Unify OpenScape Desk Phone CP400T

OpenScape 4000

User & Administator Guide
09/2024

⋈ Mitel®

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Important Notes

⚠	For safety reasons, the telephone should only be supplied with power: • using the original power supply unit. Part number: L30250-F600-C14x (x: 1=EU, 2=US, 3=UK)
⚠	Never open the telephone or a key module. Should you encounter any problems, contact the responsible administrator.
⚠	Use only original accessories. The use of other accessories is hazardous and will render the warranty, extended manufacturer's liability, and the CE and other markings invalid.

Symbols

CE	The device conforms with 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/.
🗑	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 or the phone line. 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 may lead to malfunctions or damage the device.
- Do not use substances such as alcohol, chemicals, solvents, or scouring agents, as these substances may 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/.

Installation location information

- The telephone is designed for operation in a protected environment within a temperature range of 5 °C to 40 °C.
- To ensure good speakerphone quality, the area in front of the microphone (front right) should be kept clear. The optimum speakerphone distance is 50 cm.
- Do not install the telephone in a room where large quantities of dust accumulate; this can considerably reduce the service life of the telephone.
- Do not expose the telephone to direct sunlight or any other source of heat. This is liable to damage the electronic components and the casing.
- Do not install the telephone in bathrooms or shower rooms.

Making calls via multiple lines 83

Making calls in the team/executive/secretary configuration. . . 95

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Testing the phone 102

Special parallel call (ONS) functions 104

Fixing problems 105

Repair and recycling concept, extending performance capability 107

Key terms. 110

General information

About this manual

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

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

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

This User & Administartor Guide is intended to help you familiarize yourself with the OpenScape Desk Phone CP400T and all of its functions. It contains important information on the safe and proper operation of the OpenScape Desk Phone CP400T. These instructions should be strictly complied with to avoid operating errors and ensure optimum use of your multifunctional telephone in the network.

This User & Administartor Guide should be read and followed by every person (simple user or administrator) installing, operating or programming the OpenScape Desk Phone CP400T.

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

These operating instructions are designed to be simple and easy to understand. providing clear step-by-step instructions for operating the OpenScape Desk Phone CP400T.

The Quick Reference Guide contains quick and reliable explanations of frequently used functions.

Service

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

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

Intended use

The OpenScape Desk Phone has been developed as a device for speech transmission and should be placed on the desk. Any other use is regarded as unauthorized.

Telephone type

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

Speakerphone quality and display legibility

- To ensure good speakerphone quality, the area in front of the telephone (front right) should be kept clear.
  The optimum handsfree distance is approx. 50 cm (20 in.).
- 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 100.

Single-line telephone/multi-line telephone

Your OpenScape Desk Phone CP400T is a "multi-line telephone". This means that your service personnel can configure multiple lines on your phone, which is not the case with single-line phones. Each line is assigned an individual phone number which you can use to make and receive calls.

The programmable keys function as line keys on multi-line phones → page 83.

When using a multi-line phone to make and receive calls, certain particulars must be taken into account → page 85.

The executive-secretary configuration is a special case. This is a multi-line telephone with special features (e.g., "Call transfer" and "Accept call"), configured especially for executive/secretary use → page 85.

Executive-secretary functions

The executive-secretary configuration is a special case. This is a multi-line telephone with special features (e.g. "Call transfer to exec", "Pickup", and "Alt. Answer"), configured especially for executive-secretary use → page 95.

Getting to know your OpenScape Desk Phone CP400T

Assembling and Installing the Phone

Shipment

- Telephone
- Telephone foot
- Handset
- Handset cable
- Subpackage:
  - Document "Installation and Quick Reference Guide"

▌▶ Please pay attention to the notes on power supply on Section , "Power supply".

Connecting the Phone

OpenScape Desk Phone CP400T:
- Insert the $U_{P0/E}$ cable into the jack ⏣ on the base of the telephone.

OpenScape Desk Phone CP400T:

If applicable, connect the following optional jacks:
  - ⌒ Headset (accessory)
  - ▥ Add-on device (Key Module)
  - ⟻ USB secondary for connection to PC

▌▶ Do not connect a USB hub to the phone's USB port, as this may lead to stability problems.

Assembly

1. Handset: Insert the plug on the long end of the handset cable into the jack ➥ on the base of the telephone and press the cable into the groove provided for it. Next, insert the plug on the short end of the handset cable into the jack on the handset.

OpenScape Desk Phone CP400T user interface

1	You can make and receive calls as normal using the **handset**.
2	The **graphic display** permits intuitive operation of the phone → page 22.
3	Use the **Menu** key to open the Program/Service menu.
4	Use the **navigator** to navigate conveniently through the applications on your telephone → page 18.
5	You can use the Softkeys to activate a function or open a menu → page 17.
6	The audio keys are provided to allow you to optimally configure the audio features on your telephone → page 17.
7	Incoming calls and new voice messages are visually signaled via the Notification LED → page 21.
8	The **dial pad** can be used to enter phone numbers and write text → page 20.
9	Use the Call Forwarding key to open a menu, for example, in order to set up the variable call forwarding → page 26.
10	Free programmable keys for functions and selected dialing. Three of them are preassigned with functions (Position 1: New message, Position 2: Redial, Position 16: Release).

Ports on the underside of the phone
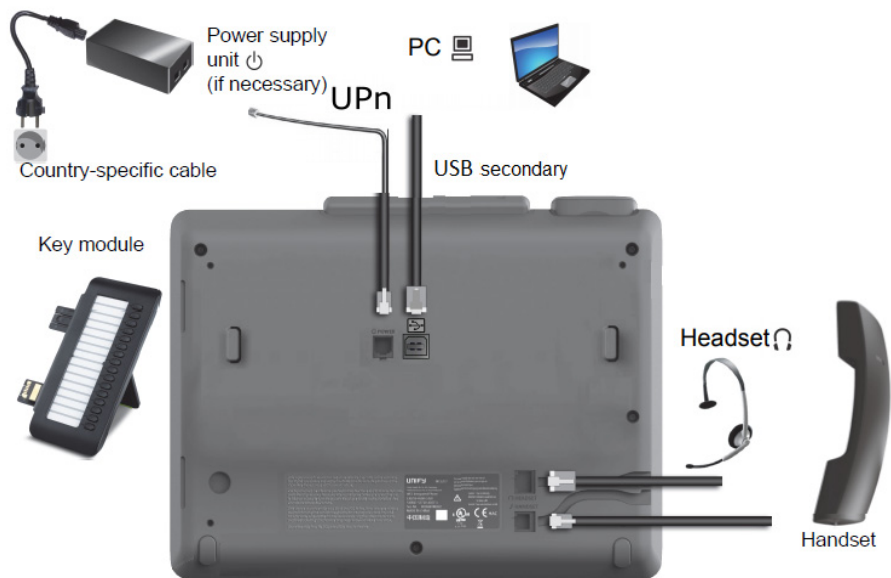
Properties of your OpenScape Desk Phone CP400T

Display type	Grayscales Display 240*120 Pixel
Illuminated display	✓
Full-duplex speakerphone function	✓
Headset	✓
USB secondary	✓
notification LED (red/green/orange)	✓
OpenScape Key Module 400 Optional	✓

Key Module

OpenScape Key Module 400

The OpenScape Key Module 400 is a key module attached to the side of the phone that provides an additional 16 additional illuminated keys in two levels.
These keys can be programmed and used according to your needs → page 19

OpenScape Key Module 400 is shown in the picture above. You can attach up to 2 additional OpenScape Key Module 400. If you want to attach a second key module, an external power supply is needed.

Power supply

Depending on the phone type and amount of key modules, an external power unit may be required. You can attach up to two key modules to OpenScape Desk Phone CP400T. If you want to attach a second key module, an external power supply is required. Please ensure to use the appropriate plug-in power supply.

> The order no. for the plug-in power supply is region specific:
> EU: L30250-F600-C141
> UK: L30250-F600-C142
> US: L30250-F600-C143

Keys and controls

Softkeys

Key	Function when key is pressed
⬤▬	Activates the function of the left display option or opens another menu.

Audio controls

Audio keys

Key	Function when key is pressed
🔊 / 🔊	Activate/deactivate the loudspeaker → page 38.
🎧 / 🎧	Activate/deactivate the headset → page 37.
🎤 / 🎤	Activate/deactivate microphone (also for speakerphone mode) → page 38.

Volume

Use the controls to adjust the properties of your phone, e.g. the volume.

Mode keys

You can switch to the relevant application using these keys.

Key	Function when key is pressed
☰	Access Program/Service menu → page 25.
↪	Call forwarding→ page 26.

Navigator

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

Operation	Functions when key is pressed
Press the ⬇ key.	In menu: • Go down one level
Press the ⬆ key.	In lists and menus: • One level back In input fields: • Delete character to the left of the cursor
Press the ⬇ key.	In lists and menus: • Scroll down
Press the ⬆ key.	In lists and menus: • Scroll up
Press the OK key.	Execute an action for the selected entry.

Programmable keys

Your OpenScape Desk Phone CP400T has sixteen programmable keys. You can assign functions and phone numbers to them on two levels. Three of them are preassigned with functions by the system (Position 1: New message, Position 2: Redial, Position 16: Release), but the user can program them in a different way if it is requested.

There are also four keys next to the display (Softkeys) which are preassigned by the system and cannot be programmed by the user.

> Increase the number of programmable function keys by connecting a key module
> → page 16.

Depending on how they are programmed, you can use the keys as:
- Function keys → page 69
- Redial keys → page 70

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

> OpenScape Desk Phone CP400T and OpenScape Key Module 400 are delivered with label strips. You can print additional label strips using the Labeling tool available on the internet: https://wiki.unify.com/klt/en_V8.0/device1.htm
>
> The configuration of direct station selection keys must be activated by your administrator.
>
> 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 95
>
> External phone numbers and internal numbers without LED display can also be saved in the second level → page 70.

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

Long press the key to view, change or delete the programmed function assigned to it → page 69.

> In case you long press a key that has no function assigned to it, a message 'Nothing stored' is displayed.

When you program a function, it is recommended to write its name to the according place of the label sheet provided in order to remember it.

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

Meaning of LED displays on function keys and DSS keys

LED		Meaning of function key	Meaning of DSS key
⬤	Off	The function is deactivated.	The line is free.
⬤	Flashing[1]	Indicates the function status.	Station is being called.
⬤	On	The function is activated.	Station is busy.

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

Dial pad

In cases where text input is possible, you can use the dial pad to input text, punctuation and special characters in addition to the digits 0 to 9 and the hash and asterisk symbols. To do this, press the numerical keys repeatedly.

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

Alphabetic labeling of dial keys is useful when entering vanity numbers (letters associated with the phone number's digits as indicated on the telephone spell a name; e.g. 0700 - PATTERN = 0700 - 7288376).

Multi-function keys

Function	**✱☎**	**#Abc 123**
Long press (key held down)	Turn ringtone on/off → page 102.	Turn phone lock on/off → page 75.
Text input	Next letter in upper case.	Delete character.

Character overview (depends on the current language setting)

Key	1x	2x	3x	4x	5x
1 ∞	1	1			
2 ABC	a	b	c	2	
3 DEF	d	e	f	3	
4 GHI	g	h	i	4	
5 JKL	j	k	l	5	
6 MNO	m	n	o	6	
7 PQRS	p	q	r	s	7
8 TUV	t	u	v	8	
9 WXYZ	w	x	y	z	9
0 +	+	.	-	0	
✱☎	2				
#Abc 123	3				

1   Space
2   Next letter in upper case
3   Delete character

Notification LED

When the OpenScape Desk Phone CP400T is idle (on-hook), the Notification LED state and color depends on the state of the Mailbox/Call log LED (see table below). Call log key must be configured on the phone to have the following functionality.

Maibox LED	Call log LED	Notification LED
ON	ON	ON - flashing red light
ON	OFF	ON - flashing red light
OFF	ON	ON - solid red light
OFF	OFF	OFF

When the OpenScape Desk Phone CP400T is not idle, the Notification LED shows a:

- Solid green light if the phone is off-hook, dialing, calling, ringing (outgoing) or connected.
- Flashing green light if there is an incoming call.
- Solid amber light if there is a call on hold.
- Flashing amber light in case of recall.

Operating your OpenScape Desk Phone CP400T

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

Navigating in menus

Activating an application

You can use the mode keys → page 17 to navigate to the main menu or to activate Call forwarding.

Browsing lists

You can use the navigator keys to scroll through entries and confirm the functions you want → page 18.

Opening context menus

If the arrow ➜ appears beside a selected entry, a context menu is available for this entry. Use the navigator keys to scroll through entries.

Display

Your OpenScape Desk Phone CP400T is equipped with a grey scale display → page 15.

Idle mode

If there are no calls taking place or settings being made, your OpenScape Desk Phone CP400T is in idle mode. The time, day of the week, and date as well as the subscriber's own phone number are displayed on the phone's screen. The right area of the screen shows the labels of Softkeys which is the starting point for the entire idle menu as shown in the screenshot below.
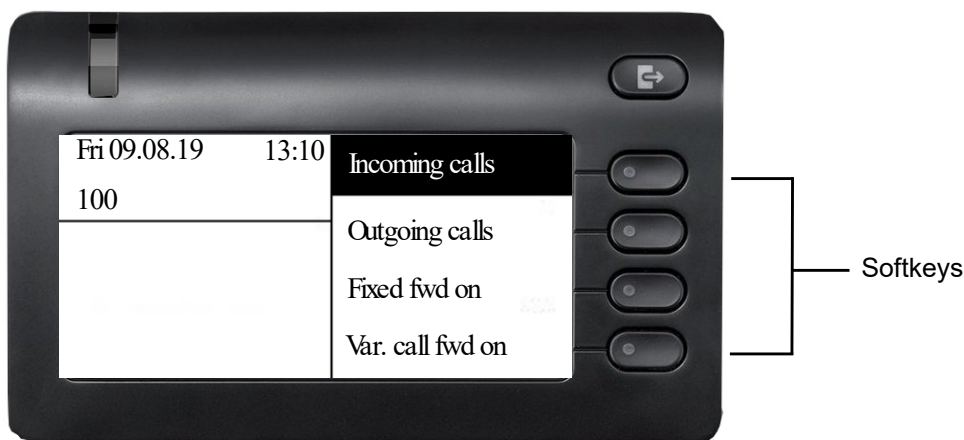
You can call up various functions here. It includes selected functions from the Program/Service menu → page 25.

Idle menu

The idle menu may contain the following entries:

- Local mailbox[1]
- Unanswered call[1]
- Incoming calls
- Outgoing calls
- Fixed fwd on[2]
- Var. call fwd on[2]
- List Callbacks[3]
- Direct pickup
- Do not disturb
- VoiceEncryption

A logo is displayed in the middle; it can be set up by your service personnel.
Icons that appear on the top left of the phone screen inform you about callback requests, voice messages, and activated call forwarding.

---

1. This appears as an option if entries are available.
2. This appears as an option if fixed or variable call forwarding is deactivated.
3. This appears as an option if a callback is saved.

Explanation of the icons

Icon	Meaning
🔕	The ringer is deactivated → page 102
⊖	The "Do not disturb" function is activated → page 76
⌐O	The phone lock is activated → page 75
⌷	You received new voice messages → page 32
⟩⊢	You received new messages → page 31
⮌	Call forwarding is active→ page 26

Main menu

With the menu key ⬛, you can access your communications system's service menu or make telephony-related settings.The main menu can do much more, as can be seen from the screenshot. As the name suggests, it is the starting point for the entire menu tree.

Program/Service menu

Accessing the menu

There are two ways to open the Program/Service menu on your communication system:

1. Press the menu key 🆎 and confirm the selected entry "Program/Service" with the ᴼᴷ key or select the corresponding Softkey ⬤ .

2. In idle mode, press #ᴬᵇᶜ₁₂₃ or *▲ and the code for the function you want.

The menu structure comprises several levels. Currently selected item/function is displayed on the left side of the screen while options for this are listed as menu items on the right side of the screen. An arrow next to an entry indicates additional options for this entry.

