



A MITEL
PRODUCT
GUIDE

OpenScape Desk Phone

CP210

User Guide SIP

07/2025

Important information

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For safety reasons, the telephone should only be supplied with power:

- using the original power supply unit.
- over a LAN with PoE (Power over Ethernet), which complies with the IEEE 802.3af standard.



Never open the telephone. Should you encounter any problems, consult your administrator.



Use only original accessories.

The use of other accessories is hazardous and will render the warranty, extended manufacturer's liability and the CE and other markings invalid.

Trademarks

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For a list of the worldwide Mitel and Unify registered trademarks, refer to the website: <http://www.mitel.com/trademarks>.

Software update

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

Care and cleaning instructions

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

Online documentation

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

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

Location of the telephone

- The telephone may only be operated using the LAN cabling internally in the building. The device should be connected to the IP infrastructure using a shielded LAN cable: Cat-5 for 100 Mbps or Cat-6 for 1000 Mbps. Make sure in the building installation that this cable shielding is earthed.
- When using the additional Wi-Fi dongle CP10 when connecting the phone to the network, make sure that the network security standards (e.g. encryption) and availability are met
- The telephone is designed for operation in a protected environment within a temperature range of 5 °C to 40 °C.
- Do not install the telephone in a room where large quantities of dust accumulate; this can considerably reduce the service life of the telephone.
- Do not expose the telephone to direct sunlight or any other source of heat, as this is liable to damage the electronic components and the casing.
- Do not install the telephone in bathrooms or shower rooms.

Product-oriented environmental protection

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

Energy Star



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

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

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

The Unify products OpenScape Desk Phones have earned the ENERGY STAR. Learn more at energystar.gov

License information

For further information about EULA (End User License Agreement) and Open Source licenses, consult your administrator or the web-based management (WBM).

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General information

About this manual

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

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

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

Your telephone can be operated on an OpenScape 4000 telephone system. Individual telephone features may deviate on an OpenScape 4000 from those described.

Features in relation to operation on an OpenScape 4000 can be found in the section ["Special features for operation on an OpenScape 4000" → page 152](#).

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

For your own protection, 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.

This User Guide is designed to be simple and easy to understand, providing clear step-by-step instructions for operating the OpenScape Desk Phone.

ICONS USED IN THE MANUAL

Operations and settings that can be made both at the phone and over the web interface are indicated by an icon and page reference.



This icon refers to an operation or setting performed via the web interface.



This icon refers to an operation or setting performed directly on the phone.

Indicates important additional information in relation to handling.

Indicates required intervention by the Administrator.

Displays for describing operation

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

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

The option “Contrast” is configured in the following example.

SELECTING AND CONFIRMING ACTIONS

Required operating steps with display text

Press the key on the left or right side.

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

The required option is selected.

Confirm the selected option.

Shortened illustration in the user guide

Press the key on the left or right side.

Select and confirm the option shown (e.g. for settings the ring volume).

SETTING THE REQUIRED OPTION

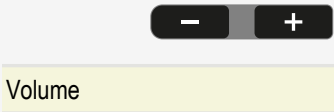
Required operating steps with display text

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

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

Shortened instruction in the user guide

Keep pressing the keys until the desired result is achieved.



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.

For queries regarding connection of the telephone, contact your Network provider.

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

Intended use

The OpenScope Desk Phone CP210 is a desktop or wall-mounted unit designed for voice transmission and for connection to the LAN. It can also be used as a workstation device. The OpenScope Desk Phone CP210 can also be connected to Wi-Fi with the additional Wi-Fi dongle CP10.

Any other use is regarded as unintended.

Telephone type

The identification details (exact product designation and serial number) of the telephone can be found on the nameplate on the underside of the base unit. Specific details concerning your communication platform can be obtained from your administrator.

Have this information ready when you contact our service department regarding faults or problems with the product.

Speakerphone quality and display legibility

- To ensure good speakerphone quality, the area in front of the microphone (bottom right of the telephone front panel) should be kept clear. The optimum 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.

Repair and recycling concept, extending performance capability

This section contains additional information in accordance with the basic award criteria for the "Blue Angel" eco-label as specified in RAL-UZ 220. The CPx10 telephones comply with all legal requirements of the country in which they are marketed.

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 2012/19/EU (WEEE),
- The German "Act Governing the Sale, Return and Environmentally Sound Disposal of Electrical and Electronic Equipment" (ElektroG),
- The criteria of the Blue Angel RAL UZ 220 for "Telephone systems and Corded Voice-Over IP Telephones".

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, Mitel Networks Corporation takes back the OpenScape Desk Phone CPx10 telephones introduced on the market in Germany and manufactured after March 2014. Insofar as no direct collection of this waste equipment has been agreed, the OpenScape Desk Phone end-of-life phones 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 old appliances are repaired and refurbished and put into the spare parts cycle, where they are then reused.
- Recycling and recovery of OpenScape Desk Phone CPx10 telephones that are no longer usable: Before further treatment, the end devices are roughly dismantled and fed into various recycling processes. The various metals are separated in special shredding plants for electronic waste. Copper and precious metals are further processed in refining. Aluminium and iron are separated and sent to the smelter.

REPAIR RELIABILITY AND SPARE PART SUPPLY

Mitel Networks Corporation guarantees repair support and spare part supply for up to 6 years following product discontinuation of the OpenScape Desk Phone phones.

EXPANDABILITY OF THE PERFORMANCE

The functionality of all OpenScape Desk Phone CPx10 phones can generally be extended by software updates.

If necessary, contact your administrator or system administrator or your sales partner of Mitel Networks Corporation.

Remote configuration for cloud service providers

From factory defaults to operational telephone

This section describes the Remote administration process, from the initial factory defaults to the operational telephone.

If your telephone is already operational, continue reading from section ["Getting to know the OpenScape Desk Phone CP210"](#) → page 20.

You can start up your new OpenScape Desk Phone yourself using a remote maintenance function. The prerequisites for this are:

- The administrator has provided you with a PIN for the initial start-up.
- You have a LAN connection with access to the internet.
- You have a new CP210 phone that you want to start up using the remote maintenance function.

Connect the telephone

Connect the telephone to the LAN. If the power is not supplied by the LAN cable, connect a power supply if appropriate (the power supply is not needed with PoE). The telephone should now boot.

The telephone recognizes based on the stated conditions that a remote configuration is about to be performed and starts the process.

The start-up is finished when all LEDs are out and the key "Settings"  is flashing.

Entering the deployment PIN

The first time you start up the telephone, it will automatically check the remote administration requirements. If the requirements are met, you are prompted to enter the "Deployment PIN" (**Cloud PIN**).

Deployment PIN:



Enter the PIN you received from the administrator. Only numeric characters are accepted.



Confirm the entry.

Starting the remote configuration

1. Press and hold the key  before plugging in the Ethernet cable (PoE) or power supply. The display for entering the PIN is displayed.
2. Enter the PIN. Once you have entered a valid PIN, the remote configuration of the telephone starts automatically.

Once the configuration is concluded, the telephone is operational with the required settings. You can now make calls.

New operating system software may be downloaded and installed during the remote configuration. If this happens, reboot the telephone after the remote configuration.

Cancelling the remote configuration

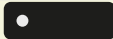
You can stop the process in order to continue the configuration manually before entering the PIN or after entering an invalid PIN.

- The remote configuration is concluded once you enter a valid PIN. The process can no longer be cancelled at this stage.
- If an error still occurs even though a correct PIN has been entered, repeat the configuration by restarting the telephone.
- Likewise repeat the process following a cancellation by restarting the phone, assuming you have not already started the manual configuration.



Press the key. The following message is displayed:

Abort deployment



Press the key to confirm that the process is cancelled. The following message is displayed:

Deployment aborted

The telephone is set to the factory defaults and must be configured manually by you or the administrator. Optionally, repeat the remote configuration by restarting the telephone.

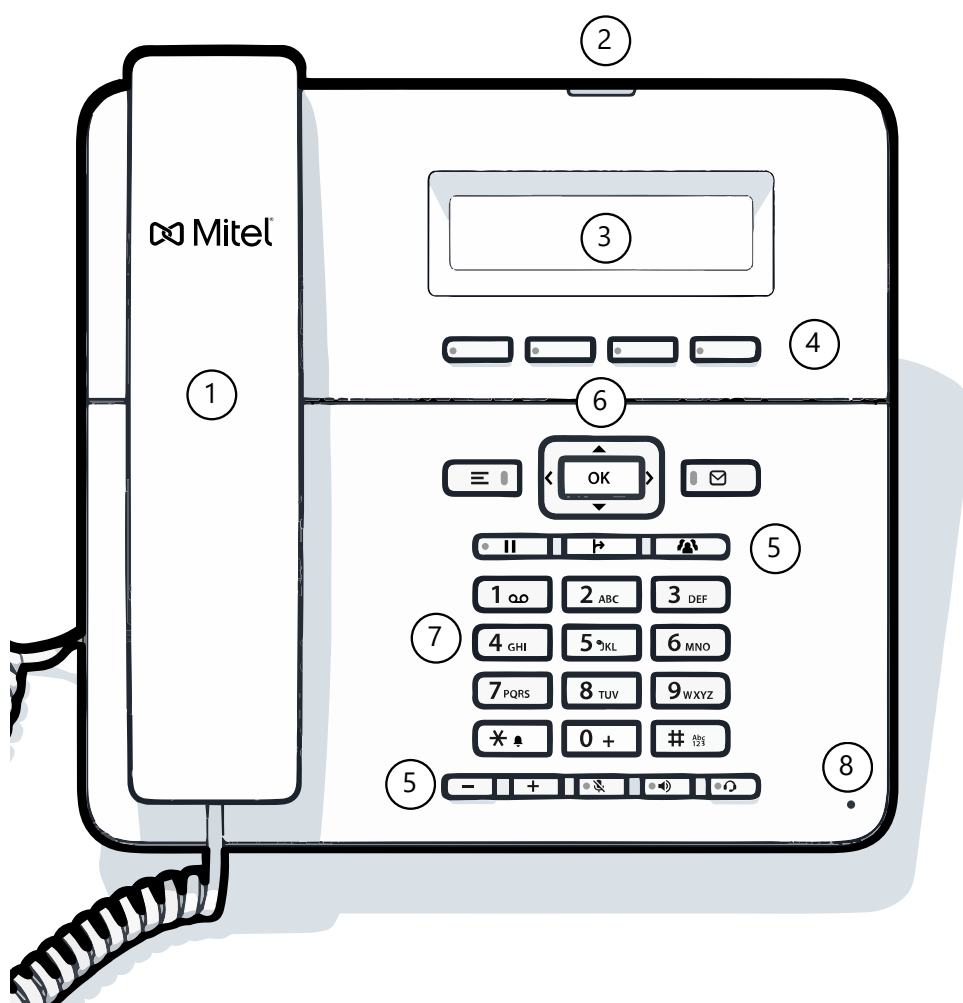
Note that all “No telephony possible” errors are hidden as long as Cloud Deployment is in progress.

When Cloud Deployment is complete then any error codes that are still relevant will be shown as error notifications.

Getting to know the OpenScape Desk Phone CP210

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

The user interface of the phone

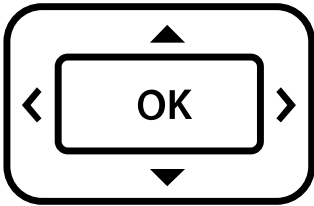


- | | |
|---|---|
| 1 | You can make and receive calls as normal using the handset . |
| 2 | The status LED displays the phone connection status. Incoming calls and new voice mails are visually signalled via the notification LED. |

3	The display shows information during telephone operation (three lines with up to 32 characters each).
4	The programmable function keys can be set to various functions.
5	The function keys (non-programmable) are assigned to the following functions: : Provides access to the user menu for locally controlling the phone settings. : Allows voice mails to be managed. : Hold or retrieve the active call. : Transfer a call to another contact. : Enable access to the conference functions. : Activate or deactivates the speakerphone during an active call. : Activates or deactivates the headset.  : Increases or decreases the speaker or headset volume. : Activates or deactivates the microphone. This prevents the other party from listening in, e.g. when consulting with someone else in the room or in case of background noise.
6	The navigation keys help you navigating through the various phone functions, applications and configuration menus.
7	The dialpad can be used to enter phone numbers and write text.
8	You can interact with calls with the microphone even when the handset is hung up.

NAVIGATION KEYS

This control allows you to move between input fields and navigate in lists and menus.



The pictograms for the navigation keys in this manual do not look identical to the navigation keys on the hardware.

Key / pictogram	Functions when key is pressed
	• In lists and menus: One level up • Entry selected: Cancel action • In input fields: Delete character to the left of the cursor
	• In lists and menus: One level down
	• In lists and menus: Scroll up • Press and hold: Skip to the start of the list or menu
	• In lists and menus: Scroll down • Press and hold: Skip to the end of the list or menu
	With entry selected: • Perform action • Confirm your selection

PROGRAMMABLE FUNCTION KEYS ON THE PHONE

Your OpenScape Desk Phone has four programmable function keys (with LED) below the display which you can program with different functions or phone numbers.

The status of a function is shown by the LED display for the corresponding function key. Depending on how they are programmed, you can use the keys as follows:

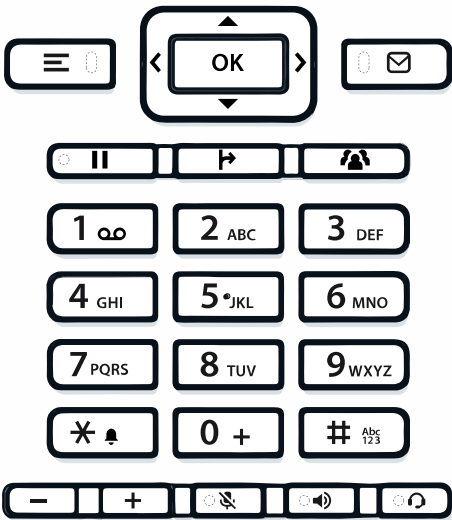
- Function keys, see ["Programming the function keys" → page 42](#)
- Selected dialling keys, see ["Additional selected dialling key functions" → page 44](#)

Line and direct station selection (DSS) keys can only be programmed by the administrator via the program or service menu.

Meaning of LEDs on function keys

LED		Meaning of function key
	Off	The function is deactivated.
	Lights up green	The function is activated.
	Lights up red	The line is busy (line or DSS key).
	Blinking green	A Group pickup call is available. A call is incoming (line or DSS key).
	Blinking amber	A recall is active (only line key). A call is on hold (only line key).

DIALPAD



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

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



For this, press the key repeatedly until text input is displayed (see "Input editor" → page 25).

When entering text, all characters available for the key pressed and the character selected are briefly displayed.

Character overview

The character overview depends on the current language setting.

Key	1x	2x	3x	4x	5x	6x	7x	8x	9x	10x	11x	12x	13x	14x	15x	16x	17x
1 (a)	1	(b)	;	=	\$	\	&	[	]	{	}	%					
2 ABC	a	b	c	2	ä												
3 DEF	d	e	f	3													
4 GHI	g	h	i	4													
5 JKL	j	k	l	5													
6 MNO	m	n	o	6	ö												
7 PQRS	p	q	r	s	7	ß											
8 TUV	t	u	v	8	ü												
9 WXYZ	w	x	y	z	9												
* (c)	.	*	1	#	,	?	'	"	+	-	(	)	@	/	:	_	
0 +	0	+															
#	(d)																

- (a) Special characters (not in 123 mode)
- (b) Space
- (c) Extended character
- (d) Toggle between uppercase and lowercase and number entry

Multi-function keys

Key	Function during text input	Function when held down
	Types special characters	• 2 seconds: Ringer off • 3 seconds: Beep rather than ringer
	Switches between uppercase and lowercase text and number entry: • "Abc" mode • "ABC" mode • "123" mode	Activates the telephone lock
	Types special characters (not in 123 mode).	Calls the answering machine.

Input editor

Additional options are available in the text editor. This is used when programming a forwarding destination, for example. In this way, you can, for example, move the cursor freely and copy or insert text.

OK

Use the key to select further editor functions via the navigation keys and confirm each one of the following items:

- OK: Applies changes and closes the editor
- Delete: Deletes characters from right to left
- Cancel: Discards changes and exits the editor
- Mode (# can also be used here to switch):
 - 123: Digits only
 - ABC: Uppercase letters only
 - Abc: First letter in uppercase, subsequent letters in lowercase
 - abc: Lowercase letters only
- Move cursor left: Moves the cursor to the left
- Move cursor right: Moves the cursor to the right
- Copy: Copies the entire content to the clipboard
- Paste: Inserts the entire content from the clipboard at the cursor position

Display

The various screens displayed in the following sections depend on the configuration by the administrator. Some items may not be displayed if not configured.

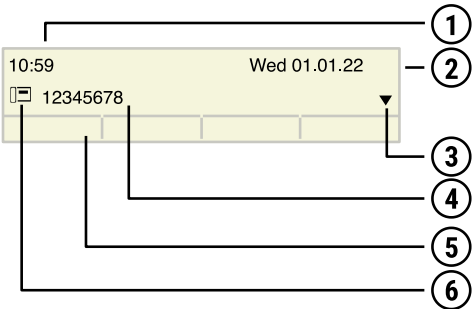
DISPLAY CONTRAST

The OpenScape Desk Phone OpenScape Desk Phone CP210 comes with a black-and-white LCD display.

The contrast settings cannot be changed.

IDLE MODE

If no calls are taking place or settings being made, the phone is in idle mode.



1	Time screen
2	Date and time
3	Idle menu navigation
4	Phone number
5	The function key labels display the assigned key settings. For each label, a maximum of eight characters can be displayed.
6	Status icon



Press this key to return to the idle mode display from a call list.



Press this key to return to the idle mode display from the **Program** or **Service** menu.

You can also configure a "Show phone display" key for both of these instances to access the idle mode screen.

Icons in the idle menu

Icons for different situations and options are displayed on the phone screen in idle mode.

