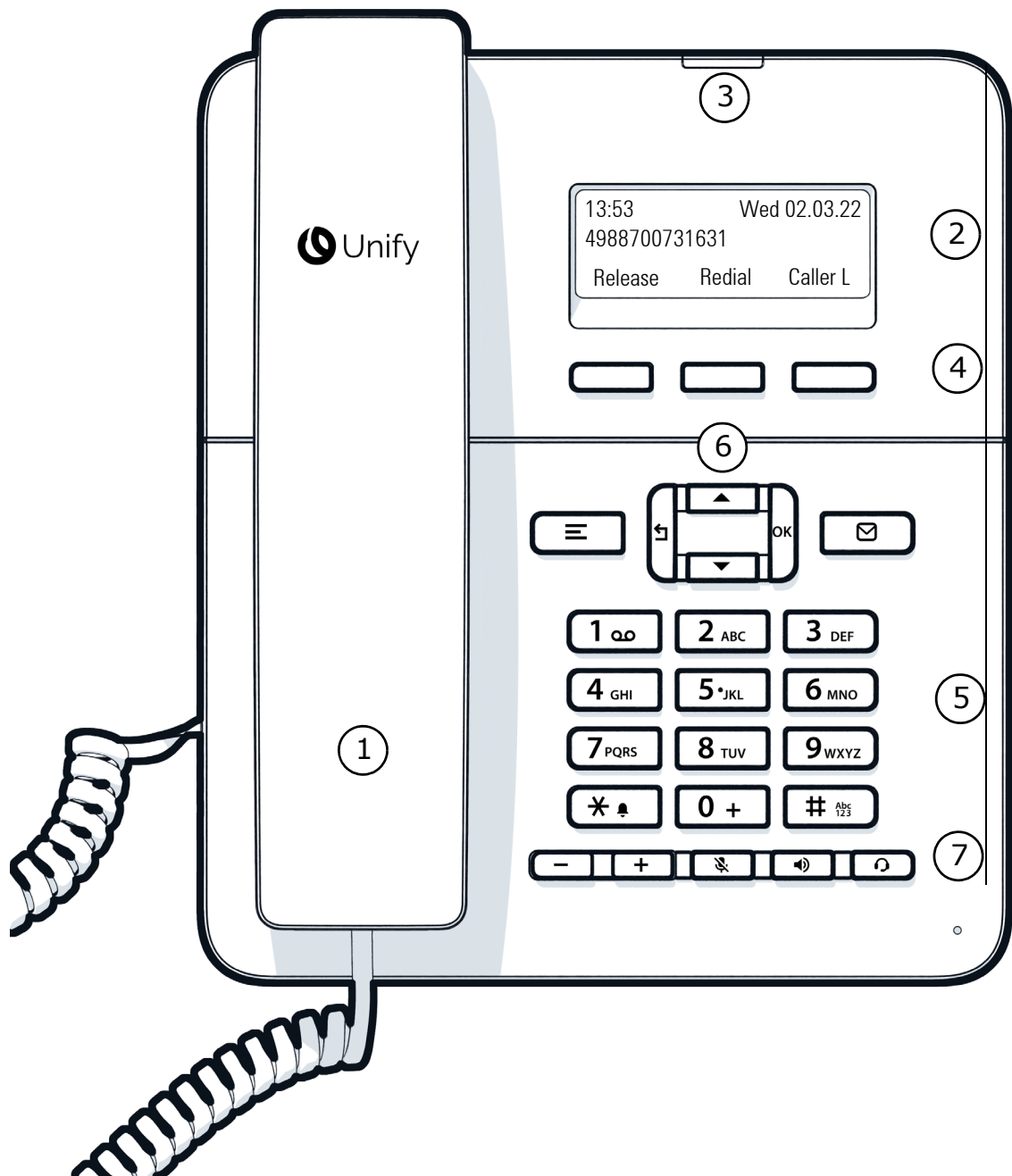
Speakerphone quality and display legibility







- To ensure good speakerphone quality, the area in front of the microphone (front right) should be kept clear. The optimum speakerphone distance is 50 cm.
- Proceed as follows to optimize display legibility:
 - Turn the phone to tilt the display to ensure you have a frontal view of the display and avoid light reflections.
 - Adjust the contrast as required → Page 21.

Getting to know the OpenScape Desk Phone CP110

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

The user interface of the phone



1	You can make and receive calls as normal using the handset .
2	The display permits intuitive operation of the phone, it is realized as a three line display.
3	Incoming calls and others are visually signaled via the Notification LED.
4	<p>You can customize your telephone by assigning phone numbers and functions to the programmable keys.</p> <p>Preset default values:</p> <ul style="list-style-type: none"> • Release • Redial • Caller list
5	The dialpad can be used to enter phone numbers and write text.
6	You can use the navigation keys to navigate conveniently through the various phone functions, applications and configuration menus.
7	<p>Use the function keys to launch the following functions:</p> <p>: the mailbox key retrieves text messages and voicemail.</p> <p>: the service key opens the Program/Service menu.</p> <p>: the speaker key activates/deactivates speakerphone mode.</p> <p>: the headset key is used to accept/end calls via the headset.</p> <p>: the WIP key adjusts the volume, brightness or contrast.</p> <p>: the mute key switches the microphone on/off. This function is useful to prevent the other party from listening in under certain circumstances, for example when consulting with someone else in the room or in case of annoying background noise.</p>

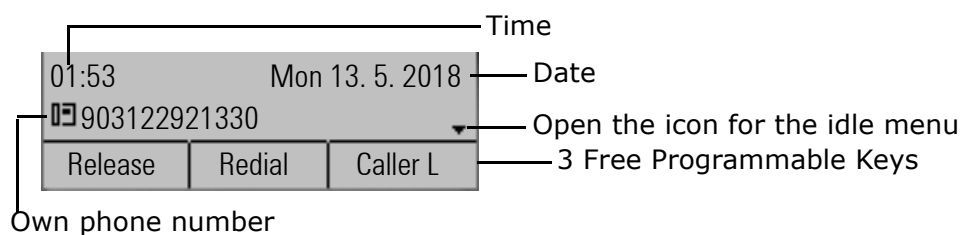
Display

Your OpenScape Desk Phone CP110 comes with a greyscale LCD display. Adjust the contrast to suit your needs (→ Page 21).




Idle mode

If there are no calls taking place or settings being made, your OpenScape Desk Phone CP110 is in idle mode.

Example:



Idle menu

If you press the Navigation keys   or , the idle menu is displayed. You can call up various functions here. Entries may vary.

The idle menu may contain the following entries:

- Unanswered calls
- Incoming calls
- Outgoing calls
- Var. call forw. on
- Direct call pickup
- Do not disturb
- Program/Service

Programmable function keys

Your OpenScape Desk Phone CP110 has three programmable function keys, which you can reprogram with different functions or station numbers at any time.



The icons represent the following functions by default:

- Release
- Redial
- Caller list

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

- Function keys → Page 26
- Selected dialing keys → Page 26

Dialpad




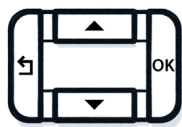
You can only use the digits 1 to 9 and 0 as well as the * and # characters when dialing a number.





In situations where text input is possible, for example when entering the user password, you can also use the dial keys to enter text in addition to the digits and special characters mentioned. To do this, press the numerical keys repeatedly.

Example: To enter the letter "h", press the number **4** GHI key on the keypad twice.


Navigation keys

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



Key	Functions when key is pressed
	Exit idle menu and cancel action
	Open the idle menu → Page 15 or browse back in the menu from the end
	Open the idle menu → Page 15 or browse forward in the menu from the start
	Perform action


Mailbox


Depending on your communication platform and its configuration (consult your administrator), you can use the  key to access messages from services. The following messages are saved:

- Callback requests
- Voicemail

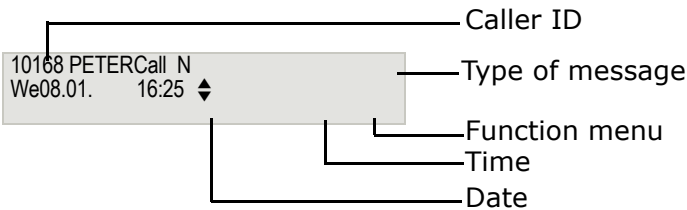
Messages (callback requests)


New or as yet unheard messages are visually signaled via the Notification LED.

 These announcements remain active until all messages have been viewed or deleted.

To access: Press the  key. The most recent entry is displayed.

Example:






 For a description of how to edit the entries → Page 52.

Voicemail

Press the  key.

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


 You cannot delete (new) voice messages that you have not listened to in full. To mark a message as "listened to", press   to jump to the end of the message.

Caller List

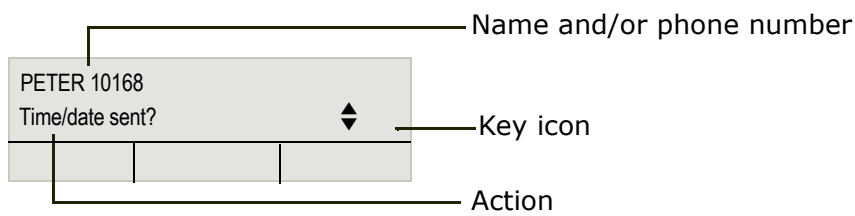
If you are unable to accept an external or internal call, the call attempt is stored in the caller list.
Answered calls can also be saved (contact your Administrator).


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

The caller list is automatically displayed → Page 36 in the idle menu → Page 15.


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

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

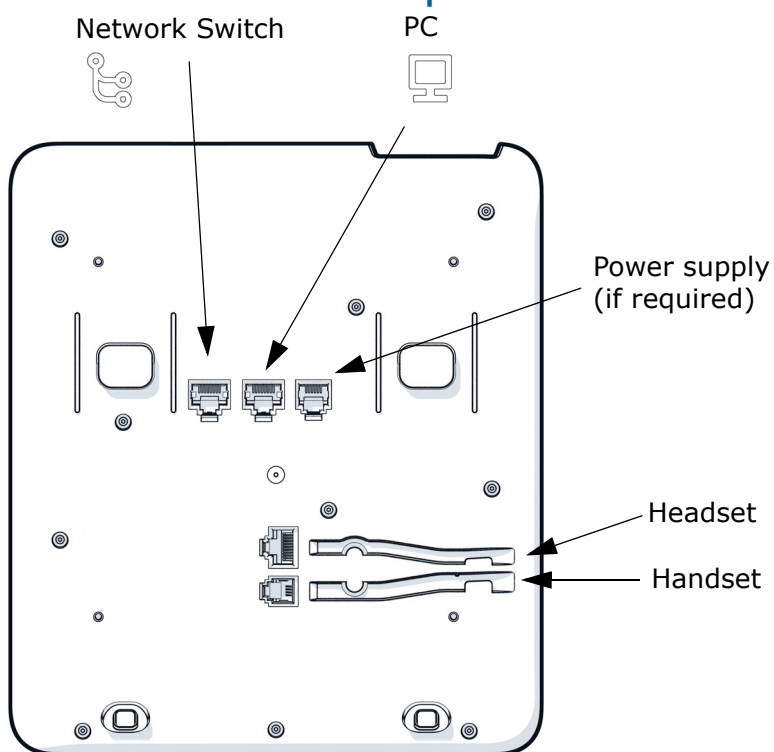


 For a description of how to edit the call lists → Page 18.

Settings and functions

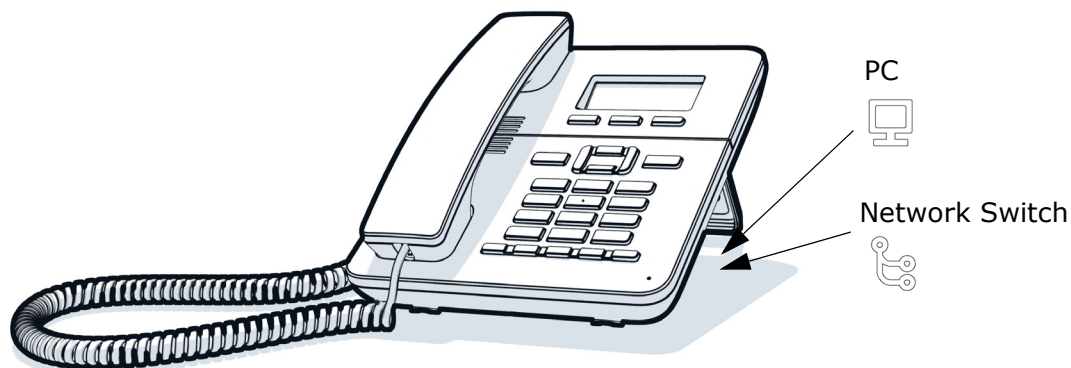
Press the menu key . You can use the service menu to access your communication system's extensive functions.

Ports on the underside of the phone



Using network ports more efficiently

The OpenScape Desk Phone CP110 has a built-in Ethernet switch. This means that you can also connect a PC with a 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.

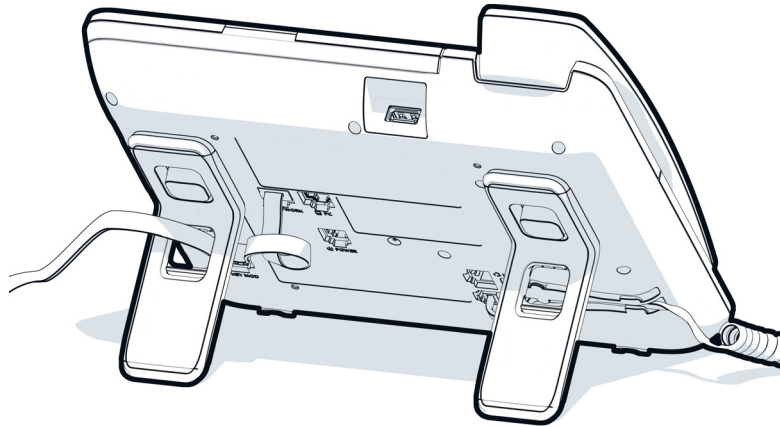


Using this connection option saves one network port for each switch used and allows shorter network cables to be used when arranged correctly.

Place your cables through the stand

Align the three connection cables on the back through the hole in your stand. Arranged in this way, your device always has a secure stand on your table.

Note: the picture shows only an example of the CP-series.



Telephone settings

Display

You can adjust the display on your OpenScape Desk Phone CP100 to suit your personal needs.

Setting contrast

The display has eight contrast levels that you can set according to your lighting conditions.

Press the key in idle mode → Page 15.

Select and confirm the option shown.

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

Save.

Audio

Adjusting audio settings

You can optimize the audio settings on your OpenScape Desk Phone IP for your work environment and according to your personal requirements.

Adjusting the call volume during a call

You are conducting a call.

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

Save¹.

1. If you do not save, the original value will be set for the next call.

Adjusting the ring volume

Press the rocker button in idle mode → Page 15 or while a call is in progress.

Confirm the option shown.

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

Save.

Adjusting the ringer pitch

Press the rocker button in idle mode → Page 15.

Select and confirm the option shown.

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

Save.

Adjusting the speakerphone to the room acoustics

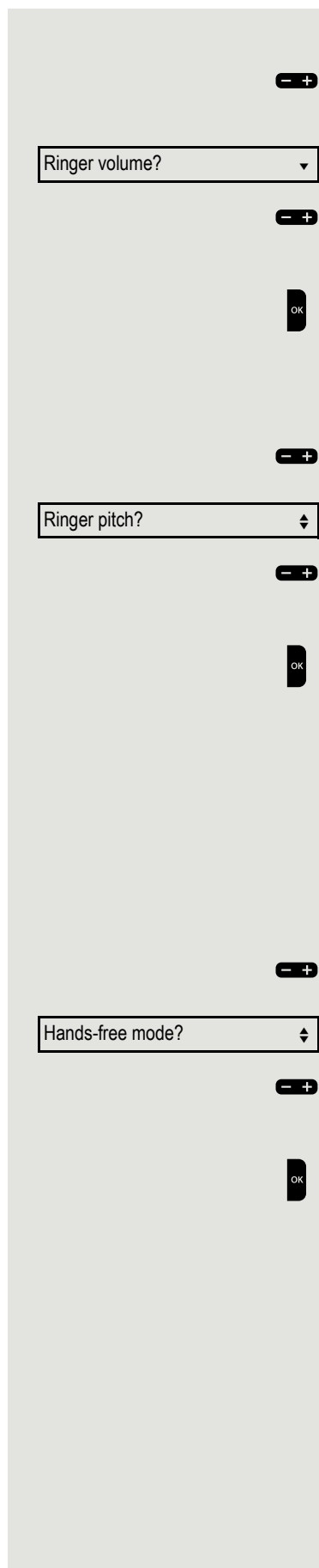
To help the other party understand you clearly while you are talking into the microphone, you can set the telephone to "Normal room", "Room with echo" and "Quiet room" to suit the acoustics in your environment:

Press the rocker button in idle mode → Page 15.

Select and confirm the option shown.

Modify the room type. Keep pressing the rocker button until the desired room type is set.

Save.