🆎 Menu	⟶	Program/Service	⟶	Destinations
		Block Dialing Off		Feature Settings
		Call Pop up		Key function
		Audio Accessories		PIN / COS
				Reminder
				More features
				Phone test
				Cancel
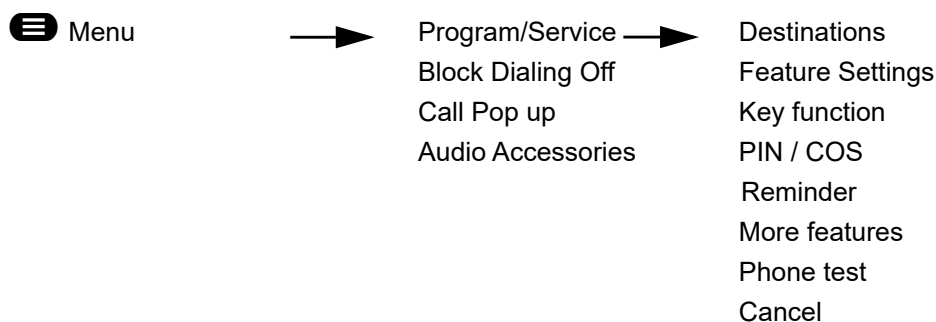
Call forwarding menu

Example of 'Call forwarding' menu:

Call forwarding Key

Variable call forw. off	Next forwarding t..
	Enter destination..
	Return
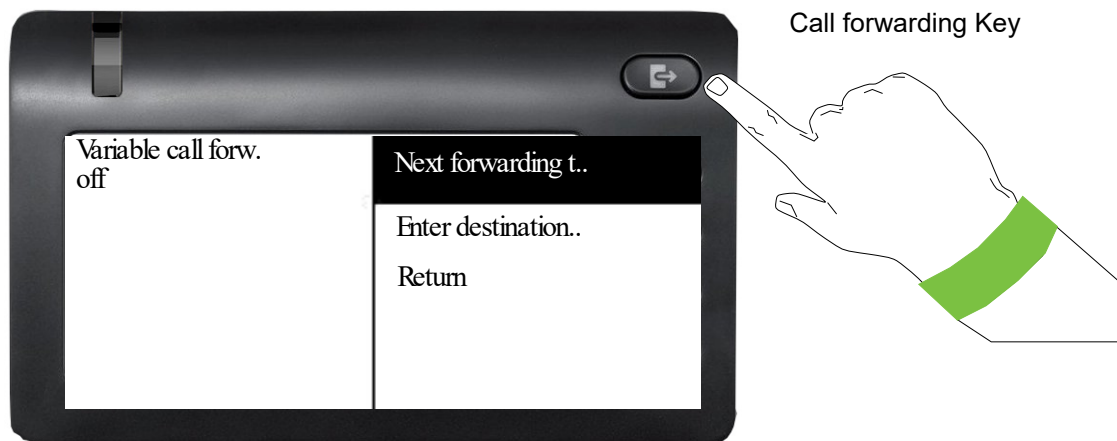
Accessing the menu

Press the menu key 🔲 and confirm the selected entry "Program/Service" with the 🆗 key or select the corresponding Softkey 🔘. Then:

1. Select "Destinations" and "Call Forwarding" with the 🆗 key or by pressing the corresponding Softkey 🔘.

or

2. Press the Call Forwarding 🔳 key above the Softkeys.

Keep pressing the "Next forwarding type" Softkey or the Call Forwarding 🔳 key to navigate through the call forwarding types.

You can see call forwarding configuration on→ page 44.

Telephony interface

Telephony view

Incoming call

Your phone rings and the Notification LED flashes green.

Notification LED flashes

⌂ 100

Pop up window with caller ID for incoming call
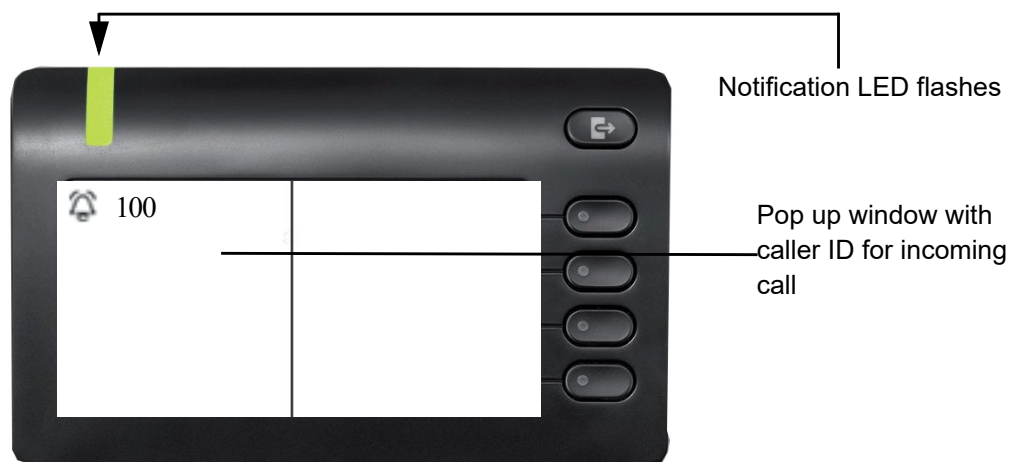
Outgoing call

Notification LED lights permanently

100   ⌂

Callback

SNR

Dial again

Direct Pickup

Select a function using the Softkey

Detailed descriptions of the various functions can be found in the sections "Making calls – basic functions" → page 39 and "Making calls – enhanced phone functions" → page 53.

Telephony dialogs

Connection-dependent conditions and situations, e.g. when your telephone rings, when dialing a number, or during a call, are depicted graphically on the display.

Situation-dependent functions that automatically appear on the display can be selected and activated with the 5-way navigator → page 18.

▌▌▌⬛➤ The scope and type of functions that may be offered automatically varies.

When an arrow appears to the right of a selected entry, then another menu level is available, which you can select with the **OK** , or the corresponding Softkey ⬤▬ , or the ◆ key → page 18.

Appearance during dialing

Example: You have deactivated "Block dialing" → page 34, have lifted the handset, or pressed the speaker key.

Date and time

Fri 09.08.19   13:10

Please dial

Appearance during block dialing

Example: You have activated "Block Dialing" → page 34 and you are entering a number.

Date and time

Fri 09.08.19   13:10
Block Dialing On

Dial

Select the Softkey to call the dialed phone number

Cancel

Select the Softkey to cancel the entry

10

Digits already entered
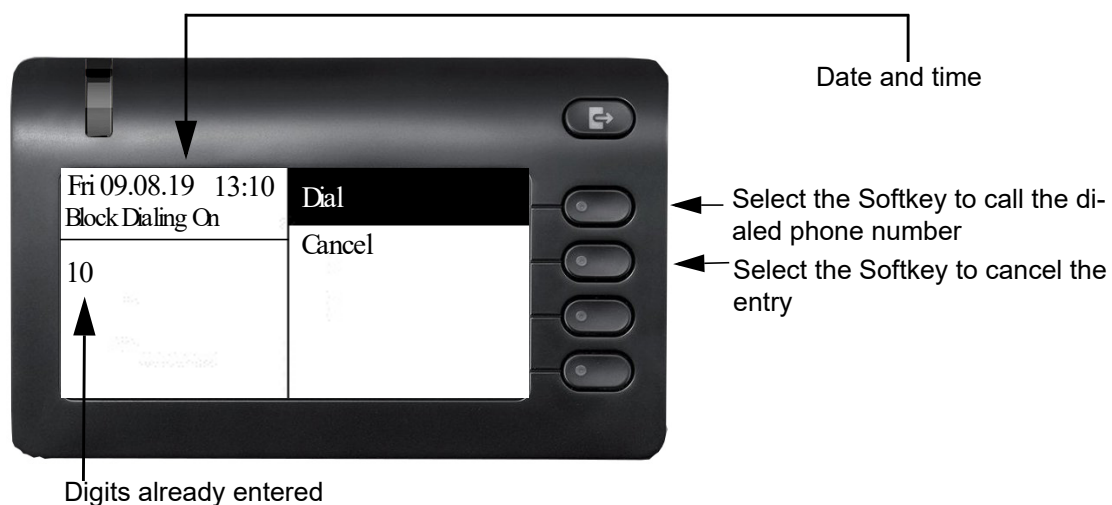
Appearance during an ongoing call

Example: You are connected with a caller.

Call duration

100   13:10

Consultation

Select a function using the Softkey.

Start transfer

Scroll bar shows that more options are available:

Start conf.

Direct pickup

SNR

Direct call park

VoiceEncryption

Current connection
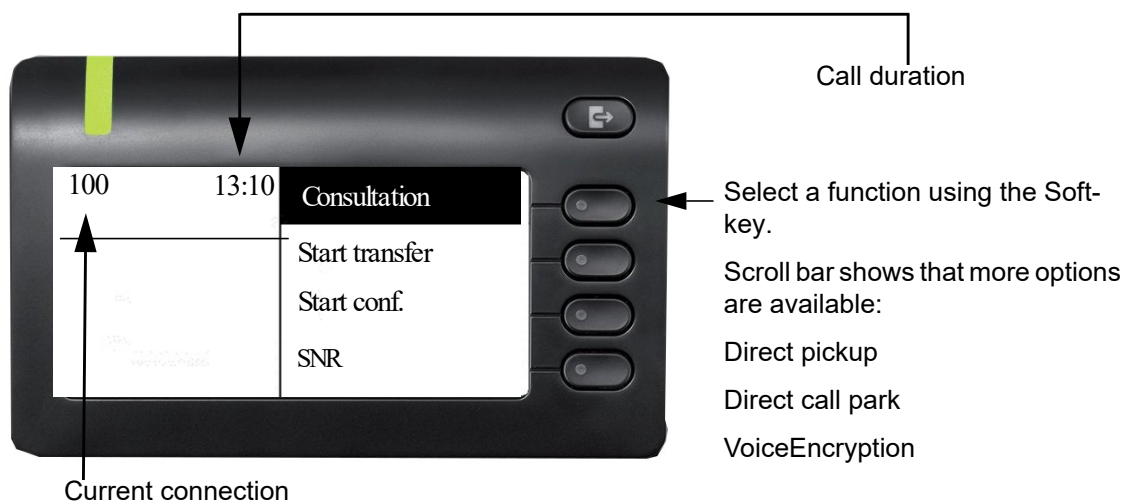
Appearance during an outgoing call that is not answered

Example: You are calling another person, the phone rings, but your call is not being answered.

The call number you have dialed

Select a function using the Softkey
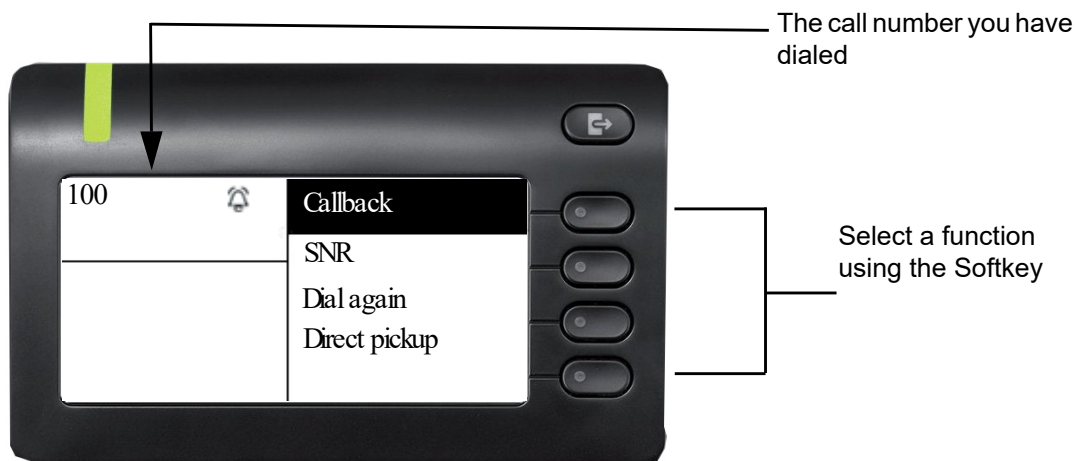
Icons in call state

Icon	Meaning
▬	The call is active
⌐╎⌐	The call has been disconnected
⌐	Your call partner has placed the call on hold
⊣⊢	You have placed the call on hold (e.g. consultation hold)

Mailbox

Depending on the type and configuration of your communications platform (contact your administrator), you can use the mailbox key to access received callback requests and messages from services such as HiPath Xpressions. The following messages are saved:

• Callback requests
• Voicemail

Messages (callback requests)

New messages, or messages that have not yet been processed are signaled as follows:

• The key LED lights up ▣.
• In idle mode (→ page 22), the display shows the symbol ↺ and the number of new messages.
• When the handset is lifted or the speaker key is pressed, you hear an acoustic announcement (announcement text).

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

Accessing the menu: Press the softkey in idle menu to select the Local mailbox. The newest entry is displayed:

Example:

Caller ID

Type of message

Possible functions

Time and date
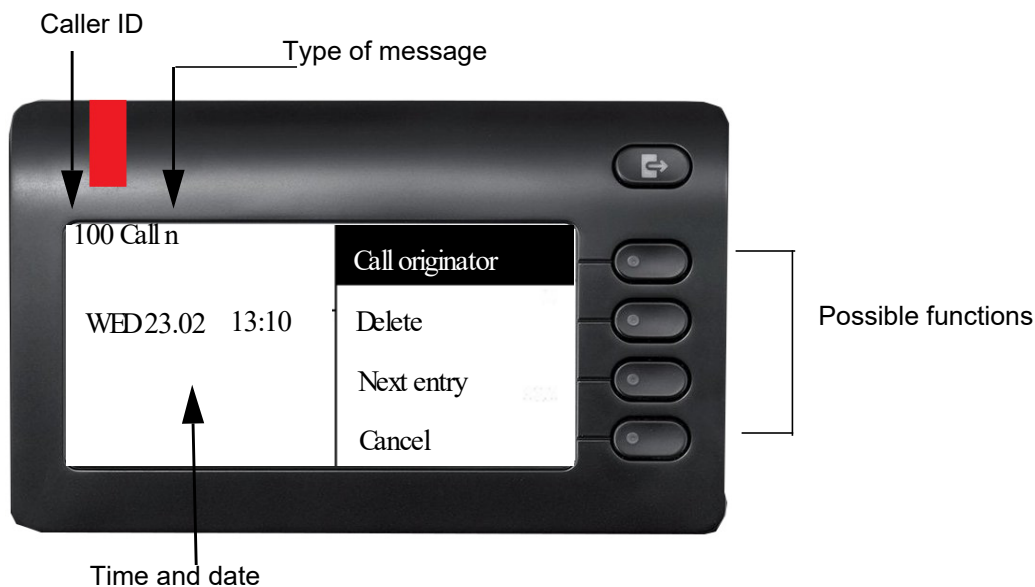
Voicemail

Press the mailbox key ⌷✉⌷.
If your system is appropriately configured, you can call the voice mailbox directly and immediately play back the stored messages.

> New voicemails that have not been played back fully cannot be deleted. To mark a message as "played back", jump with **6 MNO** **6 MNO** to the end of the message.

Call log

Calls to your phone and numbers dialed from your phone are recorded chronologically in the call log, sorted, and divided into the following lists:

• Unanswered calls
• Incoming calls
• Outgoing calls

Your phone saves the last 5 unanswered calls, the last 10 outgoing calls, and the last 20 incoming calls in chronological order. Each call is assigned a time stamp. The most recent entry in the list that has not yet been retrieved is displayed first. In the case of calls from the same caller, only the time stamp is updated.

Every list that contains at least one entry is automatically offered → page 22 in the idle menu → page 55.

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

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

Example: Press the Softkey to select Unanswered calls, select an entry in the list and press OK.