Icon	Explanation	Display position
	Displays the Wi-Fi signal strength and status (more bars indicate a stronger signal).	1 st line
	Secure Wi-Fi signal (more bars indicate a stronger signal).	1 st line
	USB is active.	1 st line
	Call recording is in progress	1 st line
	The ringer is deactivated.	1 st line
	The ringer is set to a beep.	1 st line
	Remote maintenance has been activated.	1 st line
	"Do not disturb" is activated.	1 st line
	The phone lock is activated.	1 st line
	You received new voice messages.	2 nd line
	You have one or more new missed calls.	2 nd line
	Local call forwarding is active.	2 nd line
	A mobile user is logged on to the telephone.	2 nd line
	A status icon in front of your own phone number (replaced, for example, by the icons for call forwarding or the icon "Mobility").	2 nd line

DISPLAYS ON THE STATUS LINE FOR ADJUSTING THE VOLUME



Use the keys to adjust the ringer, handset and speaker volume. The following status icons are displayed:

Display	Meaning
	Ringer volume in 10 levels
	Ringer volume in 10 levels when the ringer is switched off
	Handset or speaker volume in 10 levels after picking up the handset or switching to speakerphone mode.

CONTEXT-DEPENDENT DISPLAYS

Depending on the situation at hand, the display on the phone displays different content.

Information on current events

The following icons appear centred on the display when your phone is idle and draw your attention to current properties or events.

Example

You missed two calls in your absence.



Open the two new voice messages.

Context menus

If an up or down arrow appears beside an entry in the second line, a context menu is available whose options you can select using the navigator keys or (see "Navigation keys" → page 21). The range of functions available is situation-specific.

Consult?	First menu entry (selected on call-up)
Start conference?	
Hold?	Other menu options (hidden)
Blind transfer?	
Disconnect?	

Directed pickup?	
------------------	--

Example



Select the key to go back to the telephony interface from the message menu.



Select the key again to access the telephony interface from the Program / Service menu.

You can set up a "Show phone display" key for both of these instances to access the telephony interface screen again (see ["Programming the function keys" → page 42](#)).

Idle display context menu



Access the following functions (if activated) by pressing the softkey. The current function is displayed in the second display line.



Select the other functions using the navigator keys.

Redial	First entry (selected when you call up the menu, if you have already dialed a phone number) Example: x may appear as dialable number like "1234". Other menu options (hidden)
Ringer off	
Do not disturb	
Mobile logon	
Cancel callbacks	
Directed pickup	

Functions during a call

In many operating situations you are offered appropriate functions or advisories in the second line of the display.



Select the remaining other available hidden functions using the navigator keys.

Example

You set up a consultation call. The second line displays the first of three dependent functions.



Search for the appropriate function and confirm.

The menu with the functions closes automatically after you have executed an action.

12345	First display line
Dial	Second display line (current option)
Redial	Other possible menu options (hidden)
Retrieve held call	



To delete information or warning messages, press the key.

Icons during a call

Icon	Meaning
	The call is active.
	High-quality voice connection (G.722).
	The call has been disconnected.
	You have placed the call on hold (e.g. consultation hold).
	Your call partner has placed the call on hold.
	The voice connection is secure.
	The voice connection is not secure.
	A headset is connected.

MAILBOX



Use the key to access messages from services. The following messages are saved:

- Callback requests
- Voicemail

Messages

You can send short text messages to individual internal stations or groups. In idle mode, the following signals alert you to the presence of new messages:

- The key LED lights up.
- A message such as "Messages received" is displayed.



Press the key shown. The most recent entry is displayed.

For a description of how to edit the entries, see ["Viewing and editing incoming messages" → page 1](#).



Voicemail

Press the key shown.

If your telephone is connected to a voicemail system (such as Smart Voicemail), the  key lights up on incoming messages in addition to the notification LED.

An corresponding message is displayed.

If your system is appropriately configured, activating this function opens the menu for voicemail.

Mute key

The mute key switches the microphone on or off during an active call.



Press the key to enable muting. A notification "Mute on" is displayed for a few seconds and muting is enabled.



To disable muting, press the key again.



Press the key when the "Mute off?" is displayed. A notification "Mute off" is displayed for a few seconds and muting is disabled.

Call logging

The following call lists are stored under "Call logging" and can be accessed via the "Call log" function key.

- Missed: Missed calls
- Dialed: Dialed calls (with or without connection)
- Received: Answered calls
- Forwarded: Forwarded calls
- Call log: Call logging

The number of missed calls and unchecked calls is shown on the idle display.

Missed calls are not saved and displayed if Call logging is disabled (see ["Activating or deactivating call logging" → page 124](#)).

The function Call logging must be activated to display call lists (see ["Activating or deactivating call logging" → page 124](#)). Call logging must also be activated for the customary last number redial function. If Call logging is not activated, the message "Key function unavailable" is shown when you press the function key.

Each call list may contain up to 30 entries. Once this limit is reached, the oldest entry in the list is overwritten. Multiple calls from the same number are only listed once.

The following data is saved, e.g. for missed calls:

- Phone number / name depending on available data.
- Number of call attempts.
- The time of the last call attempt for each listed caller, in relation to the current day, otherwise the date of the last call attempt.

The administrator may have made special settings for missed calls. To indicate new missed calls,

- The LED on the function key flashes or
- The notification LED lights up or
- The LED on the function key flashes and the notification LED illuminates
- A message is displayed

Entries can only be saved if the caller ID is displayed as a name, number or both. If the caller ID is not transferred, the call is saved as "Unknown".

You can delete all the entries in the respective call list (see ["Deleting all entries" → page 124](#)).

After selecting an entry, you can dial it immediately by confirming (see ["Call logging" → page 123](#)).

SYNCHRONIZING CALL LOG DATA WITH RINGCENTRAL API

To sync call log data from the RingCentral back-end to your device, you need to establish a connection to the RingCentral API.

This can be configured by your administrator via the WBM Interface under **Local functions > RingCentral API**.

Once this option is enabled, your device will stop logging calls locally and will start displaying the Call log, which is synchronized with your RingCentral user's call log stored at RingCentral API server.

When enabled for the first time, this option will clear the local call log from you device and delete all call history data from existing call logs.

ADDITIONAL NOTES ON CALL LOGGING

- Missed calls are not signalled if Call logging is disabled (see "Activating or deactivating call logging" → page 124).
- If missed calls for this connection were answered by other subscribers, these calls are not listed in the “Missed” list or are marked with a check mark in accordance with the Call logging setting (see "Logging missed calls" → page 125).
- Forwarded calls of all types are logged under "Forwarded" and not as "Missed". This is regardless of how the parameter for missed calls is defined.

Network

Select the label "Network".

Press the function key below the label. This menu contains the following entries:

Personal directory

You can create your own local directory under Personal directory (see "The Personal directory is restricted to 100 entries." → page 69). The data for a subscriber includes the last name, first name and phone number.

Corporate directory

When using a Corporate directory, use the directory function key and the navigation key to find subscribers (see "Corporate directory" → page 71).

As a prerequisite, your administrator must have set up the appropriate access.

You can configure a separate function key for opening the Corporate directory (see "Using programmed keys" → page 48).

Settings menu

Menu title

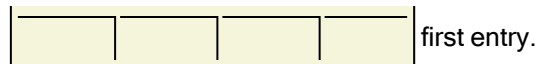
Settings :



User Configuration



Further entries are indicated by
▲ for the last entry or ▼ for the



The menu structure consists of several levels. The first line in this structure shows the menu currently selected while the remaining lines show the options for this menu. The arrow next to an entry indicates the availability of additional options for this entry.

The bottom line consists of "labels" that can be assigned to the function keys below the display.



Open the Settings menu by pressing the settings key.

- **User:** The options allow you to adapt the telephone to your individual requirements.
- **Admin:** Once the admin password is entered, this menu is available to the administrator.

Use the navigator keys to navigate through the menus as described in the section "Navigation keys" → page 21.

CONTROL AND MONITORING FUNCTION

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

Control function

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

Monitoring function

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

If your administrator has activated a function on your phone, which continuously transmits operating data to a server, you will see the flashing icon in the upper display line.

Activating a diagnostic call

In the event of connection problems with a specific destination, the administrator may ask you to enter an activation code before the number of the subscriber, which can be used to initiate tracing of the call data on the phone.

The activation code, which must be provided to you by the administrator and which comprises a leading asterisk, followed by three digits and the hash sign as the terminating character, must be entered before the actual phone number. At the end of the call, the call-related data is sent for further analysis to the DLS server, which then passes it to the "OpenScape Voice Trace Manager".

USER SETTINGS

In the user menu, settings options are provided that allow you to adapt the telephone to your individual requirements (see "Opening the user menu on the phone" → page 150).

Select a menu using the navigation keys:

- Date and time: "Setting the date and time " → page 104
- Audio: "Audio settings" → page 95
- Configuration, e.g.: "Allowing "Do not disturb"" → page 90 or "Permitting call deflection" → page 117
- Phone: "Setting the display contrast" → page 39
- Locality: "Display language" → page 100
- Security: "User password" → page 91 or "Locking the phone" → page 92
- Network: "Network information" → page 105
- Diagnostic information: "Diagnostic data" → page 133
- Reset: "Resetting user data" → page 106

If you are in one of these menus or sub-menus, depending on the situation, you have the following options to leave the menus:

- **Save & exit** (If you have made a setting and want to keep it)
- **Exit (no save)** (If you have made a setting that you do not want to use after all or if you do not want to set any of the options)
- **Back** (If you want to leave the main menu or submenu)

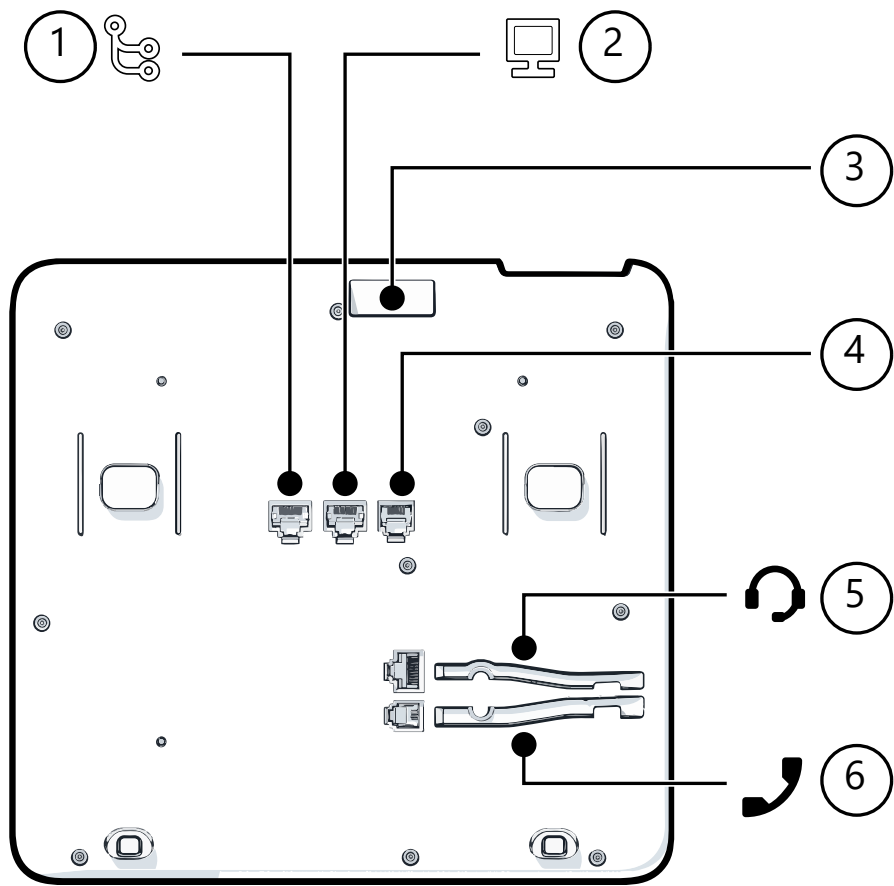


Press and hold the function keys to access the option for leaving the current menu level.



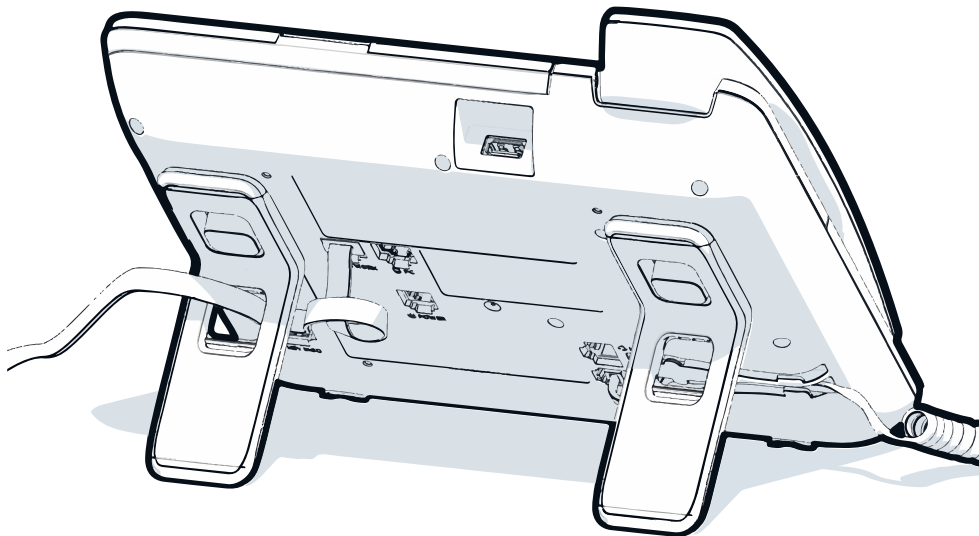
To exit the menu, press the function key and return to idle mode.

Ports on the underside of the phone



1	Network LAN port	2	PC LAN port
3	USB-A port	4	Optional power supply
5	Headset port	6	Handset port

THREADING THE CONNECTION CABLES



The picture shows an example of the OpenScape Desk Phone series. Your actual phone may look different.

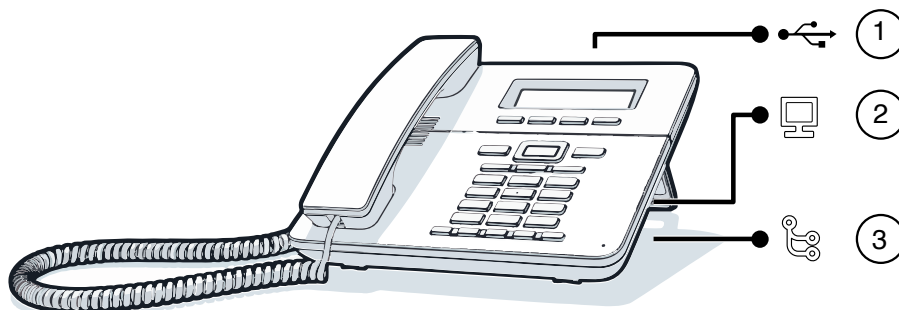
Thread the connection cables on the back of the phone through the holes in the stand. Arranged in this way, the device always has a secure stand.

HOW TO USE NETWORK CONNECTIONS

The OpenScape Desk Phone provides a 1 Gb/s Ethernet switch and a USB port. An internal Ethernet switch connects the PC LAN port of the phone with the network LAN port to the PC.

This option for connecting the telephone and PC must be activated on the telephone by the administrator.

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



1	USB port	2	PC LAN port
3	Network LAN port		

USING THE USB PORT

The USB type A port above the display can be used for connecting the following items:

- A USB headset, not included.
- A mobile ION handset (DECT), not included.
- The Wi-Fi USB dongle CP10 as a replacement for the LAN connection cable, not included.

A Wi-Fi network is required (see the Admin Guide for more information on how to set up the Wi-Fi connection).

Do not unplug the USB dongle during calls, as this disrupts the network connection.

Updating the phone

The phone application (“software” or “firmware”) is regularly updated by the administrator to keep the safety and function of the software at the current level.

During a software update, the phone must not be disconnected from the power supply unit, the LAN line or the phone line.

An update process is indicated by messages on the display and by flashing LEDs.

Telephone settings

Any settings you are currently making on the phone will be interrupted by an incoming call. You can use the Settings key at any time to return to the point in the menu where you were interrupted, unless the time for the password has expired.

If you have set a pattern melody on your phone, the administrator may have pre-set a different ring tone depending on the call type, e.g. an external or internal call (see "Pattern melody" → page 96 or "Setting the ringer for lines" → page 85).

Setting the display contrast

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



You can also configure this setting via the WEBM interface (see "Web interface (WBM)" → page 144).

Press the key shown.

Select and confirm the option shown.

Enter and confirm the user password, if required.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Set and confirm the contrast.

Select and confirm the option shown.

User



Phone?

Display?

Contrast: =



Save & exit?

Volumes

Use this selection to set the following volumes in 10 levels:

- Loudspeaker
- Ringer
- Handset
- Headset
- Handsfree

- Rollover
- Group pickup beep

Example: Handset audio settings

Press the key shown.

Select and confirm the option shown.

Enter and confirm the Benutzerpasswort, if required.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Set and confirm the volume.

Select and confirm the option shown.

Key click

You can select if a tone should be heard when a key is pressed. You can also decide whether this should apply for all keys or only those on the keypad. In addition, you can adjust the tone volume.



You can also configure this setting via the web interface (see "[Web interface \(WBM\)](#)" → page 144).

Press the key shown.

Select and confirm the option shown.

Enter and confirm the Benutzerpasswort, if required.

Select and confirm the option shown.

Select and confirm the option shown.

SETTING THE VOLUME FOR KEY CLICK

Select and confirm the option shown.

Select and confirm a medium volume setting. You can choose between the following three options:

User



Audio

Volumes?

Handset =



Save & exit?

User



Phone

Key click?

Volume =

Medium?

- Low
- Medium
- High
- Off (no click)

KEY SELECTION

Keys =

Select and confirm the option shown.

Keypad only?

Select and confirm if only the keys for entering characters are to be affected.

All keys?

Alternatively, select and confirm the option shown.

Save & exit?

Select and confirm the option shown.

Settings that impact energy efficiency

You can actively reduce energy consumption by making the following settings on your telephone and therefore contribute in a way to protect the environment.

- You can reduce the ringer volume, display brightness and contrast - the default settings on delivery is 50 %.

