

OpenScape Desk Phone CP400T OpenScape Key Module 400 OpenScape 4000

User & Administrator Guide

A31003-C1010-U105-1-7619

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Reference No.: A31003-C1010-U105-1-7619

The information provided in this document contains merely general descriptions or characteristics of performance which in case of actual use do not always apply as described or which may change as a result of further development of the products. An obligation to provide the respective characteristics shall only exist if expressly agreed in the terms of contract.

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Important Notes

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

 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.

Contents

Important Notes 3

Symbols	3
Software update	4
Care and cleaning instructions	4
Online documentation	4
Installation location information	4

General information 10

About this manual	10
Service	11
Intended use	11
Telephone type	11
Speakerphone quality and display legibility	11
Single-line telephone/multi-line telephone	11
Team functions	12
Icons used in the manual	13
Displays for describing operation	13
Selected action	13
Action not selected	14

Getting to know your OpenScape Desk Phone CP400T 15

Assembling and Installing the Phone	15
Shipment	15
Connecting the Phone	15
Assembly	15
.	15
The user interface of your phone	16
Ports on the underside of the phone	17
Key Module	18
OpenScape Key Module 400	18
Power supply	18
Keys and controls	19
Softkeys	19
Audio controls	19
Mode keys	19
Navigator	20
Programmable keys	21
Dial pad	22

Operating your OpenScape Desk Phone CP400T 23

Navigating in menus	23
Display	24
Idle mode	24
Idle menu	24
Main menu	25
Cancel	25
Program/Service menu	26
Call forwarding	27
Telephony interface	28
Telephony view	28

When conducting a call:	28
Telephony dialogs	29
Mailbox	31
Messages	31
Voicemail	32
Caller list	33
Call preparation	34
Call pop-up	35
Audio accessories	35

Basic functions 37

Answering a call	37
Answering a call via the handset	37
Answering a call via the loudspeaker (speakerphone mode).	38
Accepting a call via the headset	38
Switching to speakerphone mode	39
Switching to the handset	39
Open listening during a call	39
Making calls	40
Off-hook dialing	40
On-hook dialing	40
Dialing with the headset connected	41
Dialing with DDS keys	41
Calling back a missed call	41
Redialing a number	41
Ending a call	42
Rejecting calls	42
Turning the microphone on and off	42
Calling a second party (Consult).	43
Switching to the held party (alternating).	43
Transferring a call	43
Call forwarding	44
Using variable call forwarding	44
Using call forwarding no reply (CFNR).	45
.	45
Call forwarding in the carrier network and forwarding multiple subscriber numbers (MSN) (not for U.S.)	46
Using Callback	47
Storing a Callback	47
Accepting a Callback	47

Enhanced phone functions 48

Answering calls	48
Accepting a call with the headset	48
Accepting a specific call for your colleague	48
Using the speakerphone	48
Switching the microphone on/off	49
Answering calls from the entrance telephone and opening the door	50
Accepting a call from an answering machine	51
Making calls	52
En-bloc sending/correcting numbers	52
Using the caller list	53
Dialing a number from the internal Directory	54

Using the LDAP Directory	55
Making calls using system speed-dial numbers	57
Dialing with speed-dial keys	57
Talking to your colleague with a speaker call	58
Talking to your colleague with discreet calling	59
Automatic connection setup (hotline)	59
Reserving a trunk	59
Assigning a station number (not for U.S.)	60
Associated dialing/dialing aid	60
During a call	61
Using call waiting (second call)	61
Preventing and allowing call waiting (automatic camp-on)	62
Turning the call waiting tone on and off	62
Saving a number	62
Parking a call	63
Holding external calls	64
Conducting a Conference	65
Activating tone dialing/DTMF suffix-dialing	66
Recording a call	67
Transferring a call after a speaker call announcement in a group	67
Send trunk flash	68
If you cannot reach a destination	68
Call waiting (camp-on)	68
Busy override – joining a call in progress	68
Using night answer	69
Programming a function key	70
Configuring function keys	70
Overview of functions	71
Programming a procedure key	73
Configuring repdial keys	74
Deleting function key programming	75

Displaying and assigning call charges 76

Displaying call charges (not for U.S.)	76
Displaying call charges for another telephone (not for U.S.)	77
Dialing with call charge assignment	78

Privacy/security 79

Turning ringer cutoff on and off	79
Activating/deactivating "Do not disturb"	79
Caller ID suppression	80
Silent Monitor	80
Monitoring a room	81
Trace call: identifying anonymous callers (not for U.S.)	81
Locking the telephone to prevent unauthorized use	82
Locking another telephone to prevent unauthorized use	83
Saving your PIN	83

More functions/services 84

Appointments function	84
Saving appointments	84
Using timed reminders	85

Sending a message	85
Creating and sending a message	85
Viewing and editing incoming messages	86
Leaving an advisory message.	87
Deleting advisory messages	87
Displaying the number of waiting calls/overload display	88
Using another telephone like your own for a call	88
Changing a number (after exchanging/ moving/relocating a phone)	89
Fax details and message on answering machine	90
Resetting services and functions (system-wide cancellation for a telephone)	90
Activating functions for another telephone	91
Using system functions from outside DISA (direct inward system access)	92
Using functions in ISDN via code dialing (keypad dialing)	93
Controlling connected computers/programs/telephone data service	94
Controlling relays (only for OpenScape Business)	95
Sensors (OpenScape Business X3/X5 only)	95
Paging persons (not for USA)	95

Making calls in the team/executive/secretary configuration . . . 96

Lines	96
Line utilization	96
Line seizure	96
Trunk keys.	97
Answering calls with the trunk keys	97
Dialing with trunk keys	97
Placing a call on hold on a trunk key and retrieving the held call.	98
Making calls on multiple lines alternately	98
MULAP Conference release	98
Direct station selection key	99
Using DSS keys to answer calls	99
Calling a team member directly	99
Transferring a call in progress	99
Accepting a call for another team member	100
Forwarding calls on trunks	100
Transferring calls directly to the executive phone	102

Using team functions 103

Activating/deactivating a group call.	103
Accepting a call for another member of your team	105
Ringling group	105
Uniform Call Distribution (UCD)	106

Special functions in the network environment 108

Leaving hunt group/group call.	108
Setting up "follow me" call forwarding	109
Using night answer	110
Ringling group	111
Controlling relays	112
Opening a door	113

Individual phone configuration	114
Adjusting display settings	114
Adjusting the display to a comfortable reading angle	114
Illuminated display	114
Setting contrast	114
Adjusting audio settings	115
Adjusting the attention ring volume	116
Adjusting the speakerphone to the room acoustics	116
Activating/deactivating the ringer	116
Language for system functions	116
Testing the phone	117
Phone functions, testing	117
Checking the key assignment	117
Fixing problems	118
Responding to error messages on the screen	118
Contact partner in the case of problems	119
Repair and recycling concept, extending performance capability	120
Recycling and disposal of equipment in the OpenScape Desk Phone family	120
Repair reliability and spare part supply	121
Extending performance capability	121
Troubleshooting	122
Caring for your telephone	122
Index	123
Overview of functions and codes	127
Display icons	130

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 & Administrator 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 & Administrator 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.
- 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 91.

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 12.

When using a multi-line phone to make and receive calls, certain particulars must be taken into account → page 12 ff.


The executive-secretary configuration is a special case. This is a multi-line telephone with special features (e.g., "Ring Transfer" and "Accept call"), configured especially for executive/secretary use → page 10 ff.

Team functions

To increase the efficiency of telephony, your service personnel can configure various Team functions such as pickup groups, hunt groups, and call distribution groups.

Icons used in the manual

Tips

 Indicates additional important information in relation to handling.

Displays for describing operation

Selected action

Original illustration on display






Step-by-step illustration in the User Guide

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

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

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

The selected function can alternatively be confirmed using the  key on the navigator (→ page 20). You should first navigate to the preferred choice and then press the  button.

 100
Andre Ampere

Answer





Action not selected

Illustration on display



Step-by-step illustration in the User Guide

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

Navigation and action in lists



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



Press and hold to navigate between the menu choices faster.



Press and hold to navigate between the menu choices faster.



Go back.



Open contacts and details. Switch to next lower level.



Execute the Softkey action in the list element.



Performs the same function as with the Softkey but only affects a selected element.

OpenScape Desk Phone CP400T and OpenScape Key Module 400

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

The OpenScape Desk Phone CP400T or OpenScape Key Module 400 key shown here is referred to as a Function keys in the User Guide.


Reject call

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 slave for connection to PC

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

Assembly

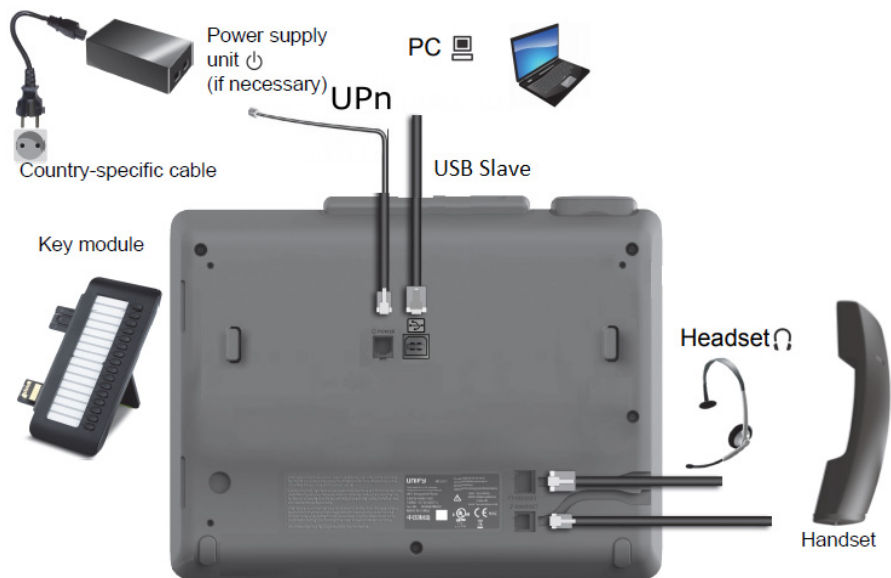
1. Handset: Insert the plug on the long end of the handset cable into the jack  on the base of the telephone and press the cable into the groove provided for it. Next, insert the plug on the short end of the handset cable into the jack on the handset.

The user interface of your phone



1	You can make and receive calls as normal using the handset .
2	The graphic display permits intuitive operation of the phone → page 23.
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 20.
5	You can use the Softkeys to activate a function or open a menu → page 19.
6	The audio keys are provided to allow you to optimally configure the audio features on your telephone → page 19.
7	Incoming calls, new voice messages or missed calls are visually signaled via the Notification LED.
8	The dial pad can be used to enter phone numbers and write text → page 22.
9	Use the Call Forwarding key to open a menu, for example, in order to set up the variable call forwarding → page 27.
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 slave	✓
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 21



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. 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 39.
	Activate/deactivate the headset → page 38.
	Activate/deactivate microphone (also for speakerphone mode) → page 43.

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 23.
	Call forwarding→ page 27.

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: <ul style="list-style-type: none"> • Go down one level
 Press the  key.	In lists and menus: <ul style="list-style-type: none"> • One level back In input fields: <ul style="list-style-type: none"> • Delete character to the left of the cursor
 Press the  key.	In lists and menus: <ul style="list-style-type: none"> • Scroll down
 Press the  key.	In lists and menus: <ul style="list-style-type: none"> • Scroll up
 Press the  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 keys by connecting a key module → page 18.

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

- Function keys → page 73
- Redial keys → page 77
- Procedure keys → page 76

 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

You can program the programmable keys in the first level. Redial keys can be programmed only in the second level. The Shift key → page 73 must be configured for this, and extended key functionality must be active (contact your service personnel).

External phone numbers and internal numbers without LED display can also be saved in the second level → page 77.




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

Long press the key to open a menu for programming it → page 76.

When you program a function, you should write its name to the according place of the label sheet provided. There is no other way to remember the functions. When you press the key, the programmed function is activated.

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		
Long press (key held down)	Turn ringtone on/off → page 103.	Turn phone lock on/off → page 85.
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			
	a	b	c	2	
	d	e	f	3	
	g	h	i	4	
	j	k	l	5	
	m	n	o	6	
	p	q	r	s	7
	t	u	v	8	
	w	x	y	z	9
	+	.	-	0	
	2				
	3				

1 Space

2 Next letter in upper case

3 Delete character

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 19 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 20.

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 17.

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 26.

Idle menu

The idle menu may contain the following entries:

- Caller list
- Forwarding on
- CFNR on
- Lock phone
- DND on¹
- Advisory msg. on
- Ringer cutoff on
- Send message
- View sent message²
- View callbacks³
- Directory
- HF answerback on
- Suppress call ID
- Call wait. trm.off
- Waiting tone off





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. Only appears when there are messages that the recipient has not yet viewed

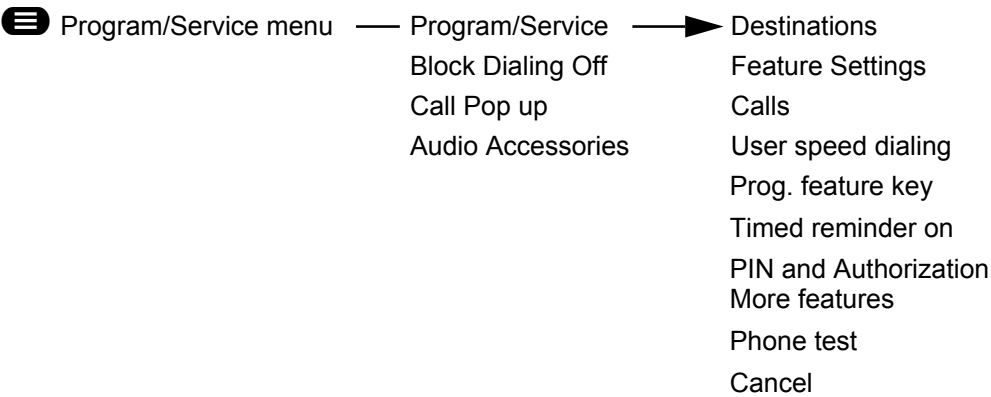
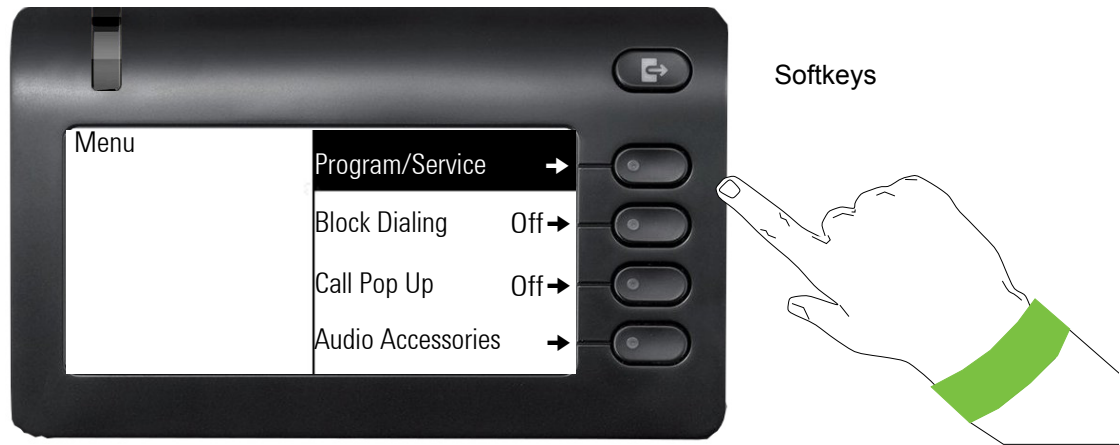
2. Only appears if callback requests are saved.