Caller ID

Telephone status, date

100

Output — ◄ Call the displayed party

Connected 23.02
11:26

Next call — ◄ Show the next entry

Delete — ◄ Delete the entry

Return — ◄ Back to the list overview
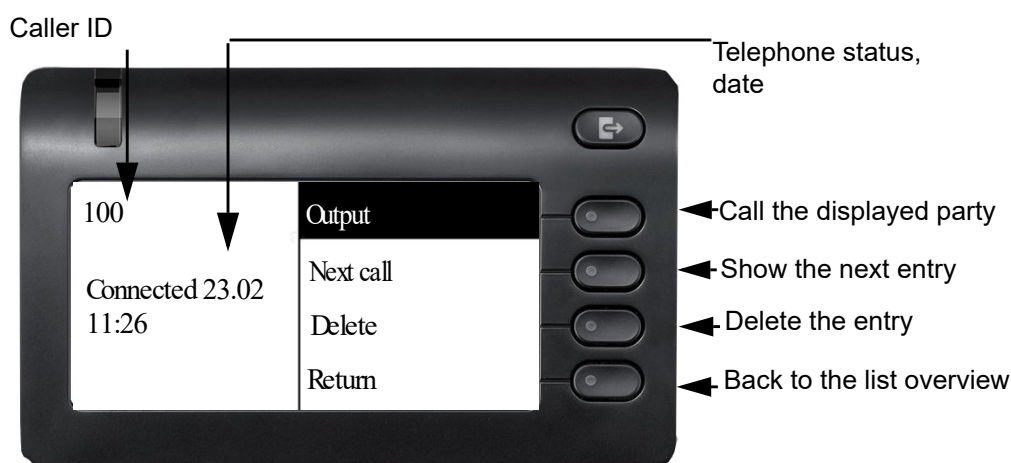
▥▶ For a description of how to edit the caller list → page 55.

▥▶ On a multi-line telephone, the call log is only saved for the primary line.

Block Dialing

Block dialing allows you to edit the dialed number before engaging the line.

Activate the function "Block Dialing" to use block dialing on your OpenScape Desk Phone CP400T.

Activating/deactivating block dialing

Press the ▤ menu key, select "Block Dialing On" or "Block Dialing Off" using the 5-way navigation key and confirm with ⊙ .

Alternatively, select the corresponding Softkey ⬤ .

Example: "Block Dialing" menu view.

Current status
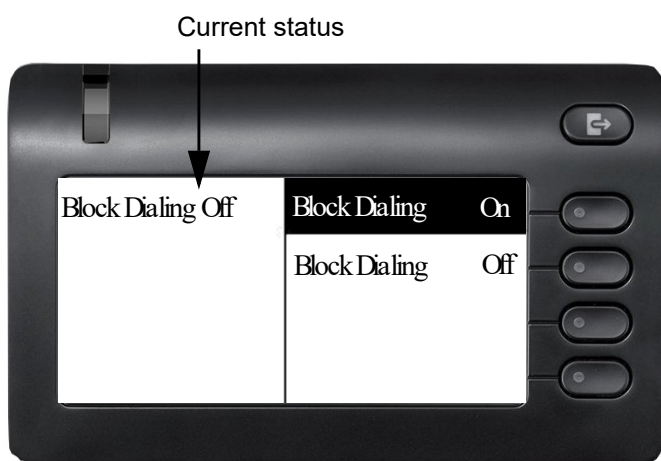
An example of the display during block dialing is on → page 29.
For a description of block dialing, see → page 39.

Call pop-up

Activate the function "Call pop up" so that if you are on a call you are notified on the display by a popup about a second incoming call.

Activating/deactivating call pop up

Prerequisite: "Camp-on" must be activated → page 61.

Press the ▤ menu key, select "Call Pop Up On" or "Call Pop Up Off" using navigator and confirm with OK , or select the corresponding Softkey ⬮.

Showing and processing a second call

Example: second call when call pop-up is on.

Information about current call

Pop up window with caller ID for incoming call
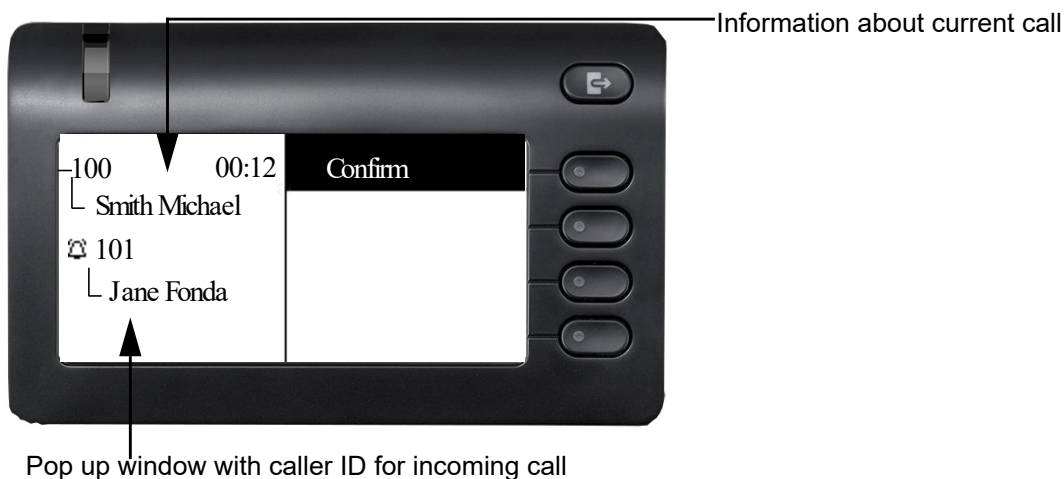
1. While talking to the first party confirm the entry "Confirm" using the OK key or by pressing the Softkey.
2. From the menu that appears, select an action for dealing with the second party:
   – Answer camp-on→ page 42
   – Consultation → page 42
   – Start transfer → page 43
   – Start conf. → page 49
   – SNR → page 41
   – Rel. and return→ page 42
   – Direct call park→ page 64
   – Voice Encryption

Audio accessories

Press the ⬛ menu key . Navigate using the 5-way navigator and select entry **Audio accesso-ries**. Set the following options accordingly:

• "Cordless headset   Off" or
• "Cordless headset   On" or
• "Conf. unit   Off" or
• "Conf. unit   On"

Basic functions

> Please read the introductory chapter "Getting to know your OpenScape Desk Phone CP400T" → page 13 carefully before performing any of the steps described here on your phone.

Answering a call

Your OpenScape Desk Phone CP400T phone rings with the tone signal set when an incoming call is received. The call is also visually signaled on the call display.

> An incoming call will cancel any ongoing telephone setting operations. The phone automatically returns to idle menu as soon as the call ends.

Answering a call via the handset

The phone is ringing. The caller appears on the screen.

Lift the handset.

if nec. Set the call volume.
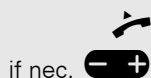
Answering a call via the loudspeaker (speakerphone mode)

The phone is ringing. The caller appears on the screen.

Press the key shown. The key LED lights up.

The speakerphone function is activated.

if nec. Set the call volume.
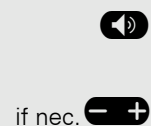
Suggestions for using speakerphone mode
- Tell the other party that you are using speakerphone mode.
- The speakerphone works bests at a low receiving volume.
- The ideal distance between the user and the telephone set in speakerphone mode is about 50 cm (approx. 20 inches).

Ending a call on speakerphone

Press the key shown. The LED goes out.

Answering a call via the headset

Prerequisite: A headset is connected.

The phone rings. The 🎧 key flashes.

Press the key shown.

if nec. Set the call volume.
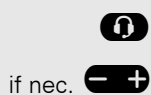
Switching to speakerphone mode

You can switch to speakerphone mode so that 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 call.

if nec. Set the call volume.

U.S. mode

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

Press the key shown.

Replace the handset. Proceed with your call.

if nec. Set the call volume.

Switching to the handset

Prerequisite: You are engaged in a call in speakerphone mode.

Lift the handset.

The LED key goes out.

Proceed with your call.

Open listening

People present in the room can silently monitor your call.

Prerequisite: You are conducting a call via the handset.

Activating

Press they key shown.

Deactivating

Press the lit key.

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 hands-free microphone. You can also switch on the handsfree microphone to answer an announcement via the telephone speaker (speaker call, → page 54).

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

Press the key shown. The LED lights red. The microphone of the device is off.

or

Press the lit key. The LED goes out. The microphone of the device is on.
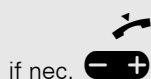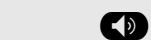
Making Calls

Off-hook dialing

➤ Lift the handset.

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

The connection is established as soon as your input is complete.

The called party does not answer or is busy

➤ Replace the handset.

On-hook dialing

Start dialing without lifting the handset or selecting the headset or the speaker button.

On-hook dialing with 'Block Dialing Off'

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

The connection is established as soon as your input is complete.

On-hook dialing with 'Block Dialing On'

Prerequisite: You have activated Block Dialing➔ page 34

Block dialing allows you to edit the dialed number before making the call.

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

◆ If necessary, press the key shown to delete the digits dialed so far and correct the input.

Dial

Select by pressing the Softkey or **OK** .

➤ Lift the handset.

or On-hook dialing: Speakerphone mode.

or, if you want to cancel:

Cancel

Select by pressing the Softkey or **OK** .

⟹ In case you don't edit the dialed number or make any other selection, the phone call starts automatically after a few seconds.

The other party answers with speaker

➤ Lift the handset.

or On-hook dialing: Speakerphone mode.

The called party does not answer or is busy

🔊 Press the key shown. The LED goes out.

or

Press the Softkey to arrange a callback.

Callback	

Dialing with connected headset

Prerequisite: The headset is connected.

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

🎧 The headset key lights up.

The connection is established as soon as your input is complete.

Dialing with DDS keys

Prerequisite: You have configured a function key as a redial key → page 70.

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

📞 Lift the handset.

or

🔊 Press the key shown.

> You can press the DDS key during a call and automatically initiate a Consultation call→ page 42.

Calling back a missed call

Contacts who have tried to reach you are identified accordingly in the **Unanswered calls** list and appear at the top of the list.

Unanswered calls	➜

Select using the Softkey.

The caller ID of the last unanswered call is shown on the screen. Select the contact using the Softkey.

Daniel Bernoulli	➜

Output	➜

Select using the Softkey.

Saving phone numbers for redial

⫸ This phone number is saved under the idle menu entry "Saved number re-dial", and overwrites previously saved phone numbers. Dial the saved phone number from the idle menu → page 23.

Saving the current phone number

Prerequisite: Prerequisite: You are conducting a call. The other party's phone number is displayed.

SNR

Confirm the option shown.

Saving any phone number

Prerequisite: Your phone is in idle mode → page 23.

▤ Open the Program/Service menu → page 25.

Destinations

Confirm the option shown.

Saved number redi..

Select and confirm the option shown.

New entry

Confirm the option shown.

▦ Enter the station number.

Save

Confirm the option shown.

Redialing

You can redial a saved number or the last dialed number simply by pressing a key.

Redialing a saved number

▬ Press the key with a saved number.

⤏ Lift the handset.

or

◀)) Press the key shown.

Redialing the last dialed number

Prerequisite: You have configured a last number redial key→ page 69.

▬ Press the key with a saved last number redial.

⤏ Lift the handset.

or

◀)) Press the key shown

Ending a call

☎ Replace the handset.

Calling a second party (Consultation)

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

Prerequisite: You are conducting a call.

Consultation

Select using the Softkey.

or

OK Confirm.

⌨ Enter and confirm the second party's phone number.

Ending a consultation call:

Rel. and return

Select using the Softkey.

or

OK When the Rel. and return option is selected, press the OK button.

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

Switching to the held party (alternating)

Prerequisite: You are conducting a consultation call.
Select using the Softkey.

Toggle

You are switched to the party on hold.

Ending an alternate operation

Rel. and return

Select using the Softkey
The active call is disconnected and the held call is restored

Initiating a three-party Conference

Start conf.

Select using the Softkey.

or

OK When the Start conf. option is selected, confirm.

Transferring a call

If the person you are speaking to wants to talk to one of your colleagues, you can transfer the call.

Transferring with announcement

| Consultation |

Select and confirm the option shown.

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

📞 Replace the handset.

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

Transferring without announcement

| Start transfer |

Select and confirm the option shown.

📟 Enter and confirm the required party's phone number.

📞 Replace the handset.

▌▶ If no call is set up between the other two parties within 40 seconds, you are called again. You are reconnected with the first party.

Call forwarding

Call forwarding allows you to redirect a telephone call to another destination. Please refer to → page 26 for information on how to access the menu and navigate through the call forwarding types.

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

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

Fixed call forwarding (all calls)

If you have programmed a destination for fixed call forwarding, you can activate and deactivate this using the "Call forwarding" key ⮞ (if configured). The programmed forwarding destination remains unchanged until you reprogram or delete it.

Configuring/modifying a fixed forwarding destination

▤ Open the Program/Service menu.

| Destinations |

Select and confirm the option shown.

| Call forwarding |

Confirm the option shown. "Variable call forw." is displayed.

| Next forwarding type |

Confirm the option shown. "Fixed call forw." is displayed.

If you have already programmed call forwarding, the call forwarding destination is displayed.

Select and confirm the option shown.

| Enter destination: |

▦ Enter the destination number.

| Save |

Confirm, when the phone number is complete.

Fixed call forwarding is saved and activated.

⮞ The LED lights up.

Activating fixed call forwarding

Prerequisite: A fixed call forwarding destination is saved.

⮞ Press the forwarding key. The LED lights up.

or

⬇ or ⬆ Open the idle menu.

| Fixed fwd on |

Select and confirm the option shown. The LED lights up.
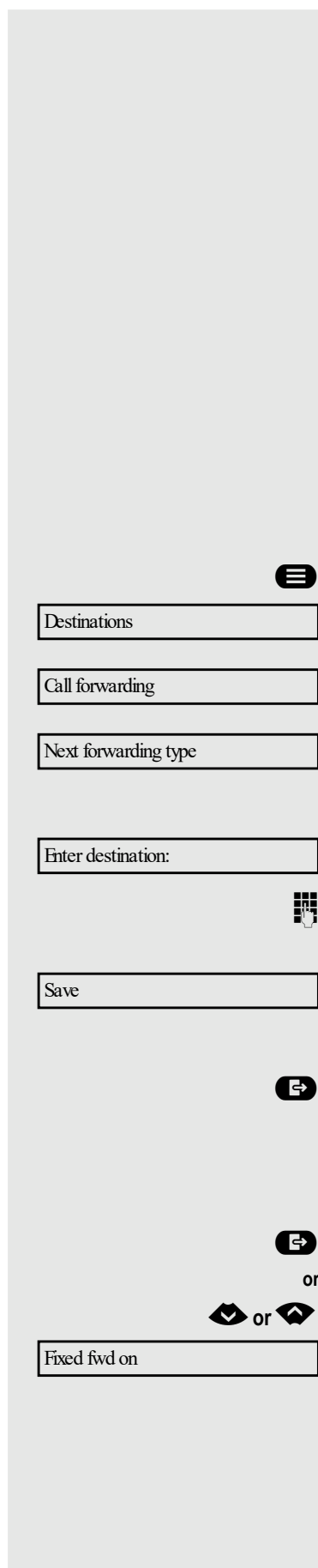
Deactivating fixed call forwarding

☞

or

❤ or ❤

Cal fwd. off.

Press the forwarding key. The LED goes out.

Open the idle menu.

Select and confirm the option shown. The LED goes out.

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

Deleting a fixed call forwarding destination

You can delete the destination for fixed call forwarding.

☰

Destinations

Call forwarding

Next forwarding type

Delete

Open the Program/Service menu.

Select and confirm the option shown.

Confirm the option shown. "Variable call forw." is displayed.

Confirm the option shown. "Fixed call forw." is displayed.

If you have already programmed call forwarding, the call forwarding destination is displayed.

Select and confirm the option shown.
The forwarding destination is deleted. If fixed call forwarding was activated, it is now deactivated. The **↱** key is deactivated.