Programming the function keys

The phone features a range of functions that can be attributed to the programmable function keys. The phone comes with programmable keys that can be programmed on two separate levels.

After programming a function key, a “label” must be assigned to each corresponding function. This label is displayed on the third line of the display (see “Idle mode” → page 26).

This feature must be activated using the administrator access via the local phone or the WBM.

The other possibility to access the second level function is by long pressing the assigned key for 5 seconds.

- The keys are preassigned in the as-delivered state (see).
- The keys can also be programmed via the WBM interface (see “Web interface (WBM)” → page 144).

List of available functions

Unallocated	Do Not Disturb
Selected dialling	Group pickup
Redial	Repertory dial
CF unconditional	Line
CF no reply	Feature toggle ⁽¹⁾
CF busy	Mobility
CF unconditional - any	Directed pickup
CF no reply - any	Release
CF busy - any	Callback ⁽¹⁾
CF unconditional - ext.	Cancel callbacks ⁽¹⁾
CF unconditional - int.	Consult
CF no reply - ext.	DSS
CF no reply - int.	Call waiting
CF busy - ext.	Immediate ring ⁽¹⁾
CF busy - int.	Call recording ⁽¹⁾

Ringer off	AICS ZIP tone
Alternate	Server feature
Blind transfer	BLF
Transfer call	Send URL
Deflect	2nd alert
Shift	Show phone screen
Built-in forwarding	Personal directory
Corporate directory	Call log
Directory	

(1)The feature is not available on an OpenScape 4000 telephone system.

Programming a key

 You can also configure this setting via the WBM interface (see "Web interface (WBM)" → page 144).

INITIATING PROGRAMMING

Directly via the function key



Hold down one of the keys to which a function is to be assigned until the programming prompt is displayed.

If the prompt is not displayed, you can launch key programming via the user menu (consult the administrator about the current setting).

OK?

Confirm to begin programming. The key illuminates continuously.

Via the user menu

You can also program keys via the user menu.



Press the key shown.

User?

Confirm the option shown.



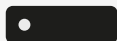
Enter and confirm the user password, if required.

Phone?

Select and confirm the option shown.

Program keys?

Select and confirm the option shown. You are prompted to press the key you wish to program.



Press one of the keys you want to program with a function. The key illuminates continuously.

BEGINNING PROGRAMMING

Normal?

Select and confirm the option shown to program or change the first level.

Shifted?

Optionally, select and confirm the option shown to program the second level.

Do not disturb?

Select and confirm the required function in the list (e. g. "Do not disturb").

Save & exit?

Select and confirm the option shown.

Number?

You are prompted to enter a new number.

New contact?

- Optionally, confirm the option shown.



Enter the number.

Save & exit?

Confirm the option shown. Your input is saved.

Quit and return?

Confirm the option shown.

Programming enhanced functions

ADDITIONAL SELECTED DIALLING KEY FUNCTIONS

Prerequisite: You have defined a phone number for a selected dialling key and are still in the menu (see "Defining the phone number" → page 44).

Entering an automatic consultation call

Consult?

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



Add the destination number.

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

Pause?



Example: Entering a number with a pause

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

Enter additional numbers.

A pause is three characters long.

Selected dialling keys with enhanced functions

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

Example: Locking the phone with simultaneous call forwarding

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



Enter the phone locking code.

Activate the code for call forwarding.

Enter the destination phone number.

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

REPERTORY DIALING

Hold down one of the keys to which the function is to be assigned until the programming prompt is displayed.

Confirm to begin programming. The key illuminates continuously .

Select and confirm the option shown to program e.g. the first level.

Select and confirm the required function.

Select and confirm this option.

Enter and confirm a subscriber's destination phone number.

The repertory dial can be up to 40 characters long.

You can select and insert special characters in the dialling sequence:

- ´ Clear call
- `` Pause
- ~ Make consultation
- º Make normal call

OK?

Normal = xxxx

Repertory dial?

Dial string =



The menu also offers the following functions:

- OK
- Cancel
- Mode: ABC, Abc, abc, 123 or HEX
- Move cursor left
- Move cursor right
- Copy
- Paste

Save & exit?

Select and confirm the option shown.

CALL LOG



You can also configure this setting via the web interface (see "Web interface (WBM)" → page 144).

The following call lists can be found under Call log:

- Missed
- Dialed
- Received
- Forwarded

The key can only be used if Call log is activated.



Hold down one of the keys to which the function is to be assigned until the programming prompt is displayed.

If the prompt is not displayed, you can launch key programming via the user menu (consult the administrator about the current setting).

OK?

Confirm to begin programming. The key illuminates continuously.

Normal =

Select and confirm the option shown to program the first level for instance.

Call log?

Select and confirm the required function.

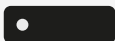
Save & exit?

Select and confirm the option shown.

CONFIGURING A FIXED FORWARDING KEY



You can also configure this setting via the web interface (see "Web interface (WBM)" → page 144).



Hold down one of the keys to which a function is to be assigned until the programming prompt is displayed.

If the prompt is not displayed, you can launch key programming via the user menu (consult the administrator about the current setting).

OK?

Confirm to begin programming. The key illuminates continuously.

Normal =

Select and confirm the option shown to program the first level for instance.

Forward all calls?

Call forwarding depending on the forwarding type

Select a forwarding type:

- Forward all calls
- Forwarding no reply:
- Forwarding busy:

Select and confirm the required function.

Call forwarding depending on the call type

If use of system-assisted functions has been enabled by the administrator and the “Forwarding Int. / Ext.” function activated, call forwarding by call type functionality will be available to you. Forwarding in this case is dependent on the forwarding type and additionally on the call type.

CF unconditional - any?

Select a forwarding type:

- CF unconditional - any
- CF unconditional - int.
- CF unconditional - ext.
- CF busy - any
- CF busy - int.
- CF busy - ext.
- CF no reply - any
- CF no reply - int.
- CF no reply - ext.

Destination =

Select and confirm this option to enter the forwarding destination.



Enter and confirm the phone number of the forwarding destination.

Save & exit?

Select and confirm the option shown.

CONFIGURING THE “BUILT-IN FORWARDING” KEY

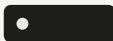
With the "Built-in forwarding" key you can configure the following options:

- Immediately activate or deactivate the call forwarding for "All calls" (see "Activating or deactivating immediate call forwarding" → page 108).
- Edit the call forwarding (see "Saving destination phone numbers for call forwarding" → page 109).

Ideally you should use the previously configured forwarding key for forwarding.



You can also configure this setting via the web interface (see "Web interface (WBM)" → page 144).



Hold down one of the keys to which a function is to be assigned until the programming prompt is displayed.

If the prompt is not displayed, you can launch key programming via the user menu (consult the administrator about the current setting).

OK?

Confirm to begin programming. The key illuminates continuously.

Normal =

Select and confirm the option shown to program the first level for instance.

Built-in forwarding?

Select and confirm the option shown.

Save & exit?

Select and confirm the option shown.

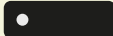
Using programmed keys

The use of programmed functions depends on the phone's status. The relevant display appears once you have pressed a key.

EXAMPLE 1: CALLING SAVED NUMBER

Prerequisite: The idle menu is displayed on the graphic display.

Party



Press one of the keys with the saved number. The connection set-up is shown on the display.

EXAMPLE 2: ACTIVATING OR DEACTIVATING CALL WAITING

You can press a key to activate or deactivate call waiting functionality, even during a call. The prerequisite for this is that a second call is permitted (see ["Allowing call waiting" → page 118](#)). A second call is allowed by default.

Call waiting



Press one of the keys with the "Call waiting" function. The key is no longer illuminated. The second call function is deactivated. The call is rejected or forwarded.

EXAMPLE 3: IMMEDIATE RING

This function allows you to switch the preset delay on and off for all line keys (see ["Setting the time for a delayed ringer" → page 84](#)). By default the delay is not set, the key does not illuminate.

Immediate ring



Press one of the keys with the "Immediate ring" function. The key illuminates.

The delay ringer is disabled. An incoming call rings immediately regardless of the delay time configured.

Resetting programmed keys

Here you can reset keys you configured back to factory settings (see also ["Resetting user data" → page 106](#)).



User?



Press the key shown.

Confirm the option shown.

Enter and confirm the user password, if required.

Reset?

Select and confirm the option shown to switch to the Reset user data menu.

Function key data =

Select the option shown.

Yes?

Select and confirm the option shown to delete the content of all keys.

Reset selected user data?

Select and confirm the option. The contents of the keys you configured are deleted.

Keys that can only be configured by the administrator remain unchanged.

Making calls

Receiving calls

The telephone rings if the ring tone is active. The status LED also flashes green. If transmitted, the calling party information (name, phone number) is displayed.

ANSWERING A CALL VIA THE HANDSET

The phone rings. The caller is displayed.

If the phone number is stored in the local telephone, the associated name is shown on the display (must be activated by the administrator).



Lift the handset.



Adjust the call volume, if necessary.

ANSWERING A CALL VIA THE LOUDSPEAKER

The phone rings. The caller is displayed.

The key flashes green.

Confirm the option shown.

The key lights up green.

- Optionally, press the key. The speakerphone function is activated.



Adjust the call volume, if necessary.

ANSWERING A CALL VIA THE HEADSET

The phone rings. The caller is displayed.

The and flash green.

Confirm the option shown.

- Optionally, press the key. The key lights up. The headset is activated.

Accept?

Accept?



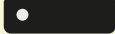


Adjust the call volume, if necessary.

Answering calls automatically via the headset

A key with the "Auto-Headset" function (AICS ZIP tone) must be configured by the administrator.

AICS



Press the corresponding function key to activate automatic call answering. The



light up green.

A short acoustic signal is heard on the headset for a call and the connection is established.

To manually answer calls again, deactivate the automatic answering function using the corresponding function key.

REJECTING A CALL

You can reject an incoming call.

"Reject" must be authorized by the administrator.

An incoming call is displayed or signalled.

Reject?

Select and confirm the option shown. The caller hears a busy signal.

If the rejected caller's phone number is transmitted, it is saved in the call list. You can then call this party back at a later time.

DEFLECTING A CALL

"Deflect" must be authorized by the administrator.

Prerequisite

An incoming call is displayed or signalled.

Deflect?

Select and confirm the option shown.

Deflecting

- If a destination phone number is stored, you can select and confirm it (see "Permitting call deflection" → page 117). The call is deflected.
- Optionally, when no phone number is set when programming call deflection, you are prompted to enter a destination phone number for call deflection.

12345678

Enter and confirm the destination phone number. The call is deflected.



RESPONDING TO A CALLBACK

Prerequisite: A callback was requested. Your phone rings and the subscriber information appears on the screen.

Accepting a callback

Select and confirm the option shown.

Rejecting a callback

Select and confirm the option shown.

The callback request is deleted. The caller's phone number is added to the missed calls list.

Forwarding a callback

This feature is not available for OpenScape Voice.

Select and confirm the option shown.

Enter the phone number and confirm.

Dialling

If the option "Busy when dialling" is activated, you will not be interrupted by an incoming call (see "[Allowing Busy when dialling](#)" → page 120). In this case, the caller hears the busy signal.

You can also use enhanced functions, such as call lists or the personal or corporate directory, in order to call a subscriber (see "[Personal directory](#)" → page 69).

OFF-HOOK DIALLING

Lift the handset.

Enter the phone number. If necessary, digits may be deleted using the navigation key .

Confirm or wait until the dial delay expires (see "[Using autodial delay](#)" → page 56).

Optionally, confirm the option shown (also refer to "[Redialling with the function key](#)" → page 54). "##" represents the last number dialled.

The connection is established.

Accept?

Reject?

Deflect?



Dial?

Redial ##?

When using a dial plan and "Immediate dialling" is set up, dialling is automatically performed as soon as the character string entered matches an entry in the dial plan (see "[Activating or deactivating "Immediate dialling"](#)" → page 121).

If a connection is temporarily unreachable, you will hear a special information tone (short tone sequence). The fault can be rectified quickly, so try again to dial this phone number after an appropriate time.

ON-HOOK DIALLING

The connection is set up with on-hook dialling or via the loudspeaker (speakerphone mode).



Press the key shown.



Enter the phone number. If necessary, digits may be deleted using the "back" arrow navigation key.



Press or wait until the dial delay expires (see "[Using autodial delay](#)" → page 56).

Redial ##?

Optionally, confirm the option shown (also refer to "[Redialling with the function key](#)" → page 54). "##" represents the last number dialled.

Entering the phone number first



Enter the phone number. If necessary, digits may be deleted using the navigation key. The loudspeaker key  illuminates when you enter the first digit.

Dial?

Confirm or wait until the dial delay expires (see "[Using autodial delay](#)" → page 56). The connection is established.

When using a dial plan and "Immediate dialling" is set up), dialling is automatically performed as soon as the character string entered matches an entry in the dial plan (see "[Activating or deactivating "Immediate dialling"](#)" → page 121).

DIALLING WITH THE SELECTED DIALLING KEY

You can program frequently used phone numbers on programmable keys (see "[Programming a key](#)" → page 43). If you press a selected dialling key briefly, the associated contact or phone number appears and dialling is initiated.

Prerequisite: A selected dialling key is programmed.

Select the label of the dialling key.

Dial



Press the function key below the label. Dialling is initiated.

DIALLING WITH THE HEADSET CONNECTED

Prerequisite: The headset is connected.



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

The key  illuminates.

MAKING CALLS WITH A DSS KEY

Prerequisite: You have configured direct station selection (DSS) keys on the phone (see "Programming the function keys" → page 42 and "Configuring selected dialling / direct station selection keys" → page 1).

Press the corresponding function key.

If the party answers, activate speakerphone mode.

- Optionally, lift the handset.

REDIALLING WITH THE FUNCTION KEY

You must have activated "Call logging" in order to use the call list "Dialled". This also applies for redialling the last number dialled (see "Activating or deactivating call logging" → page 124). If "Call logging" is disabled, the message "Function x not used" is displayed when you try to execute the last number redial function using a correspondingly programmed function key.

Select the label "Call log".

Press the corresponding key.

Select and confirm the option shown. The call list "Dialled" is displayed, where "###" represents the number of entries in the list "Dialled".

Select and confirm the required entry. The phone number associated with the list entry is dialled.

CALLING BACK A MISSED CALL

Calls received while you are absent are indicated by a message on the idle display (see "Icons in the idle menu" → page 27). The  function key also

Direct station select



Call log



Dialled ###?

illuminates (if the administrator has activated the option).

Missed calls are logged in the missed calls list. This list provides information on the missed call and lets you call back the number directly (see ["Call logging" → page 31](#)). Missed calls are not saved and displayed if "Call logging" is disabled (see ["Activating or deactivating call logging" → page 124](#)).

On multi-line telephones, only the calls missed on your primary line are logged (see ["MultiLine" → page 77](#)).

Call log



Missed ###?

Select the label "Call log".

Press the corresponding key.

Select and confirm the required call list, where "###" represents the number of entries in the list "Missed".

Select and confirm the entry you want. The phone number associated with the entry is dialed.

REQUESTING CALLBACK

You can request a callback if the subscriber called is busy or if nobody answers. You receive a callback when the other party's line becomes free.

This option is only available if both you and your administrator have activated the function (["Permitting a callback" → page 122](#)).

This function is available with restrictions on an OpenScape Desk Phone.

Prerequisite: The subscriber is busy or nobody answers.

Select and confirm the option shown.

Deleting callback requests

You can delete scheduled callback requests if you no longer need to return a call, for example, at the end of the working day.

Prerequisite: At least one callback was requested. The phone is idle.

Select and confirm the option shown.

All callback requests are deleted.

Callback?

Cancel callbacks?

USING AUTODIAL DELAY

A number is automatically dialled after a set delay starting from the entry of the number's last digit. The autodial delay can be used:

- When dialling in idle mode
- During a consultation
- When transferring an answered call.

The delay can be reduced by performing one of the following activities:

- Press the key shown. This always works.
- Lift the handset. This only works if the phone number was entered when the phone was idle or if it was entered for a consultation call when the handset was off hook.

If an emergency number is preset by your administrator, the autodial delay for this phone number is reduced to one second.

OK



During a call

ACTIVATING OR DEACTIVATING THE MICROPHONE

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 or headset microphone, or the hands-free microphone.

Prerequisite: You are conducting a call.



To activate the microphone, press the key shown.



To deactivate the microphone, press the key again.

CHANGING THE VOLUME

You can change the volume of the handset or the loudspeaker during the call.

Prerequisite: You are conducting a call.



Adjust the volume using the toggle key.

SWITCHING FROM HANDSET TO SPEAKERPHONE MODE

Note that there are two different modes (US and Standard) and you can activate your preferred setting as appropriate (see "Opening listening mode" → page 97).

Prerequisite: You are conducting a call via the handset.

The microphone and loudspeaker functions are activated by the administrator.



To open listening in standard mode, hold down the key.



Hang up the handset.



Release the key and proceed with your call.

Listening in US mode



To open listening in US mode, hold down the key.



Hang up the handset.

Proceed with your call.

SWITCHING FROM SPEAKERPHONE MODE TO THE HANDSET

Prerequisite: You are conducting a call in speakerphone mode.



Lift the handset. The  key is no longer illuminated.

OPEN LISTENING

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

Prerequisite: You are conducting a call via the handset.



To activate open listening, press the key shown.



To deactivate open listening, press the illuminated key.



To switch to speakerphone mode, hold down the key and hang up the handset on the phone.

Release the key and proceed with your call.

DISPLAY OF DTMF DIGITS

When you press any of the numerical keys during an active call, the keys pressed are presented on the call screen.

DTMF: ###

The DTMF digits are shown in the second line on the display as a string of all the digits sent (represented here by "###").

CONSULTING A SECOND PARTY

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

Prerequisite: You are conducting a call.

Confirm the option shown.

Enter and confirm the second party's phone number.

To use a **call list** or one of the Directories for the consultation call, select "Hold" instead of "Consult" in the context menu.

- Optionally, press and open a required entry in a list or open a call list or a contact without using the "Consult" or "Hold" functions - the active call is automatically put on hold.

To start a conference call, select and confirm the connection in the context menu.

You can also use the key shown.