Setting the volume of the alert tone

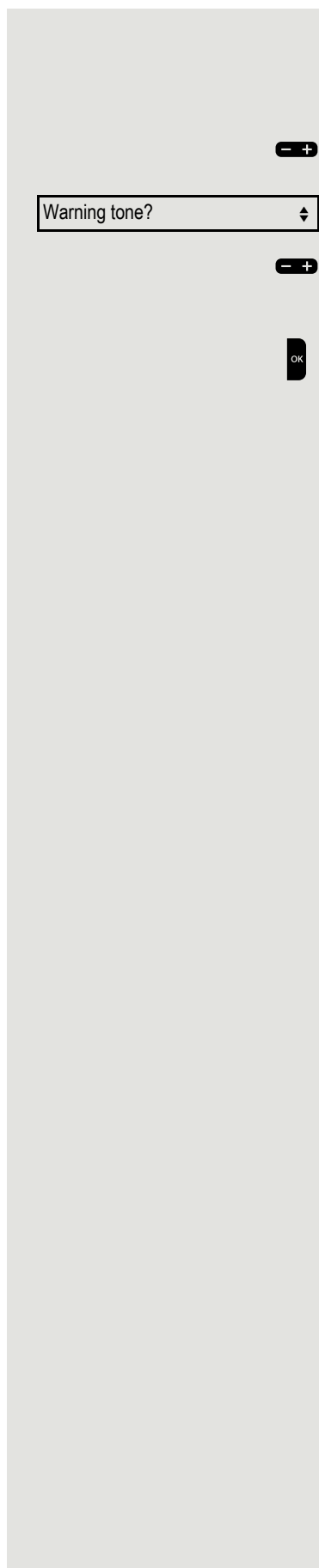
The alert tone is output for example when you receive a second call while a call is in progress.

Press the rocker button in idle mode → Page 15.

Select and confirm the option shown.

Modify the volume. Keep pressing the rocker button until the desired volume is set.

Save.



Call settings

Activating and deactivating second call

You can indicate whether or not you wish to accept a second call (call waiting) during a call.

➡ If your phone belongs to a PU or ONS group (One Number Service/parallel call → Page 99), please note the following:

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



Feature settings? ▾

Camp-on? ▾

Activate? ▾

or

Deactivate? ▾

Open the menu → Page 18.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

System speed-dial numbers


➡ Speed-dial numbers are configured by your administrator.

Speed-dial numbers are saved in the system.

Your administrator will provide you with the system speed-dial directory in printed form for example.

Making calls using speed-dial numbers → Page 42.

Speed dialing with extensions

 Speed-dial numbers with sequences are configured by your administrator.

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

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

Example:

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

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

Making calls using speed-dial numbers → Page 42.

Individual speed-dial numbers



This function must be configured by your administrator.

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

Open the menu → Page 18.

Confirm the option shown.

Select and confirm the option shown.

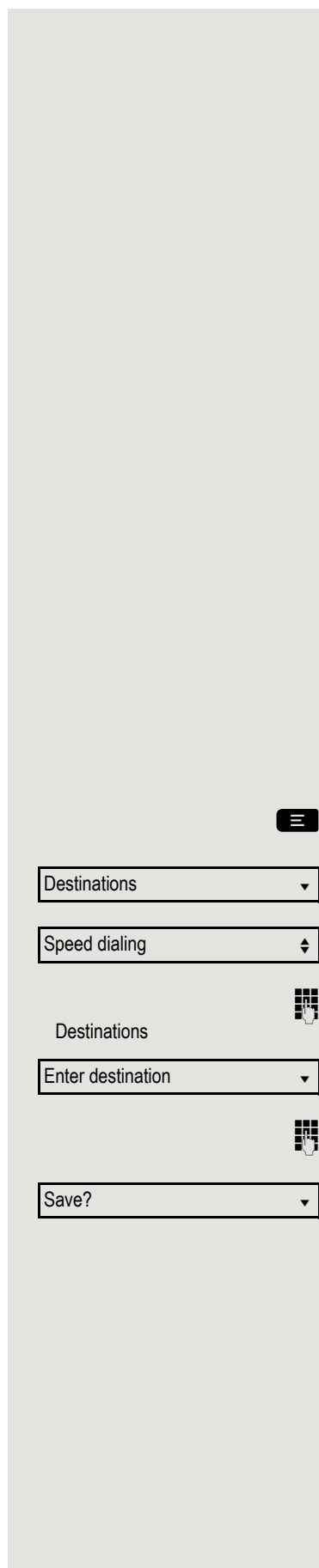
Press the required speed-dial key. If the key is already in use, the programmed phone number appears on the screen.

Confirm the option shown.

Enter the phone number.

Confirm the option shown.
Your input is saved.

Making calls using speed-dial numbers → Page 42.




Programming the function keys

You can program frequently used functions, phone numbers or procedures onto the function keys on your OpenScape Desk Phone CP100.

Configuring function keys

See also → Page 16.

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

Example: Configuring a "park key"

Open the menu → Page 18.


Select and confirm the option shown.

Press one of the three keys you want to program with a function.

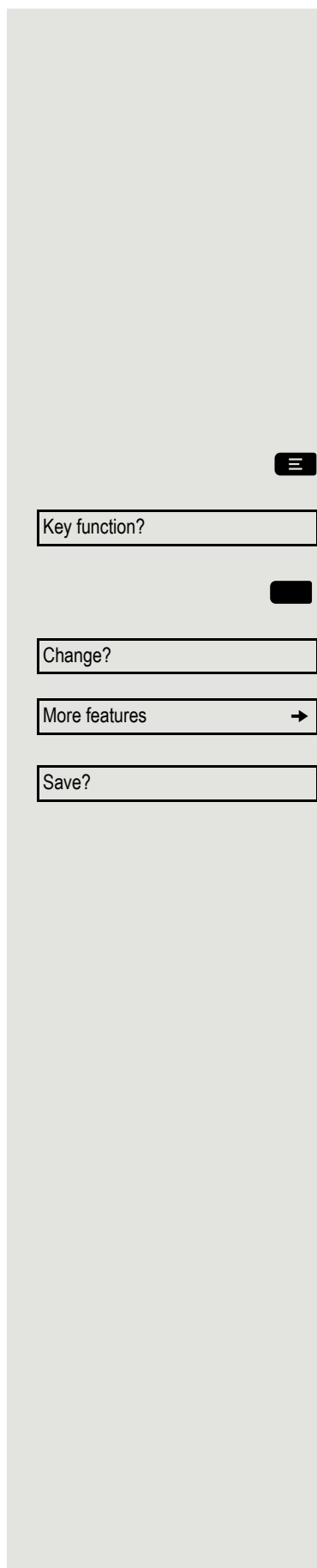
Confirm the option shown.

Select and confirm the option shown..

Confirm the option shown.

 Pressing the key briefly activates the programmed function. For functions that can be switched on/off, such as second call, press once to switch the function on and press again to switch the function off.

The display indicates the status of the function → Page 65.



Configuring selected dialing/direct station selection keys



Your telephone can be configured so that direct station selection keys cannot be set up for data privacy and personal security reasons. Consult your administrator if you have any questions.

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

A typical application of direct station selection keys is the executive/secretary configuration → Page 80.

See also → Page 16.

Prerequisite: You have programmed a key with the function "Repdi-al" or "Direct station select" → Page 26.

Open the menu → Page 18.

Confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Press the selected dialing key.

Press the configured direct station selection key.

Defining the phone number

You will be prompted to enter a new number.

Enter the number.

Confirm the option shown. Your input is saved.

to cancel the process.

The screenshot shows a vertical menu with the following elements from top to bottom:

- A hamburger menu icon (three horizontal lines) in a black box.
- A button labeled "Destinations" with a right-pointing arrow.
- A button labeled "Direct dest. select".
- The text "or" centered below the previous button.
- A button labeled "Direct Station Select?".
- A yellow button labeled "R" next to a black button.
- The text "or" centered below the previous buttons.
- A yellow button labeled "DSS" next to a black button.
- A text input field labeled "Enter new number?".
- A numeric keypad icon.
- A button labeled "Save?".
- The text "or select" centered below the previous button.
- A button labeled "Cancel?".
- The text "or" centered below the previous button.
- A button labeled "Return?".

Additional selected dialing key functions

Prerequisite: You have defined a phone number for a selected dialing key and are still in the menu → Page 27.

Entering an automatic consultation call

Select and confirm the option shown. "RF" appears on the display:

Add the destination number.

➡ If you press this key during a call, a consultation call is initiated immediately. The first party is placed on hold and the number of the saved destination is dialed.

Entering a number with a pause (example)

Select and confirm the option shown. "P" appears on the display.

Enter additional numbers.

➡ A pause is three characters long.

Selected dialing keys with enhanced functions

Some functions are not available via the menu, rather you have to enter codes to access them. These codes are configured in the OpenScape 4000. You can obtain these codes from your administrator.

Example: Locking the phone with simultaneous call forwarding

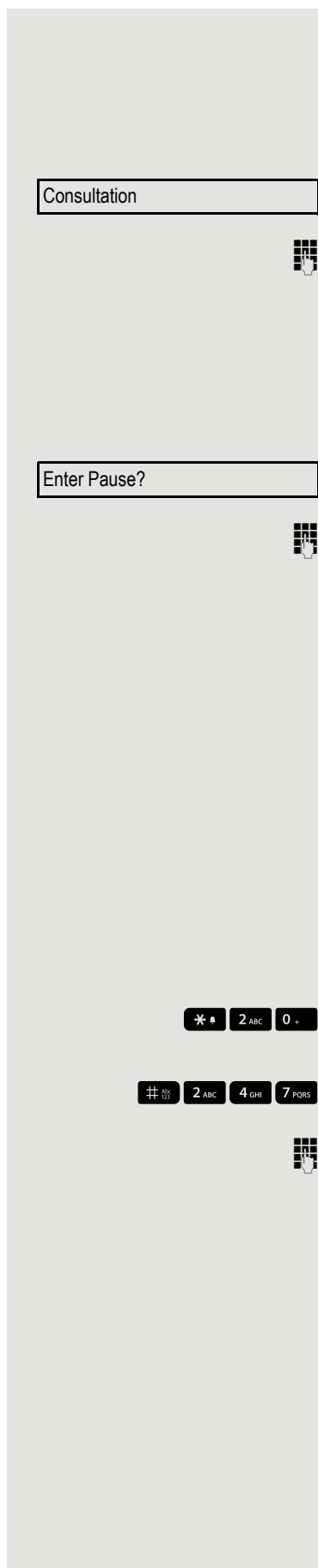
➡ The codes used here are examples and may differ from the settings in your system.

Enter the phone locking code.

Activate the code for call forwarding.

Enter the destination phone number.

➡ In networked systems, the sequence must end with #.



Configuring the pickup key

You can configure a pickup key for picking up calls (Pickup) in the call pickup group or for second calls.

Open the menu → Page 18.

Select and confirm the option shown.

Press the function key.

Confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown. The "Pickup" key is configured.

Deleting function key programming

Deleting the phone number

Open the menu → Page 18.

Confirm the option shown.


Select and confirm the option shown.

Press the required selected dialing/direct station selection key.


Select and confirm the option shown.



Making calls

 It is advised to read the introductory chapter "Getting to know the OpenScape Desk Phone CP110" → Page 13 to gain a better understanding of the steps described here.

Receiving calls

 An incoming call will cancel any ongoing telephone setting operations.

Answering a call via the handset

The phone rings.



Lift the handset¹

Answering a call via the loudspeaker (speakerphone mode)

The phone rings.



Press the key shown.

Answering a call via the headset

Prerequisite: A headset is connected.

The phone rings. The caller is displayed.



Press the key shown. The headset is activated.

if nec. 

Adjust the call volume.

1. Adjusting the volume → Page 21.

Answering a call using a DSS key

Prerequisite: You have configured direct station selection keys on your telephone → Page 17 and → Page 27.

The phone number configured as DSS rings.

Press the DSS key.

You can use speakerphone mode.

Lift the handset¹.

Answering calls for another member of your team

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

In idle mode

The phone rings. Call for" is displayed on the phone.

Lift the handset

Press the "Pickup" key (→ Page 29). You have now picked up the call.

You can use speakerphone mode.

Lift the handset¹.

During a call

Press the "Pickup" key.

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

Ending the second call and returning to the first one

Confirm to disconnect.

1. Adjusting the volume → Page 21.

Directed call transfer

Directed call transfer enables you to pick up calls for a specific phone, i.e. a phone a colleague has asked you to pick up when it rings.

Please consult your Administrator about the feature access code and key configuration.

Displaying the called extension

If the number of the phone in a call pickup group, for which you wish to pick up a call, is not displayed (the default display for call pickup groups is deactivated), you can lift the handset and enter the code for "Display on request". Consult your administrator for this code.

Lift the handset.

Enter the system code for "Display on request" (consult your administrator if necessary).

The phone number is displayed once you have entered the code.


Using the speakerphone (speaker call)

A colleague addresses you directly over the speaker with a speaker call. Speakerphone mode and open listening are automatically activated.

Answering via speakerphone mode is immediately possible.

or

Lift the handset and answer the call.

 Placing a speaker call to a colleague → Page 91.

Turning the microphone on and off



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

Ending a call



Press the key shown.

or



Hang up the handset.

or

Disconnect?



Press the key if it is configured.

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.

Making calls

Off-hook dialing



Lift the handset.



Internal calls: Enter the phone number.

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

On-hook dialing



Internal calls: Enter the phone number.

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

The party you are calling answers via loudspeaker.

The other party answers with speaker:

On-hook dialing: Speakerphone mode.

or



Lift the handset.

The called party does not answer or is busy:



Press the key shown.

or

Hang up the handset.

Correcting phone numbers entered



A phone number can only be corrected as it is being entered. Phone numbers stored for number redial, for example, cannot be corrected.

Dial again?



Select and confirm the option shown.

Enter the required digit(s).

Dialing with selected dialing keys

Prerequisite: You have set up a function key as a selected dialing key → Page 27.

123456



Press the programmed selected dialing key.

If the party answers: Speakerphone mode

or



Lift the handset.

Dialing with the headset connected

Prerequisite: The headset is connected.

Internal calls: Enter the phone number.

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

Press the  headset key.

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

Redialing a number (last number dialed)

The last phone number dialed on your phone is dialed automatically.

Number redial

Lift the handset.

Redialing from the menu

Lift the handset.

Press the key shown.

Confirm the option shown.

Redialing a number (saved number)

Prerequisite: You have saved a phone number → Page 57.

Lift the handset.

Press the key shown.

Select and confirm the option shown.

The saved phone number is dialed.

Making calls with a direct station selection key

Prerequisite: You have configured direct station selection keys on your telephone → Page 16 and → Page 27..

Lift the handset.



or



Last number redial?



or



Saved number redial?



Dialing subscribers from the call lists

Calling back unanswered calls

Open the idle menu in idle status (→ Page 15).

Select and confirm the list of unanswered calls.

If there are unanswered calls, the first unanswered call is displayed with date and time. You are informed if the subscriber is currently free or busy.

Select and confirm, as appropriate, until the required subscriber is displayed.

Select and confirm to dial the subscriber displayed.

Calling dialed or answered subscribers

Press the function key for the call log.

The call log is opened. You are immediately in the "Unanswered calls?" list.

Select and confirm to select a different list.

Open the idle menu in idle status (→ Page 15).

Select and confirm the list of unanswered calls.

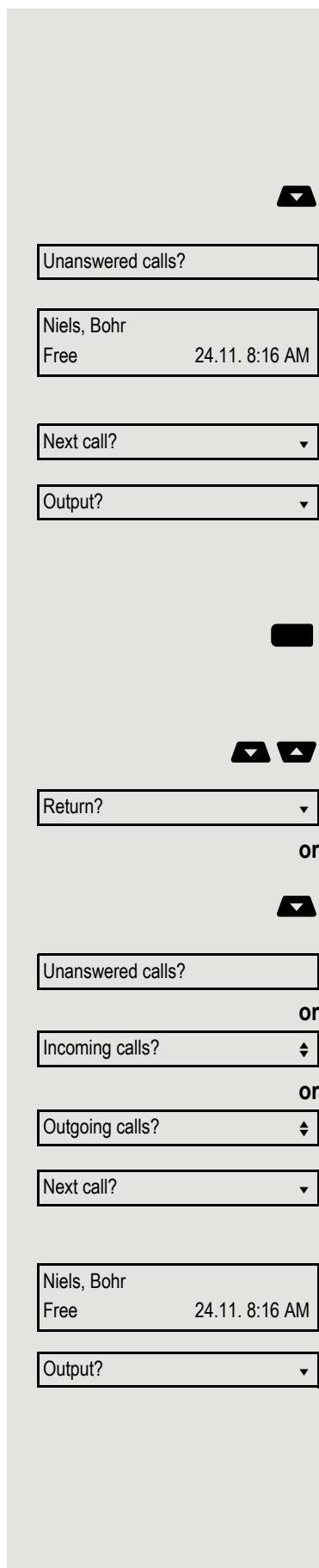
Select and confirm the list of answered calls.

Select and confirm the list of dialed calls.

Select and confirm, as appropriate, until the required entry is displayed.

If there are calls available, the first call is displayed with date and time. You are informed if the subscriber is currently free or busy.

Select and confirm to dial the subscriber displayed.



▼

Unanswered calls?

Niels, Bohr
Free 24.11. 8:16 AM

Next call? ▼

Output? ▼

▼

Return? ▼

or

▼

Unanswered calls?

or

Incoming calls? ▼

or

Outgoing calls? ▼

Next call? ▼

Niels, Bohr
Free 24.11. 8:16 AM

Output? ▼

Deleting an entry in the call lists

Press the function key for the call log.