Variable call forwarding (all calls)

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

Configuring and activating variable call forwarding

❤ or ❤

Var. call fwd on

or

☰

Destinations

Call forwarding

Enter destination:

⌨

Save

Open the idle menu.

Select and confirm the option shown.

Open the Program/Service menu.

Confirm the option shown.

Confirm the option shown.

"Variable call forw." is displayed.

Select and confirm the option shown.

Enter the call forwarding destination number.

Confirm, when the phone number is complete.

📤 Call forwarding is saved and activated.

> ▮▶ If you enter a cross-system number, you must complete your entry by pressing **#**.

Deactivating variable call forwarding

📤 Press the lit key. The LED goes out.

or
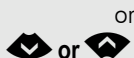
⌄ or ⌃ Open the idle menu.

Cal fwd. off
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:
- FWD internal calls
- FWD on busy off
- FWD no answer off
- FWD busy / no answer

Programming a forwarding destination activates call forwarding. If call forwarding is deactivated, the forwarding destination is deleted at the same time.

Configuring and activating a call forwarding type

☰ Open the Program/Service menu.

Destinations
Confirm the option shown.

Call forwarding
Confirm the option shown.

Variable call forwarding is offered first.

Next forwarding type
Confirm until the required forwarding type is shown in the first line on the left side of your screen.

Example of activating "FWD no answer off"

FWD no answer off
Forwarding type with status.

Enter destination:
Select and confirm the option shown.

⌨ Enter the call forwarding destination number.

Save
Confirm, when the phone number is complete. The status is set to "FWD no answer on".

Device ring durat
Select and confirm the option shown if you want to change the 0 seconds preference.

Change
Confirm the option shown. A message 'Enter dev. ring duration' is displayed in the left side of your screen.
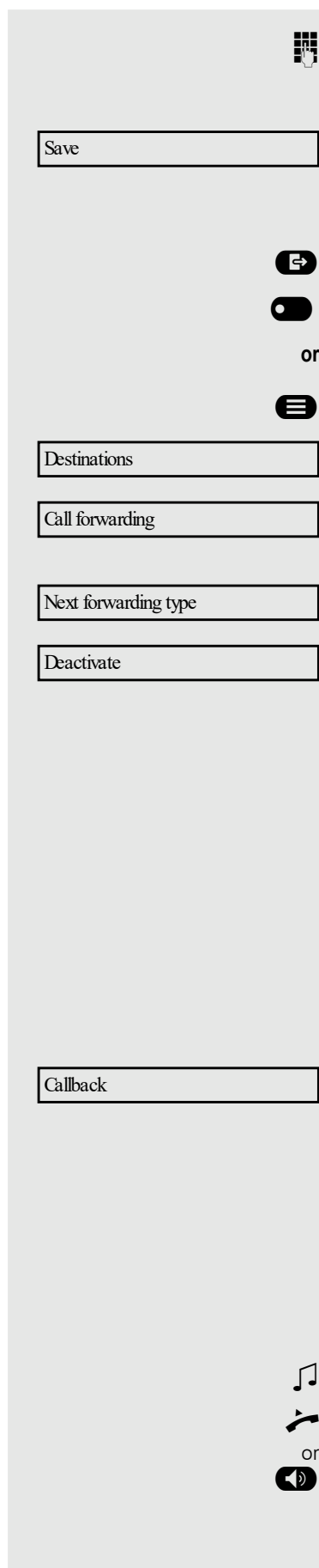
ⅲ Enter the time in seconds after which the call should be forwarded. You can enter a maximum of 60 seconds. If the value is, the system forwarding time is used. The time set here is also used by the "FWD busy/no answer" forwarding type.

Save

Confirm the option shown. A message 'Stored' is displayed.

Example of deactivating "FWD no answer on"

⏏ Press the lit key. The LED goes out.

⬛ For all other forwarding types:

or

☰ Open the Program/Service menu.

Destinations

Confirm the option shown.

Call forwarding

Confirm the option shown.

Next forwarding type

Confirm until the "FWD no answer on" forwarding type is shown in the first line on the left side of your screen.

Deactivate

Confirm the option shown. The status is set to 'FWD no answer off'.

Using Callback

If your phone belongs to an ONS group, please note the following:

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

Callback on no reply is entered in the mailbox on all internal system phones in an ONS group.

Storing a Callback

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

Callback

Confirm.

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

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

Accepting a callback

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

♩ Your telephone rings.

☎ Lift the handset. You hear a ring tone.

or

**◀») ** Press the key shown. You hear a ring tone.

> If the party has activated call forwarding (→ page 44), you will receive the callback from the call forwarding destination.

Cancel call backs

Cancel callback

Confirm the option shown.

or

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

Responding to a callback request

Prerequisite: You have received at least one callback request.

Local mailbox

Select and confirm the option.

Information regarding the caller is displayed.

Next entry

Select and confirm until the required entry is displayed.

Output

Select and confirm the option shown.

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

Checking/deleting a saved callback

Prerequisite: Phone is in idle state. You have saved a callback → page 47

if nec. ⬤▬

Press the "Callback" programmed key.

Local mailbox?

Select and confirm the option shown. The newest entry is displayed first.

Next entry?

Select and confirm to display additional entries.

Deleting a displayed entry

Delete

Select using the Softkey and confirm the option shown.

Ending retrieval

Cancel

Select using the Softkey and confirm the option shown.

or

▤

Press the key shown.

Conferences

You can include up to eight internal and external parties in a system-supported conference. Parties with system phones can perform/use all of the functions listed below at the same time. ISDN phones and external parties are passive participants – 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 establish and extend their own conference. 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 system phones:
• Establishing a conference by calling a party, receiving a call, conducting a consultation call or receiving a second call
• Accepting 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
• Connecting conference participants from two independent conferences via a remote network.
• Putting the conference on hold, if line keys are configured.
• Obtaining an overview of all conference participants
• Transferring a conference to a new party

The functions listed can be performed by all conference participants simultaneously.

Conducting a conference

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

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

Initiating a conference from a single call

📱   Call the first party.

or

📞   You are conducting a call.

| Start conf. |

Select and confirm the option shown.

📱   Call the second party. Announce the conference.

| Conference |

Select and confirm the option shown.

Establishing a conference from a consultation call

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

Consultation

Select and confirm the option shown.

Call the second party.
Inform this party that you are initiating a conference.

Conference

Select and confirm the option shown.

Establishing a conference from a consultation call

Prerequisite: You are conducting a call and receive a second call, → page 62.

An alert tone is audible.

Press the "Call waiting/campon/2nd call" function key.

or Only if a "Call waiting/campon/2nd call" function key is not configured:

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

Answer camp-on

Select and confirm the option shown.

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

Conference

Select and confirm the option shown.

All parties are connected to a single conference.

Adding a party

Any party in a system conference can extend the conference by:
- calling a specific party and connecting them,
- connecting a party from a consultation call to the conference, or
- accepting a second call and connecting the caller to the conference.

Calling a specific party and connecting them

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

Conference

Select and confirm the option shown.

Add to conf.

Select and confirm the option shown.

Call the new party.
Inform this party that you are initiating a conference.

Conference

Select and confirm the option shown.

The party is now added as a participant in the conference.

If the new party does not answer

Return to conf.

Select and confirm the option shown

Viewing the conference participants

Prerequisites: You are connected to a conference and wish to view the other participants.

Participants

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

220870 Coco

The phone number and, if necessary, the name of the conference participant with the first status number, is displayed in the first display line.

Conference

To exit the list: Select and confirm the option shown.

Removing participants from the conference

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

Participants

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

Select one of the conference participants by following the steps in → page 51.

Disconnect

Select and confirm to disconnect the current participant from the conference.

If the conference only included three parties, it is now closed.

Transferring a conference

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

Prerequisite: You are in a conference.

Conference

Select and confirm the option shown.

Consultation

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

🖑 Call the new party.

or

Conference

Select and confirm the option shown.

Add to conf.

Select and confirm the option shown.

🖑 Call a party and announce the transfer.

Transfer conference

Select and confirm the option shown.

You have left the conference.

☎ Replace the handset

Consultation calls while on a conference

Extending a conference by adding a consultation call

During the conference, you wish to hold a consultation call.

Conference

Select and confirm the option shown.

Consultation

Select and confirm the option shown.

Call a party. Hold the consultation call.

Conference

Select and confirm the option shown.

or

Toggle

Toggle between the conference and the consultation call

or

Rel. and return

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

Putting the conference on hold

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

Press the line key.

or

Hold

Select and confirm the option shown.

The conference is placed on hold.

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

Entering commands using tone dialing (DTMF suffix dialing)

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

Open the Program/Service menu → page 25.

More features

Select and confirm the option shown.

DTMF suffix dialing?

Select and confirm the option shown.
You can now enter commands using the keys 0 - 9, the asterisk key, and the pound key.

> Ending the call also deactivates DTMF suffix dialing.
>
> Depending on your system configuration, "DTMF suffix dialing?" may appear in the display once you have finished entering the number. You can then enter commands immediately after dialing the phone number.
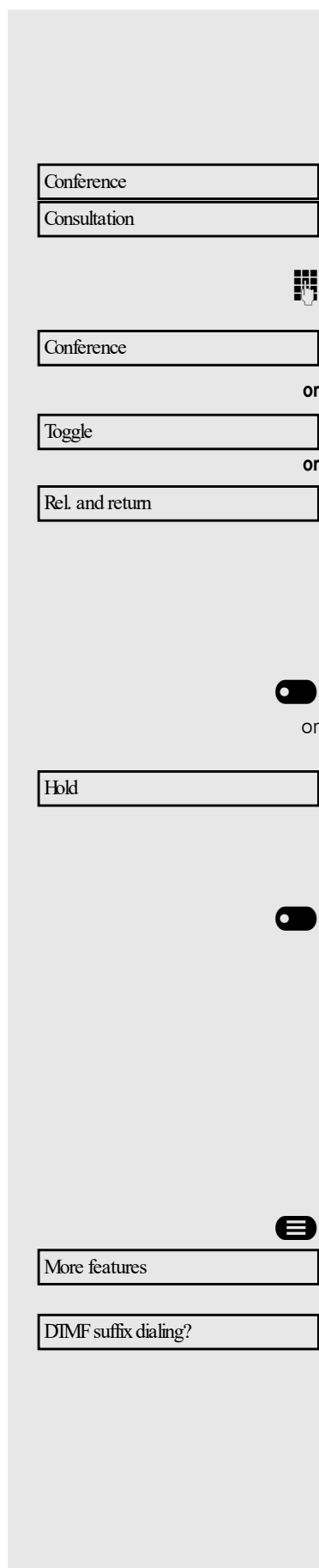
Enhanced phone functions

Answering calls

Accepting a call via a DSS key

Prerequisite: You have configured direct selection keys on your phone → page 19 and → page 70.

Press the DSS key.

The key LED lights up. You can use speakerphone mode.

or

Lift the handset.

> For information on the meanings of LED displays of the DSS keys, see → page 19

Accepting calls for another member of your team

If the team member called does not reply within 15 seconds (depending on the system), the other members hear an alert tone.

In idle mode

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

Lift the handset and press the flashing "Call waiting/campon/2nd call" key. You have now picked up the call.

or Press the flashing "Call waiting/campon/2nd call" key.
Speakerphone mode.

During calls

Press the flashing "Call waiting/campon/2nd call" key.
The first party is placed on hold while you are connected to the second party.

Ending the second call and returning to the first one

Press the key shown.

Accepting a specific call

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

Lift the handset.

Select and confirm the option shown

Direct pickup

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

Display 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". Contact your administrator for this code.

➤   Lift the handset.

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

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

Picking up a call in a hunt group

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

♫   Your telephone rings.

➤   Lift the handset.

Using the speakerphone

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

◀�》   Answering via speakerphone mode is immediately possible.

or ➤   Lift the handset and answer the call.

▮▮▶

Making calls

Making calls with a direct station selection key

Prerequisite: You have configured direct station selection keys on your telephone → page 17 and → page 69.

Press the DSS key.

Lift the handset.

or

Press the key and enter speakerphone mode.

For information on the meanings of the LED displays of the DSS keys, see → page 21.

Dialing a phone number from a list

Information on the features of the call log as well as a display example for an entry is provided on → page 33.

If your phone belongs to an ONS group (parallel call → page 104), please note the following:

A call log is maintained for all phones in an ONS group. The call log can be viewed by any internal member of the ONS group with a system telephone.

Open the idle menu → page 23.

Unanswered calls →

Select and confirm the option shown.

or

Incoming calls →

Select and confirm the option shown.

or

Outgoing calls →

Select and confirm the option shown.

The latest entry in the relevant list is shown.

Dialing a phone number from a list

Output

Select and confirm the option shown.

The relevant party is called.

Displaying additional calls in a list

Next call

Select and confirm the option shown.

Removing an entry from the caller list

Prerequisite: You are viewing the detailed view of a call.
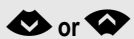
Delete

Select and confirm the option shown.

Ending retrieval

Return

Select and confirm the option shown.

Using speed dialing

▐▶ This function must be configured by your administrator.

Speed dial numbers may contain command or access code sequences and may be linked to other speed dial numbers → page 24.

Making calls using central speed dial numbers

Prerequisite: You know the central speed dial numbers.

⬛ Press the key shown.

▦ Enter the system code for "Speed Dial" (contact the administrator if necessary).

▦ Enter the speed dial number.

The connection is immediately established.

Dialing using individual speed dial numbers

Prerequisite: You have configured individual speed dial numbers.

☰ Open the Program/Service menu → page 25.

Use speed dialing

Select and confirm the option shown

0 + ... **9 wxyz** Press the configured speed dial key.
The connection is immediately established.

Talking to your colleague with a voice 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 a entrance telephone system" → page 66.

Prerequisite: A programmed "Voice calling" (Voice calling) function key is configured on your phone.

⬛ Press the "Voice calling" programmed function key.

▦ Enter the station number.

♪ Wait for the tone.

☎ Lift the handset and speak to the party who answers.

or

◀» Press the key and enter speakerphone mode.

▐▶ If the party to whom you are speaking has activated "Speaker call protect" on their phone → page 76, your speaker call will be received as a normal call.

Restrictions:
- A voice call connection cannot be parked.
- Call pickup is not possible for voice call connections.

Using call forwarding

Please note the description for programming call forwarding → page 44.

Automatically forwarding calls

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

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

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

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

Delayed call forwarding

This function is configured by the administrator for the system.

Prerequisite: The second call feature must be activated → page 61.

If you have activated "FWD busy / no answer" or "FWD no answer" (→ page 44), you will hear a call waiting tone when a second call is received and the caller information will appear in your display. You then have the option of accepting this call before call forwarding is activated (e.g. if you are waiting for an urgent call).

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

Forwarding calls for other stations

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

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

🔲	Press the menu key → page 24.
Program/Service →	Select using the Softkey.
Destinations →	Confirm the option shown.
Forward station n..	Select and confirm the option shown.
Variable call for..	Confirm the option shown.
🔢	Enter the number of the other telephone.
Finished	Confirm the option shown.
🔢	Enter the PIN (only applicable if your station does not have "Call forwarding for other stations" access rights).
Finished	Confirm the option shown.
🔢	Enter the destination number.
Save	Select and confirm the option shown. Call forwarding is now active.