Explanation of the icons

Icon	Meaning
	The ringer is deactivated → page 103
	The "Do not disturb" function is activated → page 85
	The phone lock is activated → page 85
	You received new messages → page 31

Main menu



With the Program/Service 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 .
2. In idle mode, press  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.

Call forwarding



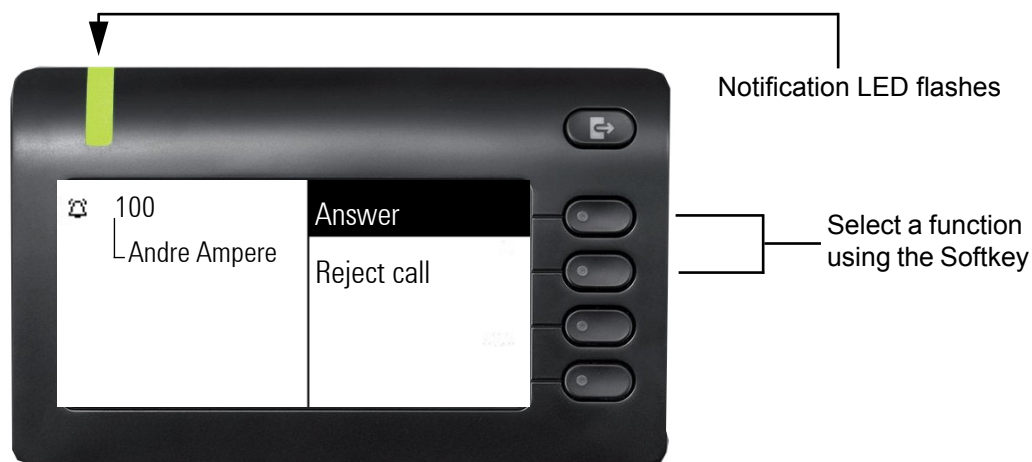
To access the "Call forwarding" menu, press the Call Forwarding  key above the Softkeys → page 45.

Telephony interface

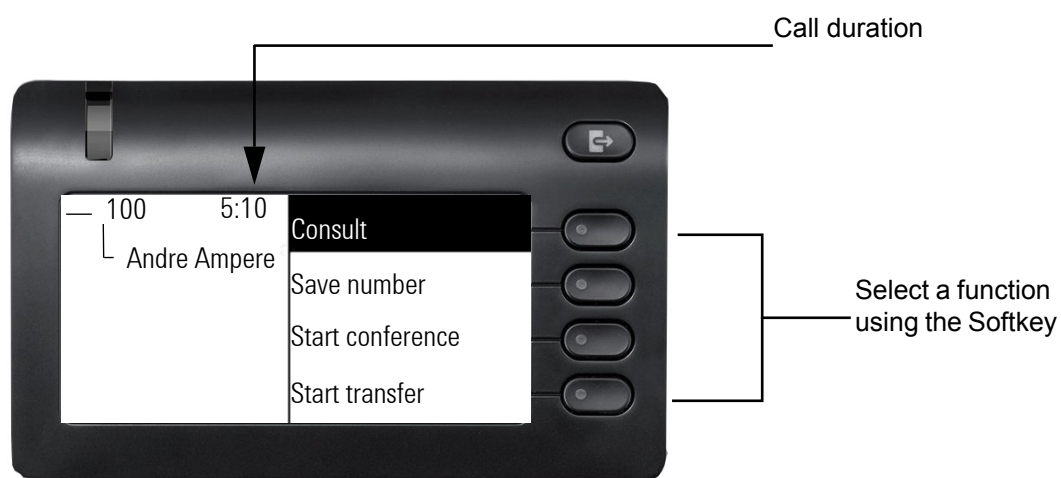
Telephony view

Incoming call

Your phone rings and the LED flashes green.



When conducting a call:





➡ Detailed descriptions of the various functions can be found in the sections "Making calls – basic functions" → page 40 and "Making calls – enhanced phone functions" → page 40.

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 20.

➡ 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** key, or the corresponding Softkey , or the  key → page 20.

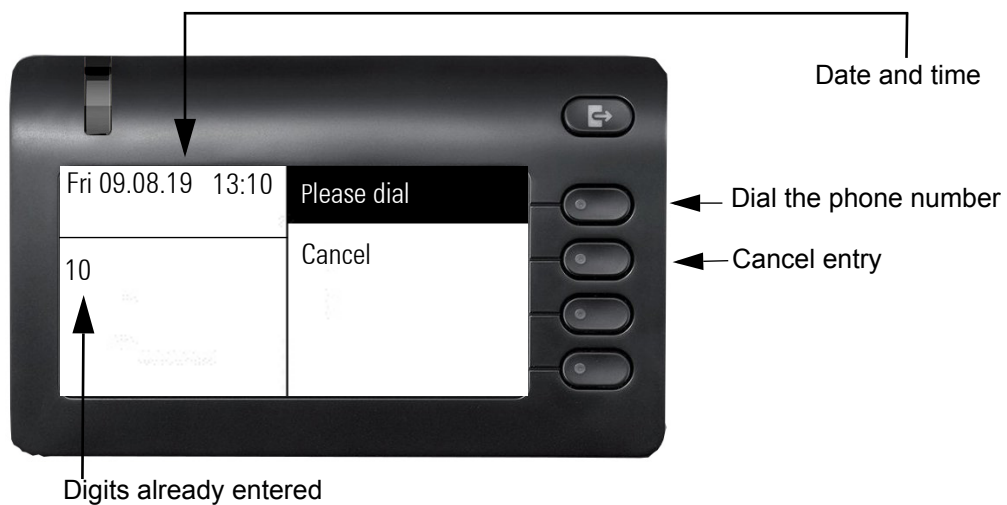
Appearance during dialing

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



Appearance during en-bloc dialing

Example: You have activated "Call preparation" → page 34 and are entering a number.



Mailbox

Depending on the type and configuration of your communications platform (contact the relevant service personnel), messages from services, such as, OpenScape Xpressions are displayed in this application in addition to messages received.

Messages

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

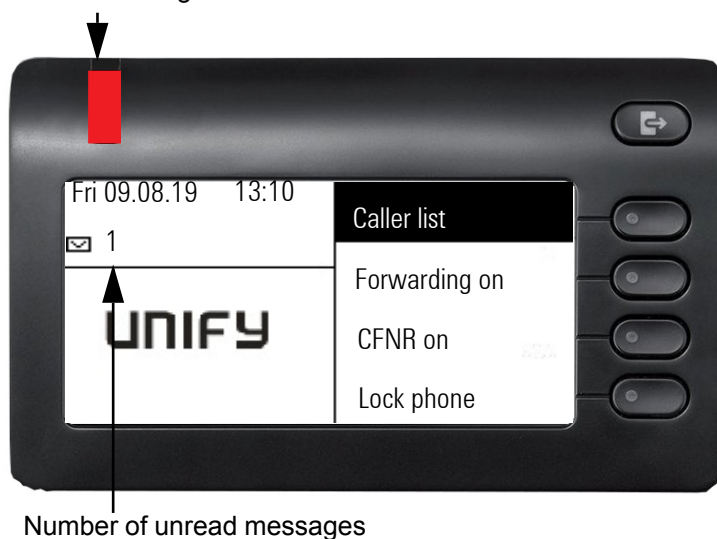
In idle mode (→ page 24) the following signals alert you to the presence of new messages:

- The softkey

Press the Softkey  to view the unread messages.

Example:

LED is flashing red



When you press the Softkey on the top right of the device, the following screen is shown:



Voicemail

If your telephone is connected to a voicemail system (such as Smart Voice Mail), the message icon will appear on the screen to alert you that new messages have arrived.

To play back your voicemail, follow the instructions on the display.

Caller list

If you are unable to accept an external or internal call, the call attempt is stored in the caller list. You can also store external calls that you have answered in the caller list (contact your service personnel).

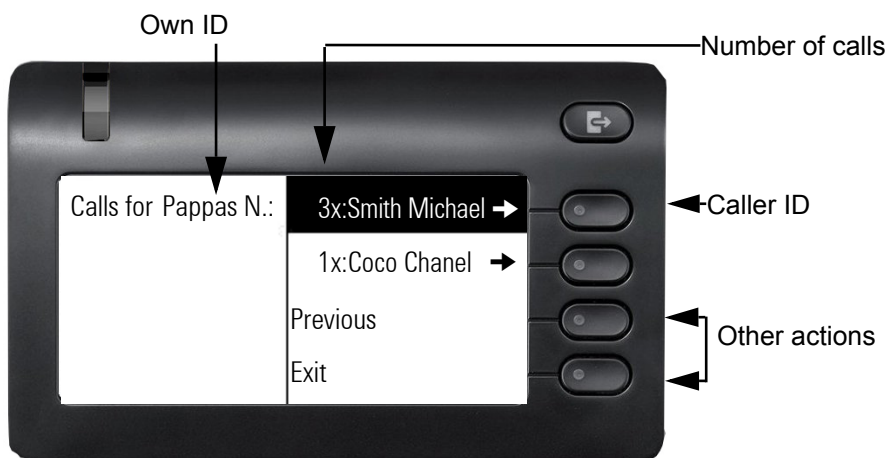
Your telephone stores up to ten calls in chronological order. Each call is assigned a time stamp. The most recent entry not yet answered in the list is displayed first. Multiple calls from the same caller do not automatically generate new entries in the caller list. Instead, only the most recent time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

The caller list is automatically displayed → page 24 in the idle menu → page 60.

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:





For a description of how to edit the caller list → page 61.

Call preparation

Activate the function "Call preparation" to use en-bloc dialing on your OpenScape Desk Phone CP400T.

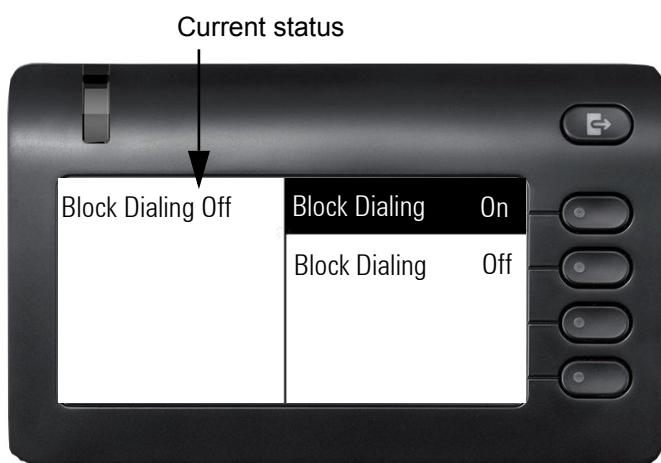
This means: You engage the line only after you have fully entered the number and confirmed.


Activate/deactivating en-bloc 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: "Call preparation" menu view.



 An example of the display during en-bloc dialing is on → page 30.
For a description of en-bloc dialing, see → page 60.

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.

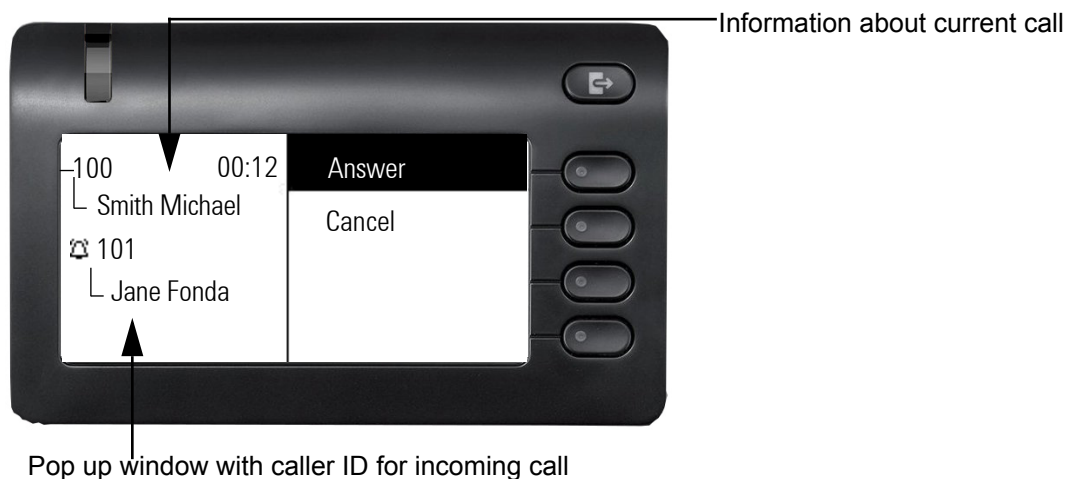
Activating/deactivating call pop up


Prerequisite: "Second call" must be activated → page 70.

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


Showing and processing a second call

Example: second call when call pop-up is on

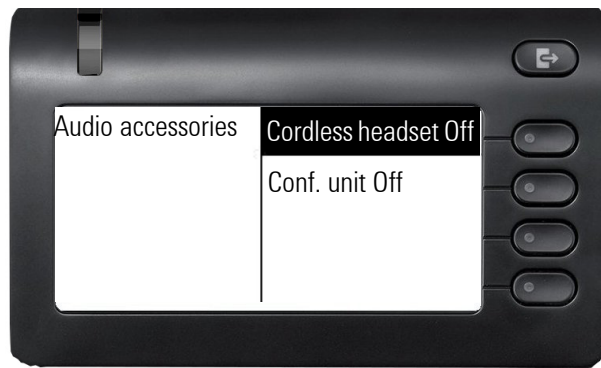


1. While talking to the first party confirm the entry "Display" using the  key.
2. From the menu that appears, select an action for dealing with the second party:
 - Consultation → page 44
 - Take call → page 40
 - Start conference → page 52
 - Start transfer → page 44
 - Phonebook → page 62
 - Put the call on hold
 - Quit and return


Audio accessories

Press the  menu key. Navigate using the 5-way navigator and select entry **Audio accessories**. 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 15 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.