The call log is opened. You are immediately in the "Unanswered calls?" list.

Select and confirm to select a different list if necessary.

Open the idle menu in idle status (→ Page 15).

Select and confirm the list of unanswered calls.

Select and confirm the list of answered calls.

Select and confirm the list of dialed calls.

Select and confirm until the required entry is displayed.

Select and confirm if you no longer require the entry.
Exit the call log by selecting and confirming Return? twice.



Calling a subscriber from the corporate directory

Subscribers can be selected from the corporate directory or personal corporate directory.

Two options are provided for entering the characters via the dialpad. Either using what is known as a quick search, as was already available with the DTB, or in the usual way using a mobile phone or via SMS.

This setting can be made in the main menu of the corporate directory under "Set up functions?" (Funktionen einrichten) .

- 1. Mobile/SMS: Press the number key on which the required letter is located until the letter appears on the display. After a brief pause select the next letter, etc. for example b = press the number 2 key twice; z = press the number 9 key four times.
- 2. To select a letter with a quick search, use the number key to select the corresponding character group from the table below, which contains this letter. For example, to start with the initial uppercase letter E, select the number key 3. If the second letter is n, then select the number key 6. If the next sequence is g, e and I, then select the number keys 4, 3 and 5.

Character	Number key
a A b B c C 2	2
d D e E f F 3	3
g G h H i I 4	4
j J k K l L 5	5
m M n N o O 6	6
p P q Q r R s S 7	7
t T u U v V 8	8
w W x X y Y z Z 9	9
. , ; L _ + - / * { } [] () AND # ! ? \$ % 1	1
"Blank space" 0	0
Move forward	#
Delete character	*



Press the function key for the corporate directory. The display corporate directory opens.

Corporate directory? ▾

Quick search? ▾

B_auer Marie >

Bo_hr Niels
Finished? >

Bohr Niels
32443 ?>

OK

▼

OK

◀ +

or

▼

Back? ▾

Searching for subscribers

Confirm to search in the corporate directory, for example.

Confirm the quick search.

You will be prompted to enter the name you are searching for.

Enter the first letter using the dialpad. The first possible name with the initial letter entered is displayed (see also → Page 16).

Enter one or more possible letters until the subscriber being searched for is displayed. Characters that cannot arise at the current position are also not offered via the dialpad.

Confirm the search result.

The subscriber is displayed with the phone number.

Possible options with a selected subscriber

You can select the following options with the navigator key:

- Dial?
- Next entry?
- Forward 10 entries?
- Previous entry?
- Back 10 entries?
- Copy entry?

Confirm the selected option.

Press the key accordingly to scroll alternatively to the previous or next entry.

Select and confirm to launch the quick search again.

Calling a subscriber

The subscriber found is shown on the display.

Confirm to establish the connection immediately.

Select from the list of options and confirm. The connection is established with the selected subscriber.

Copying a subscriber to the personal corporate directory

You can copy a located subscriber to your personal corporate directory so that you can find this subscriber more easily next time.

Select and confirm the option shown. The entry is copied to the personal corporate directory.

Searching for a subscriber based on the phone number

If you have a phone number and no longer know precisely to which subscriber it belongs, you can identify this subscriber based on the phone number.

Press the function key for the corporate directory. The display corporate directory opens.

Confirm to search in the corporate directory, for example.

Select and confirm the option shown.

You are prompted to enter the relevant phone number.

Enter the phone number via the dialpad and confirm your entry.

If there is a matching subscriber, the subscriber will be displayed. For information on using the possible options, see above.



Adding entries to the corporate directory

You can add phone numbers yourself to your corporate directory.



Personal corporate directory?

Select and confirm the option shown.



New number?

Select and confirm the option shown.

Exiting the display corporate directory




Exit?

Use the navigator key at the top level of the display corporate directory to select the following options:

Confirm the option shown. You exit the display corporate directory immediately.

Using speed dialing

 This function must be configured by your administrator.

Speed-dial numbers may also contain command or access code sequences and may be linked to other speed-dial numbers → Page 25.

Dialing using system speed-dial numbers

Prerequisite: You know the system speed-dial numbers → Page 24.

Open the menu → Page 18.

Select and confirm the option shown.

Enter the speed-dial number.

The connection is established immediately.

Dialing using individual speed-dial numbers

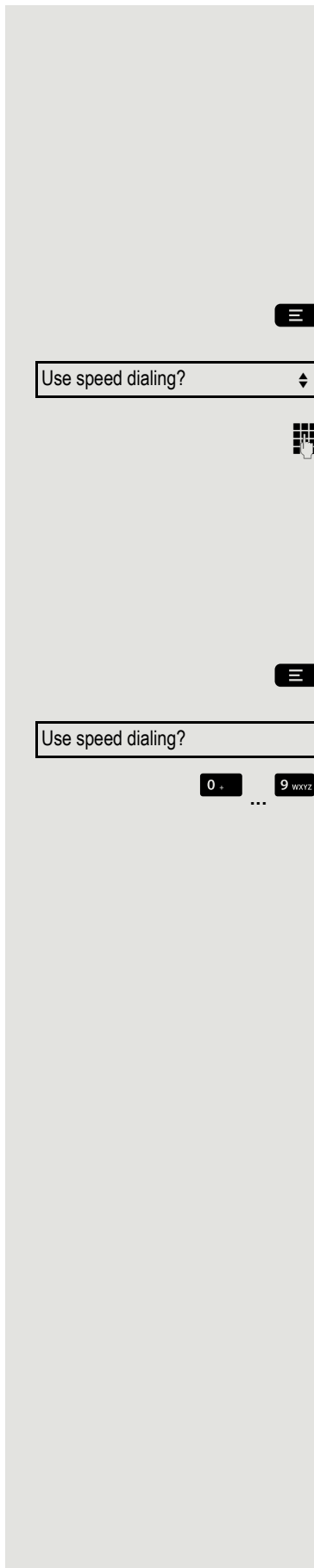
Prerequisite: You have configured individual speed-dial numbers → Page 25.

Open the menu → Page 18.

Select and confirm the option shown.

Press the configured speed-dial key.

The connection is established immediately.



Call duration display

The call duration display is configured by your administrator. The display can show either call duration or call charges. It can also be switched off.

The call duration appears in the first line of the display on the right as HH:MM:SS and in 24-hour format. It is shown 10 seconds after the call starts.

The call charge display feature must be requested from the network operator and configured by your administrator.

Consult your Administrator for more details concerning call duration display.

Dialing with call charge assignment

You can assign external calls to certain projects.

Prerequisite: Project numbers (from 1 to 5) have been configured for certain projects and you have an account code (ACCT) for the project.

Please consult your Administrator on how to dial with call charge assignment.

Dialing with project assignment

Open the menu → Page 18.

Enter a service code between 61 (for project number 1) and 65 (for project number 5).

Enter the PIN

Open the menu → Page 18.


Select and confirm the option shown.

Confirm the option shown.

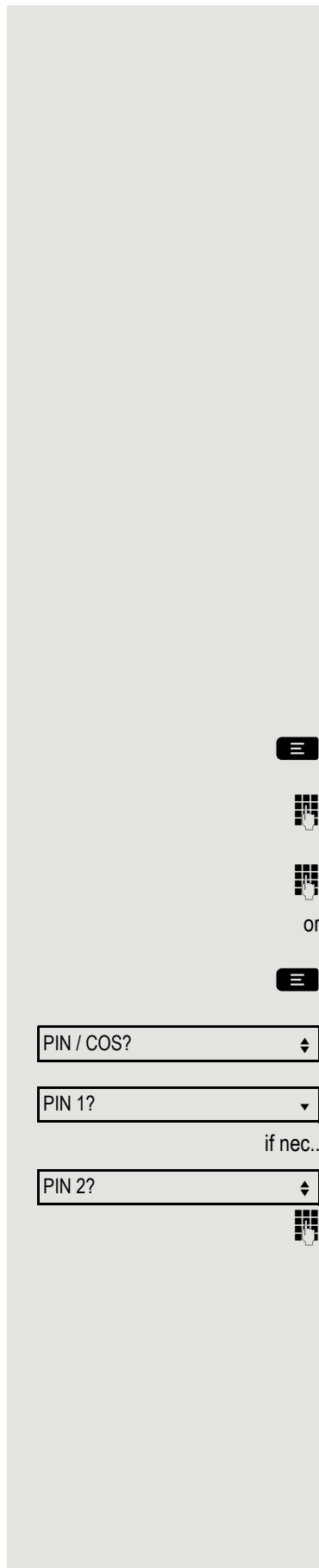
Select and confirm PIN2 to PIN5.

Enter the external phone number.

Then make your phone call as usual → Page 30.

 A time limit is applied to project assignment. It is automatically deactivated if you have not used your phone for more than five minutes, for example.

Specific details concerning dialing with project assignment can be obtained from your Administrator.



Talking to your colleague with a speaker call

You can place a speaker call to an internal party using the loudspeaker on their telephone. You can also use the functions under "OpenScape 4000 as an "entrance telephone system" → Page 90.

Prerequisite: A "COM Spk 2way" programmed function key is configured on your phone. Consult your Administrator concerning the COM group feature configuration.

Press the programmed function key "COM Spk 2way".

Enter the phone number COM group index.

Wait for the tone and answer with the speaker.

Lift the handset and speak to the party who answers.

➡ If the party to whom you are speaking has activated "Speaker call protect" → Page 102, your speaker call will be received as a normal call.

If you cannot reach a destination...

Call waiting (camp-on)

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

Select the menu item, confirm and wait briefly.

Your colleague hears a warning tone during the call. If their phone has a display, your name and phone number are displayed.

➡ To camp on, you must have the appropriate class of service. Camp-on is not possible if the called party is protected by the camp-on security function.

Busy override - joining a call in progress

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

Select the menu item, confirm and wait briefly.

Both your colleague and their call partner hear a warning tone.

You can now start talking.

➡ To override, you must have the appropriate class of service. Override is not possible if the called party has station override security activated.

COM Spk 2way



or



Camp-on?



Override?



Forwarding calls



Please note the description for programming call forwarding → Page 46.

Forwarding calls automatically

Forwarding of internal and external calls in the system can be configured and activated for your line by your administrator. The following calls may be forwarded:

- All calls unconditionally
- When the line is busy
- Call forwarding no reply

Delayed call forwarding

This forwarding type can be used for initial and/or second calls.

Initial call

Prerequisite: "Call forwarding no reply" is activated → Page 46.

The caller hears the ringing tone and is not forwarded to another extension until after a certain time (→ Page 49).

Second call

Prerequisite: Second call → Page 24 and "Forwarding on busy/after timeout" or "Call forwarding no reply" are activated → Page 46.

If a second call is incoming, you will automatically hear a call waiting tone and see information about the caller. You then have the option of answering this call before call forwarding is activated (you may be urgently awaiting this call for instance).

Programming call forwarding

➡ If your phone belongs to an ONS group (One Number Service/parallel call → Page 99), please note the following:

Call forwarding can be set up on any phone in the ONS group and then applies for all phones in the ONS group.

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

Overview of forwarding types

You can configure different call forwarding settings for your station.

FWD-VAR-ALL-BOTH on	All calls are forwarded to the saved phone number, the phone number is deleted after deactivation.
FWD-FIXED on	All calls are forwarded, the saved phone number is not deleted after deactivation.
FWD-VAR-ALL-INT on	Only internal calls are forwarded.
FWD-VAR-ALL-EXT on	Only external calls are forwarded.
FWD-VAR-BUSY-BOTH on	If your station is busy, all calls are forwarded.
FWD-VAR-RNA-BOTH on	If you do not answer a call, all calls are forwarded after a certain length of time.
FWD-VAR-BZ/NA-BTH on	If your station is busy or you do not answer a call, all calls are forwarded after a certain length of time.

The forwarding types are mutually exclusive except for the types "forwarding for internal" and "forwarding for external". You can set and activate one forwarding destination for each of the two exceptions.

Fixed forwarding (all calls)

If you have programmed a destination for fixed forwarding, you can activate and deactivate this using the "Forward" key (if configured). The programmed forwarding destination remains valid until you change or delete it.

Configuring/modifying a fixed forwarding destination

Open the menu → Page 18.

Confirm the option shown.

Confirm the option shown. "Variable forwarding" is displayed.

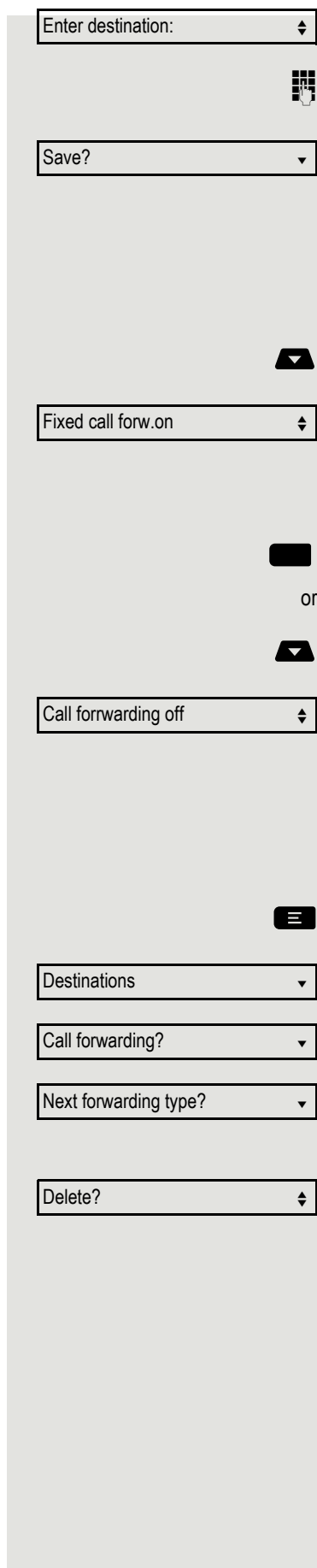
Confirm the option shown. "Fixed forwarding" is displayed.

If call forwarding has already been programmed, the forwarding destination is displayed.

Destinations ▼

Call forwarding? ▼

Next forwarding type? ▼



Enter destination: ▾

Save? ▾

Fixed call forw.on ▾

Call forwarding off ▾

Destinations ▾

Call forwarding? ▾

Next forwarding type? ▾

Delete? ▾

Select and confirm the option shown.

Enter the phone number for the forwarding destination. Any destination previously saved will be overwritten.

Confirm when the complete number has been entered.

Fixed forwarding is saved and activated.

Activate fixed forwarding

Prerequisite: A fixed forwarding destination is saved → Page 46.

Open the idle menu in idle status (→ Page 15).

Select and confirm the option shown.

Deactivate fixed forwarding

Press the Forward key.

Open the idle menu in idle status (→ Page 15).

Select and confirm the option shown.

Fixed forwarding is deactivated. The destination number is retained.

Deleting a fixed forwarding destination

You can delete the destination for fixed forwarding.

Open the menu → Page 18.

Confirm the option shown.

Confirm the option shown.

Confirm the option shown. The display shows "Fixed forwarding" and the forwarding destination.

Select and confirm the option shown.

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

Activating and deactivating fixed forwarding by means of an option

You can activate/deactivate fixed forwarding using the switch function.

Open the menu → Page 18.

Select and confirm the option shown.

Select and confirm the option shown to activate or deactivate fixed forwarding. "Fixed call forw. is on" or "FWD-FIXED off" is displayed.

Variable forwarding (all calls)

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

Configuring and activating variable forwarding

Open the idle menu → Page 15.

Select and confirm the option shown.


Open the menu → Page 18.

Enter the forwarding destination number.

Confirm when the complete number has been entered.

Forwarding is saved and activated.

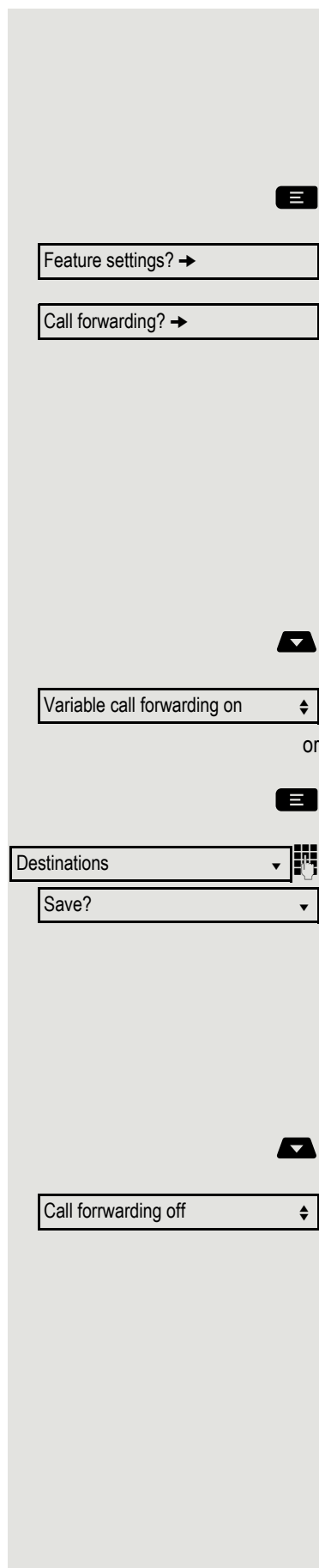


If you enter a cross-system number, you have to complete entry of the phone number by pressing .

Deactivating variable forwarding

Open the idle menu → Page 15.