Saving a call forwarding destination for fax/PC/busy station and activating call forwarding
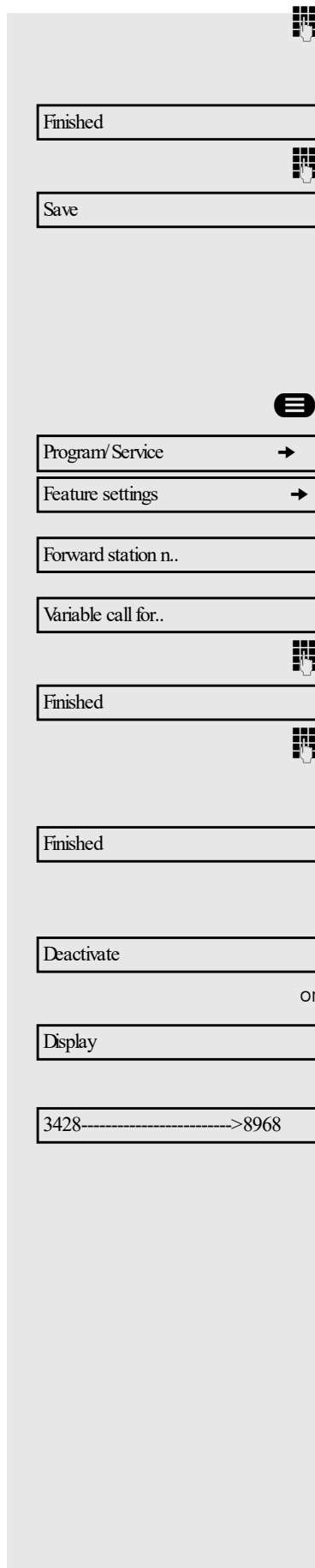
🔲	Press the menu key → page 24.
Program/Service →	Select using the Softkey.
Destinations →	Confirm the option shown.
Forward station n..	Select and confirm the option shown.
🔢	Enter the code for the call forwarding type you wish to set. Codes are assigned by the administrator. You can enter the codes applicable to you in the table below:

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

🔢	Enter the number of the other station.
Finished	Confirm the option shown.
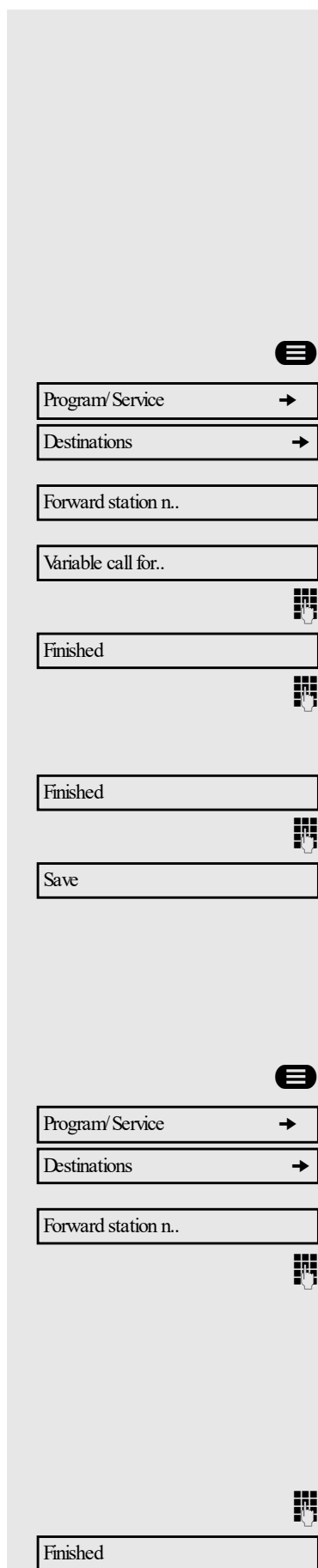
Enter the PIN
(only applicable if your station does not have "Call forwarding for other stations" access rights).

Finished

Confirm the option shown.

Enter the destination number.

Save

Confirm the option shown.
Call forwarding is now active.

Displaying/deactivating call forwarding for another phone

Press the menu key → page 24.

Program/Service →

Select using the Softkey.

Feature settings →

Select and confirm the option shown.

Forward station n..

Select and confirm the option shown.

Variable call for..

Confirm the option shown.

Enter the number of the other telephone.

Finished

Confirm the option shown.

Enter the PIN
(only applicable if your station does not have "Call forwarding for other stations" access rights).

Finished

Confirm the option shown.

Deactivating

Deactivate

Confirm the option shown.

or

Display

Display

Select and confirm the option shown.

Sample display:

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

Calls for station 3428 are forwarded to station 8968.

Displaying/deactivating call forwarding for fax/PC/ busy stations

Press the menu key → page 24.

Program/Service →

Select using the Softkey.

Feature settings →

Select and confirm the option shown.

Forward station n..

Select and confirm the option shown.

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

Displaying call forwarding for fax	
Displaying call forwarding for PC	
Displaying call forwarding when busy	
Deactivating call forwarding for fax	
Deactivating call forwarding for PC	
Deactivating call forwarding when busy	

Enter the number of the other station.

Finished

Confirm the option shown.

Enter the PIN (only applicable if your station does not have "Call forwarding for other stations" access rights).

Finished

Confirm the option shown.

Deactivating

Confirm the option shown.

Deactivate

or

Checking

Display

Select and confirm the option shown.

Changing call forwarding for another station

Proceed as for saving/activating call forwarding:
for another phone → page 58,
for fax, PC or busy station → page 46.
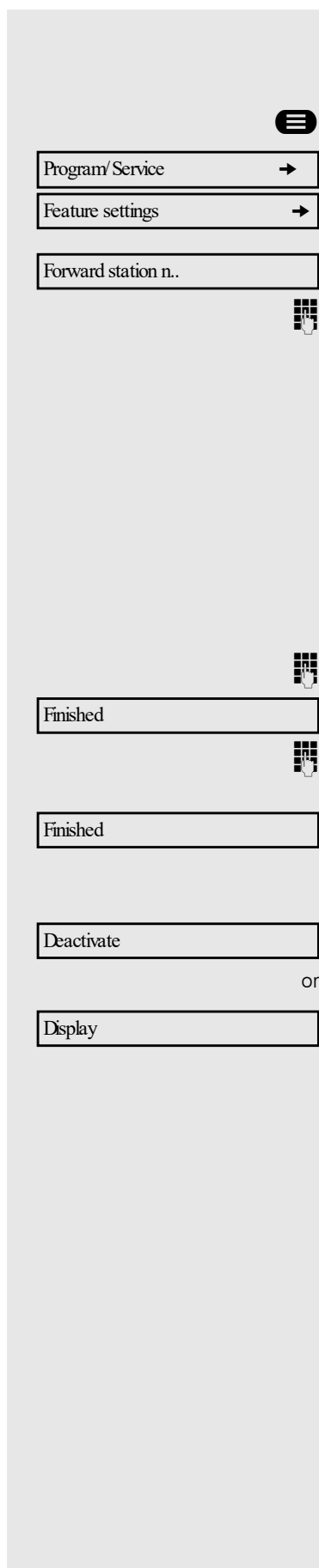
Leaving/rejoining a hunt group

Prerequisite: A hunt group is configured for the team.

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

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

Press the menu key → page 24.

Program/Service	➜

Select using the Softkey.

Feature settings	➜

Select and confirm the option shown.

Join hunt group?

Select and confirm the option shown.

Deactivate

Confirm the option shown

or

Activate?

Confirm.

During a call

Using the second call feature

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

> The screen display depends on the settings in the function "Call pop-up" → page 35.

> If your phone belongs to an ONS group (parallel call → page 104), please note the following:
>
> In addition to an alert tone on the busy phone, the second call is signaled with a ring tone on the other phones in the ONS group.

Activating/deactivating second call

Open the Program/Service menu → page 25.

Feature Settings

Select and confirm the option shown.

Answer camp-on

Select and confirm the option shown.

100 active

Select and confirm the option shown.

or

Deactivate

Select and confirm the option shown.
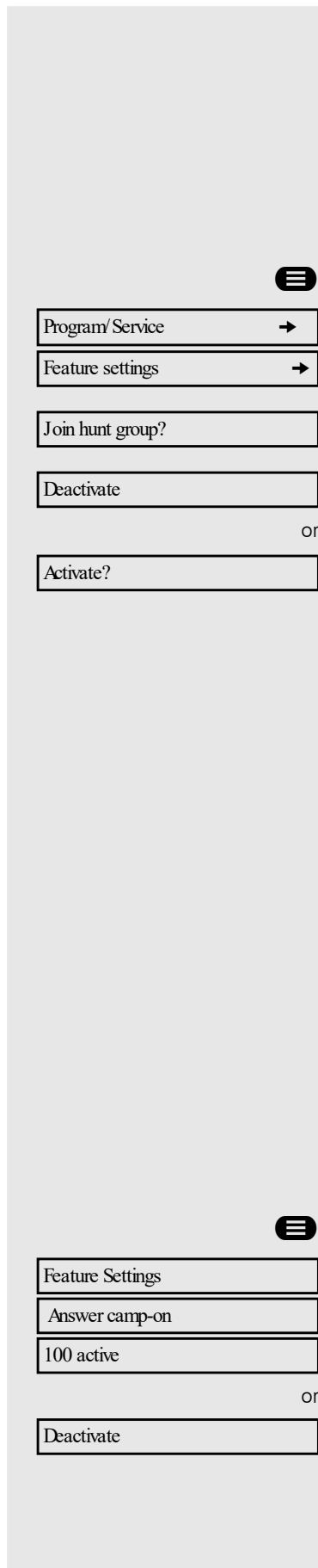
Accepting a second call with a function key

Prerequisite: "Camp-on" is activated. The "Call waiting/campon/2nd call" function key is programmed.

📞   You are conducting a call.

🎵   An alert tone is audible.

💡   Press the "Call waiting/campon/2nd call" function key.

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

Ending the second call and resuming the first one:

⌦   Press the key shown.

or

↩   Replace the handset and lift it once more.

Accepting a second call via the menu

Prerequisite: You are conducting a call and the " Answer camp-on" function is activated.

🎵   If "Call pop-up" → page 35 is activated a second call is displayed with name/number and signaled with a call waiting tone. The caller hears the ring tone as if you were free.

Select and confirm the option shown.

Answer camp-on

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

Ending the second call and resuming the first one

Press the key shown.

or

↩   Replace the handset and lift it once more.

Using the shift key

The function key "Split" → page 19(must be configured by the administrator) can be used for the following functions:

• Consultation (return to waiting call or waiting conference)
• Toggle/Connect
• Acceptance of a second call
• Acceptance of a group call

Second call

You hear a call waiting tone. Information for the call is displayed.

Press the flashing function key "Split". You pick up the waiting call. The LED lights up.

Toggle/Connect

You are connected with two parties. One party is on hold. The function key "Split" lights up.

Press the function key "Split" to switch to the other party. The first party is placed on hold.

Consultation

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

Press the function key "Split" to return to the waiting party or conference.

Group call

You are connected with a party. A group call is waiting. Information for the group call is displayed.

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

Parking a call

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

You cannot park calls if:

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

Automatic Call Parking

You can automatically park a call in a free park slot on your phone and then retrieve it later at your own or another phone.

Prerequisite: You are conducting a call and you have configured a "Park" function key. For more information on programming a function key see → page 69.

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

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

Replace the handset.

Retrieving a parked call

Prerequisite: One or more calls have been parked. The phone is in idle mode.

Press the "Park" programmed function key.

0+ ... **9wxyz** Enter the park slot number you noted earlier.
If the park slot number you enter is not in use, you cannot retrieve the call.

> If a parked call is not picked up, after a specific period of time the call is returned to the telephone from where it was parked (recall).

Manually parking a call

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

Call park

Direct call park   Select and confirm the option shown.

Enter the destination number.

The call is now parked.

Replace the handset.

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

Return to held   Confirm and continue the call.

or

Replace the handset.

You will receive a recall for the call on hold.

Retrieving a parked call

Lift the handset.

or

Press the key and enter speakerphone mode.
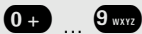
If you cannot reach a destination

Call waiting (camp-on)

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

Camp-on

Select, confirm and briefly wait.

Your colleague hears a warning tone during the call. The programmed function key "Call waiting/campon/2nd call" flashes on the phone. If their phone has a display, your name and phone number is displayed.

> To camp on, you must have received the correct authorization.
>
> Camp on is not possible if the called party has do-not-disturb activated.

Busy override – joining a call in progress

This function is only available if it has been configured by the service technician (contact your service personnel).

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

Override

Select and confirm the option shown.

Your colleague and their call partner hear a warning tone.

You can now start talking.

> To override a call, you must have received the correct authorization.
>
> Call override is not possible if the called party has station override security activated.

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 initiate a speaker call from a consultation call. The following functions are available:

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

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

> **▮▶** Please ensure for all functions that "Speaker call protect" is deactivated on the relevant phones → page 76.
>
> If a speaker call is placed to a party and "Speaker call protect" is activated on their phone, the speaker call is ignored and a normal call is established.

System-wide speaker call

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

Speaker call to a variable destination

Prerequisite: You have programmed the function "Speaker call-one-way" on a key → page 69.

➤ Lift the handset.

or

◀)) Press the key and enter speakerphone mode.

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

or

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

⌨ Enter the internal number of the party.

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

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

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

➤ The called party can accept the connection by lifting the handset.
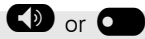
⏻ or **▬**   If the called party presses the speaker key or the line key (if configured), the connection is lost.

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

Speaker call to a fixed destination

The system code for "Speaker call-one-way" and the destination number are programmed on a repdial key → page 72.

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

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 and enter speakerphone mode.

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

or

▬   Press the "COM Group" programmed function key.

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

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

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

The called party accepts the DSS call by lifting the handset.
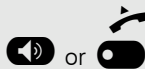
⏻ or **▬**   If the called party presses the speaker key or the line key (if configured), the connection is lost.

Speaker call to a fixed destination

The system code for "COM group speaker call" and the speed dial number for the corresponding group member are programmed on a repdial key → page 72.

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

➚   The called party can accept the connection by lifting the handset.
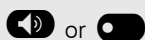
⏻ or **▬**   If the called party presses the speaker key or the line key (if configured), the connection is lost.

Two-way intercom to a variable destination

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

➤ Lift the handset.

or

◉ Press the key and enter speakerphone mode.

▦ Enter the system code for "Voice calling" (contact the administrator if necessary).

or

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

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

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

Two-way intercom to a fixed destination

The system code for "Voice calling" and the speed dial number for the corresponding group member are programmed on the repdial key → page 72.

▭ Press the programmed function key.

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

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

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

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

➤ Lift the handset.

or

◉ Press the key and enter speakerphone mode.

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

or

▭ Press the "Broadcst Spk" programmed function 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.
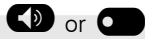
⊙) or ⬮   If a group member presses the speaker key or the relevant line key for the announcement, they are disconnected from the announcement. If the last remaining member of the group presses the speaker key or line key, the announcement ends.

Programming a function key

You can program frequently used functions, station numbers or procedures on your DeskPhone OpenScape 400T's keys→ page 69.

Overview of functions

The functions are under the "Key function" menu:
- Call waiting/campon/2nd call
- Do not disturb
- Speaker call prot(ect)
- Voice Calling
- Direct station sele(ct)
- Direct dest. sele(ct)
- Conference
- Park
- Paging
- Join hunt group
- Output
- Reminder
- Data
- Messenger call
- Last number redia(l)
- Saved number redi(al)
- More features: Callback, Voice Encryption

▐▶   The available functions depend on your configuration. If a function is missing, contact your service personnel.

Configuring function keys

See also → page 19.

▐▶   The available functions depend on your configuration. If a function is missing, contact your administrator.

Example: Configuring a "Callback key"

⬮   Press and hold the required function key.

or

☰   Open the Program/Service menu → page 25.

| Key function |

Select and confirm the option shown.

⬮   Press the programmable function key.

| Change |

Confirm the option shown.

More features	Confirm the option shown.

Callback	Confirm the option shown.
Save	Confirm the option shown.

▥▶ A short touch triggers the programmed function. Procedures with activatable/deactivatable functions, e. g. second call, are activated with one press of the button and deactivated with the next. If activated, the LED lights up.

The label appears automatically and cannot be altered.

The LED display shows the status of the function → page 21.

Configuring redial keys / direct station selection keys

▥▶ Your telephone can be configured so that direct station selection keys cannot be set up, thus facilitating data and personal security. Contact your administrator should you have questions.

Direct station selection keys can be assigned an internal number from the Open-Scape 4000 network.