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

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

If transmitted, calling party information (name, phone number) appears on the graphic display.

 An incoming call will interrupt any ongoing telephone setting operations.

Answering a call via the handset

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

Lift the handset.

Set volume louder or quieter. Press the buttons until you reach the desired volume.



Answering a call via the loudspeaker (speakerphone mode)

Suggestions for using speakerphone mode

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

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



or

Answer

or



Confirm.

The speakerphone function is activated.

if nec. - +

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

Ending a call



Press the key shown. The LED goes out.

Accepting a call via the headset

Prerequisite: A headset is connected.



Make sure your headset port is set up properly → page 35.

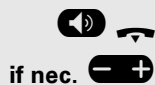
The phone rings. The  key flashes.



Press the key shown.

if nec. - +

Set the call volume.



Switching to speakerphone mode

Prerequisite: You are conducting a call via the handset.

Hold down the key and replace the handset. Then release the key.

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

U.S. mode

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



Press the key shown.

Replace the handset. Proceed with your call.

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

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 during a call

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

Prerequisite: You are conducting a call via the handset.

Activating

Press the key shown. The LED lights up.

Deactivating

Press the key shown. The LED goes out.

Making calls

Off-hook 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



Internal calls: Enter the station number.

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



Your system may also be programmed so that you have to press the Internal key before you dial an internal number.

To call an external party, you have to enter an external code before dialing the party's telephone number (Prime Line is not active; contact your service personnel).

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.

Dialing with the headset connected


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.

 Make sure your headset port is set up properly → page 35.

Dialing using En-bloc dialing

Prerequisite: You have activated “Call preparation” → page 34.

internal: Enter the station number.

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

Correct input using the navigation keys.

Confirm the option shown.

The party you are calling answers via loudspeaker.

Lift the handset.

On-hook dialing: Speakerphone mode.

Dialing with DDS keys


Prerequisite: You have saved a number on a DDS key → page 77.

Press the key with a saved number.

If the number is saved on the second layer, press the shift key first.

Lift the handset.

Press the key shown.

 You can press the DDS key during a call and automatically initiate a Consultation call → page 44.

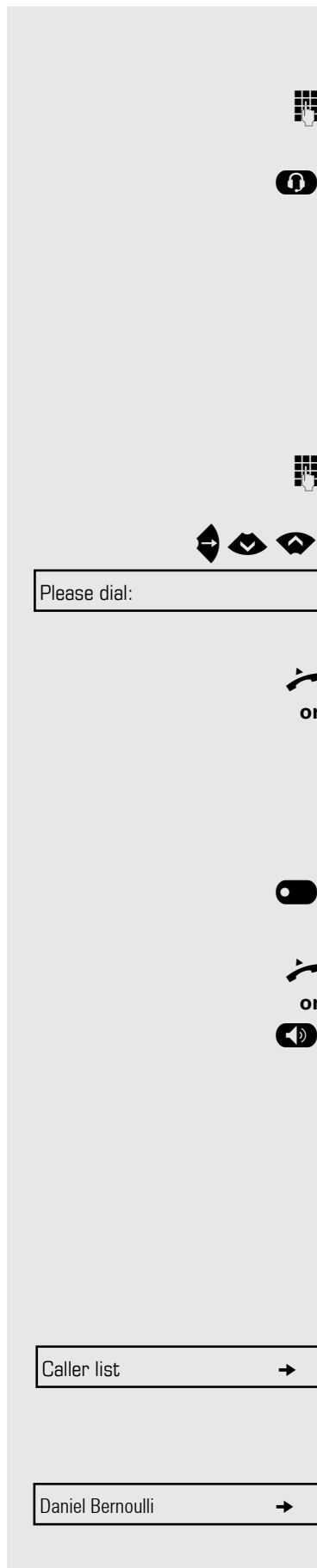
Calling back a missed call

Contacts who have tried to reach you are identified accordingly in the caller list and appear at the top of the list. The notification LED lights up red.

Select using the Softkey.


The notification LED lights up green.

The name of the person who called is shown on the screen. Next to the contact, the number of the calls is shown. Select the contact and confirm to call the contact.



Redialing a number

The last ten external telephone numbers dialed are stored automatically.

 If this feature is configured (contact your service personnel), account codes entered are also saved → page 83.

You can redial them simply by pressing a key.

Displaying and dialing saved station numbers

Keep selecting and confirming the option shown until the phone number you want appears.

Select and confirm the option shown.

Redialing a number (last dialed number)

The last phone number dialed on your telephone is dialed.


Redialing from the menu

Lift the handset.



Press the key shown.

Confirm the option shown.

 On a multi-line phone, the last number dialed on the primary line is always saved.

Redialing a number (saved number)

Prerequisite: You have saved a phone number → page 51.

Lift the handset.



Press the key shown.

Select and confirm the option shown.

The saved phone number is dialed.

Next

Call

Last number redial?

Saved number redial?

Ending a call



Replace the handset.

Rejecting calls

You can reject calls which you do not wish to take. The call is then signaled at another definable telephone (contact your service personnel).

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

Reject call

Select using the Softkey.

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

Turning the microphone on and off

To prevent the other party from listening in while you consult with someone in your office, you can temporarily switch off the handset microphone or the hands-free microphone. You can also switch on the handsfree microphone to answer an announcement via the telephone speaker (speaker call, → page 56).

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.

Calling a second party (Consult)

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

Consult

or



Select using the Softkey.

Confirm.

Call the second party.

Return to the first party:

Return to held call

or



Select using the Softkey.

When the Return to held call option is selected, press the OK button.

Switching to the held party (alternating)

Toggle/Connect

Select using the Softkey.

Start conference

or



Initiating a three-party Conference

Select using the Softkey.

When the Start Conference option is selected, confirm.

Joining calling parties from a Conference

Leave conference

Select using the Softkey.

For more information on conferences, see → page 52.

Transferring a call

If the person you are speaking to wants to talk to another colleague of yours, you can transfer the call to that colleague.

Consult



or

Transfer

Press the shown Softkey.

Enter the number of the party to which you want to transfer the call.

Announce the call, if necessary.

Replace the handset.

Select using the Softkey and confirm the option shown.

Call forwarding



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.

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.

Enter the destination number.

Confirm, when the phone number is complete.

Fixed call forwarding is saved and activated.

Activating fixed call forwarding

Prerequisite: A fixed call forwarding destination is saved.

Press the forwarding key. The LED lights up.

Open the idle menu.

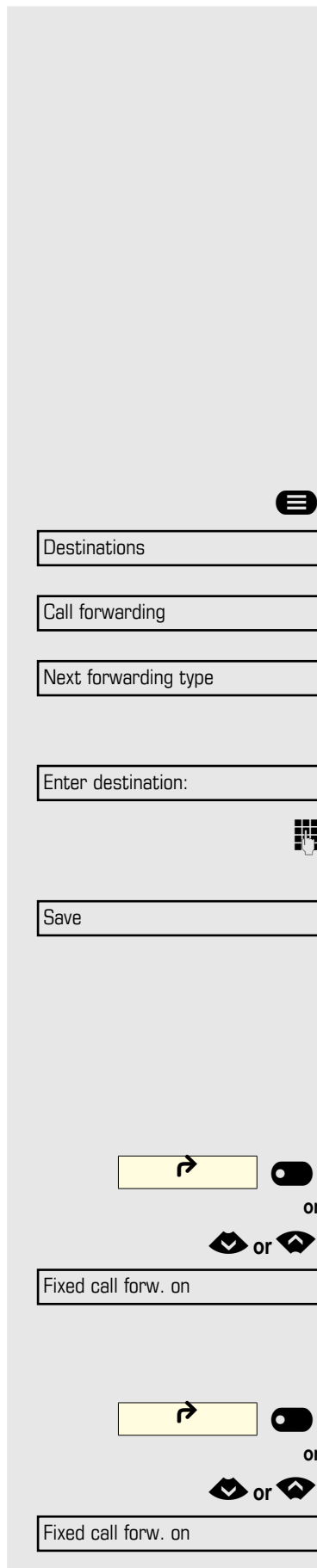
Select and confirm the option shown.

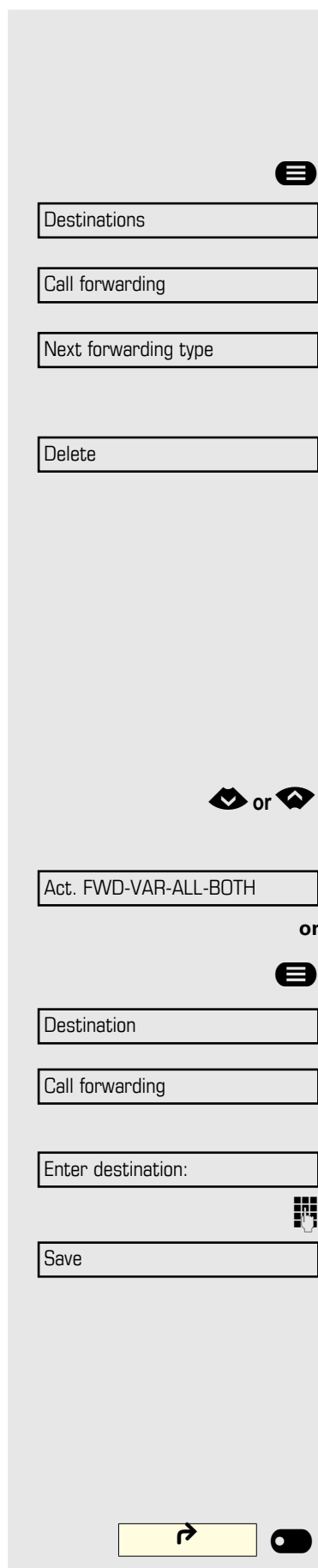
Deactivating fixed call forwarding

Press the forwarding key. The LED goes out.

Open the idle menu.

Select and confirm the option shown.





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.

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

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.

Deact call forwarding

Destination

Call forwarding

Next forwarding type

FWD-VAR-RNA-BOTH off

Enter destination:

Save

Ringing duration until forwarding

Modify

Save

→

Open the idle menu.

Select and confirm the option shown.

Call forwarding is deactivated. The destination number is deleted.

Additional forwarding types

This description applies for the following forwarding types:

- Forwarding for intl
- Forwarding for extnl
- Forwarding on busy
- Call forward. no reply
- Forwarding on busy/no reply

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

Configuring and activating call forwarding

Open the Program/Service menu.

Confirm the option shown.

Confirm the option shown.

Variable call forwarding is offered first.

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

Example of "Call forward. no reply"

Forwarding type with status.

Select and confirm the option shown.

Enter the call forwarding destination number.

Confirm, when the phone number is complete. The status is set to "FWD-VAR-RNA-BOTH on".

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

Confirm the option shown.

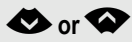
Enter the time in seconds after which the call should be forwarded. You can enter a maximum of 60 seconds. If the value is, the system forwarding time is used. The time set here is also used by the "Forwarding on busy/no reply" forwarding type.

Confirm the option shown.

Deactivating variable call forwarding

For "Call forwarding for internal" and "Call forwarding for external":

Press the lit key. The LED goes out.



Deact call forwarding

For all other forwarding types:

Open the idle menu.

Select and confirm the option shown.

Call forwarding is deactivated and the destination number is deleted.

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.
 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: You have saved a Callback.

Your telephone rings. "Callback: ..." appears on the display.

Lift the handset.

Press the key shown. The LED lights up.

Select using the Softkey and confirm the option shown.

You hear a ring tone. Viewing and deleting a stored Callback

In the Idle menu Press the programmed key "Callback".

Select using the Softkey and confirm the option shown.

Select and confirm to display additional entries.

Cancel callbacks

Confirm the option shown.

Don't 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.

Press the key shown.

Callback



or



or

Answer

if nec. ☐

or

View callbacks

Next callback

Cancel callback?

or

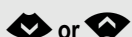


Next entry

Output

if nec. ☐

or



Display callbacks?

Next callback?

Delete

Exit

or



or



Information regarding the caller is displayed.

Select and confirm until the required entry is displayed.

Select and confirm the option shown.

The party is called and the entry deleted from the list

Checking/deleting a saved callback

Prerequisite: You have saved a callback → page 49

Press the “Callback” programmed key.

Open the idle menu.

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

Select and confirm to display additional entries.

Deleting a displayed entry

Select using the Softkey and confirm the option shown.

Ending retrieval

Select using the Softkey and confirm the option shown.

Press the key shown. The LED goes out.

Press the key shown. The LED goes out.

Saving phone numbers for redial



This phone number is saved under the idle menu entry "Saved number redial?", and overwrites previously saved phone numbers. Dial the saved phone number from the idle menu → page 42.

Saving the current phone number

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

Select and confirm the option shown.

Saving any phone number

Prerequisite: Your phone is in idle mode → page 20.

Open the Program/Service menu → page 26.

Confirm the option shown.

Select and confirm the option shown.

Confirm the option shown.

Enter the station number.

Confirm the option shown.

Save number



Destinations →

Saved number redial? →

New entry



Save

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.

You are conducting a call.

Select and confirm the option shown.

Call the second party. Announce the conference.

Select and confirm the option shown.

The following message is displayed: "1 is your position".



or



Start conference



Conference

Return to held call

Add to conference



Conference

Return to conference

View members

220870 Coco

Next conference party

or

Return

View members

Release party

If the second party does not answer

Confirm.

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.

Adding up to five parties to a conference

If you intend to call another party and connecting them to the conference

Select and confirm the option shown.

Call the new party.

Inform this party that you are initiating a conference.

Select and confirm the option shown.

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

If the a new you want to add to the conference does not answer

Select and confirm the option shown

Viewing the conference participants

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

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

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

To display other parties, confirm each subsequent display.