Select and confirm the option shown. Call forwarding is deactivated. The destination number is deleted.



Additional forwarding types

This description applies for the following forwarding types:

- Forwarding for intl
- Forwarding for extnl
- Forwarding on busy
- Call forwarding no reply
- Forwarding on busy/after timeout

Call forwarding is activated when a forwarding destination is programmed. If forwarding is deactivated, the forwarding destination is deleted at the same time.

Configuring and activating forwarding

Open the menu → Page 18.

Confirm the option shown.

Confirm the option shown.

Variable forwarding is offered first.

Confirm until the required forwarding type → Page 46 is shown in the first line.

Setting forwarding no reply

Forwarding type with status.

Select and confirm the option shown.

Enter the forwarding destination number.

Confirm when the complete number has been entered. The status is set to "Var. call forw. off".

Select and confirm the option shown if you wish to change the preset 0 seconds.

Confirm the option shown.

Enter the time in seconds after which the system should forward your call. You can enter up to 60 seconds. If you enter 0, the system forwarding time is applied. The time set here is also applied to the "Forwarding on busy/ after timeout" forwarding type.

Confirm the option shown.

Deactivating variable forwarding

For all other forwarding types:

Open the idle menu → Page 15.

Select and confirm the option shown.

Forwarding is deactivated and the destination number is deleted.



Call forwarding can also be preconfigured in the system → Page 45.

Displays

In idle mode → Page 15, the following signals remind you that forwarding is activated:

Fixed/variable forwarding

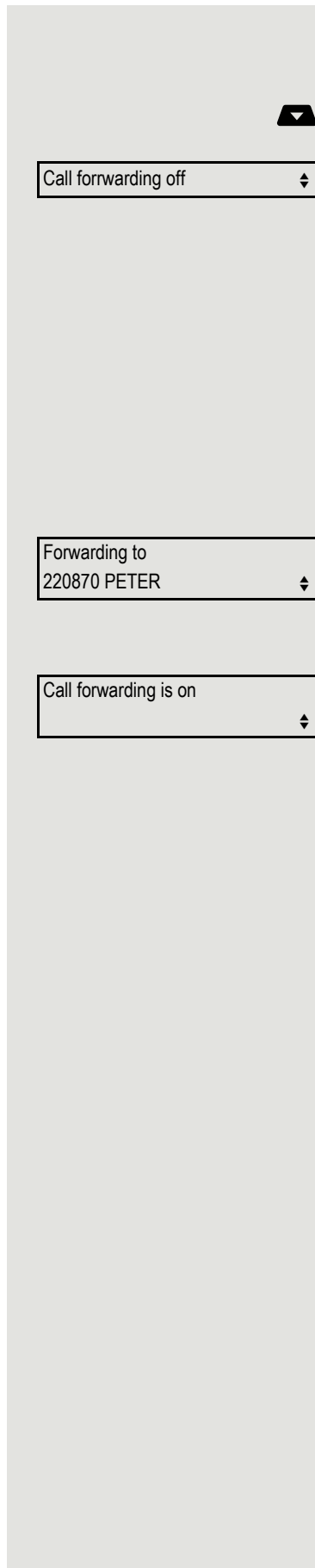
The number/name of the forwarding destination is shown on the display.

Forwarding for internal/external


The status is shown in the display.



There is no display message for the forwarding types "Busy", "No answer" and "Busy/no answer".




Using callback

-
-  If your phone belongs to an ONS group (One Number Service/ parallel call → Page 99), please note the following:
- Callback on busy is only signaled on the busy phone, not in the entire ONS group.
- Callback on no reply is entered in the mailbox → Page 18 on all internal system phones in an ONS group.
-

Saving a callback

Prerequisite: The internal station called is busy or nobody answers.
Confirm the option shown.

-
-  If the called party was busy, the callback is automatic.
If the called party did not answer, a message is left in the called party's mailbox.
-


Accepting a callback

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

Your phone rings.

Lift the handset. You hear a ring tone.

Press the key shown. You hear a ring tone.

-
-  If the party has activated call forwarding → Page 46, you will receive the callback from the call forwarding destination.
-

Canceling callbacks

Confirm the option shown.

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

Callback?



or



Cancel callback?

or

Responding to a callback request

Prerequisite: You have received at least one callback request → Page 17.

Press the key shown.

Information regarding the caller is displayed → Page 17.

Select and confirm until the required entry is displayed.

Select and confirm the option shown.

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

Checking/deleting a saved callback

Prerequisite: You have saved a callback → Page 51.

Open the idle menu → Page 15.

Select and confirm the option shown.

The most recent entry is displayed first.

Select and confirm to display additional entries.

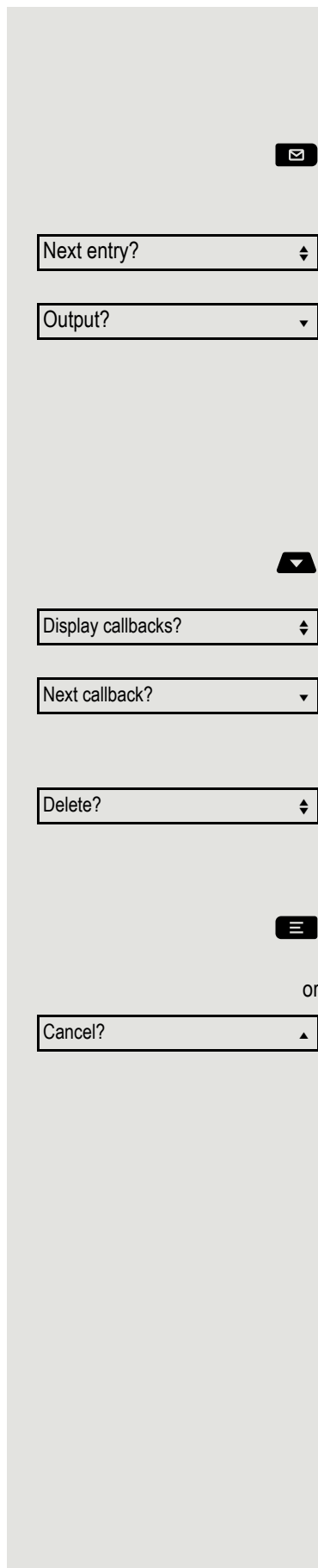
Deleting a displayed entry

Select and confirm the option shown.

Ending retrieval

Press the key shown.

Select and confirm the option shown.



During a call

Switching to speakerphone mode

People present in the room can participate in your call.

Prerequisite: You are conducting a call via the handset.

Hold down the key and replace the handset. Then release the key and proceed with your call¹.

U.S. mode

If your communication system is set to U.S. mode (consult your administrator), you do not have to hold down the speaker key when replacing the handset when switching to speakerphone mode.

Press the key shown.

Replace the handset. Proceed with your call¹.

Switching to the handset

Prerequisite: You are conducting a call in speakerphone mode.

Lift the handset. Proceed with your call. The handsfree microphone is switched off.

Open listening in the room during a call

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

Prerequisite: You are conducting a call via the handset.

Activating

Press the key shown. The hands-free microphone remains switched off.

Deactivating

Press the key shown.

1. Adjusting the volume → Page 21.

Turning the microphone on and off

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

Ending a call

Press the key shown.



or



or

Disconnect?



Press the key if it is configured.

Parking a call

You can park up to 10 internal and/or external calls on the OpenScope 4000 and resume them at another telephone.

There are two options for parking a call:

- Automatic park
- Manual park

Calls cannot be parked if:

- All park positions are busy.
- The park position you wish to use is busy.
- The station is the attendant console.
- The call is a consultation call.
- The call is in a conference.

Automatically parking a call

You can automatically park a call in a free park position on your phone and retrieve it on your own telephone or on another one.

Parking a call

Press the programmed "Group Park" key. The first free park slot is used and indicated on the display. The call is parked.



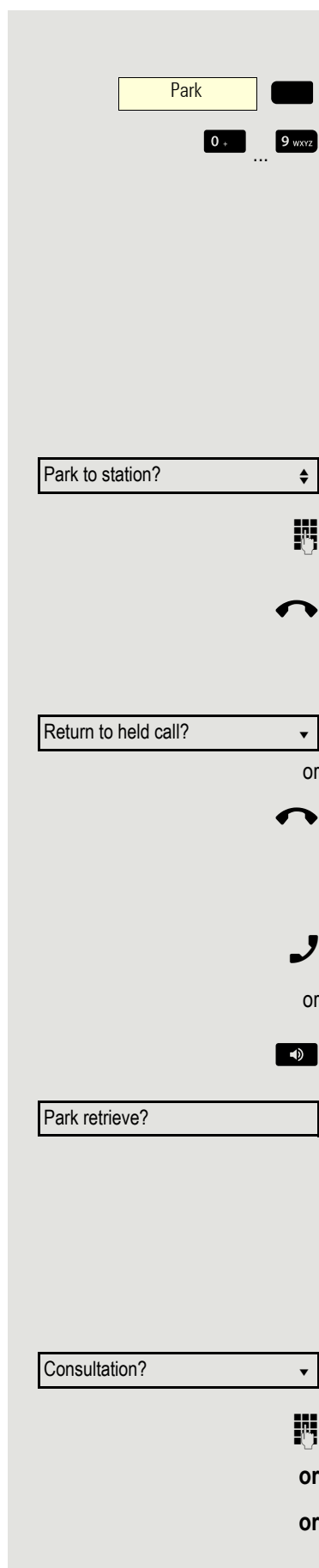
You can also put the call on hold first by confirming "Consultation?" and then parking the call.



Replace the handset.

Group Park





Retrieving a parked call

Press the programmed "Group Park" key.

Enter the park slot number of the parked call and proceed with the call.

Manually parking a call

You can park a call manually in a free park position on your phone and retrieve it on your own telephone or on another one. This function can also be performed on telephones that do not have a display.

Parking a call

Select and confirm the option shown.

Enter the phone number of the destination phone.

The call is parked.

Replace the handset.

If "Park" is not available, you will receive acoustic and also visual notification.

Confirm and continue the call.

Replace the handset. You receive a recall for the call on hold.

Answering a parked call

Lift the handset.

Press the key shown for speakerphone mode.

Select and confirm the option shown.

Calling a second party (consultation)

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

Prerequisite: You are conducting a call.

Confirm the option shown.

Enter and confirm the second party's phone number.

Select the number from the caller list, see → Page 36.

Select the number from the corporate directory, see → Page 38.

Release and return? ▾

Toggle? ▴ ▾

Release and return? ▾

Conference? ▴ ▾



Consultation? ▾



Start transfer? ▴ ▾



Ending a consultation call

Confirm the option shown.

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

Switching to the held party (alternating)

Prerequisite: You are on a consultation call.

Select and confirm the option shown.
You switch to the held party.

Ending an alternate operation

Select and confirm the option shown.
The active call is disconnected and the held call is restored.

Combining the call partners in a three-party conference

Select and confirm the option shown.

An alerting tone advises you that a conference call is now in progress between all three parties.



If voice encryption is not activated or not available on a conference party's phone, the entire conference is not secure. It may be indicated that the call is not secure → Page 104.

Transferring a call

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

Transferring with announcement

Select and confirm the option shown.

Enter and confirm the required party's phone number. Announce the call partner.

Replace the handset.

Transferring without announcement

Select and confirm the option shown.


Enter and confirm the required party's phone number.

Replace the handset.



If a connection is not set up between the other two parties within a configurable time, for example 40 seconds, you will be called again. You are reconnected with the first party.

Saving phone numbers for redial

 This phone number is saved under the idle menu entry "Saved number redial?" and overwrites previously saved phone numbers. Dial the saved number from the idle menu → Page 35.

Saving the current phone number

Prerequisite: You are conducting a call. Your call partner's number is shown on the display.

Select and confirm the option shown.

Saving any phone number

Prerequisite: Your phone is in idle mode → Page 15.

Open the menu → Page 18.

Confirm the option shown.

Select and confirm the option shown.

Confirm the option shown.

Enter the phone number.

Confirm the option shown.

Using the second call feature

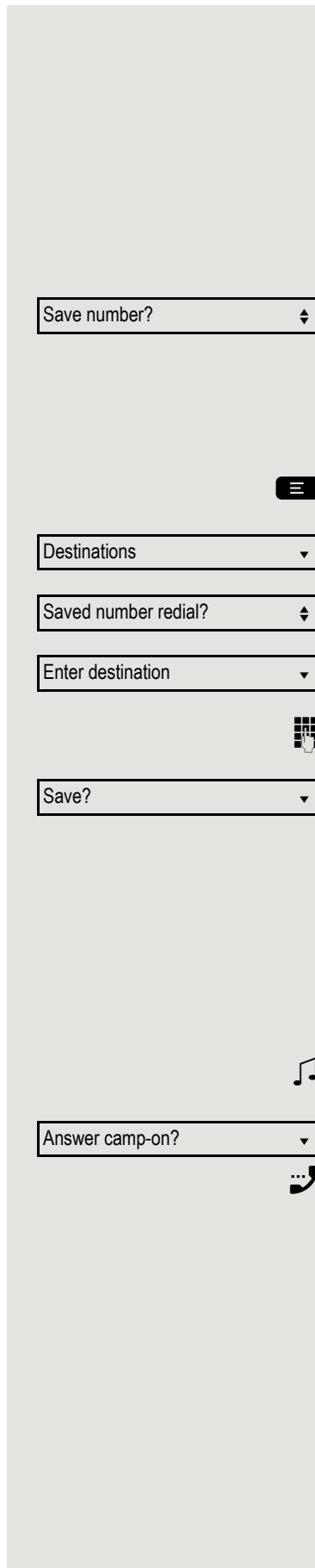
Answering a second call via the menu

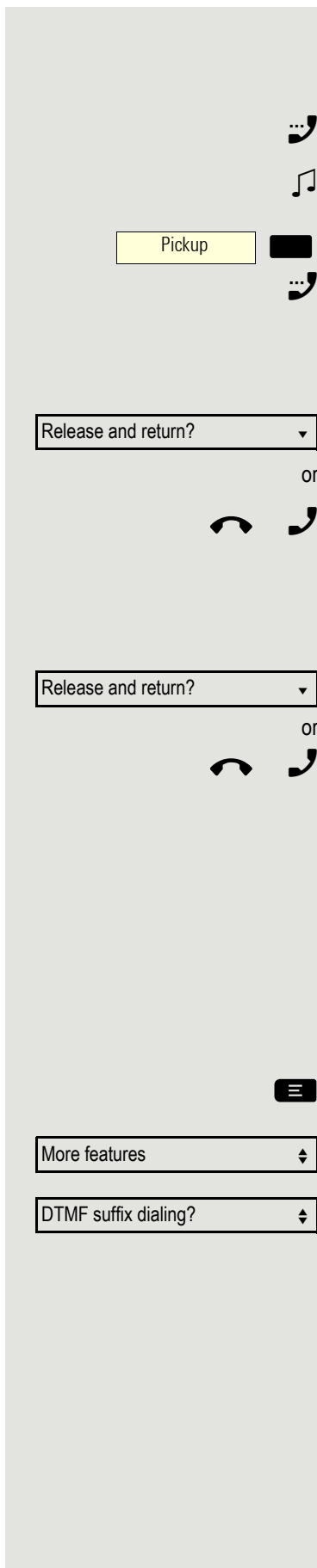
Prerequisite: You are conducting a call and the "Camp/Override" function is activated (→ Page 24).

A second call is signaled via the call waiting tone. The caller hears the ring tone as if you were "free".

Select and confirm the option shown^[1].

You can talk to the second party. The connection to the first party is on hold.





Answering a second call with a function key

Prerequisite: "Second call" is activated (→ Page 24). The "Pickup" function key (→ Page 29) is programmed.

You are conducting a call.

You hear an alerting tone.

Press the "Pickup" function key.

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

Ending the second call and resuming the first one

Confirm to disconnect.

Replace the handset and lift it again.

Ending the second call and resuming the first one

Confirm to disconnect.

Replace the handset and lift it again.

Entering commands using tone dialing (DTMF suffix dialing)

After dialing a phone number, you can activate DTMF tone dialing (dual-tone multifrequency signaling) in order to operate devices, such as answering machines or automatic directory inquiry or switching systems, by means of command inputs.

Open the menu → Page 18.

Select and confirm the option shown.

Select and confirm the option shown.

You can now enter commands using the keys 0 to 9, the asterisk key and the hash key.



Ending the call also deactivates DTMF suffix dialing.

Depending on the system configuration, "DTMF suffix dialing?" may be displayed immediately after the number has been entered. In this case, you can enter commands immediately after dialing a phone number.

Conference

You can include up to 8 internal and external parties in a conference. Users with optiPoint, OpenStage or OpenScape telephones can perform or use all of the following functions simultaneously. ISDN telephones and external parties are passive users – they can only be included in the current conference.

You can include parties and conferences from a remote system in your conference. The remote parties can set up a conference of their own and extend it. Parties in this conference are included in your current conference. However, they cannot perform/use the functions listed below.

The following functions are supported for all conference participants with optiPoint, OpenStage or OpenScape telephones.

- Setting up a conference by calling a party, receiving a call, making a consultation call or receiving a second call.
- Answering a second call and including the caller in the conference.
- Toggling between the conference and a consultation call or second call.
- Conducting a consultation call during a conference and connecting it to the conference.
- Interconnecting conference participants from two independent conferences via a remote network.
- Putting the conference on hold if line keys are installed.
- Obtaining an overview of all conference participants.
- Transferring a conference to a new party.