A typical application of direct station selection keys is the executive-secretary configuration→ page 96

See also → page 19.

Prerequisite: You have programmed a function key with the function "Saved number redi(al)" or "Direct station sele(ct)" → page 69.

▤   Open the Program/Service menu → page 25.

Destinations	Confirm the option shown.

Saved number redi..	Select and confirm the option shown.

or

Direct Station Se..	Select and confirm the option shown.

◖▮   Press the configured redial key,

or

◖▮   Press the configured direct station selection key.

Defining the phone number for 'Saved number redial'

≡ Open the Program/Service menu → page 25.

Destinations

Confirm the option shown.

Saved number redi..

Select and confirm the option shown.

New entry

Confirm the option shown.

⌨ Enter the number.

Save

Confirm the option shown. Your entry is saved.

Defining the phone number and the label for a 'Direct station select'

Destinations

Confirm the option shown.

Direct station sele

Select and confirm the option shown.

▬ Press a key to configure as a direct station selection key.

Enter new number

Confirm the option shown.

⌨ Enter the number.

Finished

Confirm the option shown. Your entry is saved.

Use Destination Number

Confirm the option shown.

R 220870

The phone number entered is displayed as the key label.

or

Use Destination Name

Select and confirm the option shown.

R Matthews

If the number entered is assigned a name in OpenScape 4000, you can display this as a key label.

or

Define own label

Select and confirm the option shown.

Gerard Matthews

You can enter any name.

Save

Select and confirm the option shown. Your entry is saved.

Additional redial key functions

Prerequisite: You have defined a phone number for a redial key and are still in the menu → page 71.

Entering an automatic consultation call

Enter Consult

Select and confirm the option shown. "RF" appears in the display.

📞 Add the destination number.

▐▌▶ If you press this key during a call, a consultation call is immediately set up. The first party is placed on hold, the number of the saved destination is dialed.

Entering a number with a pause (example)

Enter Pause

Select and confirm the option shown. The display shows: "P".

📞 Enter additional numbers.

▐▌▶ A pause is three characters long.

Redial keys with enhanced functions

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

Changing the label

You can also subsequently change the label specified when programming a redial/DSS key.

▐▐▶ You cannot change the labels on function keys.

Changing the label

☰ Open the Program/Service menu.

Destinations	➔

Confirm the option shown.

Repdial?	

Select and confirm the option shown.

or

Direct Station Se..	

Select and confirm the option shown.

▬● Press the required redial/DSS key.

Edit Label	

Select and confirm the option shown.

Define own label	

Select and confirm the option shown.

▦ Enter text via the keypad.

Backspace	

Confirm the option shown. Deletes characters to the left.

Save	
Delete	

Select and confirm the option shown. Your entry is saved.
Select and confirm the option shown. Deletes the label.

▐▐▶ Adapt the contrast of the key label to your surroundings → page 101.
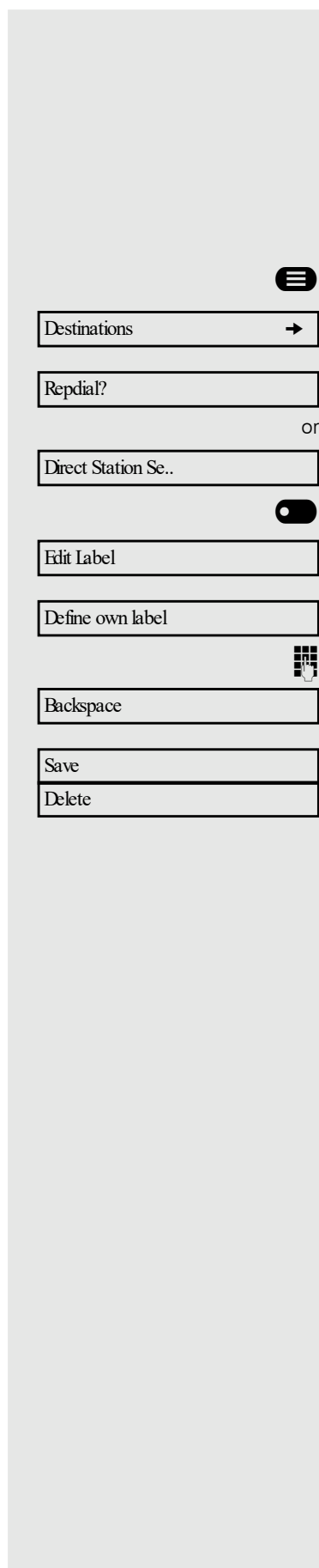
Deleting function key programming

Deleting a function/phone number/label

⊟ Open the Program/Service menu → page 25.

| Destinations |
Confirm the option shown.

| Saved number redi.. |
Select and confirm the option shown.

or

| Direct Station Se.. |
Select and confirm the option shown.

●━ Press the configured redial key.

| Delete |
Select and confirm the option shown.

Dialing with call charge assignment

You can assign external calls to certain projects.

Prerequisite: Project numbers (1 - 12) are configured for certain projects and you have an account code (project code) for the project.

Dialing with project assignment

⊟ Open the Program/Service menu → page 25.

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

▦ Enter the PIN.

or

⊟ Open the Program/Service menu → page 25..

| PIN / COS?   → |
Select and confirm the option shown.

| PIN 1?   → |
Confirm the option shown.

if nec.

| PIN 2?   → |
Select and confirm PIN 2 to PIN 5.

▦ Enter the external phone number.

Then make a call as usual → page 39.

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

Call duration display

Call duration display is configured by the 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 immediately after the call starts.

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

Privacy/security

Locking the telephone to prevent unauthorized use

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

You can see whether the function is activated or deactivated from the corresponding icon in the status bar on the display → page 24.

Prerequisite: You have received a personal identification number (PIN) from the administrator.

Locking the telephone to prevent unauthorized use

☰ Open the Program/Service menu → page 25.

PIN / COS?	→

Select and confirm the option shown.

Change COS	→

Select and confirm the option shown.

or

#️⃣ Hold down the key shown.

⌨ Enter the PIN (code no.).

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

Unlocking the phone

#️⃣ Hold down the key shown.

⌨ Enter the PIN (code no.).

OK Confirm.

If your entry is correct, "Carried out" is displayed.
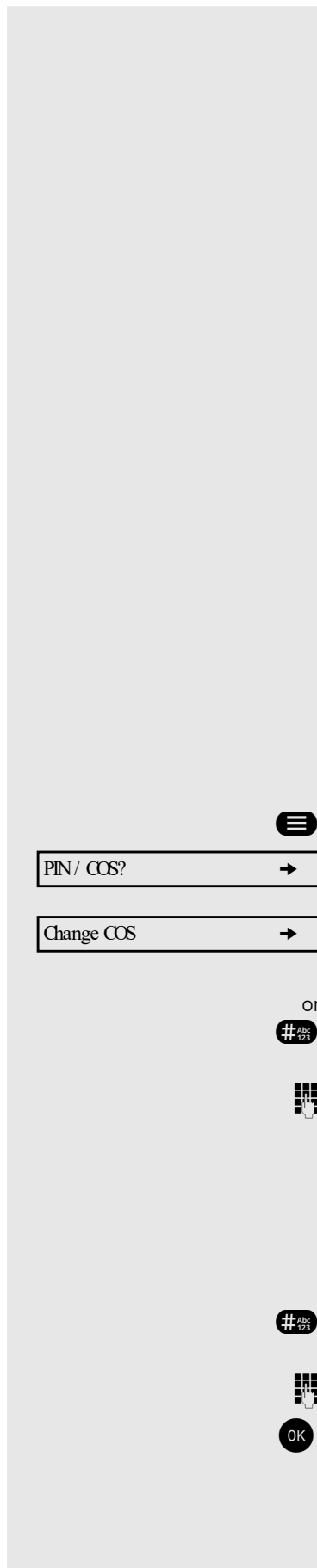
Activating/deactivating "Do not disturb"

If you do not wish to receive calls, you can activate the **Do not disturb** function. Internal callers hear the ring tone and receive the message "Do not disturb". External callers are redirected to the attendant console. The administrator can set forwarding destinations for do not disturb so that internal and external calls can be forwarded.

> If your phone belongs to an ONS group (parallel call → page 104), please note the following:
> Do not disturb can be activated/deactivated on any phone in the ONS group - it then applies to all phones in that group.

Prerequisite: The administrator have activated do not disturb for all OpenScape 4000 stations in your system.

Open the Program/Service menu → page 25.

Feature Settings	→

Select and confirm the option shown.

Do not disturb	→

Select and confirm the option shown. The display shows whether **Do not disturb** is activated or deactivated → page 24.

100 active	→

Confirm the option shown.

or

Deactivate	→

Confirm.

> An icon in the status bar → page 24 reminds you that "Do not disturb" is activated.

Activating/deactivating "Speaker call protect"

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

Open the Program/Service menu → page 25.

Feature Settings	→

Select and confirm the option shown.

Speaker call prot.	→

Select and confirm the option shown.

The display shows whether "Speaker call prot." is activated or deactivated.

100 active	→

Confirm the option shown.

or

Deactivate	→
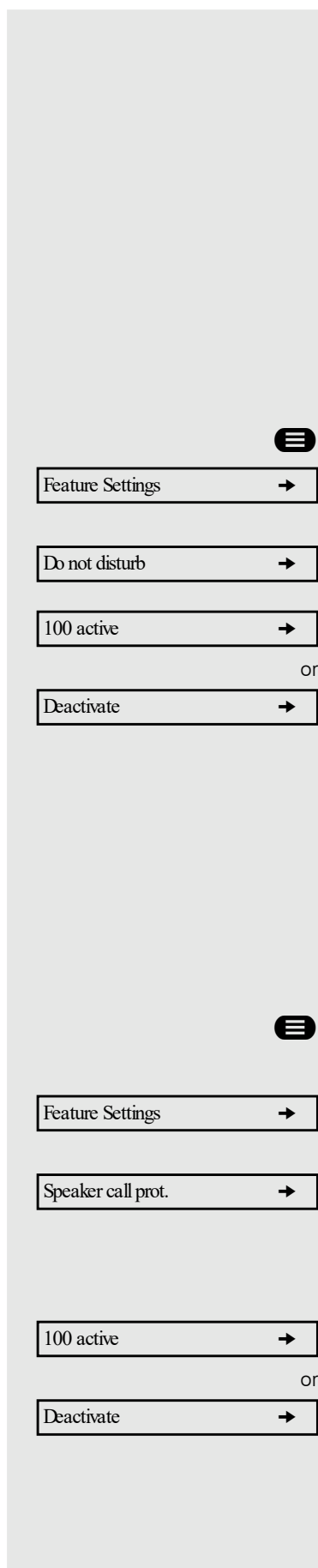
Confirm.

Caller ID suppression

Display suppression only applies to a subsequent call and is not saved in the case of saved number redial→ page 41.

Open the Program/Service menu → page 25.

| More features? | → |

Select and confirm the option shown.

| Block caller ID o | → |

Confirm the option shown. You will hear the dial tone.

Enter the number of the party you wish to call. If the called party accepts the call, your number is not displayed.

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 up to 30 seconds after a call. In this case, you should not hang up.

Open the Program/Service menu → page 25.

| More features? | → |

Select and confirm the option shown.

| Call tracing | → |

Select and confirm the option shown.

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

More functions/services

Saving speed dial numbers

Central 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 central speed dial directory, for example, in print form.

Making calls using speed dial numbers → page 56.

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.

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

Example:

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

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

Making calls using speed dial numbers → page 56.

Individual speed dial numbers

▯▯▶ This function must be configured by your administrator.

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

≡   Open the Program/Service menu → page 25.

Destinations   ➔   Select and confirm the option shown
.

Speed dial features   ➔   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.

New entry   ➔   Select and confirm the option shown

⌨   Enter the station number.

Save   ➔   Select and confirm the option shown

Your entry is saved.

Making calls using speed dial numbers → page 56.

Reminders function

You can configure your phone to call you to remind you about appointments. You must save the required call times. You can do this for the next 24 hours.

Saving reminders

≡   Open the Program/Service menu → page 25.

Reminder   ➔   Select and confirm the option shown.

The display indicates whether a reminder has already been saved.

New reminder   ➔   For the first reminder: Confirm the option shown.

For additional reminders: Confirm the option shown.

⌨   Enter a 3-digit or 4-digit time, such as 845 (= 8.45 a.m.) or 1500 (= 3.00 p.m.).

Save   ➔   Confirm the option shown.

Deleting saved reminders

≡   Open the Program/Service menu → page 25.

Reminder   ➔   Select and confirm the option shown.
A saved reminder is displayed.

Next reminder   ➔   Confirm, if you have multiple reminders saved.

Delete   ➔   Select and confirm the option shown.
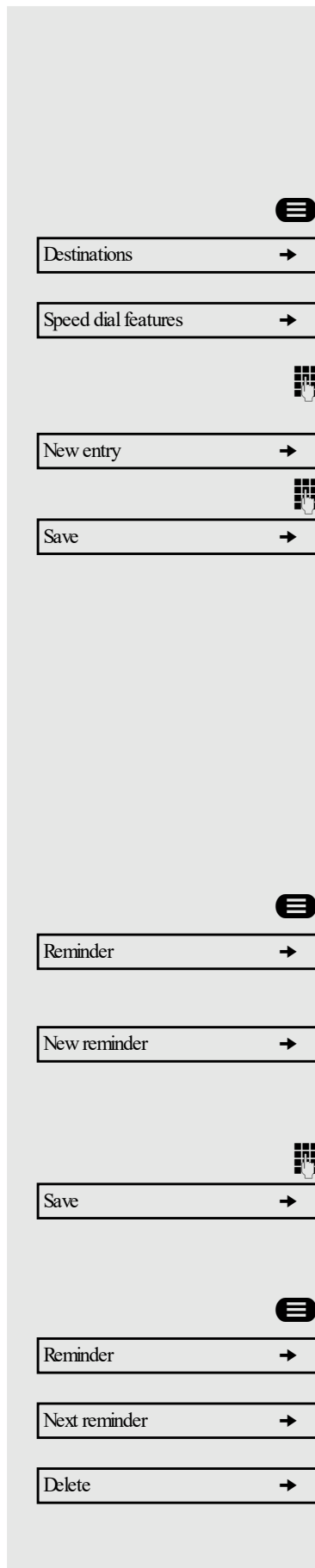
Using timed reminders

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

The phone is ringing.

Reminder	➔

📞 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 another telephone like your own for a call

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

- make calls using cost center assignment,
- make calls using project assignment,
- query your mailbox,
- use a number saved on your phone for saved number redial,
- enter appointments

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

Logging on to another phone

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

☰ Open the Program/Service menu.

PIN / COS

Select and confirm.

PIN 1

Select and confirm the option shown.
If you have several PINs and wish to use a different one, select the other PIN.

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

In your local OpenScape 4000 system:

🎹 Enter your internal PIN.

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

🎹 Enter the two-digit node ID of your local OpenScape 4000 system (ask the administrator).

🎹 #️⃣ Enter your own phone number and press the pound key.

🎹 #️⃣ Enter the network-wide PIN and press the pound key.
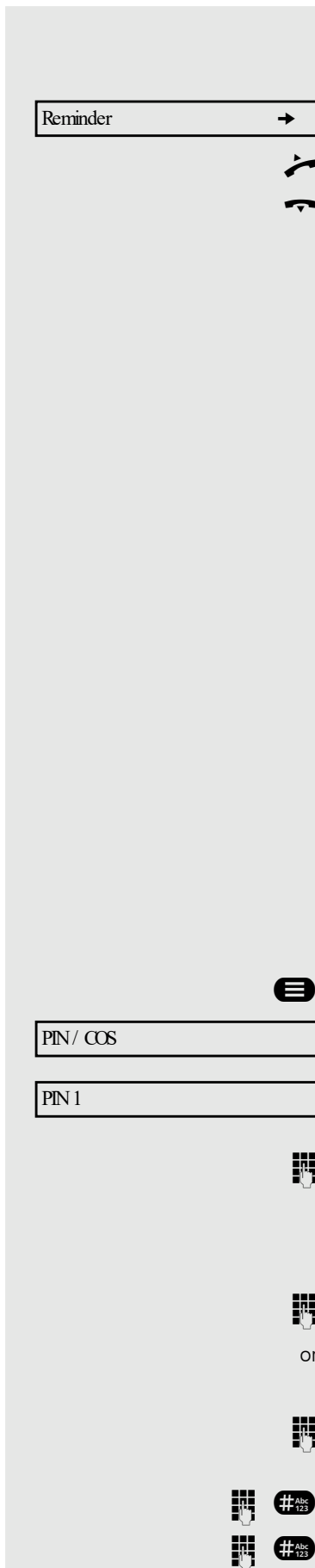
Making a call after successful logon

You will hear the dial tone. "Dial" appears in the display.