Ending a consultation call

- To end the consultation, select and confirm the option shown. The consultation call is disconnected. The call with the first party is resumed.
- If the second party hangs up, you will be prompted to retrieve the first call again if "Hold and hang-up" is disabled (see ["Activating or deactivating "Hold and hang-up" → page 116](#)). Otherwise, the first call will remain on hold until you receive this prompt after a defined time interval.

Confirm the option shown. You are reconnected with the first party.

If the call is kept on hold, you can retrieve the call via the context menu before the set time expires.

Ending the consultation with an active headset

The administrator has additionally configured a function key with the "Auto headset" function (AICS ZIP tone).

Consult?



Conference?



Disconnect & return?

Retrieve held call?

AICS



Select the label on the display.

Press the function key below the label to activate automatic call answering. This key and the key  illuminate.

You are conducting a consultation call and the second party hangs up. You are automatically reconnected with the waiting first party. The message "Retrieve held call" is not displayed.

SWITCHING TO THE HELD PARTY (ALTERNATING)

Prerequisite: You are conducting a consultation call or have accepted a second call (see "Consulting a second party" → page 58 or "Answering a second call" → page 63).

Select and confirm the option shown.

In the first display line, the phone number or name and the duration of the active connection are displayed.

You can switch back and forth between two subscribers by repeatedly selecting and confirming "Alternate".

Alternate?

Ending an Alternate operation

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

Disconnect & return?

CONFERENCE CALL

Prerequisite

- You are conducting a consultation call (see "Consulting a second party" → page 58).
- Optionally, you have accepted a second call and the conference call function is active (see "Answering a second call" → page 63 and "Allowing a conference call" → page 122).
- You may also start a conference call directly from a single call using the option "Start conference?". You will then be prompted to dial the second party who will be joining the conference call.

Establishing a conference call

If you are already involved in a secure connection with a party when you initiate a consultation call, the original party is placed on hold.

The new consultation call connection can be either secure or unsecured. However, the first connection remains secure even if all three parties are joined together in a conference call.

The entire conference call is not secure if the connection to at least one of the parties is not secure.

The padlock icon  is displayed in the row "Conference".

Select and confirm the option shown in the context menu. You are connected to both parties at once.

- Optionally, press the key shown.

Leaving a conference call

Allowing call partners to continue a conference call after you exit

Prerequisite: The function "Connected calls" is activated (see ["Allowing joining in a conference call" → page 123](#)).

Select and confirm the option shown in the context menu. Both call partners remain connected. You are disconnected from the conference call.

- Hang up the handset.
- If you are in speakerphone mode, press the speakerphone key.

The call partners remain connected. You are disconnected from the conference call.

Disconnecting a party

Select and confirm the option shown.

PUTTING ON HOLD AND RETRIEVING ALTERNATELY OR SIMULTANEOUSLY

Prerequisite: You have a single-line phone and are conducting a consultation call or have answered a second call (see ["Consulting a second party" → page 58](#) or ["Answering a second call" → page 63](#)).

Conference?



Exit conf.?



End conf.?

Putting an active call on hold



Press the key shown. The key flashes. The consultation or second call **and** the first call remain on hold.

Retrieving the first call



Alternate to the first call.

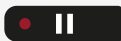


Press the flashing key. You are connected with the other party. The consultation or second call continues on hold.

Retrieving the second call



Switch to the held consultation or second call.



Press the flashing key. You are connected with the other party. The first called was put on hold again.

CONNECTING PARTIES

You can connect the first party with the party you consulted, clearing down your connection to both parties in the process.

Prerequisite: You are conducting a consultation call and call joining is allowed (see "Consulting a second party" → page 58 and "Allowing call joining" → page 117).

Select and confirm the option shown. The active and held calls are joined. You are disconnected from the call.

Connecting by hanging up



Hang up the handset or, if you are in speakerphone mode, press the loudspeaker key. The other two parties are now connected to one another.

PLACING A CALL ON HOLD

You can use this function to place an ongoing call on Hold, for instance to prevent the other party overhearing a conversation with a colleague in the same room.

Prerequisite: You are conducting a call.

Select and confirm the option shown in the connection's context menu.

- Optionally, press the key shown. The key illuminates.

Complete Xfer?

Hold?



If you do not retrieve the held call after a defined time interval, a reminder beep sounds three times and a prompt to retrieve the call or disconnect appears on the display (for settings, refer to ["Activating and deactivating the hold reminder tone" → page 115](#) and ["Setting the hold reminder time" → page 115](#)).

Retrieving a held call

Select and confirm the option shown in the connection's context menu.

- Optionally, press the illuminated key.

Using line keys

On a multi-line telephone, you can also use the line keys to place ongoing calls on hold.

Press the corresponding line key. The line key LED changes to amber . The call is now on hold and no longer displayed.

Retrieving a held call

Press the corresponding line key. The line key  lights up. The call is retrieved.

The LED display indicates that the call is on "Hold" to other multi-line telephones where this line is also configured. These phones can then pick up the call (see ["LED displays" → page 78](#)).

Held call wait status

After placing a call on hold, you can hang up the handset and then decide whether to retrieve the call or disconnect.

Prerequisites

- The setting **Hold and hang-up** is enabled
- You placed a call on hold and **hung up the handset** or pressed the loud-speaker key in speakerphone mode.

Retrieve or disconnect

A recall follows immediately and a pop-up menu is displayed:

Select and confirm the option shown to retrieve the call in speakerphone mode.

Optionally, select and confirm the option shown to disconnect the held call.

Reconnect?



Line x



Line x



Retrieve held call?

Disconnect?

After enabling Hold and hang-up", the call is placed on hold for a defined time interval before the prompt is displayed with a recall to retrieve the call or disconnect (see ["Setting the hold reminder time" → page 115](#)). You can retrieve the call or disconnect via the context menu before the defined time expires.

CALL WAITING (SECOND CALL)

- You can accept a second incoming call in the course of an ongoing call. The caller hears the on-hook signal while you hear a call-waiting signal tone. A bell appears on the display and next to it the phone number of the caller is shown.
- You can ignore or accept the second call. Before you accept the second call, you can end the first call or place it on hold for subsequent retrieval.
- You can block the second call or the signal tone (see ["Allowing call waiting" → page 118](#)).

Answering a second call

Prerequisite: You are conducting a call and call waiting is allowed (["Allowing call waiting" → page 118](#)).

Accept

Select and confirm the option shown.

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

During the call with the second party, additional functions are available for selection:

- Alternate (see ["Switching to the held party \(alternating\)" → page 59](#))
- Complete transfer (see ["Connecting parties" → page 61](#)),
- Conference (see ["Conference call" → page 59](#)),
- Blind transfer (see ["Transferring a call" → page 65](#)),
- Hold (see ["Placing a call on hold" → page 61](#)).
- Put on hold and retrieve second and first call successively (see ["Putting on hold and retrieving alternately or simultaneously" → page 60](#)).

Consultation call from second call

If the second call is your active call you can initiate a consultation call from it.

The administrator must have approved the consultation in the second call.

From a consultation call in the second call you can select one of the following options:

- Initiate a conference.
- Toggle between the second call and a consultation call.

- Put on hold and retrieve second and first call successively (see ["Putting on hold and retrieving alternately or simultaneously" → page 60](#)).
- Transfer a call
- Disconnect the calls again

During a consultation in the second call, the first call is parked and can only be "unparked" if the consultation or second call was ended or these calls were connected.

Disconnecting the second call

Disconnect & return?

Select and confirm the option shown in the context menu of the second call. The call to this subscriber is disconnected and the call to the first subscriber is reconnected.

Ending the second call by hanging up

If you or the second call partner hangs up, you will be prompted to retrieve the first call again if "Hold and hang-up" is disabled (see ["Activating or deactivating "Hold and hang-up"" → page 116](#)). Otherwise, the first call will remain on hold until you receive this prompt after a defined time interval.

Ignoring the second call

Prerequisite: You are conducting a call and call waiting is allowed (see ["Allowing call waiting" → page 118](#)).

Ignore?

Select and confirm the option shown.

The caller still hears the on-hook signal. You can subsequently Accept, Reject or Deflect the second call via the context menu.

While the ignored second call continues to wait, from the active call the following options are available:

- Make a consultation call
- Initiate a conference
- Toggle between the consultation call and your call partner
- Transfer a call

A third call would be rejected with the busy signal.

If you have disconnected the first call, the ignored second call rings like a normal call.

Rejecting a second call

Prerequisite: You are conducting a call and call waiting is allowed (see ["Allowing call waiting" → page 118](#)).

Reject?

Rejecting

Select and confirm the option shown.

The second call is rejected. The caller hears the busy signal. The caller's phone number is added to the missed calls list.

Deflecting a second call

Prerequisite

You are conducting a call and call waiting is allowed (see ["Allowing call waiting" → page 118](#)).

Deflect?

Select and confirm the option shown.

Deflecting

If a destination phone number is stored, you can select and confirm it (see ["Permitting call deflection" → page 117](#)). The call is deflected.

If you did not set a phone number when programming call deflection, you are prompted to enter a destination phone number for call deflection.



Enter and confirm the destination phone number.

The second call is deflected to the destination specified. You are reconnected with the first party.

Connecting parties

Complete Xfer?

Select and confirm the option shown. The other two parties are now connected to one another. You can now hang up or dial another number.

Connecting by hanging up

Connecting by hanging up is activated (consult your administrator) and "Switch assignment" must be set to "Yes" (see ["Connecting subscribers by hanging up" → page 119](#)).



Hang up the handset or, if you are in speakerphone mode, press the loudspeaker key. The other two parties are now connected to one another.

TRANSFERRING A CALL

You can transfer your current call to another party with or without consultation.

Prerequisite: You are conducting a call. The options "Allow call transfer" and "Transfer on ring" are allowed (see ["Allowing call transfer" → page 119](#)).

Blind transfer

You can choose between easy transfer with the key or blind transfer via the menu.

Easy transfer



Press the key shown.



Enter and confirm the phone number of the second party to whom you want to transfer the call. You can also select and call a subscriber here from a call list or from one of the two directories (see ["Personal directory" → page 69](#)).



Press the key shown again.

Blind transfer

Select and confirm the option shown.



Enter the phone number of the second party to whom you want to transfer the call. You can also select and call a subscriber here from a call list or from one of the two network directories (see ["Personal directory" → page 69](#)).



Confirm or wait until the autodial delay expires. The display returns to idle following successful transfer.

Blind transfer?

Transferring with consultation

You can announce a call to a recipient before transferring it.

You can choose between easy transfer or blind transfer.

Easy transfer



Press the key shown.



Enter and confirm the phone number of the second party to whom you want to transfer the call.

As soon as the second party has answered, you can announce the transfer of the call. You can also select and call a subscriber here from a call list or from one of the two directories (see ["Personal directory" → page 69](#)).



Press the key shown again. The display returns to idle following successful transfer.

Blind transfer

Consult?



Select and confirm the option shown. The call is placed on hold.

Enter the phone number of the party to whom you want to transfer the call. You can also select and call a subscriber here from a call list or from one of the two directories (see "[Personal directory](#)" → page 69).

Announce the call you want to transfer.

Select and confirm the option shown.

If the party does not answer

You do not have to wait for the second party to answer before you can transfer the call.



Hang up the handset on the phone or, if speakerphone mode is active, press the key to transfer the call.

If the party does not answer, you will be called back by the first party.

ENDING A CALL

Select and confirm the option shown.

If you are conducting a call via the handset, hang up the handset.



- In speakerphone mode, press the speakerphone key.



- When conducting a call via the headset, press the headset key.

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

Configuring call forwarding

On an OpenScape Desk Phone, you can enter the call forwarding settings via the forwarding key (see "[Activating or deactivating immediate call forwarding](#)" → page 108).



You can also configure this setting via the WBM interface (see "[Web interface \(WBM\)](#)" → page 144).



Press the key shown.

Select and confirm the option shown.

Enter and confirm the user password, if required.



Select and confirm the option shown.

Complete Xfer?

Disconnect

User

Configuration

Incoming calls

Select and confirm the option shown.

Forwarding?

Select and confirm the option shown.

Settings?

Select and confirm the option shown. For a description of the settings, see "Standard call forwarding" → page 107.

SETTING ALERTS

Use the Alerts menu to enable and disable visual and audible alerts for call forwarding (not possible with the Forwarding key).

 You can also configure this setting via the WBM interface (see "Web interface (WBM)" → page 144).



Press the key shown.

User

Select and confirm the option shown.



Enter and confirm the user password, if required.

Configuration

Select and confirm the option shown.

Incoming calls

Select and confirm the option shown.

Forwarding?

Select and confirm the option shown.

Alerts?

Select and confirm the option shown.

Visual = No

Select and confirm the option shown.

Yes

Select and confirm Yes or No.

Audible = No

Optionally, select and confirm the option shown.

Yes

Select and confirm Yes or No.

Forwarding party

Optionally, select and confirm the option shown.

Last

Optionally, select and confirm the option shown.

Forwarding party

Optionally, select and confirm the option shown.

Save & exit

Select and confirm the option shown.

Directories and Call logging

PERSONAL DIRECTORY

The Personal directory is restricted to 100 entries.

CREATING A NEW CONTACT



You can also configure this setting via the WBM interface (see "[Web interface \(WBM\)](#)" → page 144).



Press the key to open the local directory.

Personal directory?

Select and confirm the option shown.

New contact?

Select and confirm the option shown.



Fill in the three fields

- Last name
- First name
- Number

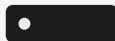
Save & exit?

Select and confirm to save the contact details.

EDITING A CONTACT



You can also configure this setting via the WBM interface (see "[Web interface \(WBM\)](#)" → page 144).



Press the key shown to open the local directory.

Personal directory?

Select and confirm the option shown.



Select and confirm the relevant entry.

Contact details

Select and confirm the option shown.

Last name

Select and confirm, for example the "Last name" field.



Change the entry and confirm.

Save & exit

Select and confirm the option shown.

DELETING A CONTACT



You can also configure this setting via the WBM interface (see "[Web interface \(WBM\)](#)" → page 144).



Press the key shown to open the local directory.

Personal directory?

Select and confirm the option shown.

User name

Select and confirm the relevant entry.

Delete?

Select and confirm the option shown.

Repeat the confirmation.

Cancel?

Optionally, select and confirm to cancel the process.

DELETING ALL CONTACTS



You can also configure this setting via the WBM interface (see "[Web interface \(WBM\)](#)" → page 144).



Press the key to open the local directory.

Personal directory?

Select and confirm the option shown.

Delete all?

Select and confirm the option shown.

Delete all contacts?

Confirm the option shown.

Cancel?

Optionally, select and confirm to cancel the process.

SEARCHING FOR A CONTACT



Press the key shown to open the local directory.

Personal directory?

Select and confirm the option shown.

User name

The last entry used is displayed.



- Enter the first letter of the name you are searching for, e.g. "B". The first name found with the initial letter "B" is displayed after a short time.
- Enter more letters (e.g. "Ba") to refine the search. The search finds names that contain the entered string anywhere in the name or surname (e.g. finds both "Bart" and "Barbara").

The local search always looks for matches that contain the search text anywhere in the name or surname.

- If LDAP is configured by your administrator, an additional search is performed in the LDAP directory. In the standard case, LDAP search looks for matches where the entered text appears at the beginning of the last name only (e.g. “Ampere”, “Ambos” for input “Am”, not “Samara”).

LDAP results are shown after the local matches and are sorted by first name.

You can also browse the directory with the navigation keys until you reach the required entry.

• Advanced LDAP search

From V2.R0.18.0 and onwards, if the SIP server type is set as “Zoom” by your administrator, the phone supports searching for a sub-string match in multiple fields:

Lastname, Firstname, Work1, Work2.

If the SIP server type is set as 'Zoom', 'Phone number' replaces the 'Business 1' field and 'Extension' replaces the 'Business 2' field.

The LDAP search uses a wildcard format (*<pattern>*), meaning entries with ‘Am’ anywhere in the field will appear (e.g. ‘Samara’).

Zoom LDAP does not support double quotes (“ ”) for exact matches.

CORPORATE DIRECTORY

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

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

Searching for a corporate contact

Press the key to open the local directory.

Press the key to return to the main menu.

Press the key shown to open the corporate directory.

Select and confirm the option shown. The following search fields can be used:

- Last name
- First name
- Office 1



Search

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

Last name:



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

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

Search

Select and confirm when you have completed one or more search fields to start the search.

If configured by your administrator, when you exit the **Directory** after searching for a contact, the search results are cleared.

When you return to the **Directory>Corporate** menu area, the previous search matches are not shown, and you are prompted to enter a new quick search.

If this settings is not configured by your administrator, the previously matched results are displayed when you select **Directory > Corporate**. To remove them, select the **Clear** option and enter new search text.

Advanced directory editing

Viewing entries

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

Contact details?

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

Resetting the search fields

Prerequisite: The search fields are listed.

Delete?

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

Defining a qualifier before a search

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

Qualifier?

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

- No qualifier
- Job function
- Address
- Email:
- Business
- Mobile
- Business2
- Private
- Company:
- Address2

Select and confirm the desired qualifier.

Select and confirm to close the list.

Quick search

Press the key to open the local directory.

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

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

You can restrict the output by entering the second and other letters.

- Use the key to switch between letters and numbers.
- Use the navigator keys to delete individual characters.
- You can control the search individually by entering extended characters.

To select extended characters, press the key shown.

Rule list

Character	Description
#	Searches for the exact string before the extended character.
,	You can enter first and last name separately using a comma. A search is carried out for the last name (possibly using a wild card) and the first name with the first character after the comma.
*	Wild card letter. This searches for the character entered and all possible subsequent characters.

Enter the characters by selecting them in the extended characters.

Back?



Quick search using parts of a search string

If the administrator adds a field to the template for the corporate directory and assigns this field to an existing search field, you can use any strings in a last name, for example, for the search.

To list all entries, for example, in which the string "er" appears in the **Last name** field, enter this character combination when prompted to enter the name.

Once the output list is available with entries that match this condition, you can now skip to the first corresponding entry by entering the initial letter of the last name.

Consult your administrator to establish whether an additional field has been added to the template for the Corporate directory and which search field it has been assigned to. Note that a traditional quick search will return unintended results in this case.