The functions listed can be performed by all conference participants at the same time.

Setting up a conference

Initiating a conference from a single call

You are conducting a call.

Select and confirm the option shown.

Call the second party.

Inform this party that a conference is being initiated.

Confirm the option shown.

This message is then displayed.

Setting up a conference from a consultation call

You are connected to one party and you call a second party.

Select and confirm the option shown.

Call the second party.

Inform this party that a conference is being initiated.

Select and confirm the option shown.

Setting up a conference from a second call

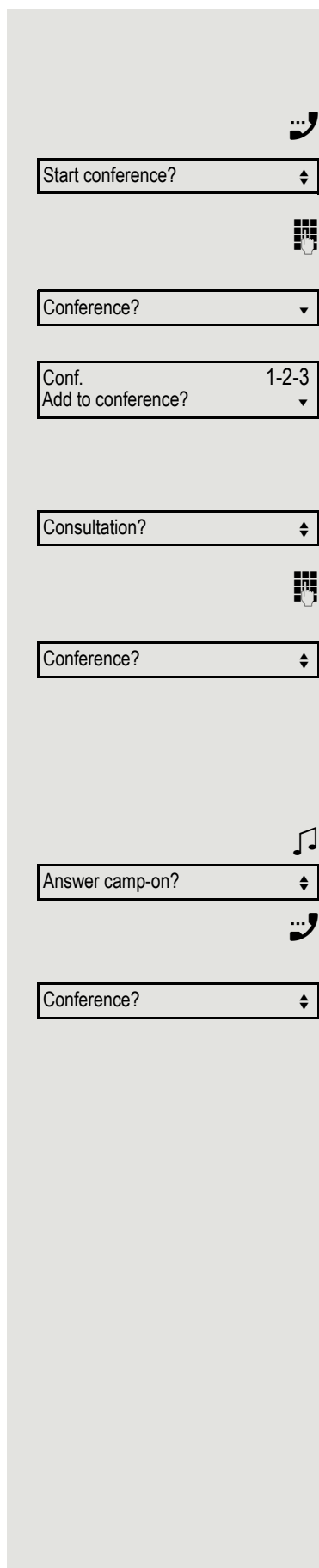
Prerequisite: You are conducting a call and receive a second call → Page 57.

You hear an alerting tone.

Select and confirm the option shown.

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

Select and confirm the option shown.



Adding a party

Any party in the conference can extend the conference by

- calling another specific party and connecting them,
- connecting a party from a consultation call to the conference, or
- answering a second call and adding the caller to the conference.

Calling another specific party and connecting them

You intend calling another party and connecting them to the conference.

Select and confirm the option shown.

Call the new party.

Inform this party that he or she is being added to a conference.

Select and confirm the option shown.

If the new party does not answer

Select and confirm the option shown.

Expanding the conference from a consultation call

You wish to make a consultation call during the conference.

Select and confirm the option shown.

Call a party. Place the consultation call on hold.

Select and confirm the option shown.

Toggle between the conference and the consultation call.

Select and confirm to end the consultation call and return to the conference.

Add to conference? ▼



Conference? ▼

Return to conference? ◆

Consultation? ◆



Conference? ◆

or

Toggle? ▼

or

Return to conference? ▼

Answering a second call and adding it to the conference

If you receive a second call during the conference → Page 57, you can connect this party to the conference.

Prerequisite: You are conducting a call in a conference and receive a second call.

You hear an alerting tone.

Select and confirm the option shown.

You are connected to the second caller. The conference parties are placed on hold.

Select and confirm the option shown.

Transferring a conference

Each party can transfer the conference to a third party whom they have called via a consultation call or using the "Add to conference?" function. This party is not yet a participant in the conference. The conference cannot be transferred to a second call.

Prerequisite: You are on a conference call.

Select and confirm the option shown. The conference parties are placed on hold.

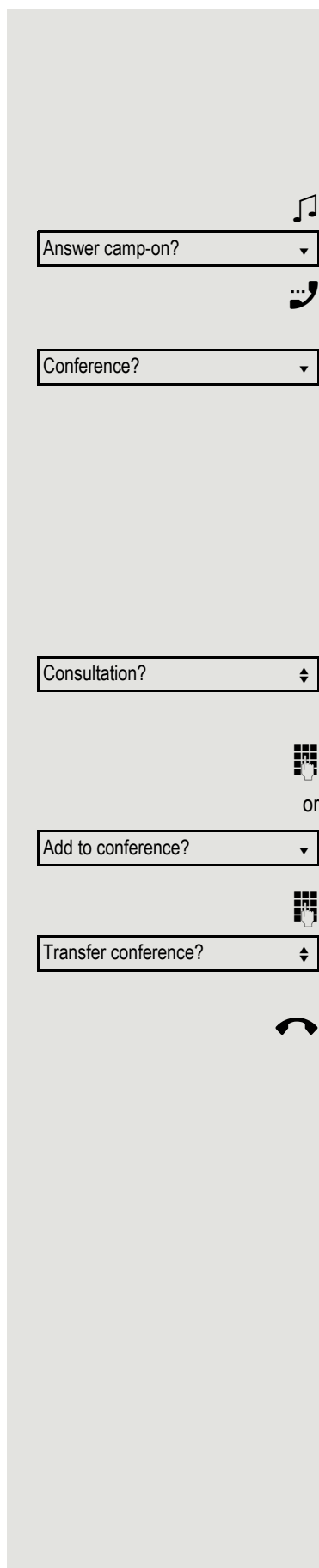
Call a party.

Select and confirm the option shown.

Call a party and announce the transfer.

Select and confirm the option shown.
You have left the conference.

Replace the handset.



Disconnecting conference participants

You are connected to a conference and wish to disconnect one of the participants.

Select and confirm the option shown.

The phone number and possibly the name of the conference member with the lowest member number are shown in the first display line.

Confirm to display the next member.

Select and confirm to end the display.

Select and confirm to disconnect this party from the conference. If there were only three members, the conference is now ended.

Disconnecting the last member added

You wish to disconnect the last party added to the conference.

Select and confirm the option shown. The last member added is disconnected. If there were only three members, the conference is now ended.

Putting the conference on hold

Press hold The conference call is placed on hold.

Confirm to return to the conference.

Holding a conference on a line

On multi-line telephones, you can place the conference on hold and conduct another call on a different line for example.

Press hold The conference call is placed on hold.

Press the line key for the conference that is on hold – you are then reconnected to the conference.

The screenshot shows a vertical menu of options for managing a conference call. At the top is a dropdown menu labeled 'View members?'. Below it is a display line showing '220870 Coco' with a folder icon to its right. This is followed by another dropdown menu labeled 'Next conference party?'. Below this is the word 'or', then a dropdown menu labeled 'Return?'. Another 'or' appears, followed by a dropdown menu labeled 'Release party?'. There is a significant gap in the menu, then another dropdown menu labeled 'Remove last party?'. Below this is a pause icon (two vertical bars) and a button labeled 'Return to conference?'. At the bottom of the menu is another pause icon, followed by a button labeled 'Line 1' and a small black square icon.

Making calls via multiple lines (MultiLine)

Line/trunk keys

Line keys can be configured on the programmable function keys on a OpenScape Desk Phone CP100. Each key that is assigned the function "line" is handled as a line. This means up to four lines can be configured.

A distinction is made between primary and secondary lines. Each of these line types can be used on a private or shared basis → Page 65.

Line keys are configured by your administrator.

The following diagram shows how telephones with multiple line keys are connected in a team.

3234 is Mr. Matthews' phone number, 3235 is Mr. Miller's phone number and 3236 is Mr. Saddler's phone number. On all three phones, calls can be made via all three lines. The line for your own extension number is always the primary line however.



-3234 (primary line)

-3235 "Miller"

-3236 "Saddler"

Matthews' phone

3235 (primary line)

3234 "Matthews"

3236 "Saddler"

Miller's phone

3236 (primary line)

3234 "Matthews"

3235 "Miller"

Saddler's phone

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 the individual multi-line phones, the functions "Do not disturb" and "Call forwarding" can only be used for the primary line.

Secondary line

The secondary line on your phone is used as a primary line by another subscriber in the system. Your main line can be configured at the same time as a secondary line on another phone in the system.

Line utilization

Private line

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

Shared line

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

Direct call line

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

Notification on display

The display of the status label will be controlled by the state of the key. Line or function key can be pulsing or inverted similar to a LED.



LED displays on trunk keys

Status	Meaning
Standard	- The line is in idle mode.
Pulsing ¹	- Incoming call on the line. - The line is on "Hold".
Inverted	- The line is busy.

¹ In this manual, flashing text labels 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.

Preview

You are making a call on a single line. The status on other line key flashes quickly. The "Preview of Line" function shows you who is calling on this line. This information appears on your display. You can also determine which caller is waiting on a line key if you have placed them on "hold" or "exclusive hold". You can also display information about the caller on the active line.

Prerequisite: You have answered a call on a line key. The status on other line key flashes quickly and the "Preview" function key is configured.

Activating preliminary display

Press the programmed function key "Preview".

Press the required line key.

Information about the caller or the party on hold or parked is displayed.

Deactivating preliminary display

Press the programmed function key "Preview".

The menu line and the call duration are displayed again.

Preview

Line 1

Preview

Answering calls with the line keys

If several calls arrive at the same time, you can answer calls as normal in the sequence in which they are offered. However, you can also answer other calls preferentially.

Prerequisite: Your administrator has defined the sequence in which incoming calls should be routed to the line keys.

Answering calls in the sequence in which they are offered

Your telephone rings (call). The caller ID is displayed. The status on other line key flashes quickly.



or



Lift the handset.

Press the key shown for speakerphone mode.

Answering calls preferentially

Your telephone rings (call). The caller ID is displayed. The LED of the line key offered flashes quickly. The status on other line key flashes quickly.

Line 1



or



Press the preferred line key. The caller ID is displayed briefly.


Lift the handset.

Press the key shown for speakerphone mode.


Activating/deactivating ringing (call)

If you are making a call on one line, ringing for other incoming calls can disturb your current call. If the "Ringer cutoff" function is activated, your telephone no longer rings. Incoming calls are then only signaled when the corresponding line key flashes.

With the "Ringer cutoff" programmed function key


Ringer cutoff 

To deactivate ringing:
Press the "Ringer cutoff" function key.
The phone does not ring for incoming calls.


Ringer cutoff 

To activate ringing:
Press the "Ringer cutoff" function key.
The phone rings for incoming calls.

Via the Program/Service menu

Feature settings? → 

Open the menu → Page 18.

Ringer cutoff? 

Select and confirm the option shown.

Deactivate? 

Select and confirm the option shown.

or

Activate? 


Confirm the option shown.

Confirm the option shown.

Forwarding calls on lines

When you activate call forwarding for a shared line → Page 65, the line is generally also forwarded to other phones.

The process of configuring call forwarding for a specific line is identical to the forwarding process already described. You must simply ensure that the required line is already seized.

Line 

Press the line key for the required line.

Continue reading on → Page 46.

Ring transfer

If you temporarily leave your workplace or do not wish to be disturbed, you can activate ring transfer for incoming calls to your line to another destination. A "RTRLN" function key (ring transfer/line) can be programmed for each line.

Activating




RTRLN

Press the programmed function key "RTRLN". The LEDs on your phone and on the destination phone light up. When you receive a call, only the line key flashes but the phone does not ring. The call is signaled on all other team phones.

Dialing with line keys

Your telephone can be configured with automatic or selectable line seizure. Your administrator defines whether and which line should be automatically seized when the handset is lifted or speakerphone mode is activated.

 The display message "Please select a line" prompts you to seize a line when you lift the handset or press the speaker key.

Dialing with automatic line seizure

Lift the handset.

Press the key shown.

The display briefly shows the line number and status and then prompts you to dial.

Example:

The line 220870 was selected automatically.

Enter the phone number.

Dialing with selectable line seizure

Lift the handset.

Press the key shown.

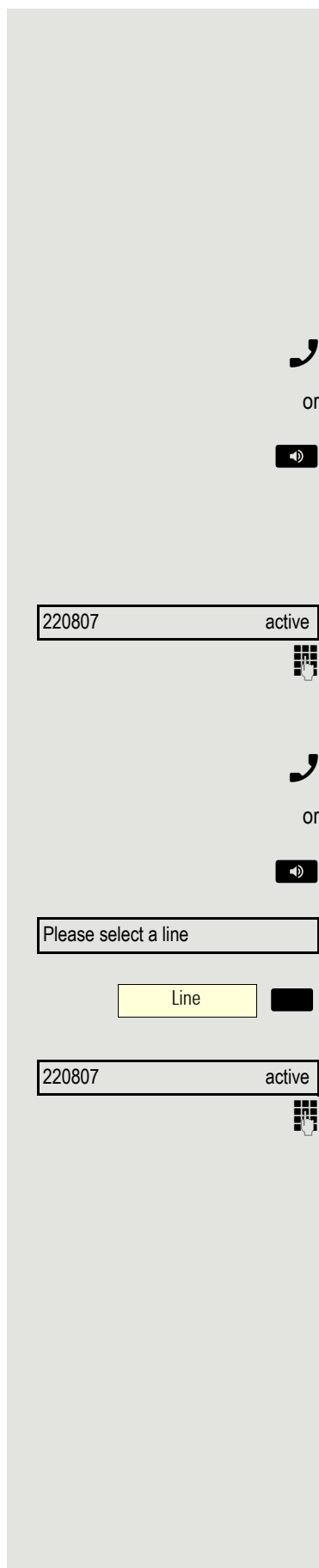
You are prompted to press a free line key.

Press a free line key.

Example:

The line 220870 was selected automatically.

Enter the phone number.



Call waiting with a direct station selection key


Prerequisite: You have configured direct station selection keys on your telephone → Page 16 and → Page 27. The line of the party you wish to call is busy.

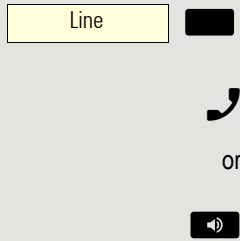
Press the DSS key.

The called party answers your waiting call.

Lift the handset.

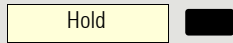
Press the key shown for speakerphone mode.

 The status on other line key flashes quickly refer to → Page 65.



During a call

Holding a call on the trunk key



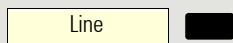
Press the "Hold" key.



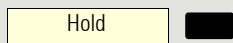
Your OpenScape 4000 system can also be configured so that the call is held by pressing the line key. Please test this or consult your administrator.

Placing a call on hold on a line key and retrieving the held call

Prerequisite: You have answered a call on a line key → Page 67 or you are conducting a consultation call.



or

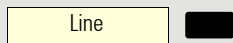


Briefly press the line key you are currently using.

Press the key shown.

The line key where the call is on hold flashes slowly. The call can be continued on any phone in the team where the status of the line key offered flashes quickly.

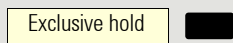
Retrieving the held call



Press the line key. Proceed with your call.

Exclusively holding a call on a line key and retrieving the held call

Prerequisite: You have answered a call on a line key or you are conducting a consultation call that only you can, wish to or may continue.



or

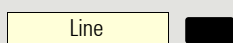


Press the programmed function key "Exclusive hold".

Select and confirm the option shown.

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

Retrieving the held call



Press the line key. Proceed with your call.

Answering a specific held call

A colleague in an open-plan office has parked a call on a line key and requests that you answer the call. You do not have access to this line.

Lift the handset.

Select and confirm the option shown.

Enter the phone number of the phone where the call was parked. In this way you can answer the call.

Saved number redial for a specific line (saved phone number)

If this type of saved number redial is configured on your system, you can save a phone number for subsequent redial on a particular line → Page 74. The saved phone number is dialed using the line key and the saved number redial key.

Lift the handset.


Press the key shown.

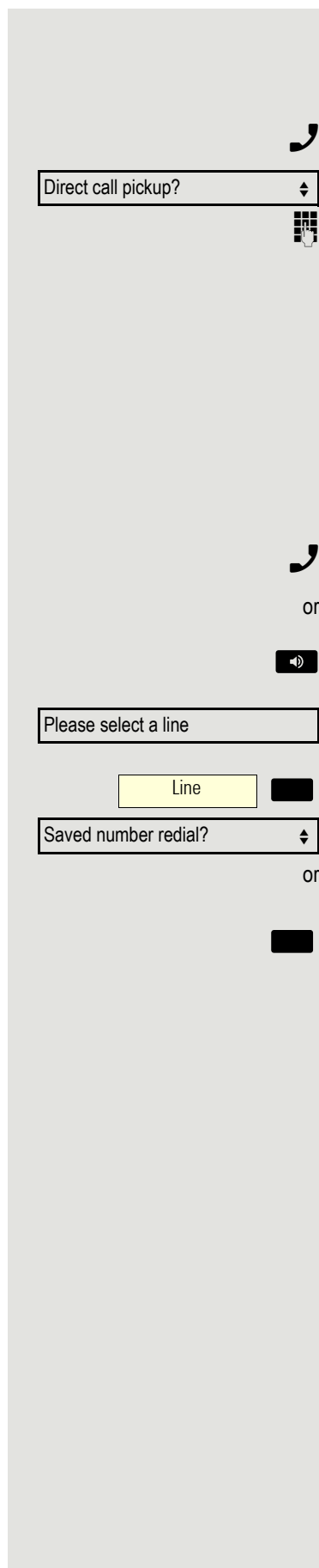
This message appears on the display.