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

Removing participants from the conference

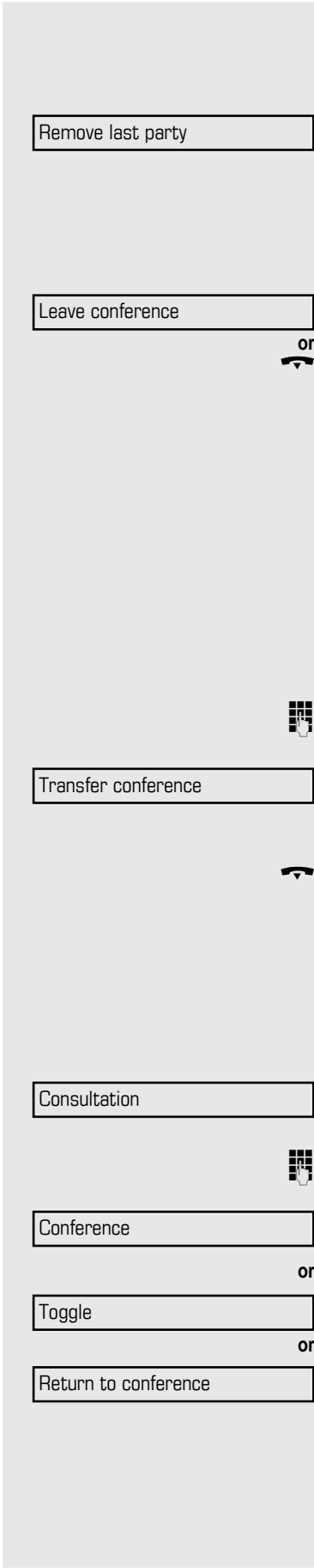
Prerequisites: You are connected to a conference and wish to disconnect one of the participants.

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

Select one of the conference participants by following the steps in Section , "Viewing the conference participants", on page -53.

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

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



Remove last party

Removing the last participant

If you want to remove the last participant who joined the conference:

Select and confirm the option shown. The last participant who joined the conference is disconnected. If the conference only included three parties, it is now closed.

Leave conference

Leaving a conference

Select and confirm the option shown.

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

Transfer conference

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 conference" 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.

While in a conference:

Call the new party.
Inform this party about the transfer.

Select and confirm the option shown.

You have left the conference.

Replace the handset

Consultation

Consultation calls while on a conference

Extending a conference by adding a consultation call

If during the conference, you wish to hold a consultation call.

Select and confirm the option shown.

Conference

Call the second party. Hold the consultation call.

Select and confirm the option shown.

Toggle

Toggle between the conference and the consultation call

Return to conference

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

Enhanced phone functions

Answering calls

Accepting a call with the headset

Prerequisite: The headset is connected.

The LED flashes when a call is received.
Press the key shown. The LED lights up.

Select using the Softkey and confirm the option shown.

 Make sure your headset port is set up properly → page 35.

Ending a call

Press the key shown. The LED goes out.


Accepting a call via a DSS key

Prerequisite: You have configured direct selection keys on your phone
→ page 21 and → page 77.

Press the DSS key.

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

Lift the handset.

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

Accepting a specific call for your colleague

You hear another telephone ring.

Open the Program/Service menu → page 25.

Select and confirm the option shown.

Select and confirm the option shown.

The called party appears on the display.

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



or

Answer



or



More features →

Pickup - directed

if nec.

Next

Accept call

or




or



Confirm.

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

Press the flashing key.

 Accepting a call in a team → page 98.

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 speaker with a speaker call. You hear a tone before the announcement. The other party's name or station number appears on the screen.

You can conduct the call with the handset or in speakerphone mode.

Lift the handset and answer the call.

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

Press the key and answer the call.

 If handsfree answerback is enabled (see below), you do not need to switch on the microphone - you can answer directly. You can answer immediately in speakerphone mode.

If handsfree answerback is disabled (default setting), follow the procedure described above. Placing a speaker call to a colleague → page 63.

Enabling and disabling handsfree answerback

Select using the Softkey and confirm the option shown.

Select using the Softkey and confirm the option shown.

Switching the microphone on/off

Mute off

or



or



HF answerback on

or

HF answerback off



To prevent the other party from listening in while you consult with someone in your office, for example, you can temporarily switch off the handset microphone or the handsfree microphone (see → page 19)

Answering calls from the entrance telephone and opening the door

If an entrance telephone has been programmed, you can use your telephone to speak to someone at the entrance telephone and to activate a door opener. If you have the proper authorization (contact your service personnel), you can activate the **door opener**, enabling visitors to open the door themselves by entering a 5-digit code (using a DTMF transmitter or installed keypad).

Speaking to visitors via the entrance telephone

Prerequisite: Your telephone rings.

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



or



Lift the handset after more than thirty seconds.



Dial the entrance telephone number.

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

Confirm.

Open door

Opening the door from your telephone without calling the entrance telephone

Press Main Menu key.



Program/Service

Open the Program/Service menu → page 25.

More features →

Select and confirm the option shown.

Open door

Select and confirm the option shown.



Dial the entrance telephone number.

Opening the door with a code (at the door)

After ringing the bell, enter the five-digit code (using the keypad or a DTMF transmitter). Depending on how the door opener has been programmed, a door-bell call signal may or may not be forwarded.



Activating the door opener

Press Main Menu key.

Open the Program/Service menu → page 25.

Select and confirm the option shown.

Select and confirm the option shown.

Dial the entrance telephone number.

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

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

Select and confirm the option shown.

You can also open the door without a doorbell ring.

Deactivating the door opener

Open the Program/Service menu → page 26.

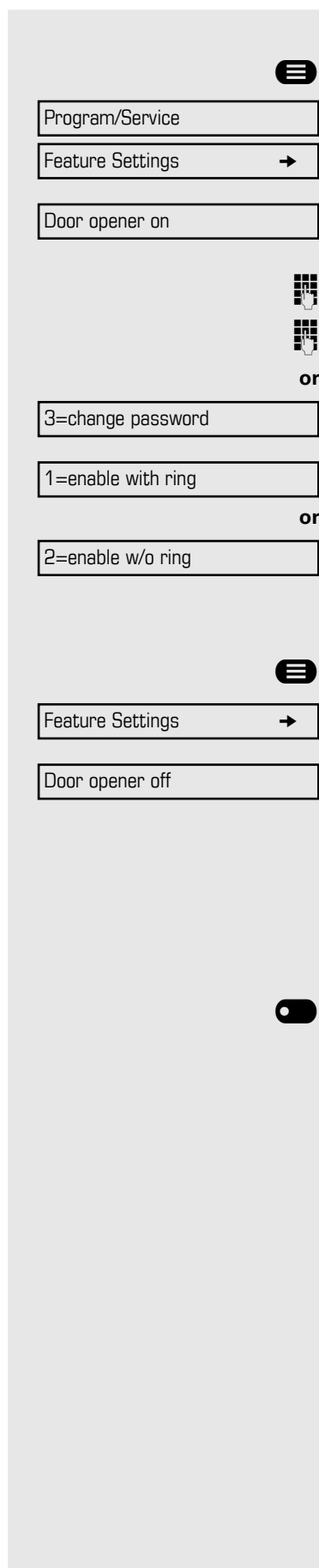
Select and confirm the option shown.

Select and confirm the option shown.

Accepting a call from an answering machine

If an answering machine is connected to your system (ask the responsible technician) and you have programmed the answering machine's internal number on a key → page 73, you can accept the call from the answering machine.

The LED lights up. Press the key shown.



Making calls

Using the caller list

Detailed information, as well as a sample display entry are provided on → page 33.

Retrieving the caller list

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

Select using the Softkey.

The most recent entry is displayed on the screen.

To view other calls, confirm each subsequent display.

Ending retrieval

Select using the Softkey.

Select using the Softkey.

Press the key shown. The LED goes out.

Detailed view of a call

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

Press to view detailed information, see the example on → page 33.

Select using the Softkey and confirm the option shown for a detailed view of further entries.



An advisory tone marks the end of the list.

Caller list

3x: Smith Michael→



Previous

or

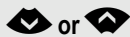
Exit

or



Next

Call



Unanswered calls →

or

Incoming calls →

or

Outgoing calls →

Output

Next call

Delete

Return

Dialing a station number from the caller list

Prerequisite: You are viewing detailed information on an entry.

Select using the Softkey.



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

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 25.



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 21.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

The latest entry in the relevant list is shown, see the example on → page 25.

Dialing a phone number from a list

Select and confirm the option shown.

The relevant party is called.

Displaying additional calls in a list

Select and confirm the option shown.

Removing an entry from the caller list

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

Select and confirm the option shown.

Ending retrieval

Select and confirm the option shown.

Making calls using system speed-dial numbers

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

Press main menu key → page 25.

Select using the Softkey.

Select using the Softkey and confirm the option shown.

Enter a three-digit speed-dial number.

Suffix-dialing

If necessary, you can suffix-dial additional digits (for example, the user's extension) at the end of the saved station number.

If this feature is configured, a suffix is automatically dialed (for example, "0" for the exchange) if no entries are made within 4 or 5 seconds.

Dialing with speed-dial keys

Prerequisite: You have configured speed-dial keys → page 62.

Press main menu key → page 25.

Select using the Softkey.

Select using the Softkey and confirm the option shown.

Press the key shown.

Press the required speed-dial key.

Configure a speed-dial key

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

Press the menu key → page 25.

Select using the Softkey.

Select using the Softkey.

Select using the Softkey and confirm the option shown.

Press the key shown.

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

Confirm.

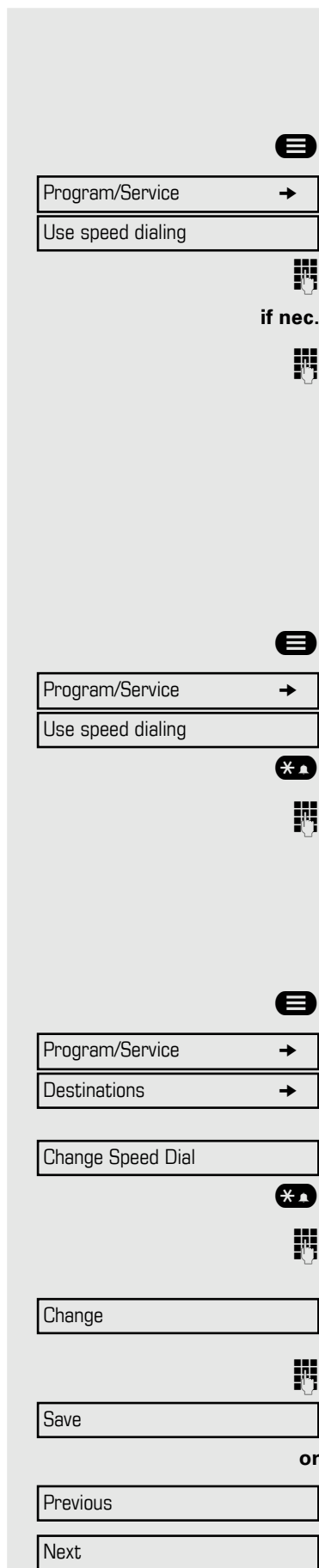
First enter the external code and then the external station number.

Confirm.

If you make a mistake:

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

Confirm.



Change

Select and confirm the option shown.

Delete

Select and confirm the option shown.

Exit

Select and confirm the option shown.

Talking to your colleague with a speaker call

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



Press the menu key → page 25.

Program/Service →

Select using the Softkey.

Calls →


Select using the Softkey.

Speaker call

Select using the Softkey and confirm the option shown.



Enter the station number.

 Responding to a speaker call → page 56.

Reserving a trunk

If configured (ask your service personnel), you can reserve an occupied trunk for yourself.

When the line is free, you receive a call and a note on the display.

Prerequisite: "Currently busy" appears on the display.

Select using the Softkey.

Reserve trunk

Reserved line is free:

Your telephone rings and the display shows "Trunk is free".

Lift the handset. You will hear the dial tone.

Enter the external phone number.

En-bloc sending/correcting numbers

You can enter the number without the number being dialed straight away. This means that you can correct the number if necessary.

The station number is only dialed at your specific request.

Prerequisite: You have activated "Call preparation" → page 34.

Internal calls: Enter the station number.

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

Dialing entered/displayed numbers

Lift the handset.

Select using the Softkey and confirm the option shown.

Correcting numbers entered



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

Press.

The last digit entered in each case is deleted.

Enter the required digit(s).

Canceling en-bloc sending

Select using the Softkey and confirm the option shown.

Press the key shown. The LED goes out.

Using call forwarding



Please note the description for programming call forwarding → page 64.

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 configured 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 70.

If you have activated "Call forwarding busy/no reply" or "Call forwarding no reply" (→ page 70), 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 25.

Select using the Softkey.

Confirm the option shown.

Select and confirm the option shown.

Confirm the option shown.

Enter the number of the other telephone.

Confirm the option shown.

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

Confirm the option shown.

Enter the destination number.

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



Program/Service →

Destinations →

Forwarding station No.

Variable call forw.



Completed

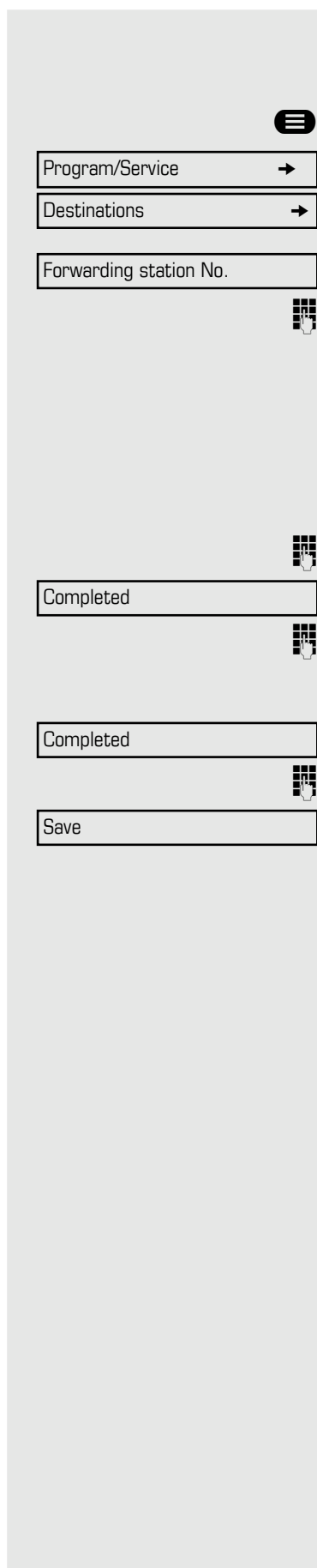


Completed



Save

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



The screenshot shows a vertical menu interface. At the top is a menu icon (three horizontal lines). Below it are three main menu items, each with a right-pointing arrow: 'Program/Service', 'Destinations', and 'Forwarding station No.'. Below 'Forwarding station No.' is a small grid icon with a hand cursor. Further down is another 'Completed' status bar, followed by another grid icon with a hand cursor. Below that is a third 'Completed' status bar, followed by another grid icon with a hand cursor. At the bottom is a 'Save' button.