Listening to voicemail

To use this function, you need to have a voice mailbox set up on your communication platform for voice mails (see "[Voicemail](#)" → [page 31](#)).

The message key  flashes to indicate new messages and the icon  is displayed. The LED only extinguishes when all messages have been picked up.



Press this key when the phone is in idle mode. The **Messages** menu opens. ©



Choose to call the mailbox if appropriate.

Call mailbox?

Confirm the option shown to call the mailbox. Follow the voice instructions.

You may need to enter a password.

QUERYING VOICEMAIL

You can use the navigator keys to query information as to which and how many voicemails are stored.

- New items (1)
- New urgent items (1)
- Old items (1)
- Old urgent items (1)

LISTENING DIRECTLY TO VOICEMAILS

You can also call the mailbox directly without using the menu. The mailbox answers even if there are no messages waiting.



Lift the handset.



Press the key shown. The mailbox answers. Follow the voice instructions.

You may need to enter a password.

You can call the mailbox any time you see the "Please dial" displayed.

Making calls in an executive / secretary team

Group call

Your administrator can incorporate multiple telephones in a call pick-up group. If your telephone belongs to a pick-up group, you can also accept calls intended for other members of the group while the phone is still ringing.

A group call is displayed on the phone. The administrator may have configured audible and / or visual notification of the call.

The volume settings can be found in the section on "Volumes" → page 39.

PICKING UP A GROUP CALL WITH THE CALL PICKUP KEY

The "Call pickup" key is configured (see "Programming the function keys" → page 42). Your administrator has set up the group call such that it is only displayed by the Group pickup key flashing. The phone can also ring when idle.

A group call is waiting. The Group pickup key flashes. The group call is not shown on the display.

Press the key shown.

The group call is now shown on the display with the following information:

- Pickup: Caller
- For: Party

The pop-up menu opens.

PICKING UP A GROUP CALL IMMEDIATELY VIA THE POP-UP MENU

The administrator has set up the group call such that it will be shown immediately on the display and the pop-up menu will open.

A group call is waiting and is shown on the display with the following information:

- Pickup: Caller
- for: Party

PICKING UP A GROUP CALL

The pop-up menu opens.

Confirm the option shown.

- Optionally, lift the handset (only if the appropriate function is set by your administrator).
- Optionally, press the key or press it again if call answering was initiated via the key. The speakerphone function is activated.

IGNORING A GROUP CALL

Select and confirm the option shown. The phone stops signalling the group call. The Group pick-up key will continue to indicate the call and may be used to pick-up the phone later, if it is still ringing.

MultiLine



The following section describes the telephony scenarios for multi-line phones (refer to "Settings for MultiLine (keyset)" → page 84).

LINE / TRUNK KEYS

This function is not available on an OpenScape Desk Phone.

Line or DSS keys can be configured by your administrator on programmable keys on the WBM. These line keys cannot be changed or deleted by the user.

Each key programmed with the "Line" function corresponds to a line. This means up to four (4) lines can be configured on the function keys. A distinction is made here between primary, secondary and phantom lines. Each of these line types can be used on a private or shared basis (see "Line utilization" → page 78).

Primary line

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

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

Secondary line

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

Phantom line

Phantom lines are not used as primary lines by any telephones in a line trunk group. Phantom lines are established, for example, when the number of lines provided by a communications system exceeds the number of available telephones.

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 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.
- **Hot line:** A line with a direct connection to another telephone.

The status of a line can be established in the team menu from the icons and the color of the line key LEDs (see "LED displays" → page 78).

LED displays

LED	Meaning
	LED off: The phone is in idle mode.
	LED solid green : • Outgoing call on the line • The incoming call was prioritized and selected in accordance with the "Automatic line selection for incoming calls" option

LED	Meaning
	Flashing green: Incoming call on the line (see "Incoming calls" → page 79)
	LED solid red: The line is busy.
	Flashing red: Call forwarding is activated
	LED solid amber: The line is on "Hold".
	LED flashing amber: "Hold reminder" is activated (see "Activating and deactivating the hold reminder tone" → page 115)

INCOMING CALLS

Depending on the individual settings, you will be notified of incoming calls (see "Ringer" → [page 95](#)).

Answering calls for the primary line

The telephone behaves in the same way as a single-line telephone (see "Answering a call via the handset" → [page 50](#)).

Answering calls for secondary lines

Prerequisite: The secondary line is configured on your multi-line telephone.

Using the handset



Lift the handset and conduct the call.

The line is automatically selected. If calls are incoming on more than one line, you will be connected to the line with the earliest incoming call.

Using the line keys

Press the flashing line key. The speakerphone mode is enabled.

- Optionally, confirm the option shown. The speakerphone mode is enabled.

Line 1



Accept?

CALL BRIDGING

Call bridging is a feature that allows a user to participate in an active call between other users and provide assistance (see "Bridging" → page 84).

MAKING CALLS ON A MULTILINE PHONE

You must seize a line before you can make calls on a multi-line telephone.

Line seizure can be configured on an individual basis. Your administrator can determine if the lines on your telephone can be automatically seized and with which priority.

If you have seized a secondary line, this line is reserved for you for making calls for a specific period as defined by the administrator. No other user can seize this line during this period, even if the line is also assigned to this user's telephone.

Manual line seizure

Lift the handset or press the key shown.

Press the required line key.

Enter the phone number or use redial, for example. The connection is set up.

Automatic line seizure

The administrator has configured automatic line seizure.

Lift the handset or press the key shown.

The line defined during configuration is seized. The corresponding function key  is illuminated.

Enter the phone number. The connection is established.

Dialling the last dialled number

Regardless of the line used, the last number dialled on your telephone is displayed for redialling in the selected number's context menu.

Lift the handset or press the key shown.

Press the required line key.

Redial is offered on the display as long as a number has been dialled previously:

Confirm the option shown. The connection is established.



Line 1



Line 2



Line 1

Redial 12345?

Forwarding calls for the primary line

Call forwarding can only be activated for the primary line. Which call forwards are possible, how they are configured and activated can be found in the section (see "Standard call forwarding" → page 107).

Call forwarding information

The administrator has activated "Forwarding shown".

If forwarding is enabled and a subscriber calls, the following information is displayed:

- Who is calling.
- The forwarding destination

Dialling using the hot or warm phone function

The administrator has configured a hot line or warm phone function.



If you lift the phone's handset or press the loudspeaker key, a number is dialled in either of the following scenarios:

- Immediately in the case of a hot phone
- After a defined period of time in the case of a warm phone

Examples

- The phone in the elevator immediately dials the reception number.
- The phone at a patient's bed dials the ward number after one minute, if no other number is dialled.

DURING CALLS

Making and receiving calls on a single line

If you only use one line on your multi-line telephone to make calls, and you receive calls on the same line, the phone operates in the same way as a single-line telephone:

- Number redial, see "Redialling with the function key" → page 54
- Consultation, see "Consulting a second party" → page 58
- Toggle / Connect, see "Switching to the held party (alternating)" → page 59
- Callback, see "Requesting callback" → page 55
- Hold, see "Placing a call on hold" → page 61
- Call waiting (second call), see "Call waiting (second call)" → page 63

- Transfer call, see ["Transferring a call" → page 65](#)
- Conference, see ["Conference call" → page 59](#)

Functions available exclusively for the primary line:

- Call lists, see ["Call logging" → page 31](#)
- Voicemail, see ["Voicemail" → page 31](#)
- Forward calls, see ["Standard call forwarding" → page 107](#)
- Do not disturb, see ["Do not disturb" → page 90](#)

Depending on your individual settings, you will be notified of incoming calls (see ["Ringer" → page 95](#)).

Making and receiving calls with multiple lines

Depending on the settings for "Rollover", you will be notified of incoming calls (see ["Roll-over for a line" → page 86](#)).

Line 1

You are conducting a call on line 1. At the same time, a call is incoming on another line.

Line 2

Press the line key for line 2. The call on line 1 is placed on hold.

The key flashes amber  .

A single call will always be placed on manual hold where it is available to other keysets. If a line is occupied with 2 calls (e.g. consultation) then it is not possible to change to a different line.

Conduct call on line 2.

Line 1

After ending the call on line 2, press the line key for line 1 and retrieve the call on line 1.

Putting a line on hold

On a multi-line telephone you can use the line keys to place calls on hold.

Prerequisites:

- You are conducting a call.
- The admin has configured the line key for a "Hold" action.

Line 1

Press the call-line key.

- The line key LED flashes amber  .
- The line LED displays the hold status on all multi-line phones to which the line is connected.
- On phones connected to the line, a user can press the relevant line key and accept the held call.

During a consultation call or after accepting a waiting call the function “Line on hold” cannot be used.

Lines with hot or warm line function

Your administrator can configure a hot or warm line for the primary and secondary line.

The function is activated when you perform one of the following actions:

- You lift the phone's handset and a hot or warm line is selected.
- You press the line or loudspeaker key and a hot or warm line is selected.
- You press the line key on a hot or warm line.

A number specified by you is dialled immediately with a hot line and after a specific time with a warm line.

Examples

- An assistance has a line to their superior, unless they dial a different number.
- Security has a dedicated line to emergency services.

Entering a number for the hot and warm line function

Specify which number should be dialled when the hot or warm line function is activated.



You can also configure this setting via the WBM interface (see "Web interface (WBM)" → page 144).



Press the key shown.

User

Select and confirm the option shown.



Enter and confirm the user password, if required.

Configuration?

Select and confirm the option shown.

Keypad?

Select and confirm the option shown.

Lines?

Select and confirm the option shown.

Line?

Select and confirm the line you want.

Hot/warm dest.?

Select and confirm the option shown.



Enter and confirm the destination.

Save & exit?

Select and confirm the option shown.

Bridging

A subscriber from a line trunk group is on a call. The subscriber's primary line is configured as a secondary line on your phone. This line now has the status "busy".

Prerequisite: A secondary line is set up on your multi-line phone, the option to connect to the call is activated for your phone and "system conference" is set up for your system.

The key of a secondary line illuminates as "busy". You want to connect to the call.

Press the line key. A conference is established. You are connected to the parties on the secondary line. The key LED changes to green and the conference call is shown on the display.

If there is already a conference on the secondary line you are connected to this conference call. The conference call is shown on the display.

You can now perform one of the following actions:

- Put the secondary line on hold.
- Leave the conference call on the secondary line.
- Make a consultation call.
- Accept a second call on another line.
- Alternate between a new call party and a conference call on the secondary line.
- Include a call party from a consultation or a second call in the conference call.

SETTINGS FOR MULTILINE (KEYSET)

The details for each keyset line contain supplementary information for the user. The following non-editable fields are displayed:

- **Hot/warm action:** Displays the phone number for the line
- **Ringer on/off:** Displays whether this line's ringer is active
- **Selection order:** Displays the priority of each line seizure when the handset is lifted or the loudspeaker key for this line is pressed

Setting the time for a delayed ringer

Specify the length of time before a held call should be signalled on a line.

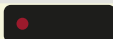


You can also configure this setting via the WBM interface (see "[Web interface \(WBM\)](#)" → page 144).

Press the key shown.

Select and confirm the option shown.

Line 2



User



Configuration?

Enter and confirm the user password, if required.

Keyset?

Select and confirm the option shown.

Lines?

Select and confirm the option shown.

Line 1?

Select and confirm the option shown.

Ring delay?

Select and confirm the required line (for example line 1).



Select and confirm the option shown.

Save & exit?

Enter and confirm a delay value.

You can activate and deactivate the set delay time for all line keys using a function key (see ["Example 3: Immediate ring" → page 49](#)).

Setting the ringer for lines

If special ringers have been configured by the administrator for lines, you can adjust these here to suit your requirements.



You can also configure this setting via the WBM interface (see ["Web interface \(WBM\)" → page 144](#)).



Press the key shown.

User

Select and confirm the option shown.



Enter and confirm the user password, if required.

Configuration?

Select and confirm the option shown.

Keyset?

Select and confirm the option shown.

Lines?

Select and confirm the option shown.

Line 1?

Select and confirm the required line (e.g. line 1).

Selecting the ringer

Ringer file = abc.mp3

Select and confirm the option shown.

abc.mp3?

Confirm the option shown. Select the required ringer file or pattern. You will immediately hear the associated ringer melody.

OK

Confirm the current ringer file.

Save & exit?

Select and confirm the option shown.

Ringer melody = 2

OK

Save & exit?

Ringer sequence = 2

OK

Save & exit?

Selecting the pattern melody

The following setting is only effective if you selected "Pattern" in the ringer option.

Select and confirm the required pattern melody. The phone displays the current setting between 1 and 8 (e.g. 4). You will immediately hear the corresponding ringer melody.

Confirm the selected ringer melody.

Select and confirm the option shown.

Selecting the pattern sequence

The following setting is only effective if you selected "Pattern" under the ringer option.

Select the required ringer sequence in the context menu between 1 and 6 (e.g. 2). You will immediately hear the set ringer melody with the selected ringer sequence.

Confirm the selected ringer sequence.

Select and confirm the option shown.

ROLL-OVER FOR A LINE

The administrator can determine how roll-over calls are signalled.

- Only the relevant line key  flashes.
- You hear a **special advisory tone** via the currently active microphone and the corresponding line key flashes.
- The **ringer melody set sounds briefly** (approx. 3 seconds) via the loud-speaker and the corresponding line key  flashes.
- You hear a short notification tone.

The ringer melody is not played in speakerphone mode.

- The phone rings. The corresponding line key  flashes and a pop-up menu with the available information is displayed.

Direct station selection (DSS) keys

Apart from line keys, the administrator can also configure direct station selection (DSS) keys. You can use a DSS key to call an internal station directly, pick up calls for this station or forward calls directly to it.

This function is not available on an OpenScape Desk Phone with OpenScape Voice.

CALLING A SUBSCRIBER DIRECTLY

You cannot use DSS if the user is in another phone call. This indicated by a red LED on the key.

Calling from the idle menu

Press the corresponding DSS key. The key lights up and a connection is established.

The administrator can configure the DSS key so that the connection is also established when the DSS subscriber has activated “Do Not Disturb” or “Call forwarding”.

Consultation with the DSS subscriber

The DSS key is configured by the administrator for consultation calls.

Prerequisite: You are conducting a call.

Press the corresponding DSS key for the consultation. The key lights up and a connection is established. If the subscriber answers, you can toggle, transfer the first call or initiate a conference call.

If the administrator has configured transfer instead of consultation call, you can only transfer the current call to the DSS subscriber.

CALL PICKUP

You can pick up calls for the DSS subscriber. If a call is in their waiting loop, the notification LED flashes green.

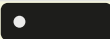
Indirect pickup

Prerequisite: The auto-answer function is deactivated.

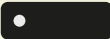
Press the key “DSS”. The call is routed to your primary line and rings.

Lift the handset or press the key. You are connected with the other party.

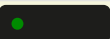
DSS 1



DSS 1



DSS 1



Rejecting a call

The administrator must activate the reject option for DSS keys and auto-answer must be deactivated (see "Beep on auto-answer" → page 113).

Press the DSS key. The call is routed to your primary line and rings.

Select and confirm the option shown in the pop-up menu. The caller hears a busy signal.

Direct pickup

Prerequisite: The auto-answer function is activated.

Press the DSS key. The call is routed to your primary line and you are immediately connected with the other party via speakerphone.

DEFLECTING A CALL TO A DSS SUBSCRIBER

Prerequisite: The deflect function must be approved for DSS keys. For information on the current setting (see "Deflecting to a DSS number" → page 118).

If you receive a call on one of your lines, you can immediately deflect it to the DSS subscriber.

Your phone rings and the DSS key flashes.

Press the corresponding DSS key. The call is deflected to the DSS subscriber.

If the DSS subscriber does not answer, you can pick up the call by pressing the DSS key.

LED DISPLAY ON DSS KEYS

DSS key	Meaning
	Off: The phone is in idle mode.
	Blinking green: You can accept a call for the DSS subscriber via the key. The call is routed to your primary line when the call is accepted.
	Lighting red: The line is busy. Provided that second call is activated you can still reach the DSS subscriber via the key. It can accept your call as a second call.

Mobility function

The mobility function allows you to use another telephone as if it were your own. You use your customary phone number and all contacts as well as telephone settings are available to you on the other phone.

Logging on to another telephone

Prerequisite: The mobility function is available on this telephone and the admin has enabled the phone to use mobility.

Mobile logon?

Select and confirm the option shown in the idle display context menu. The **Mobility logon** dialogue is displayed.

Please enter mobility ID

You are prompted to enter your Mobility ID.



Enter and confirm your Mobility ID - usually a phone number.

Enter password

You are prompted to enter your user password.



Enter and confirm the user password.

Wait until all contacts and telephone settings have been loaded. If you were already logged on to a telephone with the mobility function, you will be logged off automatically.

Ending the mobility function on a telephone (log-off)

Prerequisite: You are logged on to a telephone with the mobility function.

Mobile logoff?

Select and confirm the option shown in the idle display context menu.

You have the option to cancel the log-off, otherwise the log-off process is launched.

Wait until all contacts and telephone settings have been saved.

Privacy and security

Do not disturb

If "Do not disturb" is activated, your telephone will not ring. The caller hears the busy signal or an appropriate announcement.

On multi-line telephones you can only activate the "Do not disturb" function for your primary line (see "MultiLine" → page 77).

ENABLING DO NOT DISTURB VIA A KEY

Press the function key to deactivate the ringer.

Press the illuminated function key again to deactivate the ringer.

You can also activate the "Do not disturb" function during a call or deactivate it when an incoming call is being signalled.

ENABLING DO NOT DISTURB VIA THE IDLE MENU

Select and confirm the option shown in the idle menu. The icon "Do not disturb on"  is displayed (see "Icons in the idle menu" → page 27).

- Optionally, select and confirm the option shown. The icon "Do not disturb off"  is hidden.

ALLOWING "DO NOT DISTURB"



You can also configure this setting via the WBM interface (see "Web interface (WBM)" → page 144).

Press the key shown.

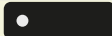
Select and confirm the option shown.

Enter and confirm the user password, if required.

Select and confirm the option shown.

Select and confirm the option shown.

Do not disturb



Do not disturb on?