Press the relevant line key.

Select and confirm the option shown.

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

 The redial number you saved on the specific line may have been overwritten by another team member.



Last number dialed for a specific line

The last phone number dialed via your primary line is saved.

If this type of saved number redial is configured on your system, every last number dialed for the current line is automatically saved for redial.



or



Lift the handset.

Press the key shown for speakerphone mode.

Line



Press the required line key.

Last number redial?



Confirm the option shown.

Lift the handset.

or



Press the key shown for speakerphone mode.

Saving phone numbers for "Redial on a line"

Prerequisite: "Saved number redial for a specific line" is configured and not "Saved number redial (last number dialed)".

Saving the dialed phone number or a caller's phone number

You have called a party on a particular line and this call is still in progress. Or, you were called by another party whose phone number is displayed and this call is still in progress.



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



Press the key shown.

or



Replace the handset.

Line mailbox

Callers who have tried to reach you during your absence can leave a message in the mailbox for the relevant line.

Voicemail or fax messages from the mail server can also be stored in the mailbox (if this has been set up).

Prerequisite: A mailbox is configured for one or more lines.

Please note that only one user can edit a mailbox at a time.

➡ If your phone belongs to an ONS group (One Number Service/ parallel call → Page 99), please note the following: Signaling is available for the mailbox (MWI) on all phones in an ONS group.

Picking up messages

If new messages that have not yet been retrieved are in the mailbox and if a programmable function key has been assigned the "Mailbox" function, the status of the line key offered flashes quickly.

See also the information on → Page 18.

Press the "Mailbox" function key.

Information regarding the caller is displayed → Page 17.

Responding to a callback request

A callback request is displayed.

Select and confirm the option shown. The party is called on the relevant line.

Next entry

More than one entry is available.

Select and confirm the option shown. The next entry is displayed.

Deleting mailbox entries

The relevant entry is displayed.

Select and confirm the option shown.

Ending message retrieval

Press the key shown.

Select and confirm the option shown.

Undeleted entries in the mailbox remain saved.

Mailbox

Output?

Next entry?

Delete?

Cancel?

Identifying the line used

If several lines are occupied at the same time, you can determine which one you are currently using for a call.

With a programmed function key

Press the programmed function key "Line in Use".

Via the menu

Open the menu → Page 18.

Select and confirm the option shown.

Select and confirm the option shown.

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

Making calls on multiple lines alternately

Prerequisite 1: Your administrator has specified that when you change lines, the lines are placed on hold and can only be disconnected by replacing the handset or pressing the disconnect (release) key.

Prerequisite 2: You are connected to multiple parties via two or more lines. These may be callers → Page 67 or called parties → Page 70.

You are conducting a call, for example on line 1. The line key for the held subscriber flashes slowly.

Press the line key 2. The first call party is on hold on line1.

Press the line key 1. The second call party is on hold on line 2.

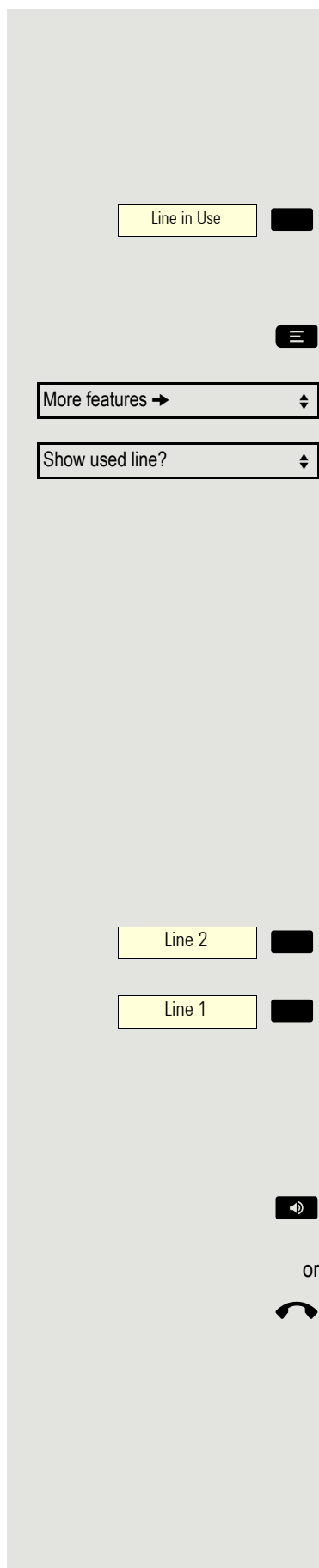
You can switch between lines as often as you wish.

Ending the connection on a line key

Press the key shown.

or


Replace the handset.



Entering a call on a line (three-party conference)

Prerequisite: A call is in progress on one of the lines.

Press the line key. You and the other parties already connected can hear the conference. All three parties can speak with one another.

 You cannot enter a conference if the "Privacy" function is activated on the line. If one of the three parties hangs up, the other two remain connected.

If a connection remains between you, as the entering party, and one of the other parties who previously occupied the line, consultation is no longer possible.

Allowing or blocking a party from joining a call

Allowing a party to join a call

Your primary line can be configured so that other parties may not join calls on that line when it is busy. In this case, you can allow other parties to join a call. This permission applies to the current call or the next call.



or



You are already conducting a call on one line.

Lift the handset.

With a programmed function key

Press the programmed function key "Privacy".

Via the menu

Open the menu → Page 18.

Select and confirm the option shown.

Select and confirm the option shown.

Other parties can now join the call.

Line

Privacy

More features →

Privacy off?

Blocking other parties from joining a call

If your phone is not already set to block other parties, you can make this setting manually. This block applies to the current call or the next call.

You are already conducting a call on one line.

Lift the handset.

With a programmed function key

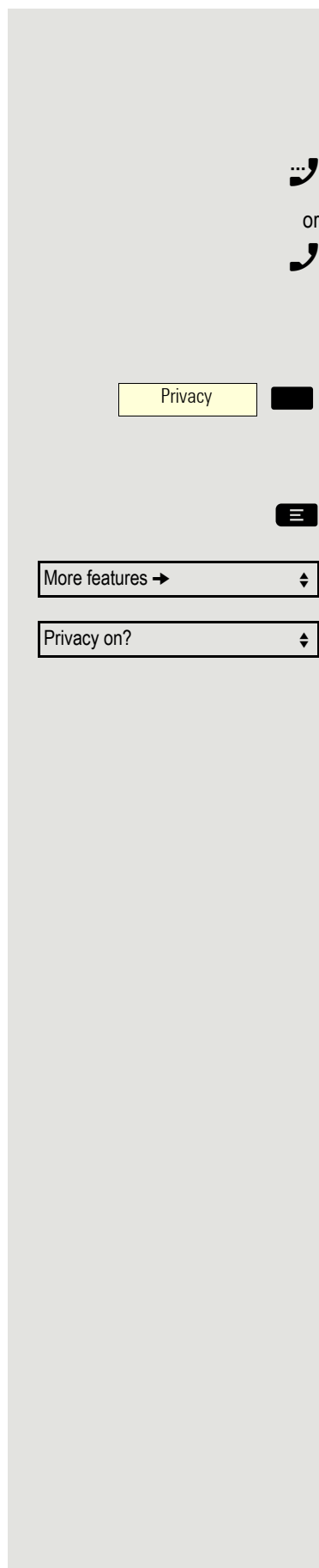
Press the programmed function key "Privacy".

Via the menu

Open the menu → Page 18.


Select and confirm the option shown.

Select and confirm the option shown. Other parties are now blocked from joining the call.



Third-party monitoring

During a call, a predefined party can be prompted to join the call as a "witness" using the "SInt Mon Req" programmed function key. The third party on the call is not informed that a "witness" is joining the call. The "witness" cannot participate in the call; they can only hear what is being said.

 When configuring and using third-party monitoring, please note the applicable data protection regulations.


Prerequisite: Third-party monitoring is configured on your system and the "SInt Mon Req" programmed function key is configured on your phone. You are conducting a call. "Privacy" must be deactivated.

Briefly press the programmed function key "SInt Mon Req" twice. The "witness" hears a special tone on their phone and the message "Connect witness or tape" appears on both your display and the "witness" display.

The "witness" lifts the handset.

The "witness" presses the line key for the line on which the call is being conducted.

The "witness" can now listen to the call without being noticed.

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

Deactivating

Press the programmed function key "RTRLN". The status of the line key offered flashes quickly.

SInt Mon Req

Line 1

RTRLN

Making calls in an executive/secretary team

An executive/secretary team is configured by your administrator and may include up to four executive and up to two secretary telephones.



The status of the line key offered flashes quickly, refer to → Page 65.

Calling an executive or secretary phone

Calling an executive/secretary phone

A DSS key is configured as "executive" on the secretary phone and as "secretary" on the executive phone.

Example of a call from the executive to the secretary:

The secretary is not on a call

Secretary



Press the "secretary" DSS key.



Lift the handset.

or



Press the key shown for speakerphone mode.

The secretary is on a call

Secretary 1



Press the "secretary" DSS key.

You camp on to the secretary phone. The called party hears a tone and the "Pickup" programmed function key (→ Page 29) flashes.



Lift the handset.

or



Press the key shown for speakerphone mode.



The DSS from the secretary to the executive functions in the same way – using the "executive" DSS key.

Answering calls for the executive phone at the secretary phone

When a call is received for the executive phone, the secretary phone rings.



Lift the handset.

or



Press the key shown for speakerphone mode.

Answering calls for the executive phone when already on a call

You are conducting a call.
A call comes in on the executive phone.



Ask your call partner to wait.

Pickup



Press the programmed function key "Pickup" "(→ Page 29).

Release and return?



Ending the call and returning to the first call

Confirm the option shown.

Continue the call with the first call partner.

Transferring a call to the executive phone

Prerequisite: You have answered a call for the executive phone on the secretary phone.

Executive



Press the "executive" DSS key. You are connected to the executive phone.

With announcement



Announce the call partner.



Replace the handset.

Without announcement




Replace the handset immediately.

Transferring calls directly to the executive phone


When the secretary is out of the office, calls for the executive can be transferred directly to the executive phone. This transfer can be performed on the secretary phone and on the executive phone.

Activating

RT Executive 

Press the "RT Executive" programmed function key.

Deactivating

RT Executive 

Press the "RT Executive" programmed function key.




Calls for the secretary phone are not transferred, only calls for the executive phone.

Answering calls on the executive phone

The secretary phone does not answer a call for the executive. After 15 seconds (depending on the system) you hear an alert tone on the executive phone. The display shows who is calling.



Lift the handset.

Pickup 


Press the programmed function key "Pickup" (→ Page 29).

Answering a call for another executive/secretary team

If multiple executive/secretary teams are configured, you can also answer calls for other teams.



Lift the handset.

Executive 3 

Press the programmed function key, for example "Exec 3".



Call pickup is also possible during a call. Ask your call partner to wait briefly and then press the flashing programmed function key.

Using a second (executive) telephone

Prerequisite: A second phone has been configured for the executive. A "Group Park" programmed function key is configured on the first and second executive phones.

Parking a call on the first phone

Press the programmed function key "Group Park".

Continuing a call on the second phone

Lift the handset.

Press the programmed function key "Group Park".

Activating and deactivating a second executive call

On the executive phone, you can configure calls to go to the secretary phone when you are on a call. If you are on a call and are expecting another important call, it may be useful to activate the second call feature.

Open the menu → Page 18.

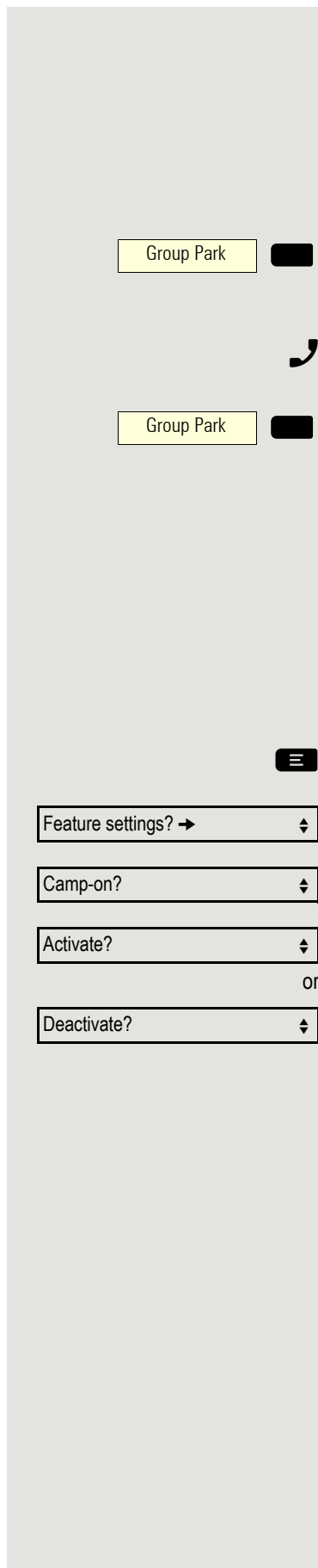
Select and confirm the option shown.

Confirm the option shown.

Confirm the option shown.

or

Confirm the option shown.



Using signal call

If a "Buzz" programmed function key is configured on your executive phone, you can press a key to send a signal call to a specific destination phone (e.g. to a secretary phone). On the destination phone, the phone number of the transmitting phone is also briefly displayed for the signal call.

You can press the programmed function key in idle mode and during a call (once or several times).

If a "Buzz" programmed function key is not configured, you can lift the handset and enter the signal call code to send a signal call to a destination phone.

Placing a messenger call

You can place a messenger call by pressing a key if this key is configured on the executive phone. Programming a function key with a function → Page 26.

Defining a representative for the secretary

Calls for the executive that arrive at the secretary phone can be forwarded to another phone. To do this you have to configure a "Alt. Ans" programmed function key. The procedure for doing this is identical to that described in Section "Configuring function keys" → page 26 (in this case Representative).

Activating the representative:

Alt. Ans



Press the programmed function key "Alt. Ans".

Deactivating the representative:

Alt. Ans



Press the programmed function key "Alt. Ans".

Other settings and functions

Saving appointments

Appointment reminder function

You can configure your phone to call you to remind you about appointments. You have to save the required call times to do this. This is possible for a period of up to 24 hours in advance.

Saving appointments

Open the menu → Page 18.

Select and confirm the option shown.

The display indicates whether an appointment reminder has already been saved.

For the first appointment: Confirm the option shown.

For additional appointments: Select and confirm the option shown.

Enter the time as 3 or 4 digits, for example 845 for 8.45a.m. or 1500 for 3p.m.

Confirm the option shown.

Deleting saved reminders

Open the menu → Page 18.

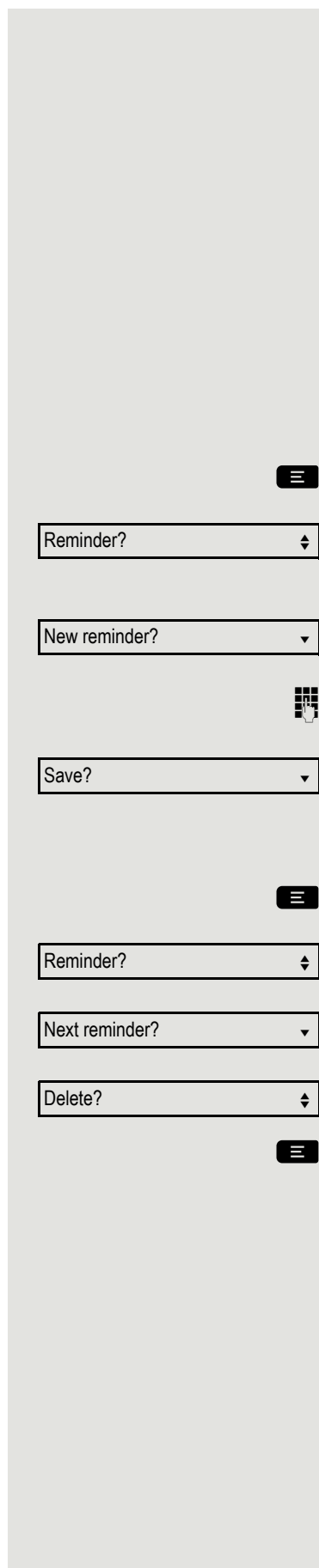
Select and confirm the option shown.

A saved reminder is displayed.

Confirm if you have saved several reminders.

Select and confirm the option shown.

Press the key shown.



Using timed reminders

Prerequisite: You have saved a reminder. The saved time arrives.

The phone rings.

Lift the handset. The appointment time is displayed.

Replace the handset.



If you do not lift the handset, the phone rings several more times and "Reminder" is displayed before the reminder is deleted.

Using a different telephone in the same way as your own

You can log on to another telephone belonging to the OpenScape 4000 system using a personal identification number (PIN). This also applies to telephones in networked OpenScape 4000 systems, for example at other company locations. At the other telephone you can then

- make calls and assign the charges to cost centers,
- make calls and assign the charges to specific projects,
- check your mailbox,
- use a number saved on your phone for saved number redial,
- enter appointments.

Using an internal PIN, you can have your calls diverted to a telephone in the office or department where you will be for a temporary period (call forwarding - "follow me").