Press the menu key → page 25.

Select using the Softkey.

Confirm the option shown.

Select and confirm the option shown.

Enter the code for the call forwarding type you wish to set. Codes are assigned by 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.

Confirm the option shown.

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

Confirm the option shown.

Enter the destination number.

Confirm the option shown.
Call forwarding is now active.

Displaying/deactivating call forwarding for another phone

Press the menu key → page 25.

Select using the Softkey.

Select and confirm the option shown.

Select and confirm the option shown.

Confirm the option shown.

Enter the number of the other telephone.

Confirm the option shown.

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

Confirm the option shown.

Deactivating

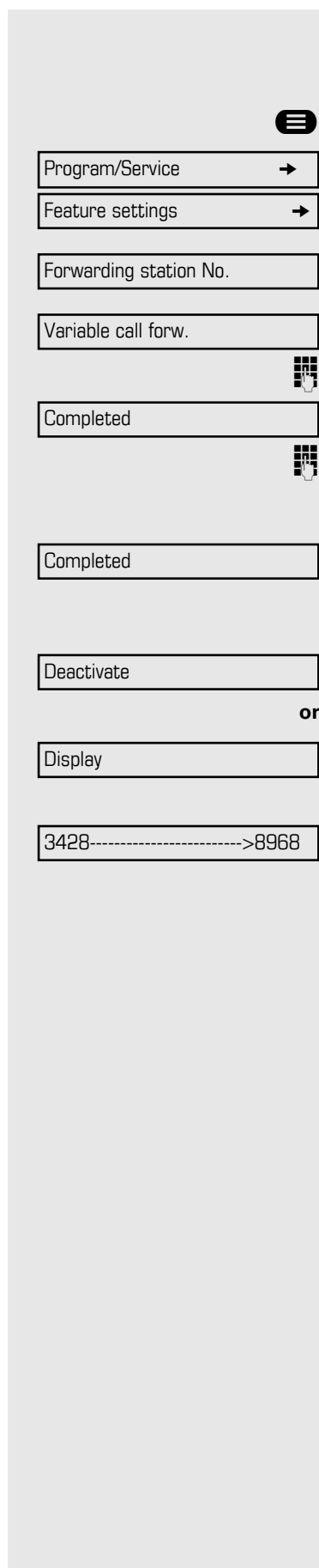
Confirm the option shown.

Display

Select and confirm the option shown.

Sample display:

Calls for station 3428 are forwarded to station 8968.



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

Press the menu key → page 25.

Select using the Softkey.

Select and confirm the option shown.

Select and confirm the option shown.

Enter the code for the call forwarding type you wish to set. Codes are assigned by 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.

Confirm the option shown.

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

Confirm the option shown.

Deactivating

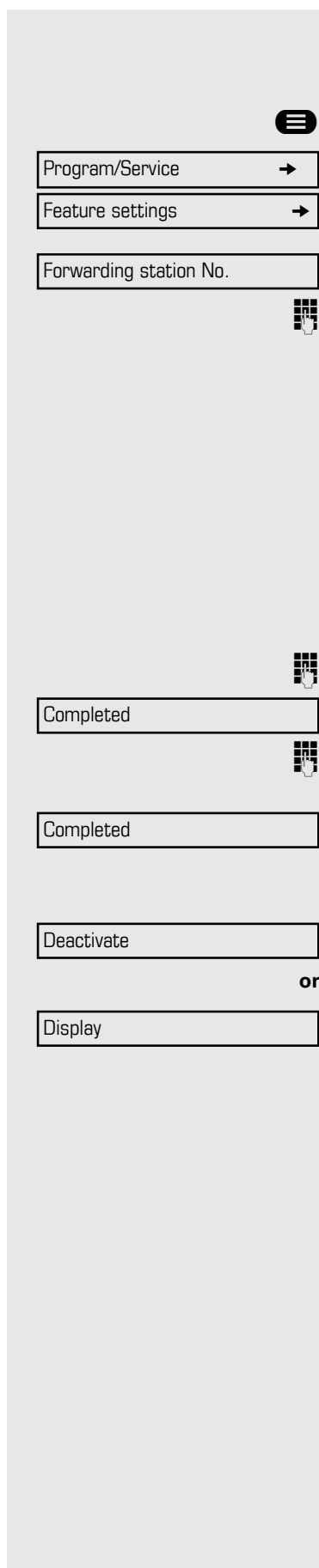
Confirm the option shown.

Checking

Select and confirm the option shown.

Changing call forwarding for another station

Proceed as for saving/activating call forwarding:
for another phone → page 65,
for fax, PC or busy station → page 47.



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.



Program/Service →

Feature settings →

Join hunt group?

Deactivate

or

Activate?

Press the menu key → page 25.

Select using the Softkey.

Select and confirm the option shown.

Select and confirm the option shown.

Confirm the option shown

confirm.

During a call

Using call waiting (second call)

Callers can still reach you while you are engaged in another call. A signal alerts you to the waiting call.

You can ignore or accept the second call.

When you accept the waiting call, you can either end the first call or place it on hold and resume the call later on.

You can block the second call or the signal tone (→ page 71).

Prerequisite: You are engaged in a phone call and hear a tone (every six seconds). When the function "Call pop up" is activated, a notification window appears → page 35.

Ending the first call and answering the waiting call:

Replace the handset. Your telephone rings.

Answer the second call. Lift the handset.

Placing the first call on hold and answering the second call:

Select and confirm the option shown.

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

Ending the second call and resuming the first one:

Confirm.

or

Replace the handset. "Recall" appears on the display.

Lift the handset.

You are reconnected with the first party.



Call waiting

Quit and return



Preventing and allowing call waiting (automatic camp-on)

If this function has been configured (ask your service personnel), you can prevent or allow a second call → page 70 from being signaled by automatic camp-on during an ongoing call.

At the idle menu.

Navigate to Call wait.trm.off.

Select using the Softkey and confirm the option shown,

Select using the Softkey.

Saving a number

You can save your call partner's station number for subsequent redialing from the caller list → page 61.

Prerequisite: You are on a call or an external station is being called.

Select using the Softkey.

Parking a call

You can park up to ten calls, either internal, external, or both. Parked calls can be displayed on and picked up from another telephone. This feature is useful if you want to continue a call at another phone.

Prerequisite: You are conducting a call.

Press the menu key→ page 25.

Select using the Softkey.

Select using the Softkey.

Navigate to Park a call.

Select using the Softkey.

Enter the number of the park slot (0 - 9) and make a note of it. If the park slot number you entered is not displayed, it is already in use; enter another one.

Retrieving a parked call

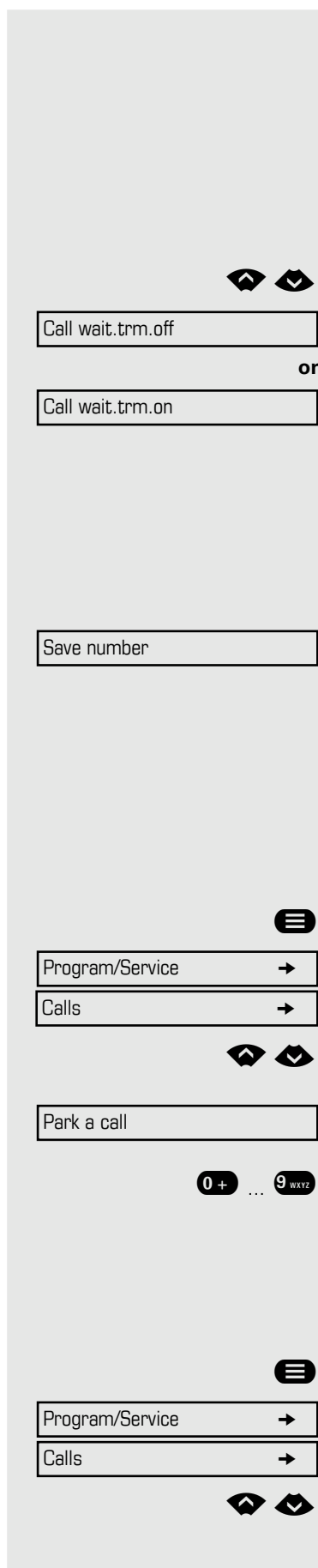
Prerequisite: One or more calls have been parked. The phone is idle.

Press the menu key→ page 25.

Select using the Softkey.

Select using the Softkey.

Navigate to Retrieve call.



Retrieve call

0+ ... 9 WXYZ

Camp-on

Override

Select using the Softkey and confirm the option shown¹.

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).

If you cannot reach a destination

Call waiting (camp-on)

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

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

The called party can then respond → page 70.



The called party can prevent automatic call waiting → page 71.

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

Busy override – joining a call in progress

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

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

Select and confirm the option shown.

The called party and person to whom this party is talking hear an alerting tone every two seconds.

If the called party has a system telephone with display, the following appears on the screen: "Override: (Number or name)".


You can now start talking.

Programming a function key

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

Configuring function keys

See also → page 21.

 A list of all available functions is displayed, see the overview → page 74.

Example: Programming the Shift key

Hold down the key shown.

Confirm the option shown.

Press the menu key→ page 25.

Select using the Softkey.

Navigate to Prog. feature key.

Select using the Softkey and confirm the option shown.

Press the key you want to program.

Select using the Softkey.

Navigate to More features.

Select using the Softkey.

Navigate to Shift key.

Select using the Softkey.

Select and confirm the option shown.

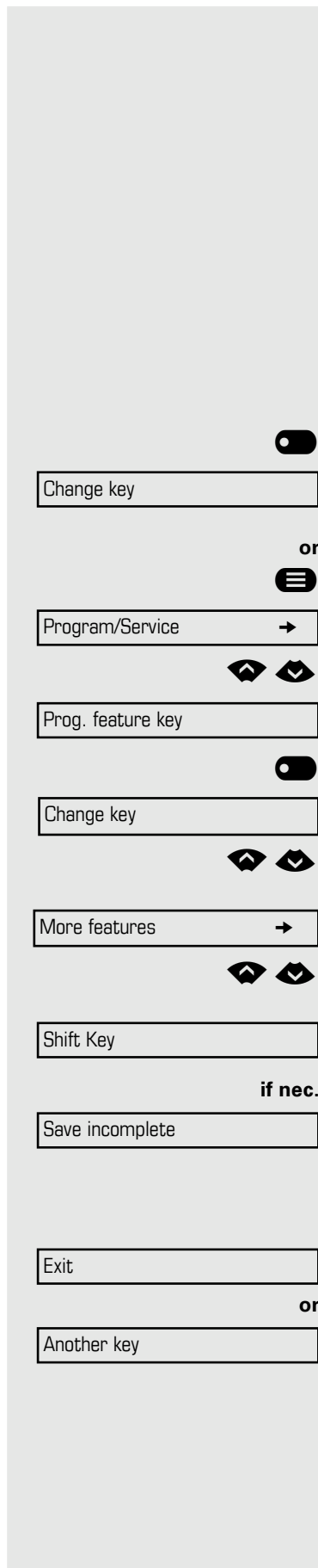
Some functions (e.g. with "Call forwarding") cannot be saved completely. This means that when later initiating the function by pressing the button, further inputs are required.

Confirm.

Select and confirm the option shown.

The label appears automatically and cannot be altered.

The LED displays → page 21 and → page 74 show the status of the function.



Overview of functions

The functions are split into the following menus:

- Destinations
- Feature Settings
- PIN and Authorization
- Calls
- More features



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

Saved function LED messages

Call forwarding, Forwarding - trunk, Forward Line, Night answer, Do not disturb, Telephone lock, Advisory message, Ringer cutoff, HF answerback on/off, Join/leave group, Caller ID suppression, Call wait.term., Waiting tone off, Ring Transfer, Recording, Door opener on/off, Ringing group on, Shift Key, UCD (Available on/off, Work on/off), Night answer on/off, MULAP Privacy Release:



Saved function is not activated.



Saved function is activated.

Callback:



You have no entry for Callback.



You have an entry for Callback.

Redial key (Internal), Direct station select:



Party not on a call.



Party is on a call or has activated DND.



Flashing quickly - I'm being called, please accept.

Flashing slowly - another party is being called and has not yet answered.

Call key, General call key, Trunk key, MULAP Key, Temporary MSN:



No call via corresponding trunk.



Active call via the corresponding trunk.



Flashing quickly - call on the relevant trunk, call pickup is possible by pressing the key.

Flashing slowly - a call is placed on hold on the relevant trunk.

**Trunk group key:**

At least one trunk is free.



All lines in this trunk group are occupied.

View call charges:

No chargeable calls have been set up since the last check.



Chargeable calls have been set up since the last check.

**Call forwarding, Forward Line:**

Flashing slowly - your line is a call forwarding destination.

Fax details:

No fax received or no message on the answering machine.



Fax received or message on the answering machine.

View number of calls:

No waiting callers.



Flashing quickly - callers waiting (certain number is exceeded).
Flashing quickly - callers waiting (certain number is reached).

Data I/O Service:

No connection to an application.



Active connection to an application.



Flashing slowly, connection to an application is temporarily interrupted.

The following functions programmed on keys do not have a LED function:

Redial key (external), Procedure key, Trace call, Speed dial, Clear, Lock all phones, Send message, Directory (1=internal, 2=LDAP, Call waiting, Toggle/Connect, Conference, Speaker call, Retrieve line Reserve trunk, Release trunk, Temporary Phone, Override, Park a call, Pickup - directed, Pickup - group, Account code, Show call charges, Page, Answer page, Timed reminder, Open door, DTMF dialing, Recall-key, Room monitor, Hold key, Consult internal, Consult, Associated dial, Associated serv., Tel. data service, Relocate, Discreet Call.

Programming a procedure key

Numbers and functions which require further input, i.e. which contain several operating steps, can be saved on a key on your telephone. The relevant service personnel must grant appropriate authorization.

Numbers which require further input can also be saved.

Hold down the key shown.

Press the menu key → page 25.

Select using the Softkey.

Navigate to Prog. feature key.

Select using the Softkey.

Press the key shown.

Select using the Softkey.

Select using the Softkey.

Select using the Softkey and confirm the option shown.

Enter procedure. Example: ***67 231 123456**

Code for associated dial

Number of the phone to for which the call should be made

the number to be called.

Press "Pause" to enter pauses (a "P" appears on the display).