Do not disturb off?



User



Configuration

Incoming calls?

Handling?

Select and confirm the option shown.

Allow DND = No

Select and confirm the option shown.

Yes?

Select and confirm the option shown.

Save & exit?

Select and confirm the option shown.

Security

USER PASSWORD

Your user password protects your individual configurations, including your language settings. You can also use the user password to lock your telephone (see "Locking the phone" → page 92).

The administrator may have configured the following settings:

- The password is deactivated: You do not have the option of configuring user settings. The message "Password is disabled" is displayed.
- The password is temporarily locked: You do not have the option of configuring user settings at this time. The message "Password is suspended" is displayed.
- After initially logging on to a user area, you may have to replace the default password with a new password.
- A password can have a predefined period of validity: You will have to create a new password when the period ends. The message "Change user password" will alert you to this at the appropriate time. The message "Password has expired" appears when the validity period is over. Confirm "Passwort ändern" and change the password as described in this section.
- If you repeatedly enter the wrong password (2 to 5 times), additional attempts are blocked. You can make another attempt after a predefined time.
- It is possible that you will not be able to re-use a previously used password for a period of time, which means you have to create another "new password".
- Your administrator can tell you about the rules for what and how many characters can or must be used in the password.

Changing the password

The preset password "000000" corresponds to a blank password. With the setting, the phone cannot be locked and the user menu is **not** password protected (see also "Deactivating the password prompt" → page 92).



You can also configure this setting via the web interface (see "[Web interface \(WBM\)](#)" → [page 144](#)).



User



Security?

Change user password?

Current password =



New password =



Confirm password =



Save & exit?

Press the key shown.

Select and confirm the option shown.

Enter and confirm the user password, if required.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter the current password (at least six characters) and confirm (for text entry, see "[Dialpad](#)" → [page 23](#)).

Select and confirm the option shown.

Enter a new password (at least six characters) and confirm (for text entry, see "[Dialpad](#)" → [page 23](#)).

Select and confirm the option shown.

Enter and confirm the new password once more.

Select and confirm the option shown.

Deactivating the password prompt

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

As long as the password prompt is deactivated, you do not have access to user settings via the WEBM interface.

Note

If you deactivate the password prompt, you can **no longer** lock the phone and the user menu is **not** password protected (refer to "[Locking the phone](#)" → [page 92](#)).

LOCKING THE PHONE

You can lock your phone to protect it against unauthorized access. In this way, no one can make calls or change your user settings unless they know your user password.

Predefined numbers from the dial plan can still be dialled when the phone is locked - for more information consult your administrator.

You can only lock the phone if you set a user password (see ["User password" → page 91](#)). The password for this must not be the default setting "000000".

Check if the telephone lock function has been activated by the administrator.

Activating the phone lock

Hold down the key shown.

Confirm the option shown. The "Locked phone" icon  is displayed (see ["Icons in the idle menu" → page 27](#)).

- Optionally, press the key shown.

Select and confirm the option shown.

Enter and confirm the user password, if required.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

The phone is locked.

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

Unlocking the phone

When the display shows the phone status, there are two options available for unlocking the phone:

- Unlock by user
- Unlock by admin

Select and confirm if you know the user password. You are prompted to enter the user password.

Enter and confirm the User password. The phone is unlocked if the password was correct.



Confirm lock?



User



Security?

Phone lock?

Phone lock = No

Yes?

Save & exit?

Phone locked

Unlock phone?



- If the telephone is locked, an emergency number entered by the administrator can be dialled using the dialpad or the **Emergency call** option.
- If the phone is locked, selected dialling keys cannot be used. This also applies even if the emergency number is saved on this key.

Other settings and functions

Audio settings

ROOM CHARACTER

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

- "Normal"
- "Echoing"
- "Muffled"

 You can also configure this setting via the WBM interface (see "Web interface (WBM)" → page 144).

Press the key shown.

Select and confirm the option shown.

Enter and confirm the user password, if required.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the room character (e.g. "Normal").

Select and confirm the option shown.

RINGER

If your administrator has loaded suitable files to the phone, you can select a real-tone file in "*.mid" and "*.wav" format for the ringer. If no individual audio files are available, the "pattern" ringer is preset.

 You can also configure this setting via the WBM interface (see "Web interface (WBM)" → page 144).

Press the key shown.

Select and confirm the option shown.

User



Audio

Settings?

Room character = Normal

Save & exit?

User



Audio

Settings?

Ringer file = abc.mid

abc.mid?

Save & exit?

Enter and confirm the user password, if required.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Confirm the option shown. Select the required ringer file or pattern. You will immediately hear the associated ringer melody. Confirm the current ringer file.

Select and confirm the option shown.

PATTERN MELODY

You can also configure this setting via the WBM interface (see "[Web interface \(WBM\)](#)" → page 144).**Prerequisite:** The "pattern" ringer is selected (see "[Ringer](#)" → page 95).

Press the key shown.

Select and confirm the option shown.

Enter and confirm the user password, if required.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the required pattern melody between 1 and 8 (e.g. 4). You will immediately hear the corresponding ringer melody.

Confirm the selected ringer melody.

Select and confirm the option shown.



User



Audio

Settings?

Ringer melody = 2

OK

Save & exit?

PATTERN SEQUENCE

You can also configure this setting via the WBM interface (see "[Web interface \(WBM\)](#)" → page 144).**Prerequisite:** The "pattern" ringer is selected (see "[Ringer](#)" → page 95).

Press the key shown.

Select and confirm the option shown.

Enter and confirm the user password, if required.



User



Audio

Select and confirm the option shown.

Settings?

Select and confirm the option shown.

Ringer sequence =

Select the required ringer sequence in the context menu between 1 and 6 (e.g. **2**).
You will immediately hear the set ringer melody with the selected ringer sequence.

OK

Confirm the selected setting.

Save & exit?

Select and confirm the option shown.

OPENING LISTENING MODE

Select the mode here that you prefer for open listening (see "Switching from handset to speakerphone mode" → page 57).



You can also configure this setting via the WBM interface (see "Web interface (WBM)" → page 144).



Press the key shown.

User

Select and confirm the option shown.



Enter and confirm the user password, if required.

Audio

Select and confirm the option shown.

Settings?

Select and confirm the option shown.

Open listening = US mode

Select and confirm the setting you want ("standard mode" or "US mode").

Save & exit?

Select and confirm the option shown.

SETTING HEADSET PORT USE

Select the type of headset port here.



You can also configure this setting via the WBM interface (see "Web interface (WBM)" → page 144).



Press the key shown.

User

Select and confirm the option shown.



Enter and confirm the user password, if required.

Audio

Select and confirm the option shown.

Settings?

Select and confirm the option shown.

Headset socket = Wired headset

Select and confirm the setting you want:

- Wired headset
- Cordless headset
- Conference unit

Save & exit?

Select and confirm the option shown.

SPECIAL RINGERS

You can set special ringers for four different call types. The call type is signalled by the telephone system, recognized by the phone and prioritized accordingly.

You can configure the following call types:

- Internal
- External
- Recall (e.g. callback)
- Special 1
- Special 2
- Special 3

The special ringers are configured by the administrator.

The user cannot change the ringer sound, pattern melody, or pattern sequence of an emergency call type. This can be set only by an administrator. Emergency ringer is always played (regardless of ringer settings) at maximum volume.



You can also configure this setting via the WBM interface (see "[Web interface \(WBM\)](#)" → page 144).



Press the key shown.

User



Select and confirm the option shown.

Enter and confirm the user password, if required.

Audio

Select and confirm the option shown.

Special ringers?

Select and confirm the option shown.

Settings for "Internal"

The setting sequence is the same for all call types.

Internal

Select and confirm the option shown.

[Available = Yes]

"Yes" shows that the administrator has enabled the special ringers.

Ringer file

Select and confirm the option shown.

ABC.wav

OK

Confirm the option shown. Select the required ringer file or pattern. You will immediately hear the associated ringer melody.

Confirm the current ringer file.

Settings for "Pattern"

If you selected "Pattern" as the ringer, you can make further settings for the pattern melody and pattern sequence.

Ringer melody

4

OK

Select and confirm the option shown.

Select the required pattern melody between 1 and 8 (e. g. 4). You will immediately hear the corresponding ringer melody.

Confirm the selected ringer melody.

Ringer sequence

2

OK

Select and confirm the option shown.

Select the required ringer sequence between 1 and 6 (e.g. 2). You immediately hear the set ringer melody with the selected ringer sequence.

Confirm the selected setting.

Save & exit?

Select and confirm the option shown.

ACTIVATING OR DEACTIVATING THE RINGER

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



Hold down the key shown.

TONE AND INDICATION WITH AN UNSECURED VOICE CONNECTION

Use this option to activate an alerting tone that you hear when a secure voice connection with the party you are currently talking to ceases to be secure. The message "Nonsecure connection" is displayed.

Secure connection set-up is the preference set by your administrator.



You can also configure this setting via the WBM interface (see "Web interface (WBM)" → page 144).



Press the key shown.

User



Configuration

Connected calls?

Secure call alert = No

Yes

Save & exit?

Select and confirm the option shown.

Enter and confirm the user password, if required.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown in the context menu.

Select and confirm the option shown.

Display language

Use this menu option to select the language for operator prompting.



You can also configure this setting via the WBM interface (see "[Web interface \(WBM\)](#)" → [page 144](#)).



Press the key shown.

User



Locality?

Language = English(US)

English(GB)?

Save & exit?

Select and confirm the option shown.

Enter and confirm the user password, if required.

Select and confirm the option shown.

Select and confirm the option shown. The language set is displayed.

Select and confirm to set the required language, e.g. English(GB). For available languages, see below.

Select and confirm the option shown.

Available languages

- Bahasa Indonesia
- Bahasa Malaysia
- Brasileiro
- Català
- Čeština
- Cymraeg
- Dansk
- Deutsch
- English(GB)
- English(US)
- Español
- Norsk
- Polski
- Português
- Română
- Slovenski Jezik
- Slovenčina
- Srpski Jezik
- Suomi
- Svenska
- Türkçe
- Ελληνικά

- Français
- Hrvatski
- Italiano
- Latviešu Valoda
- Lietuvių Kalba
- Magyar
- Nederlands
- Български
- Македонски Јазик
- Русский
- Српски Језик
- 日本語
- 中文

Time display format



You can also configure this setting via the WBM interface (see "[Web interface \(WBM\)](#)" → page 144).

Press the key shown.

Select and confirm the option shown.

Enter and confirm the user password, if required.

Select and confirm the option shown.

Select and confirm the option shown. The format set is displayed.

Select and confirm the time format. The available time formats are:

- 12 Hour (AM/PM)
- 24 hour

Select and confirm the option shown.

Date display format



You can also configure this setting via the WBM interface (see "[Web interface \(WBM\)](#)" → page 144).

Press the key shown.

Select and confirm the option shown.

Enter and confirm the user password, if required.

Select and confirm the option shown.

Select and confirm the option shown. The format set is displayed. The available date formats are:

User



Locality?

Time format = 24 hour

12 Hour (AM/PM)?

Save & exit?

User



Locality?

Date format = dd.mm.yy

yy-mm-dd?

- dd.mm.yy
- mm/dd/yy
- yy-mm-dd

Select and confirm the format you want.

Save & exit?

Select and confirm the option shown.

Country-specific settings

Adapt your phone settings to suit the relevant country-specific conditions (for example transmission parameters).



You can also configure this setting via the WBM interface (see "[Web interface \(WBM\)](#)" → page 144).



Press the key shown.

User

Select and confirm the option shown.



Enter and confirm the user password, if required.

Locality?

Select and confirm the option shown.

Country = DE

Select and confirm the option shown. The country code is displayed.

US?

Select and confirm the country code, e.g. "US". For available countries, see below.

Save & exit?

Select and confirm the option shown.

List of countries

Argentina	AR	Luxembourg	LU
Australia	AT	Mexico	MX
Austria	AU	Netherlands	NL
Belgium	BE	New Zealand	NZ
Brazil	BR	Norway	NO
Canada	CA	Poland	PL
China	CN	Portugal	PT
Chile	CL	Russian Federation	RU

Croatia	HR	Singapore	SG
Czech Republic	CZ	Slovakia	SK
Denmark	DK	South Africa	ZA
Finland	FI	Spain	ES
France	FR	Sweden	SE
Germany	DE	Switzerland	CH
Hungary	HU	Thailand	TH
India	IN	Turkey	TR
Ireland	IE	United Kingdom	GB
Italy	IT	United States	US
Japan	JP	Vietnam	VN

Setting daylight saving time

Prerequisite: “Auto DST” is deactivated (see ["Automatic daylight saving time" → page 104](#)).

 You can also configure this setting via the WBM interface (see ["Web interface \(WBM\)" → page 144](#)).



User



Date and time?

Daylight saving = No

Yes?

Save & exit?

Press the key shown.

Select and confirm the option shown.

Enter and confirm the user password, if required.

Select and confirm the option shown.

Select and confirm the option shown. The time set is displayed.

Confirm the option shown.

Select and confirm the option shown.

Setting the difference between daylight saving and standard time

Prerequisite: “Auto DST” is deactivated (see ["Automatic daylight saving time" → page 104](#)).

Enter the difference to be used for daylight saving time.



You can also configure this setting via the WBM interface (see ["Web interface \(WBM\)" → page 144](#)).

Press the key shown.

Select and confirm the option shown.

Enter and confirm the user password, if required.

Select and confirm the option shown.

Select and confirm the option shown, eg. 60 minutes. The difference set is displayed.

Enter and confirm the difference between daylight and standard time in minutes.

Select and confirm the option shown.

Automatic daylight saving time

The “Auto DST” setting is provided for information purposes and can only be changed by the administrator.

Press the key shown.

Select and confirm the option shown.

Enter and confirm the user password, if required.

Select and confirm the option shown.

Daylight saving time must be manually set if “No” is entered for “Auto DST” (see ["Setting daylight saving time" → page 103](#)).

Setting the date and time

This function allows you to select one of three different display modes for the date and manually set the time if necessary.



User



Date and time?

Difference (mins) = 60



Save & exit?



User



Date and time?



You can also configure this setting via the WBM interface (see "[Web interface \(WBM\)](#)" → page 144).

SETTING THE TIME

Press the key shown.

Select and confirm the option shown.

Enter and confirm the user password, if required.

Select and confirm the option shown.

Select and confirm the option shown. The time set is displayed.

Enter and confirm the time.

Select and confirm the option shown.

SETTING THE DATE

Press the key shown.

Select and confirm the option shown.

Enter and confirm the user password, if required.

Select and confirm the option shown.

Select and confirm the option shown. The date set is displayed.

Enter and confirm the date.

Select and confirm the option shown.

Network information

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

Press the key shown.

Select and confirm the option shown.

Enter and confirm the user password, if required.

User



Date and time?

Time = 14:44



Save & exit?



User



Date and time?

Date = 24.02.2022



Save & exit?



User



Network information

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

- **Phone address:** Name or number of telephone.
- **Web address:** HTTP address of WEBM interface. This address is specified in the address line of the Internet browser and is used to call the WEBM interface of the phone in the browser.
- **IPv4 address:** Displays the IP address or name that was assigned to the phone in the Network.
- **IPv6 Global Address:** Displays the global IPv6 address
- **LAN/PC-RX:** The Network or PC interface data packets received are illustrated dynamically as columns.
- **LAN/PC-TX:** The Network or PC interface data packets sent are illustrated dynamically as columns.
- **LAN/PC autonegotiated:** [Yes|No]: Displays whether the Network or PC interface data transfer rate is set to automatic (**Yes**) or manual (**No**).
- **LAN/PC information:** [10|100|1000] Mbit/s: Data transfer rate of the Network or PC interface. If an interface is not in use, **Link down** is displayed.

Resetting user data

The following user-specific settings, which you changed via the phone menu or the WEBM interface, can be reset to factory settings.

- Language setting
- Audio settings
- Volumes
- Settings
- Call lists
- All entries are deleted.
- Programmable keys
- All personalized programming is deleted (see also "Resetting programmed keys" → page 49).

Note

All listed data is reset without a warning tone.

INITIATING THE RESET

Press the key shown.

Confirm the option shown.

Enter and confirm the user password, if required.

Select and confirm the option shown.

User



Reset

Reset all user data?

Select and confirm the option shown. The user data is reset to factory settings.

Programming call forwarding

Depending on the settings made by the administrator, standard call forwarding may be configured for the phone or alternatively a forwarding call by type option that is supported by OpenScape Voice .

The Forwarding function must be approved by the administrator.

STANDARD CALL FORWARDING

You can forward calls for your phone to another phone. You can also change, activate and deactivate call forwarding during a call.

On multi-line telephones, you can only configure call forwarding for the primary line (see "[MultiLine](#)" → page 77).

Three forwarding conditions can be programmed in the forwarding menu:

1. Uncond'l destination phone number
2. Forward busy Destination phone number
3. Forward no reply destination phone number

Because of its direct impact, "Uncond'l" call forwarding has the highest priority, followed by "No reply" and then "Busy".

If active, "Uncond'l" call forwarding is indicated on the display when the phone is idle. Forwarded calls can be logged in a call list (see "[Call logging](#)" → page 31).

A phone number may already be assigned to each call forwarding type. For example, a Destination could then be "Destination 12345".

Alternatively, call forwarding can be programmed on one or more keys with a fixed destination and a predefined forwarding or call type (see "[Configuring a fixed forwarding key](#)" → page 46).

USING CALL FORWARDING

The following functions are available for activating and deactivating call forwarding and configuring it in accordance with your requirements.

Activating or deactivating immediate call forwarding

Prerequisite

The forwarding key for "Built-in forwarding" is configured (see "Configuring the "Built-in forwarding" key" → page 48).

Otherwise, the settings for call forwarding can be configured via the user menu (see "Configuring call forwarding" → page 67).

The configuration is recommended to make use of the following enhanced functions.

Forwarding



Select the label "Forwarding".

Press the function key below the label.

Deactivating call forwarding

If call forwarding was activated for Uncond'l, it is automatically deactivated.