🔊 Press the key shown.

or

📱 Enter a phone number immediately.

Setting up "follow me" call forwarding following successful identification

| Call forw. - follow me? |

Select and confirm.

| Save |

Select and confirm the option shown.

Call forwarding is now active.

Logging off from another phone

☰ Open the Program/Service menu.

| PIN / COS |

Select and confirm.

| Deactivate PIN |

Select and confirm the option shown.

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

Relocating to Another Phone

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

Check with your administrator whether this is possible in your system.

After talking to your administrator, you can log your telephone off from the current port and log on again at the new port. Phone settings are then unchanged.

Logging the phone off from the current port

📱 Enter the logoff code. If necessary ask your administrator for this code.

📱 Enter the PIN.

Unplug the phone plug from the port socket.
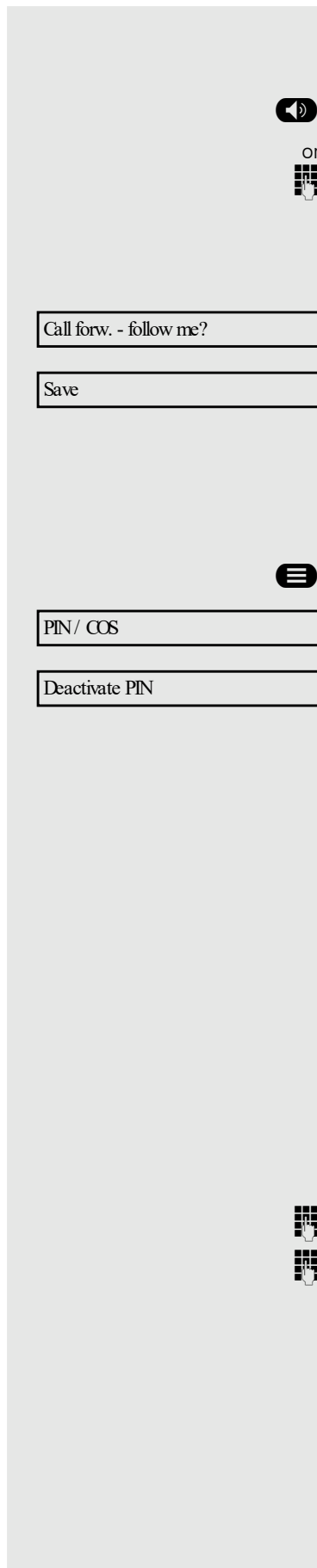
Log the phone on at the new location

Put the phone plus in the port socket.

Enter the logon code. If necessary ask your administrator for this code.

Enter the PIN.

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

Making calls via multiple lines

Line keys

The programmable function keys on multi-line phones function as line keys. Each key that is assigned the function "line" is handled as a line.

A distinction is made between primary and secondary lines. Each of these line types can be used on a private or shared basis → page 84.

Line keys are configured by the administrator.

The following diagram shows how telephones with multiple line keys are connected in a team.
3234 Mr. Matthews' phone number, 3235 is Mr. Miller's phone number and 3236 is Mr. Sadler's phone number. On all three phones, calls can be made via all three lines. However, the line of your own extension number is always the primary line.


```
                        3234 (primary line)
                        3235 "Miller"
                        3236 "Sadler"
                        Mr. Matthews' phone

                        3235 (primary line)
                        3234 "Matthews"
                        3236 "Sadler"
                        Mr. Miller's phone

                        3236 (primary line)
                        3234 "Matthews"
                        3235 "Miller"
                        Mr. Sadler's phone
```
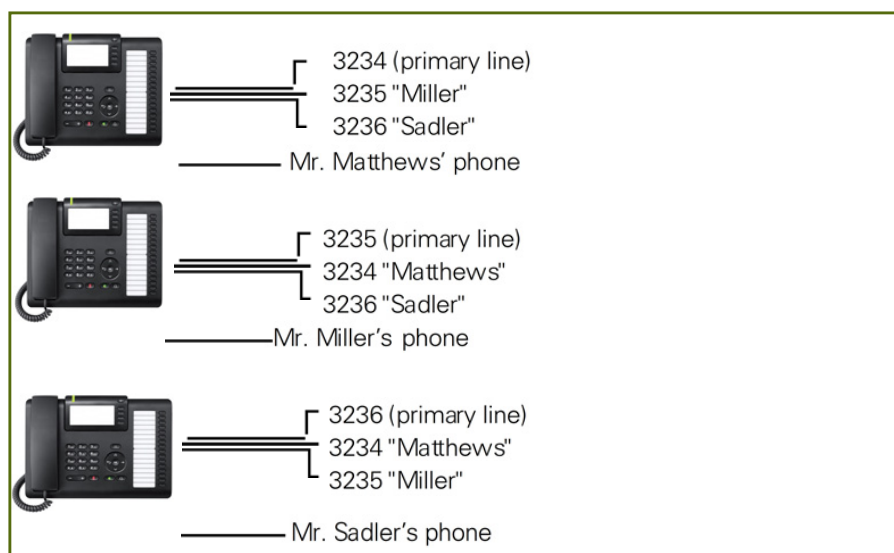
Primary line

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

> To avoid conflict between the individual multi-line phones, you can configure the functions "Do not disturb" and "Call forwarding" exclusively 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 primary line, which is configured on another telephone in the system, simultaneously functions as the secondary line on that telephone.

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 line status (if configured) is displayed for all telephones that share this line. 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 of the line from the LED.

LED displays on line keys

LED		Explanation
Off		– The line is in idle mode.
Flashing[1]		– Incoming call on the line – Hold reminder is activated – The line is on "Hold".
On		– The line is busy.

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

Preview

You are making a call on a single line. The LED on another line key flashes quickly. The "Preview of Line" function shows you who is calling on this line. This information appears in 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 accepted a call on a line key. The line key LED flashes quickly and the "Preview" is configured.

Activating preliminary display

Press the "Preview" programmed function key. The LED lights up.

Press the required line key.

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

Deactivating preliminary display

Press the "Preview" programmed function key. The LED goes out.

The menu line and call duration are displayed again.

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 calls preferentially.

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

Answering calls in the sequence in which they are offered

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

➤ Lift the handset.

or

🔊 Press the key and enter speakerphone mode.

Answering calls preferentially

Your telephone rings (call). The caller ID is displayed. The LED of the line key offered flashes quickly. The LEDs of the other line keys also flash quickly.

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

➤ Lift the handset.

or

🔊 Press the key and enter speakerphone mode.

Deactivating/activating 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.

"Ringer Off" with programmed function key

To deactivate ringing:
Press the "Ringer Off" function key. The LED lights up.
The phone does not ring for incoming calls.

To activate ringing:
Press the "Ringer Off" function key. The LED goes out.
The phone rings for incoming calls.

Via the Program/Service menu

Open the Program/Service menu→ page 25.

Select and confirm the option shown.

Feature settings

Select and confirm the option shown.

Ringer cutoff

Deactivate

Confirm the option shown,

or

100 active

Confirm.

Dialing with line keys

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

The display "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.

or

◉ Press the key shown.

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

Example:

The line 220870 is selected automatically.

> 220870 active

◯ The line key LED for 220870 lights up.

⌨ Enter the station number.

Dialing with selectable line seizure

^ Lift the handset.

or

◉ Press the key shown.

You are prompted to press a free line key.

> Please select a line

▬ Press a free line key. The LED lights up.

Example:

The line 220870 is selected automatically.

> 220870 active

◯ The line key LED for 220870 lights up.

⌨ Enter the station number.

Holding a call

Prerequisite: The "Hold" key is programmed on your telephone.

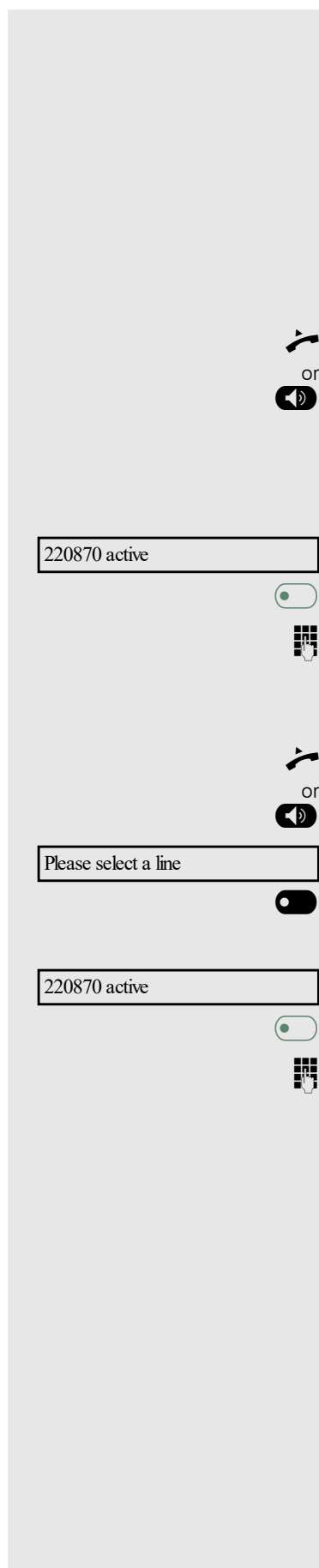Press the "Hold" key.

The trunk key LED is flashing slowly.

Saved number redial for a specific line

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 89. The saved phone number is dialed using the line key and the saved number redial key.

Lift the handset.

or

Press the key shown.

Display.

Please select a line

Press the applicable line key. The LED lights up.

If you save a redial on a specific line, this can be 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.

Lift the handset.

or

Press the key and enter speakerphone mode.

Press the required line key. The LED lights up.

Confirm the option shown.

Last number redial

Lift the handset.

or

Press the key and enter 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 Saved number redial key (if configured).

Press the key shown. The LED goes out.

or

Replace the handset.

Line mailbox

Callers who wish to reach you when you are absent can leave a message on the mailbox for the relevant line.
Both voice and fax messages can be stored in the mailbox (if so configured).

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

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

> If your phone belongs to an ONS group (parallel call → page 104), please note the following:
>
> Signaling is available for the mailbox (MWI) on all phones in an ONS group.

Retrieving messages

If new messages that have not yet been retrieved are in the mailbox and a pro-grammable function key has been assigned the function "Mailbox", the LED of this key lights up.

Please refer to the information on → page 31.

⊙   Press the "MBLN" function key.

Information regarding the caller is displayed → page 31.

Responding to a callback request

A callback request is displayed.

Output

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

Next entry

More than one entry is available.

Next entry

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

Deleting mailbox entries

The relevant entry is displayed.

Delete

Select and confirm the option shown.

Ending message retrieval

▬   Press the key shown.

or

Cancel

Select and confirm the option shown.

Undeleted entries in the mailbox remain saved. If unanswered callback requests are present, the programmed "MBLN" key remains lit.

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 "Line in Use" programmed function key.

Via the menu

Open the Program/Service menu → page 25.

Select and confirm the option shown.

More features

Select and confirm the option shown.

Show used line

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

Making calls on multiple lines alternately

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

Prerequisite 2: You are connected to multiple parties via two or more lines. These may be callers (→ page 85) or called parties (→ page 87).

You are on a call e. g. on line 1. The trunk key of the party on hold blinks slowly.

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

Press the flashing 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. The LED goes out.

or

☎ Replace the handset.

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

Prerequisite: A call is in progress on one of the lines. The line key LED lights up.

◯ Press the line key. You and the parties already connected can hear the conference. All three parties can speak with one another. The LED remains lit.

> You cannot enter a conference, if the function "Privacy off" is deactivated on your 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.

Blocking a party from joining a call

Blocking other parties from joining a call

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

📞 You are already conducting a call on one line.

or

📞 Lift the handset.

With a programmed function key

◯ Press the "Privacy on" programmed function key.

Via the menu

☰ Open the Program/Service menu→ page 25.

| More features |

Select and confirm the option shown.

.

| Block caller ID o |

Select and confirm the option shown.

Other parties are now blocked from joining the call.

Ending the connection on a line key

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

or

☎ Replace the handset.

Third-party monitoring

During a call, a predefined party can be prompted to join the call as a "witness" using the "Slnt Mon Req" programmed function key. Your call partner 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 in your system and the programmed function key "Slnt Mon Req" is configured on your phone. You are conducting a call. "Privacy off" must be deactivated.

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

The "witness" lifts the handset.

or

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" may end silent monitoring, by hanging up or pressing the line key.

Holding and re-accepting a call on a line key

Prerequisite: You have accepted a call on a line key (→ page 85) or you are conducting a consultation call.

Briefly press the line key you are currently using,

or

Hold

Select and confirm the option 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 LED for this line key is flashing.

Retrieving the call

Press the flashing line key. Proceed with your call.

Exclusively holding and re-accepting a call on a line key

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

Press the "Excl. Hold" programmed function key.

or

.

Private hold

Select and confirm the option shown.

The line key where the call is parked, flashes slowly. The call can be continued on your phone only and is not signaled on any other phone.

Retrieving the call

Press the flashing line key. Proceed with your call.

Accepting a specific held line

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

Lift the handset..

Direct pickup

Select and confirm the option shown.

Enter the phone number of the phone where the call is parked. In this way you can accept the call.
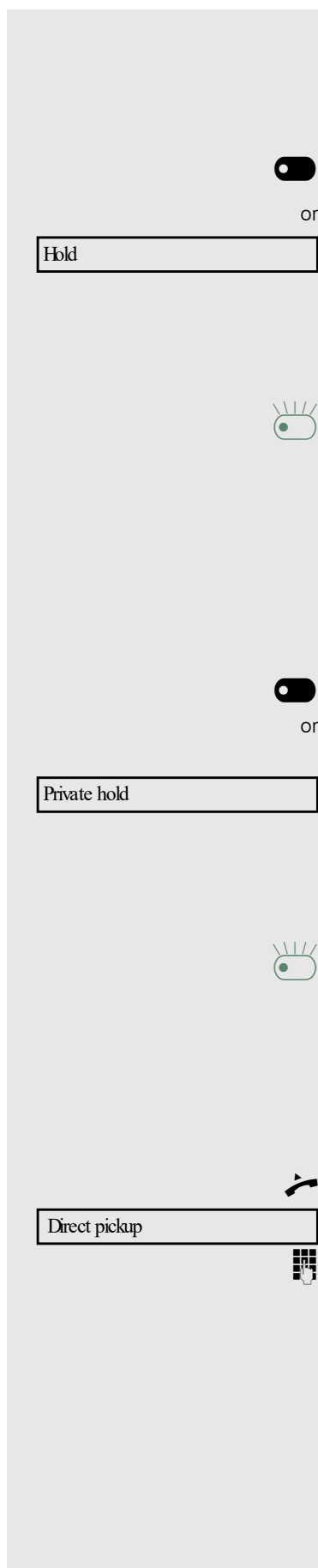
Forwarding calls on lines

When you activate call forwarding for a shared line (→ page 84), the line is generally also forwarded from other phones.

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

Press the line key for the required line. The LED lights up.

Please read the additional notes on → page 46.

Ring transfer

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

Activating

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

Deactivating

Press the "RTRLN" programmed function key. The LED goes out. Calls are signaled on the phone once more.