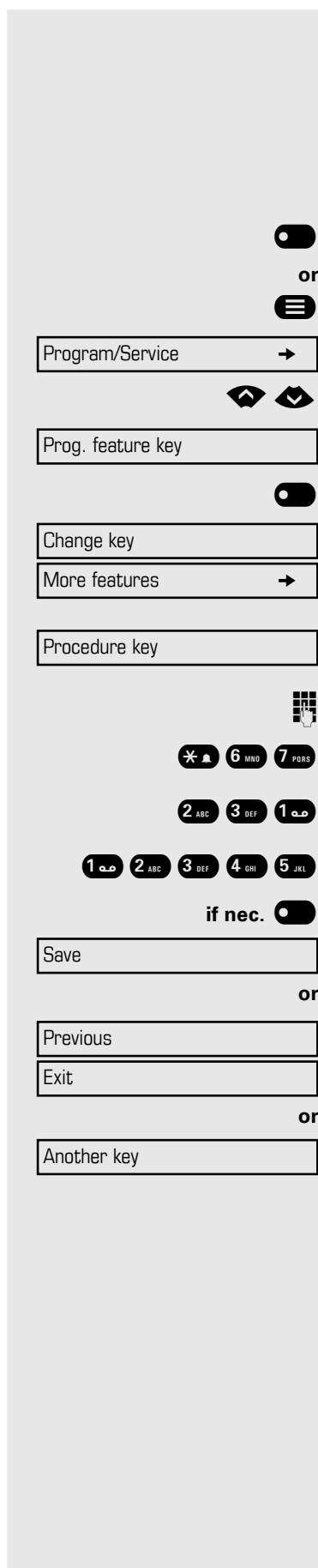
Select using the Softkey.

If you make a mistake:

Select using the Softkey. This deletes all entered digits.

Select using the Softkey.

Select and confirm the option shown.



Configuring redial 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.

You can also program internal and external station numbers on the second level. The LED function is not available for internal station numbers on the second level. To program the second level, you must program a "Shift" key → page 73.

See also → page 21.

Prerequisite: You have programmed a sensor key with the function "Redial" or "Direct station select" → page 97.

Hold down the key shown.



or



Press the menu key → page 25.

Program/Service →

Select using the Softkey.



Prog. feature key

Navigate to Prog. feature key.

Select using the Softkey.



Change key

Press the key you want to configure.

Select using the Softkey.

if nec.

Next layer

Select using the Softkey.

Destinations →

Select using the Softkey.

Redial key

Select using the Softkey.



Enter the station number.

If you make a mistake:

Press. This deletes all entered digits.



Exit

Select using the Softkey.

or

Another key

Select and confirm the option shown.



You dial the saved number by pressing the key → page 41.
You can also save a number during a call.

Defining the phone number

Enter the number

Confirm the option shown.



Enter new number

Completed

Use Destination Number

R 220870

or

Use Destination Name

R Matthews

or

Define own label

Gerard Matthew

Save

Enter Consult



Enter Pause



Confirm the option shown. Your entry is saved.

Defining a label

Confirm the option shown.

The phone number entered is displayed as the key label.

Select and confirm the option shown.

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

Select and confirm the option shown.

You can enter any name.

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 77.

Entering an automatic consultation call

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)

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

Enter additional numbers.



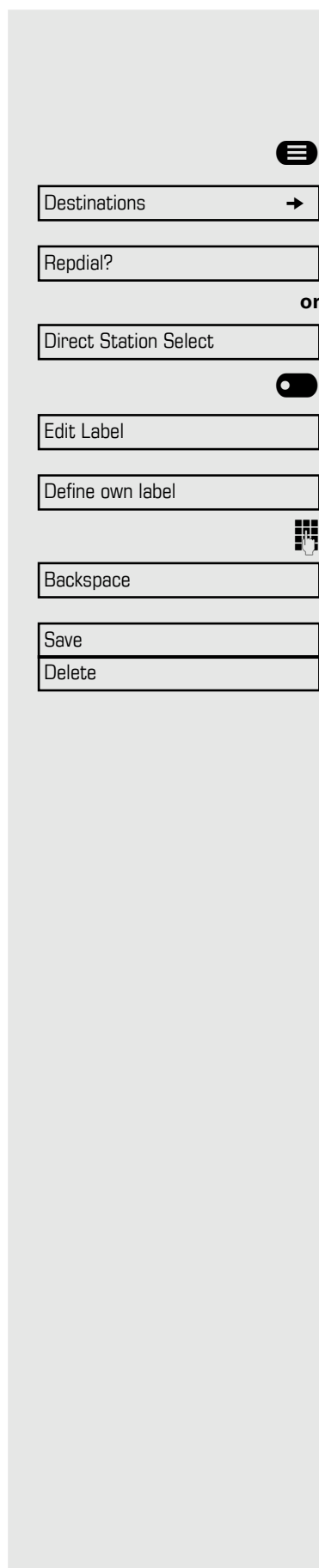
A pause is three characters long.


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.

Confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Press the required redial/DSS key.

Select and confirm the option shown.


Select and confirm the option shown.

Enter text via the keypad → page 18.

Confirm the option shown. Deletes characters to the left.

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

Select and confirm the option shown. Deletes the label.

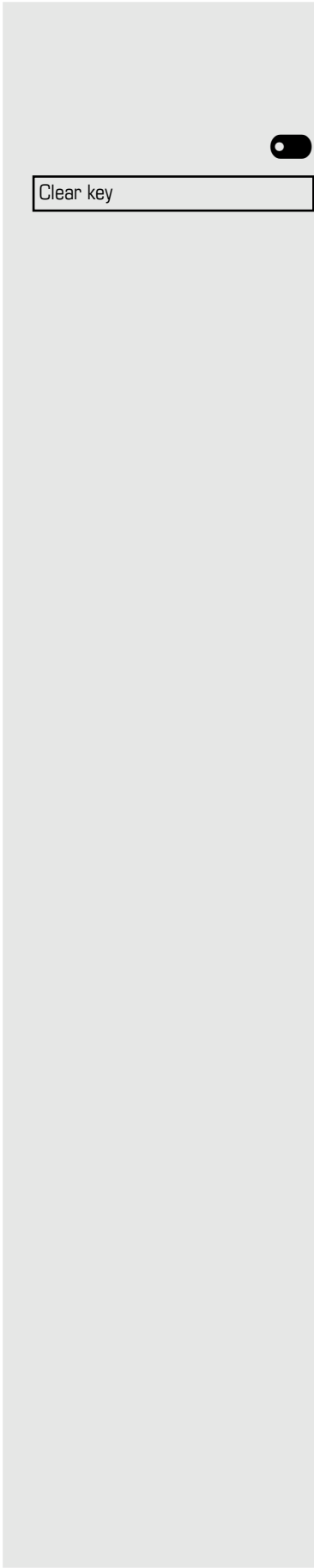
 Adapt the contrast of the key label to your surroundings → page 100.

Deleting function key programming

Deleting a function/phone number/label

Press and hold the required key.

Select using the Softkey and confirm the option shown.



Clear key

Displaying and assigning call charges

Displaying call charges (not for U.S.)

For the current call

Call charges are shown by default on the display when a call ends. If you want to display call charges as they occur during a chargeable call, your service personnel must request this option from the network operator. Call charge display must be requested from the network operator and configured by the relevant service personnel (applicable only for ISDN). Depending on the setting, call charges are displayed during or after a call. Depending on the network operator, free external calls are also displayed. The message "Free of Charge" appears on the screen either before or during the call. If the cost indication facility has not been installed, the display will show the dialed number and/or the length of the telephone call.



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

For all calls and for the last call

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



Program/Service →



More features →

Show call charges

Press the menu key → page 25.

Select using the Softkey.

Navigate to More features.

Select using the Softkey.

Select using the Softkey and confirm the option shown¹.

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

If configured (contact your service personnel), you can also display and print chargeable calls for another phone (for instance for a pay phone). Call charges can be supported by the network.

Prerequisite: You have programmed the function "Show call charges" on a key → page 73.

The LED lights up to indicate that a you have conducted a chargeable call since the last time you viewed the charges.

Press the "Call Charges" key. Chargeable calls are displayed.

Press to display further chargeable calls.

Select and confirm the option shown,

select and confirm the option shown,

select and confirm the option shown,

select and confirm the option shown.



Next

Print

or

Clear

or

Add I information

or

Exit

Dialing with call charge assignment

You can assign external calls to certain projects.

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

Press the menu key → page 25.

Select using the Softkey.

Navigate to Calls.

Select using the Softkey.

Select using the Softkey and confirm the option shown¹.

Enter the account code.

Press this key.

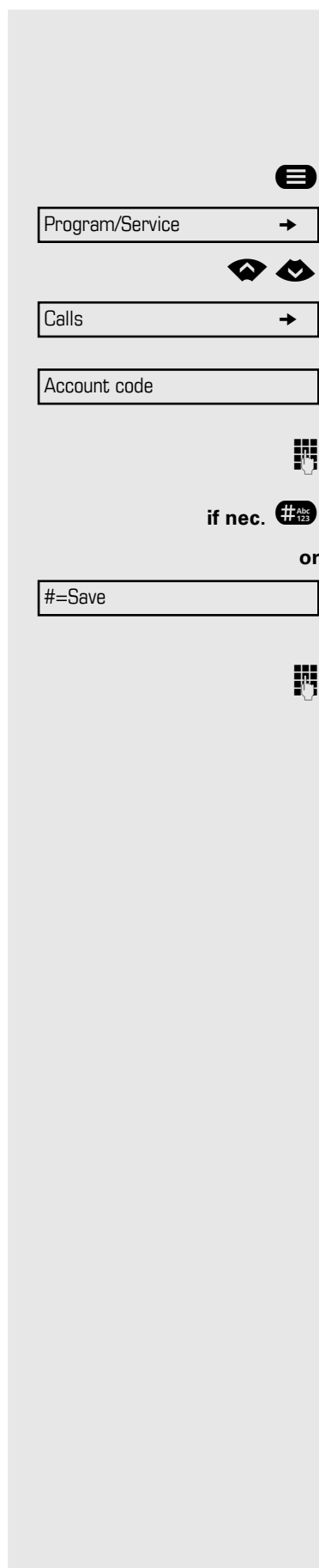
Select using the Softkey.

May be necessary, depending on configuration; contact your service personnel.

Enter the external phone number.



You can also enter the account code during a call.



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 25.

Locking the phone

Hold down the key shown.

At the idle menu → page 24.

Select using the Softkey.

Enter code (telephone lock) → page 86.

The padlock icon appears on the status bar → page 25.



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

Your phone can also be locked or unlocked by an authorized party → page 84.

Unlocking the phone

Hold down the key shown.

At the idle menu → page 24.

Select using the Softkey.

Enter code (telephone lock) → page 86.

Activating/deactivating "Do not disturb"

If you do not wish to take calls, you can activate do not disturb. Internal callers hear the busy tone and 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), 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.



or

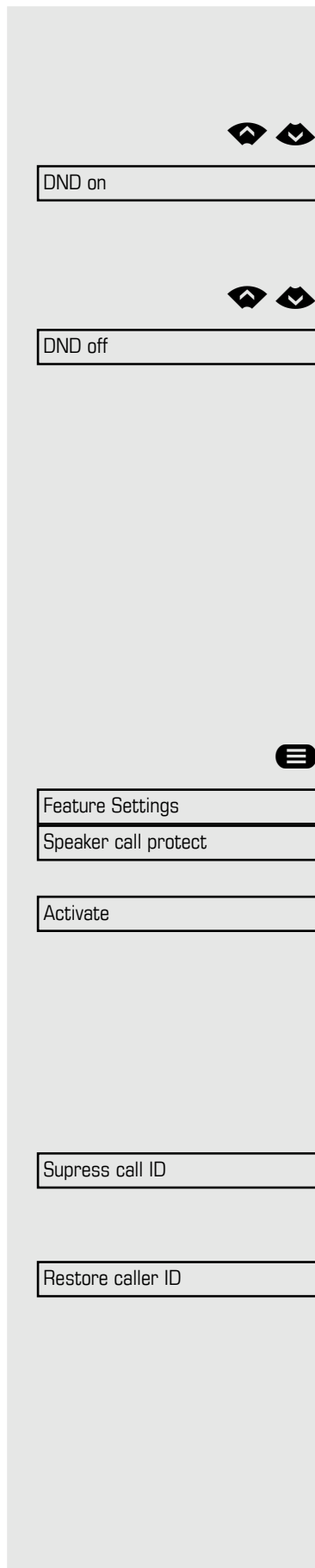
Lock phone



or

Unlock phone





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

Activating

At the Idle menu, navigate to DND on.

Select using the Softkey.

Activating

At the Idle menu, navigate to DND off.

Select using the Softkey.



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

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

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.

Select and confirm the option shown.

Select and confirm the option shown. The display shows whether "Speaker call protect" is activated or deactivated.

Confirm the option shown.

Caller ID suppression

You can prevent your station number or name from appearing on the displays of external parties you call. The feature remains active until you deactivate it.

Activating

Select using the Softkey.

Deactivate

Select using the Softkey.



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

Trace call: identifying anonymous callers (not for U.S.)

You can identify malicious external callers. You can record the caller's phone number during a call or up to 30 seconds after a call. In this case, you should not hang up. This function is applicable only when it is supported by the network (ISDN).



Program/Service →

Trace call

Press the menu key → page 25.

Select using the Softkey.

Select using the Softkey.



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

Saving your PIN

Enter the code to use the functions

- for protecting your phone against unauthorized use → page 84
- for using another telephone like your own → page 88
- Change number → page 88

You can save this code.



If you forget your code, contact your service personnel to have the default code restored.

The default code is "00000".



Program/Service →



PIN and Authorization →

Change PIN

Press the menu key → page 25.

Select using the Softkey.

Navigate to PIN and Authorization.

Select using the Softkey.

Select using the Softkey and confirm the option shown¹.



Enter the current five-digit PIN.

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



Enter the new PIN.



Re-enter the new PIN.

More functions/services

Appointments function

You can configure your phone to call you to remind you about appointments → page 88.

You must save the required call times. You can enter a single appointment that will take place in the next twenty-four hours or you can enter a daily recurring appointment.

Saving appointments

Prerequisite: You have programmed the function on a key → page 73.

Hold down the key you want to program

Select using the Softkey.

Select using the Softkey.

Select using the Softkey.

Enter a 4-digit time, such as 0905 for 9.05 (= 9.05 a.m.) or 1430 for 14.30 (= 2.30 p.m.).

If the selected language is "US English" → page 103, you can enter the code 2 for "am" or 7 for "pm" (default = "am").