Activating forwarding to last destination

The message "Set forward on to" is displayed with the number of the last forwarding destination. The following options are available:

- Accept
- Set a forwarding destination
- Edit call forwarding
- Cancel

Using last forwarding destination

Select and confirm the option to use the last saved destination for All calls again. Call forwarding to this destination is immediately activated for All calls and the key illuminates.

Activating with variable destination phone numbers

To use a new forwarding destination, select and confirm the option shown **within 3** seconds.

- Enter and confirm the new destination phone number.
- Optionally, confirm the last destination phone number saved (it will be displayed).

Call forwarding to this destination is immediately activated and the key illuminates.

Accept?

Set a forwarding destination

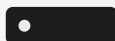


Saving destination phone numbers for call forwarding

You can enter the call forwarding settings via the user menu (see "Configuring call forwarding" → page 67).



You can also configure this setting via the WBM interface (see "Web interface (WBM)" → page 144).



Press the function key to open forwarding. "Set forward on to" is displayed with the number of the last forwarding destination. The following options are available:

- Accept
- Set a forwarding destination
- Edit call forwarding
- Cancel

Edit call forwarding?

Select and confirm the option shown **within 3** seconds. The following types of call forwarding are available in the settings menu:

- Uncond'l
- Busy
- No reply

You can check at this point if Busy or No reply call forwarding is already activated.

Saving a destination phone number

Select and confirm the forwarding type, e.g. Uncond'l.

Select and confirm the option shown.

Enter or edit and confirm the destination phone number.

Editing favourites

You can preconfigure up to five destination phone numbers for call forwarding. These destination phone numbers can then be assigned different forwarding conditions.

Select and confirm the forwarding type (e.g. Uncond'l).

Select and confirm the option shown.

Select and confirm the destination, e.g. "12345".

Enter or edit and confirm the destination phone number. If required, define additional destination phone numbers.

Select and confirm the option shown.

Uncond'l

Enter destination?



Uncond'l

Edit favourites?

1 = 12345



Save & exit?

Copying and pasting destination phone numbers

The current destination phone number for a call forwarding type is copied. For example, the current destination phone number for All calls should also become the current destination phone number for Forward no reply.

Press the function key to open forwarding.

Select and confirm the option shown **within 3** seconds. The following types of call forwarding are available:

- Uncond'l
- Forward busy
- Forward no reply

Copy

Select and confirm the forwarding type, e.g. Uncond'l.

Select and confirm the option shown.

Paste

Select and confirm the type of destination forwarding, e.g. "Forward no reply".

Select and confirm the option shown.

Both types of call forwarding now have the same destination phone number. The call forwarding type Forward no reply is automatically activated.

Assigning a destination phone number for call forwarding

Prerequisite: At least one destination phone number has already been saved.

Press the function key to open forwarding. "Set forward on to" is displayed with the number of the last forwarding destination. The following options are available:

- Accept
- Set a forwarding destination
- Edit call forwarding
- Cancel

Select and confirm the option shown **within 3** seconds. The following types of call forwarding are available:

- Uncond'l
- Busy
- No reply

Select and confirm the forwarding type, e.g. Uncond'l.

Select and confirm a saved destination.

Edit call forwarding?

Uncond'l: 3339

Copy?

Forward no reply

Paste?

Forward no reply: 3339

Edit call forwarding?

Uncond'l: 3339

3336

Uncond'l: 3336



The forwarding type is activated and the new destination is displayed.

Press the illuminated key to open the call display. If All calls was activated, the forwarding destination is displayed with the forwarding icon and the Forwarding key illuminates.

The Busy and No reply types of call forwarding are not displayed.

Activating or deactivating call forwarding

Prerequisite: A forwarding destination is already configured for the relevant forwarding type.



Press the function key to open forwarding. "Set forward on to" is displayed with the number of the last forwarding destination and you have the following options:

- Accept
- Set a forwarding destination
- Edit call forwarding
- Cancel

Edit call forwarding?

Select and confirm the option shown **within 3** seconds.

Uncond'l: 3339

Select and confirm the option shown. The following options are available:

- Uncond'l: 3339 (deactivated is the default setting)
- Busy: 3335
- No reply: 3336

Turn on



Select and confirm the option shown. Call forwarding is activated. This type of call forwarding is deactivated with Turn off.

Press the illuminated key to open the call display.

If Uncond'l was activated, the forwarding destination is displayed with the forwarding icon and the **Forwarding** key illuminates.

The Busy and No reply types of call forwarding are not displayed.

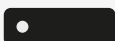
Defining the ring duration before call forwarding on no reply

You can define how often the phone should ring before "No reply" call forwarding is activated.

This setting is only available if the "Server features" function was deactivated by the administrator.



You can also configure this setting via the WBM interface (see "[Web interface \(WBM\)](#)" → page 144).



Press the function key to open forwarding.

Edit call forwarding

No reply: 3335

Set delay



Select and confirm the option shown **within 3** seconds.

Select and confirm the type of call forwarding.

Select and confirm the option shown.

Enter the required time in seconds and confirm your entry. The set time is displayed with the option. Call forwarding is activated.

Press the illuminated key to open the call display.

CALL FORWARDING CHAIN

Sometimes calls to a subscriber are forwarded to another subscriber who also has call forwarding activated. This can create a call forwarding chain consisting of several telephones where the last member of the chain is your phone.

The following information is displayed:

- Who is calling.
- Who forwarded first or last.
- The reason for the forwarding is displayed by an icon.

You can set whether the subscriber who forwarded first or last is displayed (see "Setting alerts" → page 68).

CALL FORWARDING BY CALL TYPE

If use of system-assisted functions has been enabled by the administrator and the **Forwarding Int/Ext** function activated, call forwarding by call type functionality will be available to you. Forwarding in this case is dependent on the forwarding type and additionally on the call type. The menu layout therefore deviates from that for standard forwarding (see "Standard call forwarding" → page 107). You can also change, activate and deactivate call forwarding during a call.

Forwarding menu

The Forwarding menu is opened using one of the following options:

- The "Built-in forwarding" key (see "Configuring the "Built-in forwarding" key" → page 48).
- The user menu ("Configuring call forwarding" → page 67)

The menu contains the three forwarding types:

- Unconditional
- Busy
- No reply

Because of its direct impact, "Uncond'l" call forwarding has the highest priority followed by "No reply" and "Busy".

If active, "Uncond'l" call forwarding is indicated on the display when the phone is idle. Forwarded calls can be logged in a call list (see ["Functions during a call" → page 29](#)).

The three forwarding types are each assigned three call types in the **Forwarding** menu:

- Uncond'l
 - All calls
 - External
 - Internal
- Busy
 - All calls
 - External
 - Internal
- No reply
 - All calls
 - External
 - Internal

CTI calls

BEEP ON AUTO-ANSWER

When you dial a number with a CTI application (e.g. Outlook) and auto-answer is activated, the phone switches automatically to speakerphone mode. If auto-answer is deactivated, the phone first rings and you have to press the loudspeaker key or lift the handset in order to set up the call. This setting also defines whether or not incoming calls are automatically accepted. If the function is active, an alert beep sounds when an incoming call is automatically accepted.

Information on the operation of the configured CTI application can be found in the corresponding operating instructions.



You can also configure this setting via the WBM interface (see ["Web interface \(WBM\)" → page 144](#)).

The CTI option was programmed by your administrator.

Press the key shown.

Select and confirm the option shown.

Enter and confirm the user password, if required.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

BEEP ON AUTO-RECONNECT

You can reconnect a held call both via the CTI application and via the phone. A beep sounds when you toggle between an active call and a held call when the function is active.

The CTI option was programmed by the administrator.

 You can also configure this setting via the WBM interface (see "Web interface (WBM)" → page 144).

Press the key shown.

Select and confirm the option shown.

Enter and confirm the user password, if required.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Activating and deactivating the hold reminder tone

 You can also configure this setting via the WBM interface (see "[Web interface \(WBM\)](#)" → [page 144](#)).

- Press the key shown.
- Select and confirm the option shown.
- Enter and confirm the user password, if required.
- Select and confirm the option shown.
- Select and confirm the option shown.
- Select and confirm the option shown.
- Select and confirm the option shown.
- Select and confirm the option shown.

Setting the hold reminder time

Use the "Hold rem. delay" function to set the time after which you want to receive an automatic reminder about a held call.
The minimum value is 1, i.e. the reminder is displayed after one minute. The maximum value is 15 minutes.

 You can also configure this setting via the WBM interface (see "[Web interface \(WBM\)](#)" → [page 144](#)).

- Press the key shown.
- Select and confirm the option shown.
- Enter and confirm the user password, if required.
- Select and confirm the option shown.
- Select and confirm the option shown.
- Select and confirm the option shown.
- Select a value between 1 and 15 and confirm.
- Select and confirm the option shown.

User



Configuration

Connected calls?

Allow hold rem. = No

Yes?

Save & exit?

User



Configuration

Connected calls?

Hold rem. delay = 3

 / 

Save & exit?

Activating or deactivating "Hold and hang-up"

This function works in the following call scenarios:

- You have placed a call on hold and hang up.
- You are conducting a consultation call and the second party hangs up.
- You have answered a second call and you or the second party hangs up.

You can use "Hold and hang-up" to determine whether you will be prompted immediately or after a defined time to retrieve the held call.

This function **cannot** be used on multi-line phones.



You can also configure this setting via the WBM interface (see "[Web interface \(WBM\)](#)" → page 144).

Press the key shown.

Select and confirm the option shown.

Enter and confirm the user password, if required.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

- Select and confirm the option shown to activate the function.
- Optionally, select and confirm the option shown to deactivate the function. The function is always deactivated by default.

Select and confirm the option shown.

Music on hold

If the Music on hold option is active, music is played back when you are placed on hold by another party.



You can also configure this setting via the WBM interface (see "[Web interface \(WBM\)](#)" → page 144).

Press the key shown.

Select and confirm the option shown.

Enter and confirm the user password, if required.



User



Configuration

Connected calls?

Hold and hang-up= No

Yes?

No?

Save & exit?



User



Configuration

Connected calls?

Music on hold = No

Yes?

Save & exit?

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Allowing call joining



You can also configure this setting via the WBM interface (see "[Web interface \(WBM\)](#)" → page 144).

Press the key shown.

Confirm the option shown.

Enter and confirm the user password, if required.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

User



Configuration

Connected calls?

Allow call joining = No

Yes?

Save & exit?

Permitting call deflection



You can also configure this setting via the WBM interface (see "[Web interface \(WBM\)](#)" → page 144).

"Deflect" must be authorized by the administrator.

Press the key shown.

Select and confirm the option shown.

Enter and confirm the user password, if required.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

User



Configuration

Incoming calls?

Deflecting?

Allow deflection = No

Yes?

Default destination =



Select and confirm the option shown.

Confirm the option shown.

Select and confirm the option shown.

Enter the phone number to which the subscriber is to be deflected and confirm.

Entering a destination phone number is not mandatory when call deflection is active. If you want to deflect an incoming call, you are prompted to enter a destination phone number if there is none stored.

DEFLECTING TO A DSS NUMBER

A call can be deflected to a direct station selection (DSS) subscriber using the DSS key, if the key is configured and the deflect function is activated by the administrator (see "Deflecting a call to a DSS subscriber" → page 88).

Information only, as set by the administrator: Yes or No.

Deflect to DSS = Yes

Allowing call waiting

If the call waiting (second call) function is deactivated, a caller hears the busy signal if you are already conducting a call.



You can also configure this setting via the WBM interface (see "Web interface (WBM)" → page 144).

Press the key shown.

Select and confirm the option shown.

Enter and confirm the user password, if required.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

User



Configuration

Incoming calls?

Handling?

Allow call waiting = No

Yes?

Save & exit?

Assuming **Allow call waiting** is activated, you can toggle a configured key to switch call waiting on or off (see "Example 2: Activating or deactivating Call waiting" → page 49).

Connecting subscribers by hanging up

Set the "Toggle associate" function to "Yes" if you want to connect to a second or pick-up call by hanging up.

 You can also configure this setting via the WBM interface (see "Web interface (WBM)" → page 144).

Press the key shown.

Select and confirm the option shown.

Enter and confirm the user password, if required.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Allowing call transfer

 You can also configure this setting via the WBM interface (see "Web interface (WBM)" → page 144).

Press the key shown.

Select and confirm the option shown.

Enter and confirm the user password, if required.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.



User



Configuration

Connected calls?

Toggle associate = No

Yes?

Save & exit?



User



Configuration

Connected calls?

Allow call transfer = No

Yes?

Save & exit?

Settings for autodial delay

The setting does not affect automatic emergency number dialling.

If you select “Autodial delay”, you must either confirm the “Dial” option, press the loudspeaker or headset key.

Pick up the handset or wait until the autodial delay expires to set up a call when dialling with the handset on hook.

 You can also configure this setting via the WBM interface (see "[Web interface \(WBM\)](#)" → [page 144](#)).

Press the key shown.

Select and confirm the option shown.

Enter and confirm the user password, if required.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select a value between 1 and 9 and confirm.

Select and confirm the option shown.

Allowing Busy when dialling

If you activate this function, an incoming call received while you are dialling is rejected. The caller then hears the busy signal.

 You can also configure this setting via the WBM interface (see "[Web interface \(WBM\)](#)" → [page 144](#)).

Press the key shown.

Select and confirm the option shown.

Enter and confirm the user password, if required.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

User



Configuration

Outgoing calls?

Autodial delay = 8



Save & exit?

User



Configuration

Outgoing calls?

Busy when dialling = No

Yes?

Save & exit?

Select and confirm the option shown.

Allowing Transfer on ring

If this option is allowed, you can activate call transfer by replacing the handset even before the called party answers.



You can also configure this setting via the WBM interface (see "[Web interface \(WBM\)](#)" → page 144).

Press the key shown.

Select and confirm the option shown.

Enter and confirm the user password, if required.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Confirm the option shown to activate the callback function.

Select and confirm the option shown.

User



Configuration

Outgoing calls?

Transfer on ring = No

Yes?

Save & exit?

Activating or deactivating "Immediate dialling"

Immediate dialling should only be activated if your administrator has configured and approved a dial plan.

Immediate dialling is deactivated by default. Therefore, after entering the number you must either confirm the option "Dial" or wait until the dial delay expires to set up the connection. If "Immediate dialling" is configured, your call is automatically dialled as soon as the string entered matches an entry in the dial plan.



You can also configure this setting via the WBM interface (see "[Web interface \(WBM\)](#)" → page 144).

Press the key shown.

Select and confirm the option shown.

Enter and confirm the user password, if required.

User



Configuration

Outgoing calls?

Immediate dialling = No

Yes?

Save & exit?

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Permitting a callback

The function "Callback" is approved by the administrator.



You can also configure this setting via the WBM interface (see "[Web interface \(WBM\)](#)" → page 144).

Press the key shown.

Confirm the option shown.

Enter and confirm the user password, if required.

Select and confirm the option shown.

Confirm the option shown.

Select and confirm the option shown.

Select and confirm to activate the callback function.

Select and confirm the option shown.

User



Configuration

Outgoing calls?

Callback = No

Yes?

Save & exit?

Allowing a conference call

This option allows or blocks the "Conference" function.



You can also configure this setting via the WBM interface (see "[Web interface \(WBM\)](#)" → page 144).

Press the key shown.

Select and confirm the option shown.

Enter and confirm the user password, if required.

Select and confirm the option shown.

Select and confirm the option shown.

User



Configuration

Outgoing calls?

Conference = No

Select and confirm the option shown.

Yes?

Select and confirm the option shown.

Save & exit?

Select and confirm the option shown.

Allowing joining in a conference call

You can use this option to decide whether or not your call partners are allowed to join calls after you exit the conference call.



You can also configure this setting via the WBM interface (see "[Web interface \(WBM\)](#)" → page 144).



Press the key shown.

User

Select and confirm the option shown.



Enter and confirm the user password, if required.

Configuration

Select and confirm the option shown.

Connected calls?

Select and confirm the option shown.

Allow exit conf = No

Select and confirm the option shown.

Yes?

Select and confirm the option shown.

Save & exit?

Select and confirm the option shown.

Call logging

The Call logging function must be activated in order to view and manage call lists, otherwise the message "Key function unavailable" is displayed (see "[Activating or deactivating call logging](#)" → page 124).

For a detailed description of the different call lists, see "[Call logging](#)" → page 31.

DIALLING AN ENTRY

Call log

Select the label "Call log".



Press the function key below the label.

Missed #

Select and confirm the list of missed calls. The list is sorted chronologically, with the most recent caller first.

You can use the navigator keys to browse through the list.

Select and confirm the appropriate list entry. The phone number of the entry is dialled.

DELETING ALL ENTRIES

Call log

Select the label "Call log".

Press the function key below the label.

Dialled call #

Select and confirm the list of dialled numbers.

Delete all calls?

Select and confirm the option shown. All calls in the list displayed are deleted.

ACTIVATING OR DEACTIVATING CALL LOGGING

The function "Call logging" can be disabled to prevent unauthorized third parties gaining information on the other party involved in the call from the call lists. When disabled, no further calls are logged. The function is always activated by default.

When you deactivate "Call logging", the customary last number redial function will also be affected. You can then no longer redial the last number dialled (see "[Redialling with the function key](#)" → page 54).



You can also configure this setting via the WBM interface (see "[Web interface \(WBM\)](#)" → page 144).



Press the key shown.

Select and confirm the option shown.

Enter and confirm the user password, if required.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select the option shown.

- Select and confirm the option shown to disable the call log. The message "Call log is disabled" is displayed.
- Optionally, select and confirm the option with "Yes" to reactivate the call log.

User



Configuration

Call logging?

General?

Enable call log = Yes

No?

If the function is deactivated, all existing entries in the log as well as messages for available missed calls on the display and via LEDs are deleted.

Save & exit?

Select and confirm the option shown.

Logging missed calls

This function has two entries, each with two options for managing missed calls.

- Include answered elsewhere
- Delete entry

All missed calls intended for this phone are logged and new missed calls are displayed. If the "Exclude" option is selected for "Include answered elsewhere", missed calls for this phone that were answered either by other subscribers in the group or with "Directed pickup" are neither displayed nor logged (see "[Group call](#)" → [page 76](#)). The "Exclude" setting is recommended if groups are set up.