Logging on to another telephone

Prerequisite: You have been assigned a PIN by your administrator. You require an internal PIN for calls within your own OpenScape 4000 system, while for calls involving other OpenScape 4000 systems in the integrated network you require a network-wide PIN.

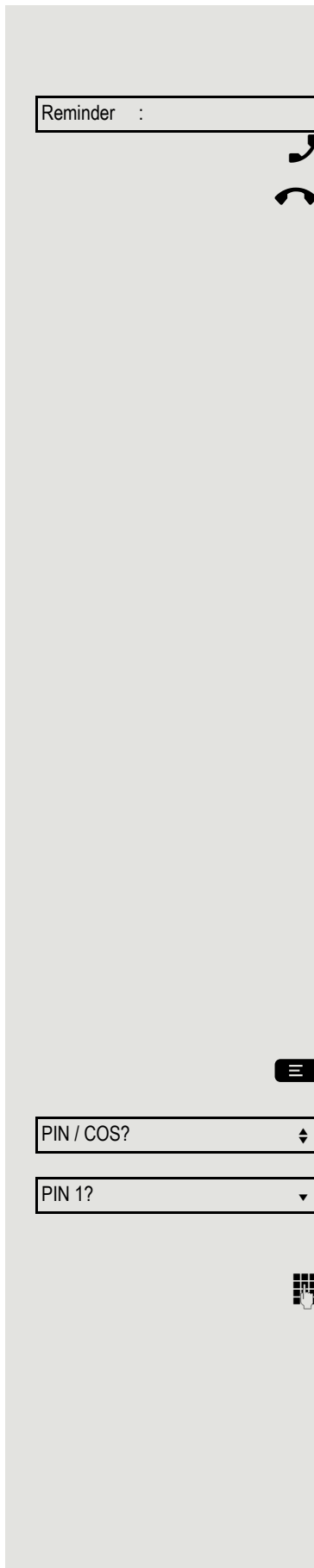
Open the menu → Page 18.

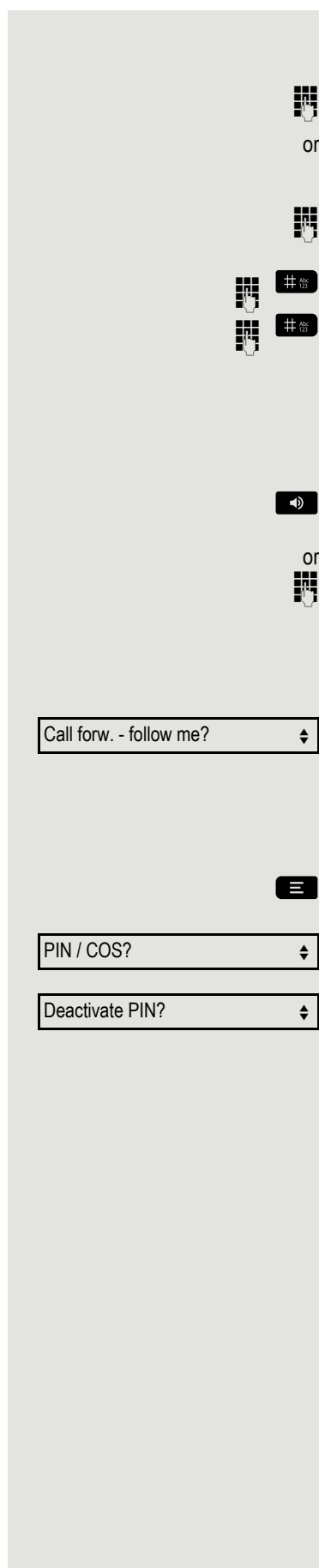
Select and confirm the option shown.

Select and confirm the option shown.

If you have several PINs and wish to use another one, select the other PIN.

At the display "Enter station no:" or "Enter ID", you are prompted to enter your PIN.





The following applies within your own OpenScape 4000 system

Enter your internal PIN.

The following applies within your own and another OpenScape 4000 system within the integrated network

Enter the 2-digit node ID of your own OpenScape 4000 system (consult your administrator).

Enter your own number and press the hash key.

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

Making a call after (successful) logon:

You will hear the dial tone. "Please dial" appears on the display.

Press the key shown.

Enter a phone number immediately.

Setting up "follow me" call forwarding after successful logon

Select and confirm the option shown. Call forwarding is now active.

Logging off from another phone

Open the menu → Page 18.

Select and confirm the option shown.

Select and confirm the option shown.



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

Moving your connection to another telephone (mobility)

You can move your telephone connection with most of your functions and features (phone number, key assignment, authorization) to another telephone. The "home telephone" is deactivated and the "guest telephone" becomes "your" telephone. The original connection of your "guest telephone" is likewise deactivated. Call forwarding should therefore be programmed first for its phone number → Page 46. The move remains effective until you log off from the "guest telephone". This procedure can also be performed on a network-wide basis.

Moving the connection to the "guest telephone"

Log on to the "guest telephone" from your own connection.

Open the menu → Page 18.

Select and confirm the option shown.

With the telephone in idle status:

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

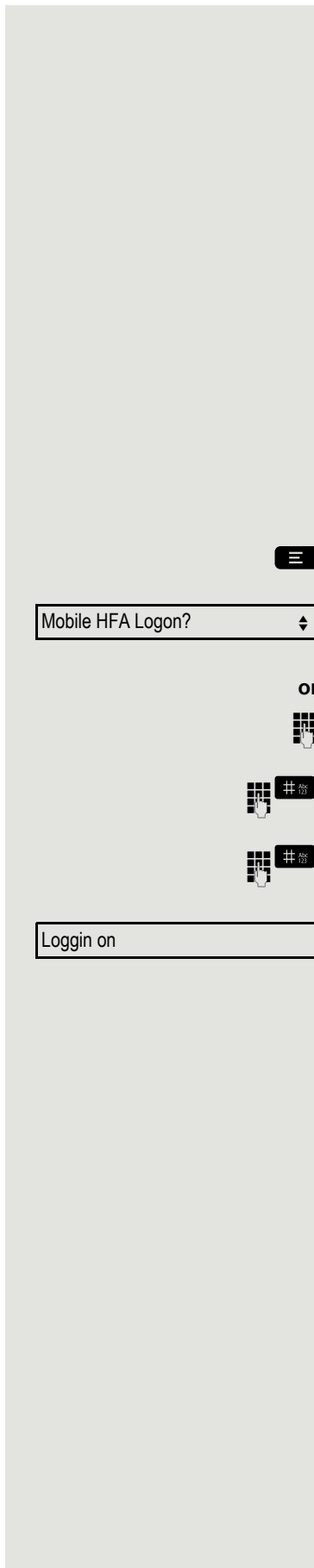
Enter the phone number of the "home telephone" and press the hash key.

Enter your code number and press the hash key.

The logon procedure begins.

Your own phone number will appear in the bottom line when you are correctly logged on.

You can no longer see the original user settings for the "guest telephone" but you can now use your connection. Your "home telephone" cannot be used during this period.



Connecting to the "home telephone" again

Logging off through the "guest telephone"

If you no longer need your connection on the "guest telephone" or if you want to switch back to your "home telephone", log off from the "guest telephone".

Open the menu → Page 18.

Select and confirm the option shown.

With the telephone in idle status:

Enter the system code for "Mobile HFA Logoff" (e.g. 126).

The logoff procedure begins.

Logging off through the "home telephone"

If you have forgotten to log off from the "guest telephone", you can still do this through the "home telephone".

The following message is displayed on the "home telephone".

Mobile forced logoff

Confirm the option shown.

If your administrator has activated the "mobility password", you will be prompted to enter this now.

Enter the mobility password.

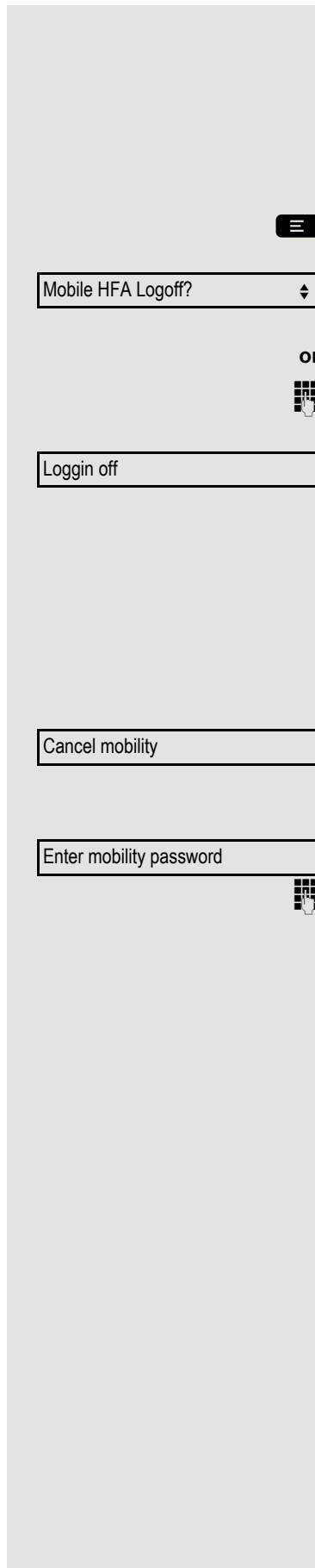
The "guest telephone" is now available again with its original phone number, features and functions. Any call forwarding instruction set can now be deleted.

The "home telephone" is reactivated and you can make calls again as usual.

Moving the connection to the next telephone

If you want to move your connection from the first "guest telephone" to a second "guest telephone", log on to the second "guest telephone" in the usual fashion (see → Page 88).

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



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

You can place a speaker call to an internal party on OpenScape 4000 using the loudspeaker on their telephone to establish a connection. You can also initiate a speaker call from a consultation call. Possible functions include:

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

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



Please ensure for all functions that "Speaker call protect" is deactivated on the relevant phones → Page 102.

If a speaker call is placed to a party and "Speaker call protect" is activated, the speaker call will be ignored and a normal call will be placed.

System-wide speaker call

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

Speaker call to a variable destination

A destination party is contacted via his or her internal phone number. Lift the handset.



or



Press the key shown for speakerphone mode.



Enter the system code for "Speaker call-one-way" (consult your administrator if necessary).

or

Spkr. 1-way



Press the programmed "Spkr. 1-way" key.



Enter the internal phone number of the party.

A connection to that user's loudspeaker will immediately be established if

- the station is not busy,
- the handset has not been lifted and
- speaker call protect is not activated.



The caller hears a confirmation tone when the connection has been established and can start speaking.



The called party can answer the call by lifting the handset.



If the party to whom you are speaking presses the speaker key

or

Line 1



the line key (if configured), the connection will be aborted.



The number of possible speaker calls and normal calls is the same.

Speaker call to a fixed destination

The system code for "Speaker call-one-way" and the destination number are programmed on a selected dialing key → Page 28.

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

Speaker call in a group

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

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

Speaker call to a variable destination

Lift the handset.



or



Press the key shown for speakerphone mode.



Enter the system code for "COM group speaker call" (consult your administrator if necessary).

or

COM Group



Press the programmed "COM Group" key.

Enter the speed-dial number for the corresponding group member.

A connection to that user's loudspeaker will immediately be established if

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



The called party answers the speaker call by lifting the handset.



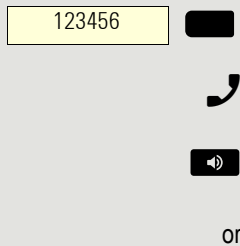
If the party to whom you are speaking presses the speaker key

or

123456



the line key (if configured), the connection will be aborted.



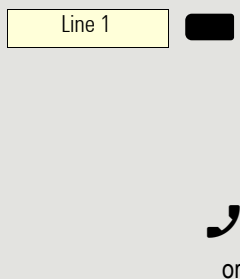
Speaker call to a fixed destination

The system code for "COM group speaker call" and the speed-dial number for the corresponding group member are programmed on a selected dialing key → Page 28.

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

The called party can answer the call by lifting the handset.

If the party to whom you are speaking presses the speaker key



the line key (if configured), the connection will be aborted.

Two-way intercom to a variable destination

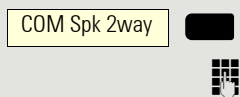
When using the two-way intercom in a group, the loudspeaker and microphone of the destination phone are automatically switched on.

Lift the handset.



Press the key shown for speakerphone mode.

Enter the system code for "Speaker call-two-way" (consult your administrator if necessary).

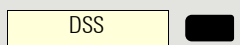


Press the programmed "COM Spk 2way" key.

Enter the speed-dial number for the corresponding group member. The loudspeaker and microphone of the destination phone are switched on automatically.

Two-way intercom to a fixed destination

The system code for "Speaker call-two-way" and the speed-dial number for the corresponding group member are programmed on the selected dialing key → Page 28.



Press the programmed key.

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

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

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

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

Lift the handset.

Press the key shown for speakerphone mode.

Enter the system code for "Speaker call-1-way bcst" (consult your administrator if necessary).

Press the programmed "Broadcst Spk" key.

Enter the internal phone number of a group member.

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

You end the announcement by replacing the handset.

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

If a group member presses the speaker key

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



or



or

Broadcst Spk



or

DSS



Forwarding calls for other stations

You can save, activate, display and deactivate call forwarding for another telephone, fax machine or PC from your own phone. To do so, you need to know the PIN for the other station or have the "Call forwarding for other stations" class of service. Your administrator can help you in both cases.

Storing a destination for another telephone/activating call forwarding

Open the menu → Page 18.

Confirm the option shown.

Select and confirm the option shown.

Confirm the option shown.

Enter the number of the other telephone.

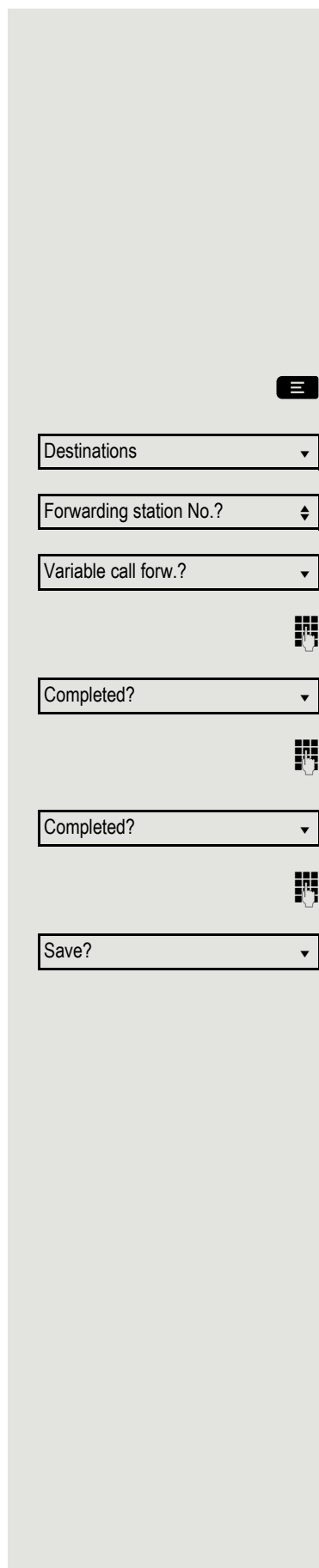
Confirm the option shown.

Enter the PIN

Confirm the option shown.

Enter the destination number.

Select and confirm the option shown. Call forwarding is activated immediately.



The screenshot shows a vertical menu on a light gray background. At the top right of the menu is a black square button with a white hamburger icon. Below it are several menu items, each consisting of a text label and a small downward arrow icon. The labels are: 'Destinations', 'Forwarding station No.?', 'Variable call forw.?', 'Completed?', 'Completed?', and 'Save?'. Between the 'Variable call forw.?' and 'Completed?' items, and between the two 'Completed?' items, there are small square buttons with a grid of dots and a hand cursor icon, indicating touch-sensitive areas for confirmation or selection.

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

Open the menu → Page 18.

Confirm the option shown.

Select and confirm the option shown.

Enter the code for the call forwarding type you wish to set. Codes are assigned by your administrator. You can enter the codes applicable to you in the table below:

"Forwarding for fax":
"Forwarding for PC":
"Forwarding on busy":

Enter the number of the other station.

Confirm the option shown.

Enter the PIN

Confirm the option shown.

Enter the destination number.

Confirm the option shown.

Call forwarding is activated immediately.

Displaying/deactivating forwarding for another telephone

Open the menu → Page 18.

Select and confirm the option shown.

Select and confirm the option shown.

Confirm the option shown.

Enter the number of the other telephone.

Confirm the option shown.

Enter the PIN

Confirm the option shown.

Deactivating

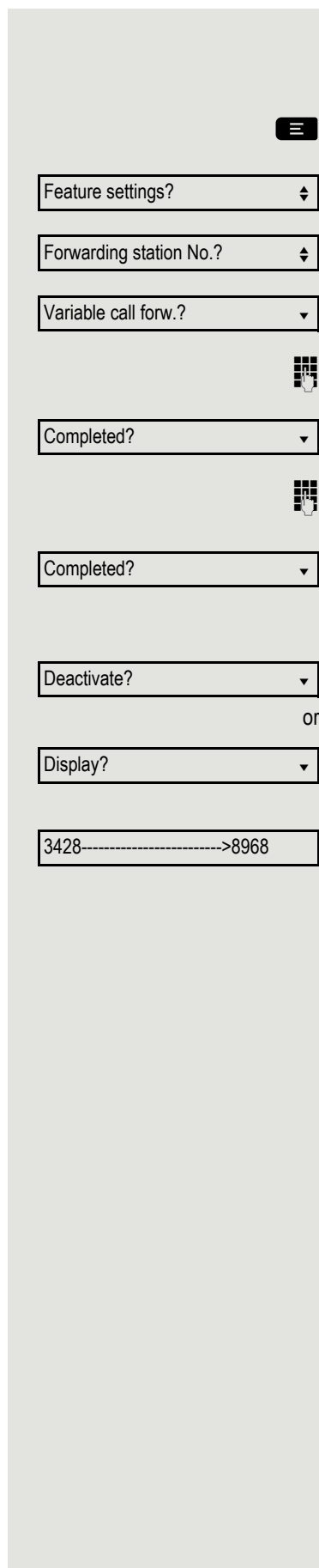
Confirm the option shown.