Confirm.

Select and confirm the option shown.

Select using the Softkey.

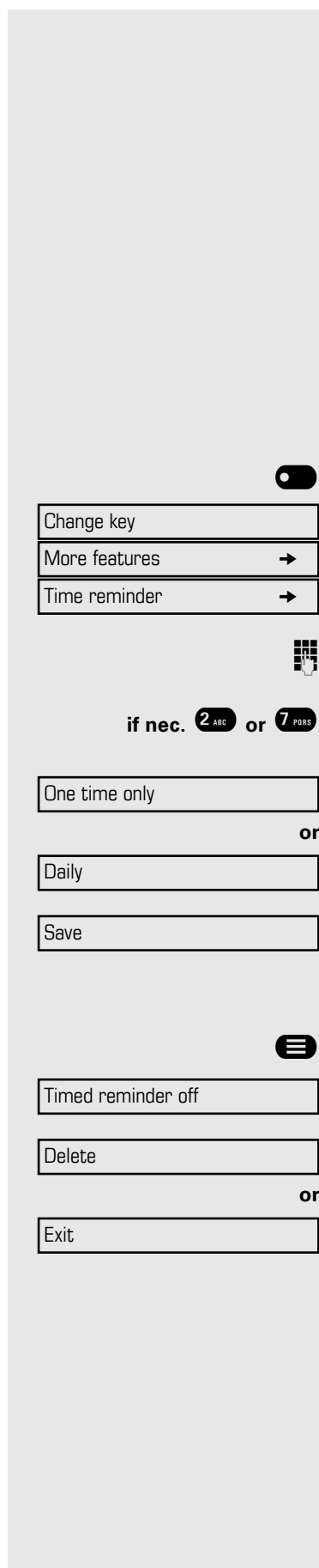
Deleting and checking a saved appointment

Press the menu key

Select using the Softkey.

Select using the Softkey.

Select using the Softkey.




Using timed reminders

Prerequisite: You have saved a reminder → page 87. The saved time arrives. The phone is ringing. The appointment time is displayed.

Press key twice.

Lift the handset and replace it again.

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

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).

Press the menu key → page 25.

Select using the Softkey.

Select using the Softkey.

Select using the Softkey and confirm the option shown.¹.

Enter the number of the other user.

Enter the other user's code → page 86.

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

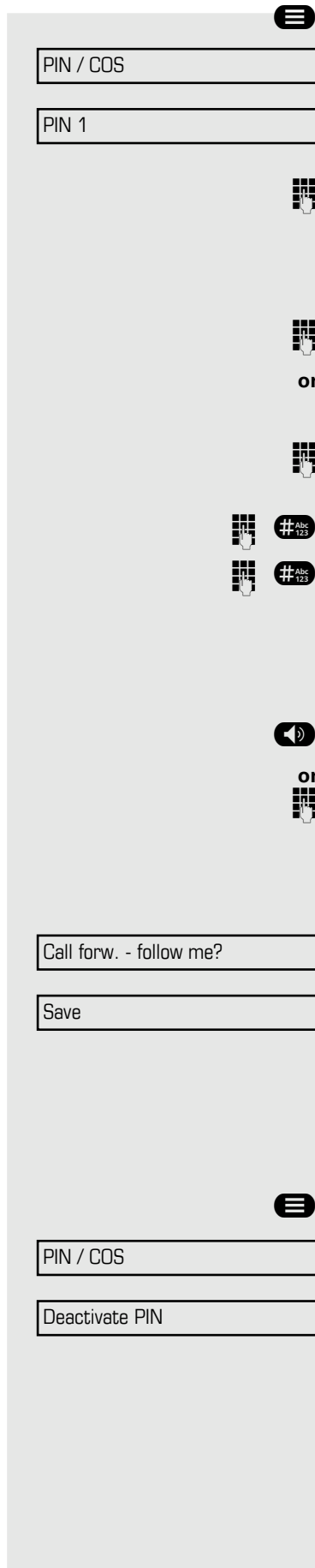
Dial the external number.

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

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.

Select and confirm.

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.

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. "Please dial" appears in the display.

Press the key shown.

Enter a phone number immediately.

Setting up "follow me" call forwarding following successful identification

Select and confirm.

Select and confirm the option shown.

Call forwarding is now active.

Logging off from another phone

Open the Program/Service menu.

Select and confirm.

Select and confirm the option shown.



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

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

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

Prerequisite: Your old and new telephone are the first telephones at each connection. The telephones are in idle state.

The following procedure is carried out on the new phone.

Press the menu key → page 25.

Select using the Softkey.

Select using the Softkey and confirm the option shown.

Enter own station number.

Enter code (telephone lock) → page 86.
(Not necessary if you have not set a code.)

Select using the Softkey.



If you change numbers which belong to different system phones types, programmed keys are replaced with the default assignment. You can however connect your phone to a different port and then carry out the procedure.

Moving with the Phone

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 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: Configured a DSS key



Press the "secretary" DSS key.



Lift the handset.

or



Press the key and enter speakerphone mode.

The LED is lit – the secretary is on a call

Prerequisite: Configured a DSS key

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



Press the "secretary" DSS key.



Lift the handset.

or



Press the key and enter speakerphone mode.



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 "Pickup" programmed function 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 "Pickup" programmed function key.



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 transmitting phone is also briefly displayed for the signal call.

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

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

Lines

If configured (consult your service personnel), you belong to a team of subscribers with multiple lines (multi-line → page 11). A distinction is made between primary and secondary lines. Each of these line types can be used on a private or shared basis → page 95.

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.

Secondary line

The secondary line on your phone is used as a primary line by another subscriber. Your primary line, which is configured on another telephone, simultaneously functions as the secondary line on that telephone.

Line utilization

Private line

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

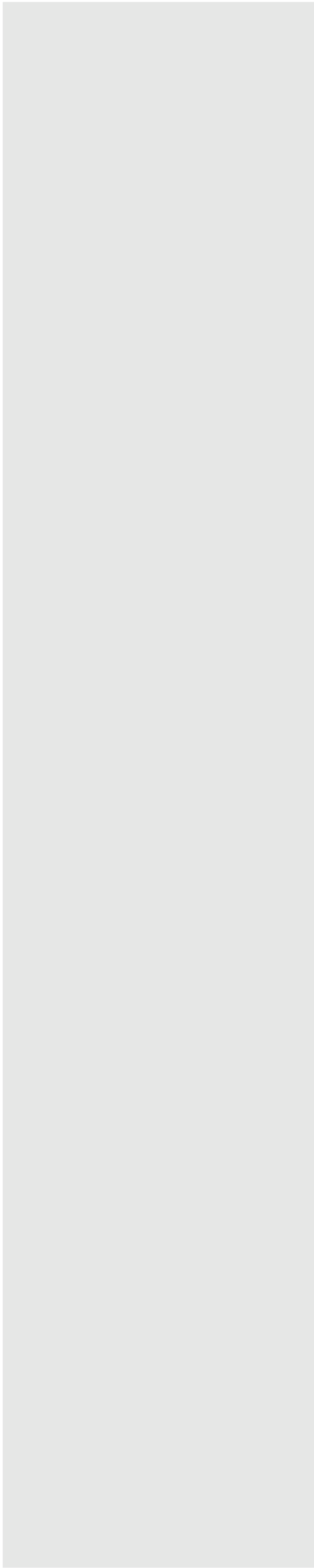
Shared line

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.

Line seizure



Line seizure must be configured (consult your service personnel). If automatic line seizure is configured, a trunk is automatically assigned when you lift the handset or press the trunk key.

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



or



or



or



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

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

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

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.

Press the flashing DSS key.

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

if nec.



or

Lift the handset.

On-hook dialing: Speakerphone mode.

Calling a team member directly



or



or

Press the DSS key.

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.

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.

Transferring calls directly to the executive phone

Normally, all calls for the executive are audibly signaled only by the secretary phone.

You can set audible signaling so calls are signaled only by the executive phone or by a second phone assigned to it.

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

Activating



or



Ring Transfer: On



or



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

Open the Program/Service menu → page 26.

Select using the Softkey.

Press the required trunk key.

Enter the required trunk number.

Deactivating



or



Ring Transfer: Off



or



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

Open the Program/Service menu → page 26.

Select using the Softkey.

Press the required trunk key.

Enter the required trunk number.

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

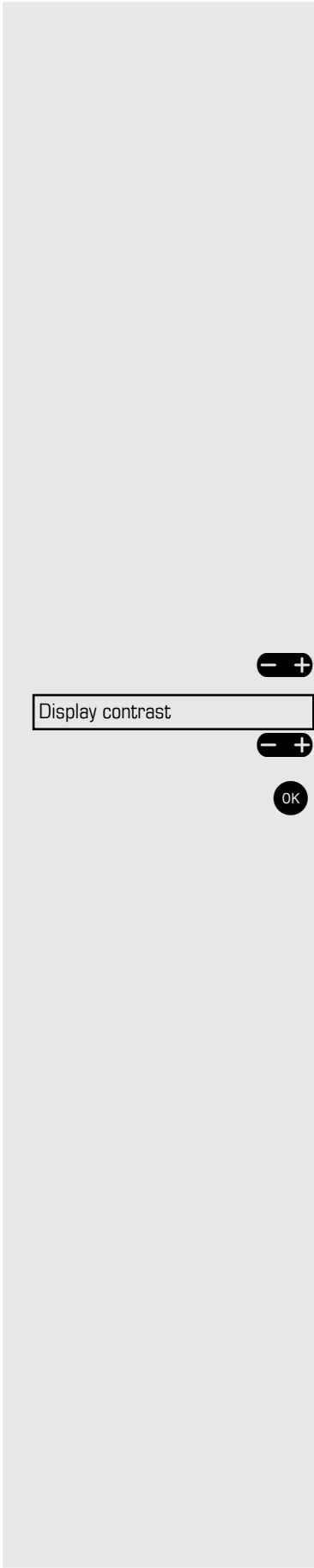
The display has four contrast levels that you can set according to your light conditions.

Press one of the keys shown in idle mode → page 24.

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 receiving volume during a call

You are conducting a call.

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

Save.

Adjusting the ring volume

Press one of the keys shown in idle mode → page 24.

Select using the Softkey.

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

Save.

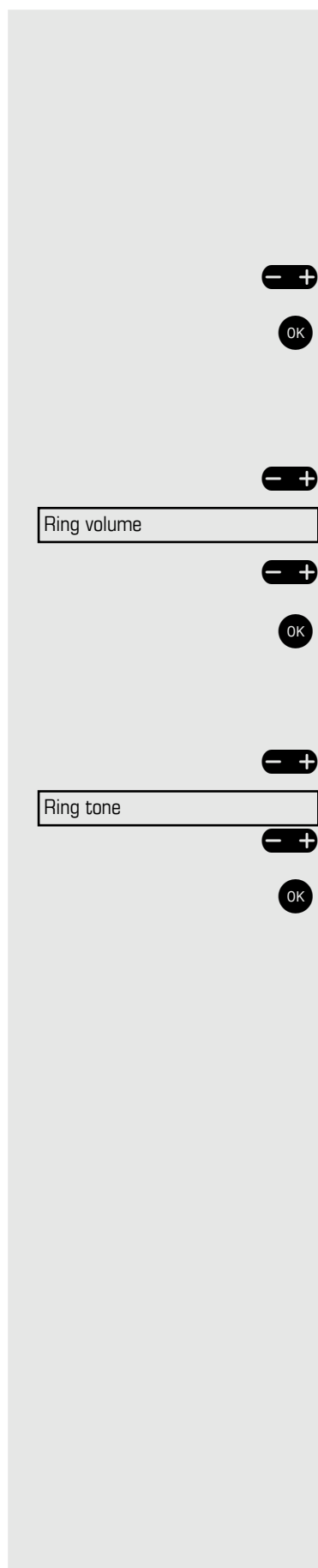
Adjusting the ring tone

Press one of the keys shown in idle mode → page 24.

Select using the Softkey.

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

Save.



Adjusting the attention ring volume

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

Press one of the keys shown in idle mode → page 24.

Select using the Softkey.

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

Save.

Adjusting the speakerphone to the room acoustics

To help the other party understand you clearly while you are talking into the microphone, you can adjust the telephone to the acoustics in your environment: "Quiet room", "Normal room" and "Noisy room".

Press one of the keys shown in idle mode.

Navigate to Speakerphone mode.

Select using the Softkey.

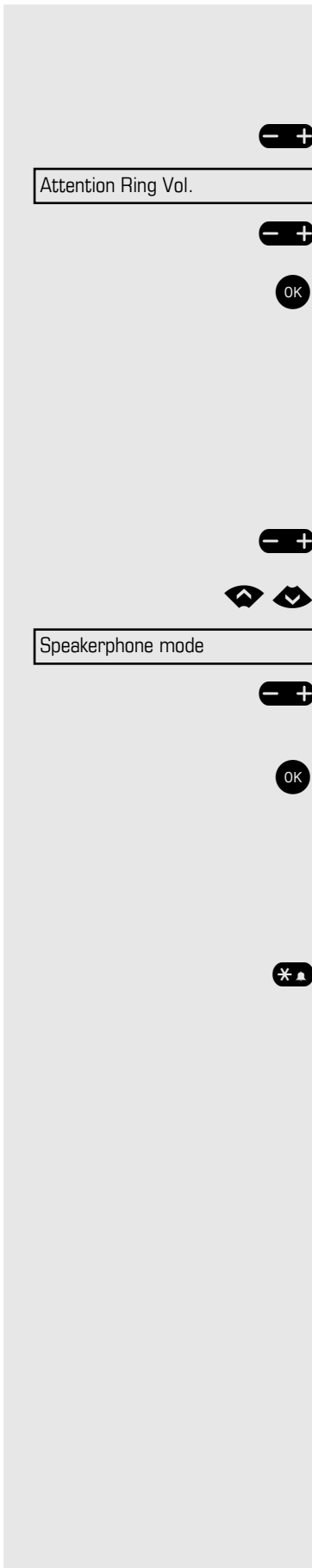
To set the room type: Keep pressing these keys until the setting you want appears on the screen.

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 25.

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 speaker-phone 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 25.

Select using the Softkey.

Navigate to 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 25.