Making calls in the team/executive/ secretary configuration

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

Calling an executive or secretary phone

Calling an executive/secretary phone

On the secretary phone, a DSS key is configured as "executive" and on the executive phone, a DSS key is configured as "secretary".

Example: calling the secretary from the executive phone.

The LED is not lit – the secretary is not on a call

Prerequisite: You have configured a DSS key.

Press the "secretary" DSS key.

Lift the handset.

The LED is lit – the secretary is on a call

Prerequisite: You have configured a DSS key.

Press the "secretary" DSS key.

Camp-on to the secretary phone. The called party hears a tone and the "Pickup" programmed function key flashes.

Lift the handset..

> DSS from the secretary to the executive functions in the same way, using the "executive" DSS key.

Accepting 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 and enter speakerphone mode.

Accepting calls for the executive phone when already on a call

Prerequisite: You are conducting a call.

The executive phone receives a call.

Ask your call partner to wait.

Press the "Pickup" programmed function key.

Transferring a call to the executive phone

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

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 made on the secretary phone or on the executive phone.

Activating

Press the "RT Executive" programmed function key. The LED lights up.

Deactivating

Press the "RT Executive" programmed function key. The LED goes out.

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

Accepting 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.

Press the "executive" DSS key.

Accepting a call for another executive secretary team

If multiple executive-secretary teams are configured, you can also accept calls for other teams..

Lift the handset.

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 is 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 "Group Park" programmed function key. The LED lights up.

Continuing a call on the second phone:

➤ Lift the handset.

▱ Press the "Group Park" programmed function key.

Activating/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 Program/Service menu.

| Feature settings |

Select and confirm.

| Camp-on |

Confirm the option shown.

| Activate |

Confirm the option shown.

or

| Deactivate |

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 transmi ting 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 the 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 69.

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 must configure a "Alt. Answer" programmed function key. The procedure for doing this is identical to the procedure described in chapter → page 69 (in this case: Representative).

Activating the representative:

▰ Press the "Alt. Answer" programmed function key. The LED lights up.

Deactivating the representative:

▰ Press the "Alt. Answer" programmed function key. The LED goes out.

Direct station selection key

Each team member has a direct station selection key for every other team member.
This means that each team member can be reached directly by other team members at the touch of a button.

Understanding LED messages from DSS keys

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

or

LED on the DSS key is lit - the team member is engaged in a phone call or has activated do not disturb.

or

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

or

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

Using DSS keys to answer calls

Prerequisite: Your telephone rings or the DSS key flashes.

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

➤ Lift the handset.

or On-hook dialing: Speakerphone mode.

Calling a team member directly

Press the DSS key.

or

If the team member you wish to reach is engaged in another call, the DSS key on your telephone is lit. You can still make the call in this case.

➤ If the party does not answer: Lift the handset.

or On-hook dialing: Speakerphone mode.

Transferring a call in progress

Press the DSS key and announce the call if necessary.

➤ Replace the handset.

Accepting a call for another team member

Press the flashing DSS key or trunk key.

➤ Lift the handset.

or On-hook dialing: Speakerphone mode.

Individual phone configuration

Adjusting display settings

Adjusting the display to a comfortable reading angle

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

Illuminated display

During operation, e. g. when entering a number, the display automatically lights up. The display lighting switches off automatically a few seconds after finishing the last action.
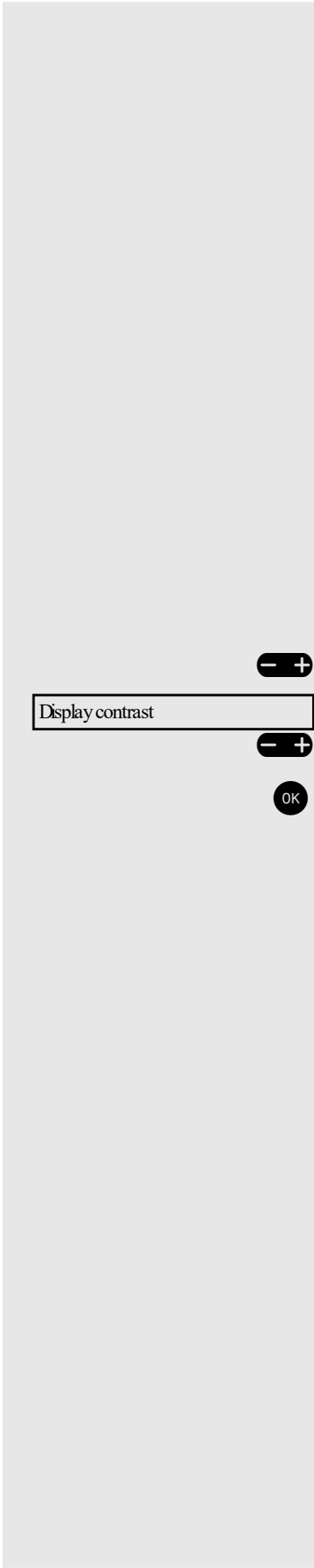
Setting contrast

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

Press one of the keys shown in idle mode → page 22.

Select using the Softkey.

Keep pressing the key until the desired contrast is set.

Save.

Display contrast

Adjusting audio settings

Optimize the audio settings on your OpenStage for your environment and according to your personal requirements.

Adjusting the ringer volume

Press one of the keys in idle mode → page 22 or while a call is in progress.

Ringer volume ➔   Select using the Softkey.

Ringer volume: ?   The ringer volume adjustment is displayed in the left side of your screen.

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

Save.

Adjusting the ringer pitch

Press one of the keys shown in idle mode.

Ringer pitch ➔   Select using the Softkey.

Ringer pitch: ?   The ringer pitch adjustment is displayed in the left side of your screen.

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

Save.

Room character for hands-free mode

To help the other party understand you clearly while you are talking into the microphone, you can adjust the telephone to the acoustics in your environment using "Normal room", "Room with echo" or "Quiet room".

Press one of the keys shown in idle mode → page 23.

Hands-free mode ➔   Select using the Softkey.

Modify the room type. Keep pressing the key until the desired room type is set.

Save.

Adjusting the alert tone volume

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

Press one of the keys shown in idle mode → page 23.

Warning tone ➔   Select using the Softkey.

Alert tone volume: ?   The alert tone volume adjustment is displayed in the left side of your screen.

Modify the volume. Keep pressing the key until the desired volume is set.

Save.
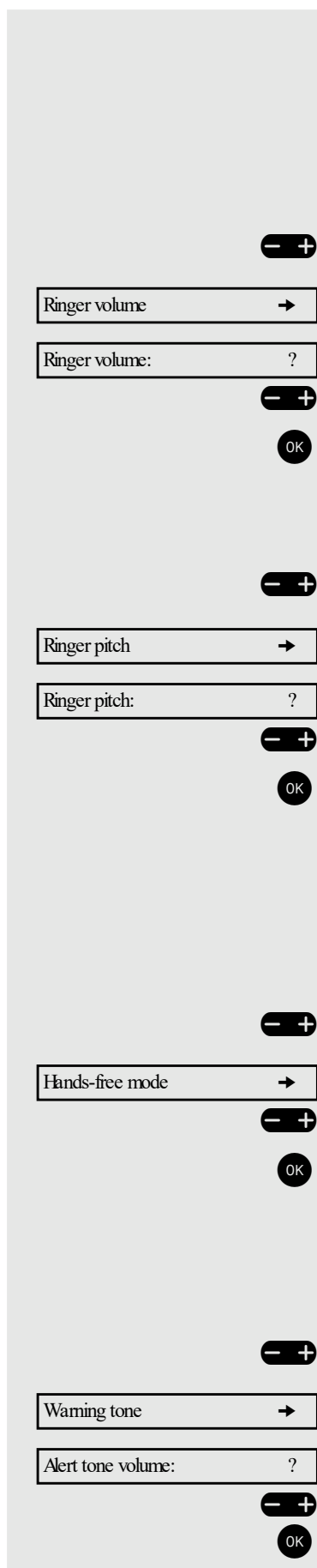
Activating/deactivating the ringer

You can see whether the function is activated or deactivated from the corresponding icon in the status bar on the display → page 24.

Hold down the key shown.

Testing the phone

Phone functions, testing

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 be checked by administrator:

- Device ID for the phone
- OpenStage software version
- Line power level

Prerequisite: The phone is in idle mode.

Press the menu key→ page 24.

Program/Service   →

Select using the Softkey.

Navigate to Phone test.

Phone test

Select using the Softkey and confirm the option shown.

If everything is functioning correctly:

- all LEDs on the phone and on the key module flash
- your station number is displayed
- all pixels are active on the display
- the ring tone is audible

Checking the key assignment

You can check key assignment on your phone to determine which functions are assigned to which keys.

☰ Press the menu key→ page 24.

| Program/Service | ➜ |

Select using the Softkey.

❖ ❖ Navigate to Key function.

| Key function |

Select using the Softkey and confirm the option shown.

⬛ Press any key. The key assignment is displayed in the left side of the screen.

| Change |

Select to change the key assignment.

| Delete |

Select to delete the key assignment.

or

| Return |

Select and confirm the option shown.
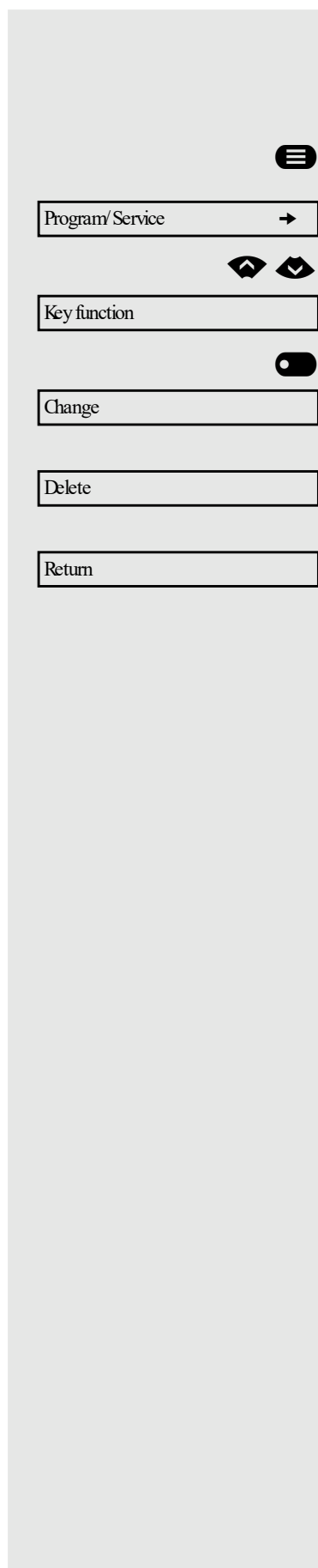
Special parallel call (ONS) functions

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

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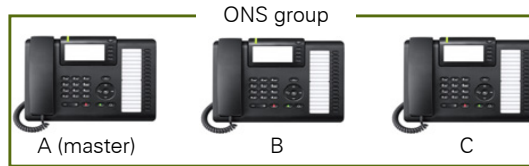
Up to one group member can be an external phone (such as a mobile phone). One phone in the group is the "master" (**A**) - the other ONS group members (**B**, **C**) receive A's number.

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

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

- Call waiting → page 65
- Call forwarding → page 44
- Do not disturb → page 76
- Mailbox (MWI) → page 31
- Callback → page 47
- Call log → page 55

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

Fixing problems

Responding to error messages on the screen

Possible cause:

| Currently not accessible | ➜ |

Maximum input time exceeded.
Handset not replaced.

Possible response:

Make entries more quickly, avoid long pauses between key presses.

Possible cause:

| Please try later | ➜ |

System is overloaded, no line free, queue full.

Possible response:

Wait and try again later.

Possible cause:

| Currently not accessible | ➜ |

a) Function is currently not available.
b) The phone number dialed is not in service.

Possible response:

a) Wait and try again later.
b) Enter the number correctly or call the exchange.

Possible cause:

| Not possible | ➜ |

or

| Incorrect input | ➜ |

or

| Nothing stored | ➜ |

Speed dial number not available, reminder entered incorrectly, blocked or invalid entry, prerequisite not met (e.g. second call not waiting in the case of alternating), incomplete number dialed.

Possible response:

Correct entry, select permitted option, and enter phone number in full.

Possible cause:

or a) Disabled function selected.
b) Incorrect PIN entered.

Possible response:

a) Apply for authorization for disabled function from administrator.
b) Enter correct PIN.

Possible cause:

Not available ➔

Incomplete phone number entered, star or hash key not pressed.

Possible response

Enter phone number or code correctly or as instructed.

Possible cause:

protected ➔

Data transfer in process.

Possible response:

Wait and try again later.

Contact partner in the case of problems

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

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 77). If so, deactivate it.

You cannot dial an external number:

Check whether your telephone is locked.
If the phone is locked, unlock it ➔ page 76.

The displayed time is incorrect:

The time is corrected automatically over night after 24 hours at the latest.

To correct any other problems:

First contact the administrator. If the administrator is unable to correct the problem, they must contact Customer Service.

Repair and recycling concept, extending performance capability

Obligations for Unify arising from this section are only valid in Germany.

Recycling and disposal of equipment in the OpenScape Desk Phone family

Return of OpenScape Desk Phone waste equipment.

a) Legal and other foundations

The take-back of equipment and spare parts is based on
- EU Directive 2002/96/EC (WEEE),
- the German "Act Governing the Sale, Return and Environmentally Sound Disposal of Electrical and Electronic Equipment" (ElektroG),

b) Separate collection according to ElektroG

Users of electrical and electronic equipment are obliged to collect waste equipment separately and supply for proper disposal.

This waste equipment must not be disposed of together with unsorted municipal waste (normal household waste). Separate collection is a condition for reuse, recycling and efficient recovery of waste equipment and the basis for the recovery of materials.

c) Take-back according to the criteria of the Blue Angel

In addition to the legal requirements governing take-back of electrical and electronic equipment, Unify Software and Solutions GmbH & Co. KG takes back the OpenScape Desk Phone CP200T telephone introduced on the market in Germany and manufactured after March 2016. Insofar as no direct collection of this waste equipment has been agreed, the OpenScape Desk Phone end-of-life telephones can be returned free of charge to the following address:

eds-r gmbh //
rücknahmesysteme
Maybachstr. 18
90441 Nuremberg, Germany

d) Reuse, recycling and recovery

Attention is paid to ease of disassembly/recycling of the OpenScape Desk Phone waste equipment as early as the product development stage.

Reuse:

The waste equipment is repaired and refurbished and introduced into the spare parts cycle where it is then reused.

Recycling and recovery of OpenScape Desk Phone equipment that is no longer usable:

the equipment is roughly disassembled and introduced into various recovery operations prior to further treatment. The various metals are separated using special shredder equipment for electronic scrap. Copper and precious metals are processed by refining. Aluminum and iron are separated and supplied for melting.

Repair reliability and spare part supply

Unify Software and Solutions GmbH & Co. KG guarantees repair support and spare part supply for up to 5 years following product discontinuation of the OpenScape Desk Phone telephones.

Extending performance capability

The functionality of all OpenScape Desk Phone telephones can be extended fundamentally by means of software updates.

Please contact your administrator/system support if necessary in this respect or your sales partner at Unify Software and Solutions GmbH & Co. KG.

Troubleshooting

Pressed key does not respond

- Check if the key is stuck.
- If the phone is locked, selected dialing keys cannot be used. This also applies even if an emergency number is saved on this key.

Check whether your telephone is locked (The following message appears on the screen: "Phone locked. To unlock enter the PIN."). If the phone is locked, enter your PIN to unlock it.

Telephone does not ring

Check whether the "Do not disturb" function is activated on your telephone ("Do not disturb" appears on the screen → page 24). If so, deactivate it → page 85.

You cannot dial an external number

Check whether you telephone is locked ("Not authorized" appears on the screen). If the phone is locked, enter your PIN to unlock it → page 75.

To correct any other problems

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

Caring for your telephone

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

Key terms

Mitel