Displaying

Select and confirm the option shown.

Sample display:

Calls for station 3428 are redirected to station 8968.



The screenshot shows a vertical menu with the following options and icons:

- Feature settings? (up/down arrow icon)
- Forwarding station No.? (up/down arrow icon)
- Variable call forw.? (down arrow icon)
- [Grid icon]
- Completed? (down arrow icon)
- [Grid icon]
- Completed? (down arrow icon)
- Deactivate? (down arrow icon)
- or
- Display? (down arrow icon)
- 3428----->8968

Displaying/deactivating forwarding for fax/PC/busy stations

Open the menu → Page 18.

Select and confirm the option shown.

Select and confirm the option shown.

Enter the code for the call forwarding type you wish to set. Codes are assigned by your administrator. You can enter the codes applicable to you in the table below:

"Displaying forwarding for fax":
"Displaying forwarding for PC":
"Displaying forwarding when busy":
"Deactivating forwarding for fax":
"Deactivating forwarding for PC":
"Deactivating forwarding when busy":

Enter the number of the other station.

Confirm the option shown.

Enter the PIN

Confirm the option shown.

Deactivating

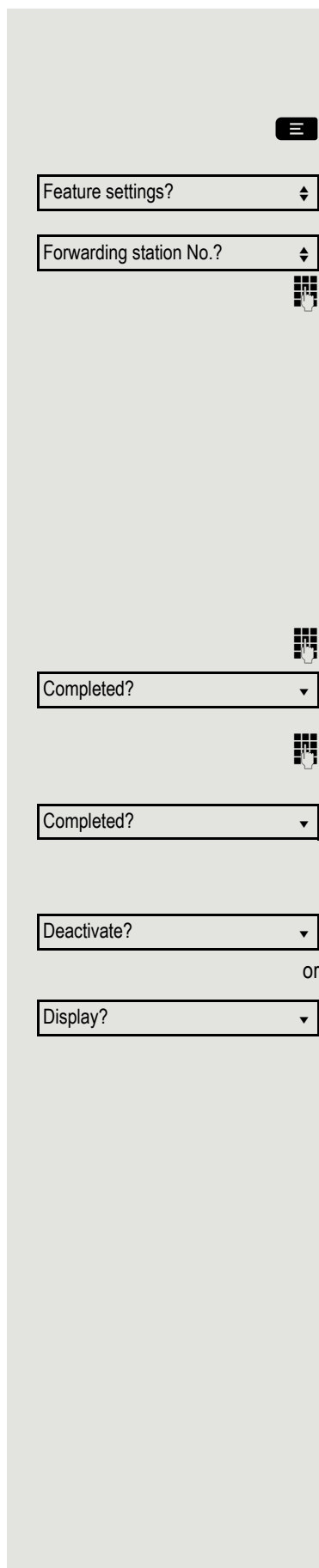
Confirm the option shown.

Checking

Select and confirm the option shown.

Changing forwarding for another station

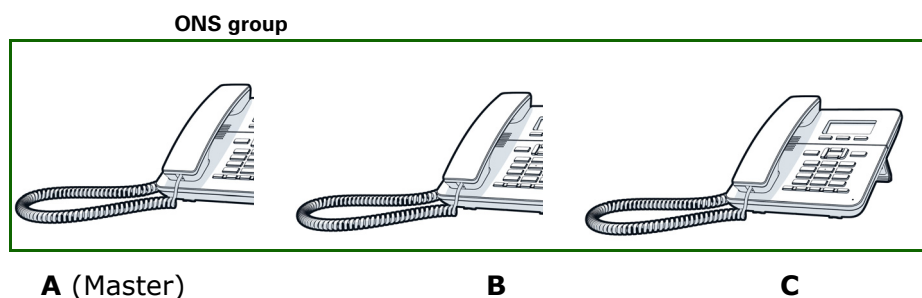
Proceed in the same way as for saving/activating:
for another phone → Page 95, for fax, PC or busy station → Page 96.



Special parallel call (ONS) functions

If your phone is part of an ONS group (ONS = "One Number Service"), you can be reached on all other phones in this group as on your own phone. Consult your administrator about setting up an ONS group.

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



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

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

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

- Call waiting → Page 57
- Call forwarding → Page 46
- Do not disturb → Page 101
- Mailbox (MWI) → Page 18
- Callback → Page 51
- Call lists → Page 36



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

Leaving/rejoining hunt group

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

You can exit the hunt group at any time, for example if you are leaving your workplace, and then rejoin the group when you return.



You remain accessible via your own phone number even if you have exited the hunt group.



Feature settings?



Join hunt group?



Deactivate?



or

Activate?



Open the menu → Page 18.

Select and confirm the option shown.

Select and confirm the option shown.


Confirm the option shown.

Confirm the option shown.

Privacy/security

Turning do not disturb on and off

If you do not wish to take calls, you can activate do not disturb. Internal callers hear the ring tone and see the "Do not disturb" message. External callers are redirected to the attendant console. Your administrator can also set up call forwarding destinations for the "Do not disturb" function, to which you can forward your internal and external calls.

 If your phone belongs to an ONS group (One Number Service/parallel call → Page 99), please note the following:
Do not disturb can be activated/deactivated on any phone in the ONS group and then applies for all phones in the ONS group.

Prerequisite: Your administrator has activated the "Do not disturb" function for all OpenScape 4000 stations in your system.


Open the menu → Page 18.

Select and confirm the option shown.

Select and confirm the option shown. The display indicates whether "Do not disturb" is activated or not.

Confirm the option shown.

Confirm the option shown.

 A tone reminds you that "Do not disturb" is activated when you lift the handset.

The attendant can circumvent the Do Not Disturb function and reach you anyway.

If your administrator has blocked the "Do not disturb" function in general for the OpenScape 4000, the "Do not disturb?" menu option will not appear in the Program/Service menu.



Feature settings? ▾

Do not disturb? ▾

Activate? ▾

or

Deactivate? ▾

Activating/deactivating "Speaker call protect"

You can protect yourself against being addressed directly with a speaker call. If a caller attempts to contact you via a speaker call, the connection is established as a normal call again.

Open the menu → Page 18.

Select and confirm the option shown.

Select and confirm the option shown. The display indicates whether "Speaker call protect" is activated or not.

Confirm the option shown.

Confirm the option shown.

Caller ID suppression

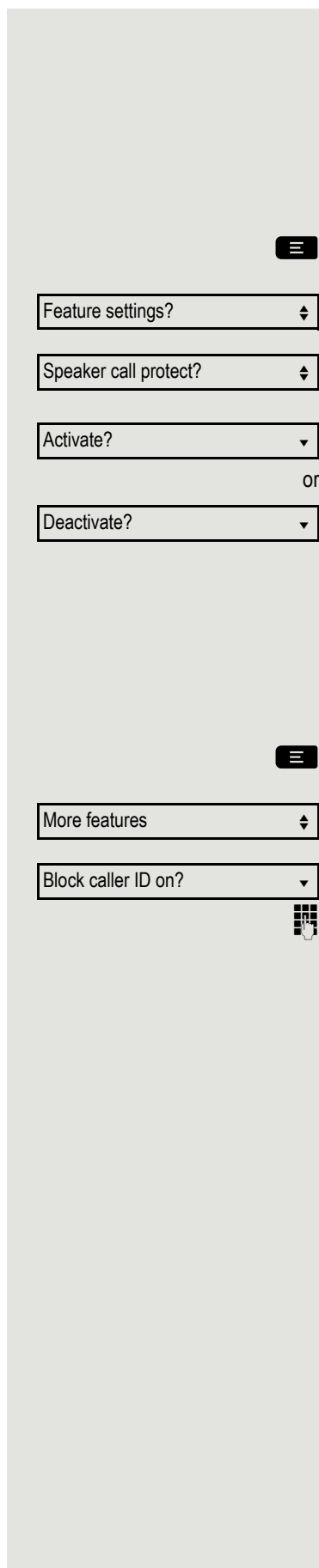
The caller ID display can only be suppressed for a subsequent call and the setting is not saved if the number is redialed → Page 35.

Open the menu → Page 18.

Select and confirm the option shown.

Confirm the option shown. You hear the dial tone.

Enter the phone number of the user. If the called party answers the call, your phone number will not be displayed.



Locking the telephone to prevent unauthorized use

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

Prerequisite: You have received a corresponding code number from your administrator.

Locking the phone

Open the menu → Page 18.

Select and confirm the option shown.

Select and confirm the option shown.

Enter the code number.

If your entry is correct, "Carried out" is displayed.



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

Unlocking the phone again

Open the menu → Page 18.

Select and confirm the option shown.

Select and confirm the option shown.

Enter the code number.

If your entry is correct, "Carried out" is displayed.



Voice encryption

Displaying the status in idle mode

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

Open the idle menu → Page 15.

Select and confirm the option shown.

The status display for the defined security mode is displayed.

A call is only encrypted if the counterparty likewise supports encryption.

Calls are always encrypted.



If the entry "Voice encryption?" does not appear in the idle menu, the function is not activated.

Displaying the status in call mode

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

Select the option shown.

The call is secure.

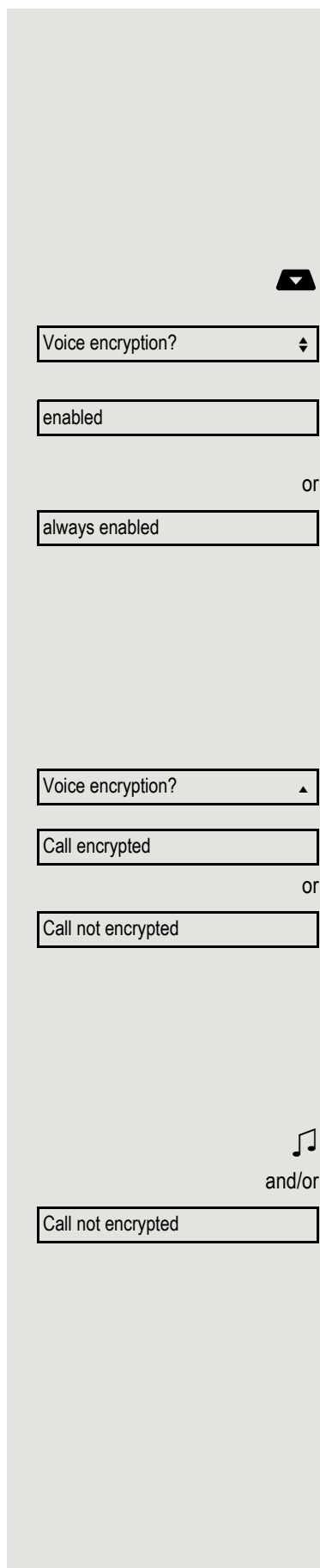
The call is not secure.

Notes on voice encryption


Your administrator can define in the communication system whether and how you are notified of unencrypted calls.

Warning tone

This message appears on the display.



Identifying anonymous callers (trace call)


 This function must be configured by your administrator.

You can identify malicious external callers. You can record the caller's phone number during a call or for up to 30 seconds after a call. You should not hang up in the process.

Open the menu → Page 18.

Select and confirm the option shown.

Select and confirm the option shown.

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

DLS Security Pin

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

User password

Your User password protects your individual configurations.

The administrator may have configured the following settings:

- The password is deactivated: You do not have the option of configuring user settings. The message "Password is disabled" is displayed.
- The password is temporarily locked: You do not have the option of configuring 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 (x days left)" will alert you to this at the appropriate time. The message "Password has expired" appears when the validity period is over. 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 what and how many characters can or must be used in the password.

More features

Call tracing?

Changing 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.



The User password can be modified via the Web interface → Page 107.

Testing the phone

Testing functionality

You can test and determine your phone's functionality.

- Are all key LEDs working?
- Is the display working?
- Do all keys work?
- Are the loudspeaker, handset, ring volume, ring tone, alert tone and speakerphone mode functioning correctly?

The following may also be checked by the administrator:

- Device ID of the phone
- OpenScape Desk Phone CP100 software version
- Line power level

Prerequisite: The phone is in idle mode → Page 15.



Open the menu → Page 18.

Phone test?



Select and confirm the option shown.

Select the required test function and confirm. Follow the additional user prompts on the display.




Press the key shown.

Web interface (WBM)

General

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

Launching the web interface

 Ask your Administrator about the IP address, the web interface address and how to connect the telephone to the network.

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


https://[IP address of the phone]

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

or

https://[Name of the phone]

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

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

You will be prompted to configure a user password → page 105 the first time you call up the web interface. You must log in with this password the next time you want to open the User settings.

Administrator Settings

This area lets you configure settings for administering your phone and the network environment. Access to the Administrator Settings 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 13

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

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

Button functions

- "Login": Log in to the phone after you have entered the user password
- "Submit": Apply changes
- "Reset": Reset original values
- "Logout": Log out from the phone

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.

User menu

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

User login

Password → page 105

- Old password
- User password
- Confirm password

Ringer

- Local ringers
 - Call type
 - Internal
 - Ringer file
 - Ringer melody
 - Ringer sequence
 - External
 - Ringer
 - Pattern melody
 - Ringer sequence
 - Buzz
 - Ringer
 - Sample tone
 - Ringer sequence
 - Alert tone 1
 - Ringer
 - Sample tone
 - Ringer sequence
 - Single alert
 - Ringer
 - Sample tone
 - Ringer sequence
 - Multiple alert
 - Ringer
 - Sample tone
 - Ringer sequence
 - Special 1
 - Ringer
 - Sample tone
 - Ringer sequence
 - Special 2
 - Ringer
 - Sample tone
 - Ringer sequence
 - Special 3
 - Ringer
 - Sample tone
 - Ringer sequence
 - Attention
 - Ringer file
 - Ringer melody
 - Ringer sequence
 - Unspecified

- Ringer
 - Sample tone
 - Ringer sequence
- US DSN-Precedence
 - Ringer
 - Sample tone
 - Ringer sequence
- US DSN-Routine
 - Ringer
 - Sample tone
 - Ringer sequence
- Emergency call
 - Ringer
 - Sample tone
 - Ringer sequence
- Ringer mode
 - HiPath
 - Local ringer

Audio → page 21

- Settings
 - Ringer file
 - Room character
 - Headset socket

Configuration

- Outgoing calls
 - Block dialing
- Forwarding → page 45
 - Forwarding favorites
 - Include answered elsewhere
 - Favourites / recently used
- Busy
 - Direct destination
 - No reply ☐
 - Favourites / recently used
 - Direct destination
- Fixed forwarding allowed ☐
 - Favourites / recently used
 - Direct destination
- Forward internal calls allowed ☐
 - Favourites / recently used
 - Direct destination
- Forward external calls allowed ☐
 - Favourites / recently used
 - Direct destination
- Forward busy/no answer calls allowed ☐
 - Favourites / recently used
 - Direct destination
- Connected calls
 - Insecure call alert
- Bluetooth
 - Configuration
 - Active
 - Bluetooth address
 - Phone name

- Beacon
 - Mode
 - URI
 - UUID
 - Major
 - Minor
 - Interval (ms)
- UC login information
 - UC username
 - UC password
- Microsoft[®] Exchange
 - Server
 - Benutzername
 - Passwort
 - Folder to sync (optional)
- OpenScape UC

Phone

- Display → page 21
 - Brightness
 - Key mod. contrast
 - Key module brightness
- Idle screen
 - Enabled
 - Monitor type
 - Idle time (mins)
 - Picture time (secs)
- Energy saving
 - Activate after:
 - Lighting reduced
 - Backlight off

Fixing problems

Responding to error messages

Not possible

Possible causes:

Station number is incorrect.

Possible reactions:

Enter correct station number.

Possible causes:

Locked function selected.

Possible reactions:

Apply to the Administrator for authorization for relevant function.

Currently not Possible

Possible causes:

Dialed a non-existent station number. Called phone is unplugged.

Possible reactions:

Enter correct station number. Call this station again later.

Not possible

Possible causes:

Dialed your own station number.

Possible reactions:

Enter correct station number.

Troubleshooting

Pressed key does not respond:

Check if the key is stuck.

Telephone does not ring:

Check whether the "Do not disturb" function is activated on your telephone (→ Page 101). If so, deactivate it.

You cannot dial an external number:

Check whether your telephone is locked.
If the phone is locked, enter your PIN to unlock it → Page 103.

To correct any other problems:

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

Labeling keys

You can use your computer to label the keys on the OpenScape Desk Phone CP100 online with the functions or numbers assigned to them:

You can find the online labeling tool with the user interface at <http://wiki.unify.com/wiki/KLT>.

Select the appropriate key labeling tool in your language. You can use the tool online via the browser or you can download it for local use.

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