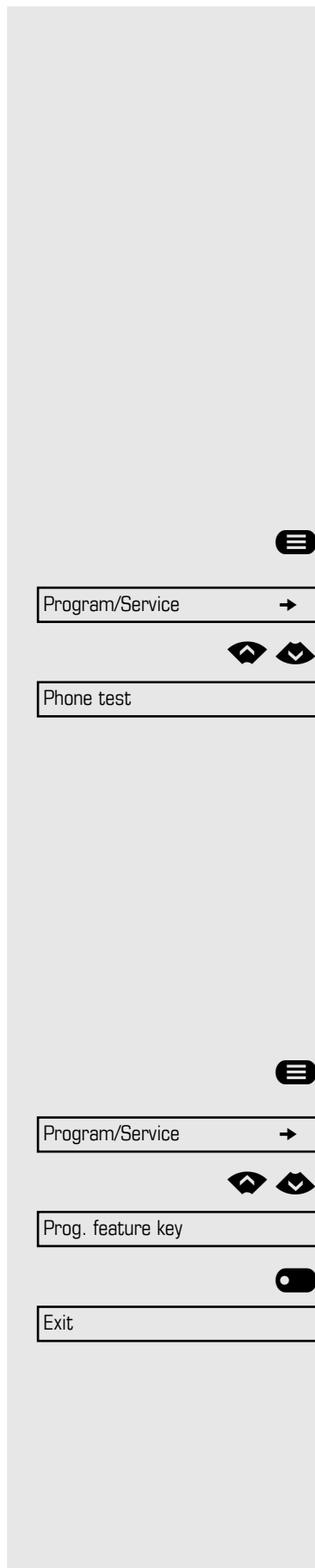
Select using the Softkey.

Navigate to Prog. feature key.

Select using the Softkey and confirm the option shown.

Press any key. The key assignment is displayed.

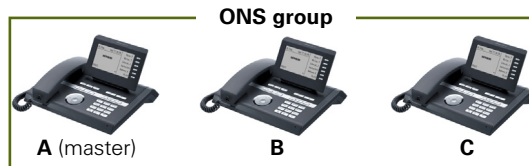
Select and confirm the option shown.



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 70
- Call forwarding → page 45
- Do not disturb → page 84
- Mailbox (MWI) → page 24
- Callback → page 49
- Call log → page 61



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

Invalid entry

Possible cause:

Station number is incorrect.

Possible reaction:

Enter correct station number.

Not authorized

Possible cause:

Locked function selected.

Possible reaction:

Apply to service personnel for authorization for relevant function.

Currently not possible

Possible causes:

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

Possible reactions:

Enter correct station number. Call this station again later.

Invalid station number

Possible cause:

Dialed your own station number.

Possible reaction:

Enter correct station number.

Key memory is full

Possible cause:

The system currently has no free space for external station numbers.

Possible reaction:

Try again later.

Key affects other layer

Possible cause 1:

If "Clear other layer" appears on the menu:
you tried to program a function or internal station number with LED on a key that is already programmed on the second layer (for example, external station number).

Possible reaction:

Confirm "Clear other layer" to save the station number/function.

Possible cause 2:

If "Clear LED support" appears on the menu:
you tried to program a station number without LED display or an external station number on a key that already is already programmed with an internal phone number with LED display.

Possible reactions:

Confirm "Clear LED support" to save the station number. The existing internal station number remains on the other layer without LED display.

Contact partner in the case of problems

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

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 25). If so, deactivate it → page 75.

You cannot dial an external number

Check whether your 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.

Index

A

Activating door opener	50
Advisory message	87
deleting	87
Agents	106
Announcement	58
Answering machine	90
call pickup	51
Applications	23
Activating an application	23
Opening the context menu	23
Selecting an entry	23
Assigning DID number	60
Associated dialing/dialing aid	60
Associated service	91
Attention ring volume	116
Audio controls	19
Automatic camp-on	
preventing and allowing	62
Automatic connection setup	59
Automatic line seizure	40

B

Busy override	68, 80
---------------------	--------

C

Call	
accepting	37
accepting from the answering machine	51
accepting in a team	100
accepting, group	105
answering	37
distributing	106
entrance phone	50
forwarding	44
forwarding in a team	100
holding	64
in a team with trunk keys	97
parking	63
pickup, directed	48
rejecting	42
retrieving from park	63, 64
transfer after announcement	67
transferring	43, 99
using DSS keys in a team	99
Call charge assignment	78
Call charges	

for another telephone	76
for your telephone	76
Call duration	76
Call forwarding	44
MSN in CO	46
Call log	33
Call request	33
Call volume	37, 115
Call waiting	68
accepting	61
allowing	62
preventing	62
Call waiting (camp-on)	
tone off	62
Call waiting on/off	62
Call waiting tone on/off	62
Caller ID suppression	80
Caller list, using	53
Calling a second party	43
Calls	
recording	67
Calls in queue	88, 106
CE marking	3
Central telephone lock	83
Charges	
for another telephone	76
for your telephone	76
Checking the key assignment	117
Code dialing in ISDN	93
Conference	43
Connection options	17
Connection setup	
automatic	59
Connection setup, automatic	59
Consultation	43
Control relays	95

D

Details, fax	90
Dial	
with en-bloc dialing	52
Dialing	
from the caller list	54
internal/external calls	40
on-hook dialing	40
using DDS keys	41
using redial	41
with speed dialing	57
with the dialing aid	60
Dialing aid	
S0 bus	60
Dialing internal calls	40
Dialing numbers	
from the LDAP database	55
Direct inward system access (DISA)	92

Direct station select	71, 99
DISA	92
Discreet calling	59
Display angle	114
Display contrast	114
Display icons	130
messages	25
status bar	25
Distributing calls	106
Do not disturb	79
Door release	51

E

Editing a dialed number	52
Editing number	52
En-bloc dialing	52
Entrance telephone	50
External code	40

F

Fax details	90
Forwarding	
MSN in CO	46
multiple subscriber number (MSN)	46
Forwarding MSN in CO	46
Functions	
activating/deactivating for another telephone	91
programming on a key	70
resetting	90
using from the outside	92

G

General information	10
Graphic display	24
Group call	103

H

Handset	15
Handsfree answerback	49
off	49
on	49
Headset	48
HiPath 5000	
opening a door	113
relays	95
Hold	64
Hotline	59
Hotline delayed	59
Hunt group	103

I

Icons	130
messages	25
status bar	25
Illuminated display	114
Incoming calls	33
IP telephony	108

K

Key modules	18
Keypad dialing	93
Keys	
saving incomplete	70

L

LAN telephony	108
LDAP telephone database	55
Leaving an advisory message	87
LED	
trunk keys	97
LED display	
direct station selection keys	21
function keys	21
LED messages, understanding	71, 99, 101
Line seizure, automatic	40
Line utilization	96
Locking all phones	83
Locking/unlocking	82
Loudspeaker	38

M

Making calls with a headset	48
Making external calls	40
Making mobile calls	88
Making trunk calls	40
Message	
answering	86
deleting/displaying	85
receiving	86
sending	85
Mode keys	19
MULAP conference release	98
MULAP keys, trunk keys	96
Multiple subscriber number (MSN)	
forwarding	46

N

Night answer	69
Number	

assigning	60
correcting	52
saving	74

O

Open listening	39
Opening a door	50
with a code	50
OpenStage Key Module 40	18
Operating instructions	3
Operating steps	
programming a key	70, 73
Outgoing calls	33
Overload	88

P

Parking a call	63
Personal identification number	83
Phone	
locking another	83
locking/unlocking centrally	83
testing	117
using another phone like your own	88
Phone functions, testing	117
Phone settings	114
Pickup (call)	48, 105
PIN	83
for a telephone	82
PIN, saving	83
Placing a call on hold	
in the team	98
Presence menu	27
Primary line	96
Private line	96
Procedure	
programming a key	70, 73
Programmable sensor keys	21
Project calls	78
Project code, account code	78

R

Radio paging equipment (PSE)	95
Recall	67
Receiving volume	37, 115
Recording	67
Redialing a number	41
from the caller list	54
Relays	95
Reserve trunk	59
Resetting functions	90
Resetting services	90

Ring tone	115
Ring transfer	
in an executive/secretary team	102
Ring volume	115
Ringer cutoff	79
Ringing group	105
Room monitor	81

S

Second level	41
Secondary line	96
Secret busy override	80
Sensors	95
Settings	114
Shared line	96
Shift	41
Shift key	41
Silent monitor	
no tone	80
Softkeys	19
Speaker call	58
Speakerphone mode	38, 39, 116
Special dial tone	79
Speed-dialing	
dialing	57
saving station speed-dialing	57
suffix-dialing	57
system	57
Station number	
deactivating display	80
suppressing	80
Station speed-dialing	57
Suffix-dialing	
automatic	57
DTMF tone dialing	66
System speed-dialing	57
System-wide cancellation	90

T

Tel. data service	94
Telephone	
locking	82
locking/unlocking	82
Telephone database LDAP	55
Telephone maintenance	122
Telephone test	117
Telephony interface	
SingleLine	28
Temporary Phone	88
Testing the telephone	117
Text	
answering	86
receiving	86

Text message	
deleting/displaying	85
sending	85
Three-party conference	43
Timed reminder	84
Timed reminder, answering	85
Toggle/Connect	43
Toggle/connect	
in the team	98
Tone dialing	66
Tone dialing (DTMF dialing)	66
Trace call	81
Transfer (call)	43, 99
after announcement	67
Troubleshooting	122
Trunk flash	68
Trunk keys	97
Trunk, reserving	59

U

UCD	106
Unanswered calls	33
User interface	16
User support	11

V






Variable call forwarding	44
--------------------------------	----






W


Waiting calls	88
Work time	107






Overview of functions and codes

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





Functions (=display)	... Interacti- vely	... Via the Program/ Service menu → page 26 		... With a key
	 	 	Code	
Account code		✓	*60	X
Advisory msg. on	✓	✓	*69	X
Advisory msg. off	✓	✓	#69	X
Associated dial		✓	*67	X
Associated serv.		✓	*83	X
Call waiting	✓	✓	*55	X
Waiting tone off	✓	✓	*87	X
Waiting tone on	✓	✓	#87	X
Call wait.term.on		✓	*490	X
Call wait.trm.off		✓	#490	X
Callback	✓	✓	*58	X
View callbacks/Delete	✓	✓	#58	
Caller list	✓	✓	#82	X
Save number	✓	✓	*82	X
Conference	✓	✓	*3	X
Start conference	✓			
Add party	✓			
End conference	✓	✓	#3	
View conf parties	✓	✓		
Remove party	✓	✓		
Drop last conf. party			*491	
Consultation	✓			X
Return to held call	✓	✓	*0	
Quit and return	✓	✓	*0	
Transfer/Accept call	✓			
Control Relay On		✓	*90	X
Control Relay Off		✓	#90	X
Data I/O Service			*494	X
Directory				
1=internal	✓		*54	X
2=LDAP	✓		*54	X
DISA				
DISA intern	✓	✓	*47	X

Functions (=display)	... Interacti- vely	... Via the Program/ Service menu → page 26 		... With a key
	 	 	Code	
Discreet Call			*945	
DND on	✓	✓	*97	X
DND off	✓	✓	#97	X
Door opener on		✓	*89	X
Door opener off		✓	#89	X
DTMF dialing		✓	*53	X
En-bloc dialing				
Dial	✓			
Forwarding on	✓	✓	*1	X
1=all calls	✓	✓	*11	X
2=external calls only	✓	✓	*12	X
3=internal calls only	✓	✓	*13	X
Forwarding off	✓	✓	#1	X
CFNR on		✓	*495	X
CFNR off		✓	#495	X
Trunk FWD on	✓	✓	*64	X
Trunk FWD off	✓	✓	#64	X
Forward Line: On		✓	*501	X
Forward Line: Off		✓	#501	X
Headset				X
Answer (a call)	✓			
HF answerback on	✓	✓	*96	X
HF answerback off	✓	✓	#96	X
Hotline				
Join group	✓	✓	*85	X
Leave group	✓	✓	#85	X
In hunt group	✓	✓	*85*	X
Out of hunt group	✓	✓	#85#	X
Keypad dialing		✓	*503	
Lock all phones		✓	*943	X
Lock phone	✓	✓	*66	X
Unlock phone	✓	✓	#66	X
Change PIN		✓	*93	
Mute on	✓	✓	*52	X
Mute off	✓	✓	#52	X

Functions (=display)	... Interacti- vely	... Via the Program/ Service menu → page 26 		... With a key
	 	 	Code	
Night answer on	✓	✓	*44	X
Night answer off	✓	✓	#44	X
Open door		✓	*61	X
Override	✓	✓	*62	X
Page				
Answer page (not for U.S.)		✓	*59	
Park a call		✓	*56	X
Retrieve call		✓	#56	
Phone test		✓	*940	
Pickup - directed		✓	*59	X
Pickup - group	✓	✓	*57	X
Accept call	✓			
Prog. feature key		✓	*91	X
Recording				X
Redial				X
Reject calls				
Release				X
Relocate	✓	✓	*9419	X
Complete relocate	✓	✓	#9419	
Reserve trunk	✓			X
Reset services		✓	#0	X
Retrieve line		✓	*63	X
Ring Transfer: On		✓	*502	X
Ring Transfer: Off		✓	#502	X
Ringer cutoff on	✓	✓	*98	X
Ringer cutoff off	✓	✓	#98	X
Ringing group on		✓	*81	X
Ringing group off		✓	#81	X
Room monitor		✓	*88	X
Select language		✓	*48	
Send message	✓	✓	*68	X
View sent message	✓	✓	#68	X
View messages	✓	✓	#68	X
Mailbox				X
Shift Key				X
Show call charges (own telephone)		✓	*65	X
View call charges (other party's telephone)				X
Silent monitor	✓	✓	*944	
Speaker call		✓	*80	X

Functions (=display)	... Interacti- vely	... Via the Program/ Service menu → page 26 		... With a key
	 	 	Code	
Suppress call ID	✓	✓	*86	X
Restore caller ID	✓	✓	#86	X
Tel. data service			*42	
Temporary MSN (not for U.S.)	✓	✓	*41	X
Temporary Phone		✓	*508	X
Timed reminder on		✓	*46	X
Timed reminder off		✓	#46	X
Toggle/Connect	✓	✓	*2	X
Trace call		✓	*84	X
Transfer	✓			
Trunk flash		✓	*51	X
UCD				
Log on		✓	*401	X
Log off		✓	#401	X
Available		✓	*402	X
Not available		✓	#402	X
Work on		✓	*403	X
Work off		✓	#403	X
UCD night on		✓	*404	X
UCD night off		✓	#404	X
Calls in queue		✓	*405	X
Use speed dialing		✓	*7	X
Change Speed Dial? (station)		✓	*92	X

Display icons

Status bar	
	The ringer is deactivated → page 102
	The "Do not disturb" function is activated → page 84
	The phone lock is activated → page 84
Messages	
	You received new messages → page 31