With the default setting "Manually" for "Delete entry", you can delete specific missed calls you called back yourself. If you select the option "When called" instead, these calls will be deleted automatically.



You can also configure this setting via the WBM interface (see "[Web interface \(WBM\)](#)" → [page 144](#)).



Press the key shown.

User

Select and confirm the option shown.



Enter and confirm the user password, if required.

Configuration

Select and confirm the option shown.

Call logging?

Select and confirm the option shown.

Missed calls?

Select and confirm the option shown.

Displaying missed calls that were answered elsewhere

Missed calls that have been answered by other subscribers are indicated with a check mark.

Answered elsewhere = Include

Select and confirm the option shown.

Exclude?

Confirm to prevent calls answered by other subscribers being displayed in the list.

Save & exit?

Select and confirm the option shown.

Deleting missed calls when called

Delete entry = When called

Select and confirm the option shown.

Manually?

Confirm to delete entries manually when called.

Save & exit?

Select and confirm the option shown.

Call recording

A central voice recorder is installed in the network for recording calls to which your telephone connects in order to record the current voice traffic. The recorder records the entire voice flow of two or more participants.

You should configure a recording button in order to simplify handling of manual call recording (see "[Programming a key](#)" → [page 43](#)).

It is assumed in the description below that a corresponding key has been configured.

RECORDING MODES

The administrator can configure the following operating modes for call recording:

- Manual
- Auto start
- All calls
- Disabled

The following settings are possible to audibly signal the recording:

- Repeated
- Single Shot
- Off

Check with your administrator which settings were made for your phone.

Mode: ALL CALLS

The telephone starts and stops the recorder automatically in order to ensure that all calls are being recorded.

Mode: MANUAL

You decide when the recorder is started and stopped or paused. If the recorder is switched on, all further calls will be recorded. If you pause the recorder then nothing will be recorded. If there are no calls, then the recorder likewise pauses.

Mode: AUTOSTART

The telephone starts the recorder automatically. You can stop or pause the recorder yourself however and restart it. If a call has already been recorded, new incoming and outgoing calls will also be recorded. If you pause the recorder during a call, special calls such as consultation calls, call pickups and second calls will not be recorded as long as the recorder is paused. If the telephone reverts to idle status, the AutoStart process is set up again for the next call.

ABOUT RECORDABLE CALLS

A recordable call is any call that has a call connection status on the telephone. This can be any incoming or outgoing call. It is not relevant whether a call is set up directly via the telephone or via an application.

- Outgoing calls
- Incoming calls
- Consultation
- Pickup
- Reconnect
- Second call
- Connected calls
- Conference (server-based conference only)
- Automatic call acceptance
- Secured or unsecured line

Non-recordable calls

- Outgoing calls that have not yet reached full connection status, such as a ringing call.
- Calls on hold.

Enhanced functions

- A conference can be set up or cleared down during recording (Server-based conference only).
- A consultation can be performed during recording.
- Call transfer is also available during recording.
- A second call can be accepted during recording.

Recording tips

You will receive the following information while a call is being recorded:

- The recording symbol on the display (permanent)
- Beep (repeated at intervals for you and your call partner)



- Beep (single at the start of recording for you and your call partner)

The audible information can also be switched off. Consult the administrator.

MultiLine

There is no difference between multi-line calls and single-line calls when it comes to recording calls. If recording has started, the call is recorded, otherwise not. The recording status of a line continues as long as calls are connected to this line.

For example, if line A is being recorded (initiated manually) and you switch to line B or line A is placed on manual hold and you switch to line B, the recording is ended and a partial recording saved.

If you disable recording for the call on line B (mode = Manual or Auto start) and switch back to line A, the recording for line A is not continued (but a new recording may be started).

The operating modes mentioned (All calls, Auto start or Manual) refer to the telephone and are therefore the same for all lines.

RECORDING CALLS

Automatic call recording

This is the simplest mode. If you have accepted a call or called a subscriber and the subscriber answers, the call is recorded automatically (see "[About recordable calls](#)" → page 127).

As soon as the recording starts, you will see the recording symbol and hear a beep (see "[Recording tips](#)" → page 127).

You cannot pause the recording manually in this mode.

Manual call recording

Prerequisite: Manual mode is selected. The recording button is configured and indicates the status.

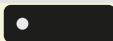
Select the option shown in the telephone's context menu to enable the option.

Press the recording button to enable the option - the LED lights up and the recording symbol is displayed.

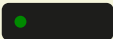
Optionally, press the key shown to disable the option - the LED extinguishes.

Recording On?

Recording



Recording



Automatically starting a call recording

Standby mode is activated in idle mode. The recording button LED lights up. You cannot switch off the recorder. As soon as a call is set up, call recording starts automatically.



Lift the handset.



- Optionally, press the key shown.



The subscriber answers. You hear a beep, the recording symbol is displayed and the recording LED  remains green. The call is now recorded (see ["Recording tips" → page 127](#)).

You can pause the recording at any time and continue it later.

After you end the call, the process "Auto start" is set up again for the next call.

Controlling call recording

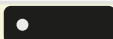
Starting call recording manually during a call

Prerequisite: "Manual mode" or "AutoStart" is selected. You are conducting a call. Recording has not started.



You are conducting a call (see ["About recordable calls" → page 127](#)).

Recording



Press the corresponding key to start the recording - the LED key lights up.



You hear a beep and the recording symbol is displayed. The call is now recorded (see also ["Recording tips" → page 127](#)).

Pausing call recording manually during a call

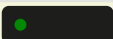
Prerequisites:

- Manual mode or Auto start mode is selected.
- Recording has started. The recording button LED lights up.



You are conducting a call (also ["About recordable calls" → page 127](#)).

Recording



Press the recording button to pause the recording - the LED extinguishes and the recording symbol on the display disappears.

You can start the recording again at any time, for example to continue recording the current call.

Ending call recording automatically

Prerequisites:

- You are conducting a call.
- Recording has started. The recording button LED  lights up.

The recording ends as soon as the call is terminated or if the call status changes so that the call is no longer being recorded - for example if a line is placed on manual hold (Multi-line).

The LED extinguishes and the recording symbol  on the display disappears.

Consultation during call recording

Prerequisites:

- You are conducting a call.
- Recording has started. The recording button LED is lighting.

You initiate a consultation - your main call is placed on hold as a result while the consultation is being performed.



The recording is paused while you initiate the consultation. The recording symbol  on the display disappears.



If the consultation partner answers, the consultation call is recorded. You hear a beep and the recording symbol is displayed.

You can now terminate the consultation call or for example switch back to the first call party (Alternate) while the consultation call is placed on hold and the recording is continued.

Second call during call recording

Prerequisites:

- You are conducting a call.
- Recording has started. The recording button LED is lighting.



You hear a beep and the recording symbol is shown on the display. The call is now being recorded.

A second call party camps on (see ["Answering a second call" → page 63](#)).

Accept?

Select and confirm the option shown.

You are connected with the second party. You hear a beep and the recording symbol  is shown in the line for the second call - this call is now being recorded. The first party is placed on hold.

Call recording while alternating

Prerequisites:



Alternate?



- You have an active or held consultation or second call.
- Recording has started. The recording button LED is illuminated.

You are connected with the second party. You hear a beep and the recording symbol is shown in the line for the second call.

Select and confirm the option shown in this connection's context menu.

You are switched to the main call. You hear a beep and the recording symbol  is shown in the line for the main call - this call is now being recorded.

You can pause and restart the recording at any time in Manual mode and Auto start mode.

The call is paused and reconnected

Prerequisite: You are conducting a call that is being recorded.

Your call partner has placed the call on hold. You hear the music on hold. The recording is paused and the recording symbol  has disappeared from the display.



Your call partner resumes the call. You hear a beep and the recording symbol is shown on the display.

Setting up a conference during recording

Prerequisite: You are conducting a consultation call (see ["Consulting a second party" → page 58](#)). Alternatively, you have accepted a second call and the "System conference" feature was configured by your administrator (see ["Call waiting \(second call\)" → page 63](#)).

Recording has started. The main call is placed on hold. The recording button LED  is illuminated.

Conference?



Select and confirm the option shown. You are connected to both parties at once. The conference is displayed with the current participants.

You hear a beep and the recording symbol is shown in the line for the conference call.

Adding conference participants during the recording

Prerequisites:

- You have set up a conference.
- The "system conference" feature was configured by the administrator.
- The conference call is now being recorded.

You have performed a consultation or accepted a second call (see ["Consulting a second party" → page 58](#) or ["Call waiting \(second call\)" → page 63](#)). The conference call is placed on hold.



You hear a beep and the recording symbol is shown in the line for the consultation or second call. The call is now being recorded.

Conference?

Select the option shown in the context menu for the consultation or second call in order to include the new participant in the conference. The conference is displayed with all current participants.

You hear a beep and the recording symbol  is displayed in the line for the conference call.

Your call is included in a conference during the recording

Prerequisites:

- You are conducting a call that is being recorded.
- Your call partner is to include you in a conference.
- You are placed on hold while the conference is being set up.

You hear the music on hold while your call partner is setting up the conference. The recording is paused and the recording symbol  has disappeared from the display.

Your call partner answers again and you are connected to the conference.



You hear a beep and the recording symbol is shown in the "Conference" line. The conference call is now being recorded.

Putting a line on hold manually during the recording

There are two options for placing a line manually on hold:

- You place the active line on hold during the call recording and then resume the call on this line.
- You seize a different line during call recording. The first line is placed on manual hold.

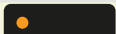
Prerequisite: The telephone has more than one line configured. The active call is being recorded. The recording button LED is lighting.

Holding and retrieving the call on the line



You are conducting a call, for example on line A. You hear a beep and the recording symbol  is shown on the display. The call is now being recorded.

Line A



Press line key A. The line key LED turns amber. The call is now on hold. The recording is stopped when the call is placed on manual hold. The recording symbol  on the display disappears.

Line A



Retrieving a held call

Press line key A. The line key LED flashes amber. The call is now on hold. The recording is stopped when the call is placed on manual hold. The recording symbol  on the display disappears.

- The line key LED  flashes amber when a call on manual hold is timed out.
- While the call is on manual hold on a line, the key LED  is steady amber.
- If the line key is pressed the call is retrieved (or picked up if held by a different keyset) and the line LED  turns steady green (at the keyset that is now active in the call, for other keysets it is steady red).

The retrieved call is treated as a new call for call recording.

Holding a call on the line and conducting a call on a different line

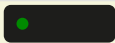
Line B



Press line key B - the LED lights up. This call is treated as a new call for call recording.

Line A is placed on hold, call recording of line A has been terminated.

Line A



Press line key A to resume the call. This call is treated as a new call for call recording.

Diagnostic data

This information overview in the user area of the service menu provides you with information on the current configuration of the telephone.

Prerequisite

The admin has configured that the user is allowed to see the diagnostic information

Press the key shown.

Select and confirm the option shown.

Enter and confirm the user password, if required.

Select and confirm the option shown. You see a numbered list of telephone parameters with the current settings.

Use the top and down arrows to scroll down and view all of the diagnostic information for entries that are displayed in two lines (i.e. DMS Client Status).



User



Diagnostic information?





You can also configure this setting via the web interface (see "[Web interface \(WBM\)](#)" → page 144).

Example

Diagnostic information		
2021-10-13 11:24:32		
01	SIP Server	10.12.70.16
02	SIP Port	5060
03	SIP Registrar	10.12.70.16
04	SIP Registrar Port	5060
05	SIP Gateway	0.0.0.0
06	SIP Gateway Port	5060
07	SIP Transport	TCP
08	TLS Renegotiation	Secure (RFC5746)
09	SIP local port	5060
10	Server features	No
11	DNS Results	None
12	MultiLine	No
13	Keyset Lines	None
14	Backup Active	Yes
15	Backup Proxy	0.0.0.0
16	Use secure calls	No
17	SRTP.Status	Disabled
18	SIP Server Cert. Check	No Certificate Check
19	Software Version	V1R8.7.214 SIP 210927

Diagnostic information		
20	Display Message	None
21	Last Restart	1-10-2021 19:17:58
22	Memory free	55169K free
23	Protocol Mode	IPv4_IPv6
24	IPv4 IP Address	10.12.138.14
25	IPv4 subnet Mask	255.255.255.0
26	IPv4 default route	10.12.138.1
27	Primary DNS	10.12.0.2
28	Secondary DNS	172.25.4.22
29	IPv4 Route 1 - IP	None
30	IPv4 Route 1 - gate-way	None
31	IPv4 Route 1 - mask	None
32	IPv4 Route 2 - IP	None
33	IPv4 Route 2 - gate-way	None
34	IPv4 Route 2 - mask	None
35	IPv6 address	None
36	IPv6 prefix length	None
37	IPv6 global gateway	None
38	IPv6 link local address	None
39	IPv6 Route 1 - destination	None

Diagnostic information		
40	IPv6 Route 1 - prefix length	None
41	IPv6 Route 1 - gate-way	None
42	IPv6 Route 2 - destination	None
43	IPv6 Route 2 - prefix length	None
44	IPv6 Route 2 - gate-way	None
45	MAC Address	001ae875e054
46	LLDP	Yes
47	VLAN Discovery	LLDP-MED
48	DHCPv4	Yes
49	DHCPv4 re-use	No
50	DHCPv6	Yes
51	lan.port.status	100 Mbps full duplex
52	lan.port.speed	0
53	pc.port.speed	0
54	pc.port.mode	0
55	PC port autoMDIX	No
56	VLAN-ID	None
57	QoS Layer 2	Yes
58	QoS Layer 2 Language	5

Diagnostic information		
59	QoS Layer 2 Signaling	3
60	QoS Layer 2 Standard	0
61	QoS Layer 3	Yes
62	QoS Layer 3 voice	EF / 46
63	QoS Layer 3 Signaling	AF31 / 26

Diagnostic information		
64	LLDP-MED Operation	Sent: Wed Oct 13 11:24:31 2021 Chassis ID TLV Data .Subtype = Network address .IANA_TYPE = IPv4 Address .ID = 10.12.138.14 Port ID TLV Data .Subtype = MAC address .ID = 00:1A:E8:75:E0:54 TTL TLV data .seconds = 120 System Caps TLV Data .Supported = Bridge, Telephone, .Enabled = Telephone, MAC_Phy config TLV data .Auto-set supported = Yes .Auto-set enabled = Yes .PMD = 0x6c00 .PMD1 = 10BASE-T half duplex mode .PMD2 = 10BASE-T full duplex mode .PMD3 = 100BASE-TX half duplex mode .PMD4 = 100BASE-TX full duplex mode .MAU = 100BaseTXFD : 0x10

Diagnostic information		
		LLDP-MED Caps TLV Data .Caps - LLDP-MED = Yes .Caps - Network Policy = Yes .Caps - Location ID = No .Caps - Extended Power Mdi PD = Yes .Caps - Extended Power Mdi Pse = No .Caps - Inventory = No .Type = Endpoint Class III Network policy (Voice) TLV data .Policy unknown = Yes .Tagged = No .VLAN ID = 0 .Layer 2 priority = 5 .DSCP = 46 Network policy (Voice Signalling) TLV data .Policy unknown = Yes .Tagged = No .VLAN ID = 0 .Layer 2 priority = 3 .DSCP = 26 Network policy (Video conferencing) TLV data .Policy unknown = Yes

Diagnostic information		
		.Tagged = No .VLAN ID = 0 .Layer 2 priority = 0 .DSCP = 0 Extended Power TLV data .Type = PD .Source = PSE .Priority = Critical .Power value = 31 Inventory - Hardware Revision TLV data .Hardware revision = S30817-S7720-A101-03 Inventory - Firmware Revision TLV data .Firmware revision = U-Boot 2.0.0.1.200616 Inventory - Software Revision TLV data .Software revision = V1 R8.7.214 SIP 210927 Inventory - Serial Number TLV data .Serial number = 00:1a:e8:75:e0:54 Inventory - Manufacturer Name TLV data .Manufacturer name = Unify SW&Sol GmbH&Co.KG

Diagnostic information		
		Inventory - Model Name TLV data .Model name = Desk Phone CP200 Inventory - Asset ID TLV data .Asset ID = 1631707220 Received: Wed Oct 13 11:24:32 2021 TTL TLV data .seconds = 120 Network policy .TLV not available
65	NG911 Position	Disabled
66	FIPS enabled	No
67	Media.Negotiation	Single IP
68	ICE connectivity pairs max	10
69	ICE connectivity max timer	5000
70	ICE gathering timeout	5000
71	ICE gathering Ta timer	20
72	ICE connectivity Ta timer	20
73	ICE connectivity Tr timer	15000

Diagnostic information		
74	ICE connectivity RTO timer	100
75	Device Certificate	Not installed
76	Installed Certificates	Secure file transfer Not installed Secure send URL Not installed Secure SIP server Not installed Secure 802.1x Not installed LDAP via TLS Not installed Secure DMS server Not installed Secure XSI server Not installed Secure auto configuration server Not installed
77	DMS Client Status	Configuration already in sync
78	Device Certificate	Installed

Individual settings that impact energy efficiency

You can actively reduce energy consumption by making the following settings on your telephone and therefore contribute in an important way to protecting the environment.

You can reduce the ringer volume, display brightness and contrast - the default settings are 50 %.

USB port management

The USB port settings of the OpenScape Desk Phone CP210 are managed by the administrator.

However, the following limitations apply:

- Only specific USB devices are supported (see below).
- When a supported device is connected, an icon is shown in the top line of the idle screen.
- An unsupported USB device can still be connected to get power from the phone but if the device attempts to draw too much power, the USB port is disabled and a prompt tells the user to remove the device (the USB port stays disabled until the user confirms that the device is removed).
- A USB hub for multiple USB devices is not supported and any device connected via the hub will be treated as unsupported.

Supported USB devices are:

- A USB headset: A USB headset behaves similar to a wired headset. The admin determines which headset will be used if multiple types of headset are connected at the same time.
- The CP10 Wi-Fi dongle (the phone must be powered separately, not via PoE): Wi-Fi may be used to provide a wireless LAN connection as an alternative to Ethernet. This is possible when a CP10 dongle is connected to the USB port and the admin has enabled and configured the use of Wi-Fi. The user is informed of the status of Wi-Fi via pop-up messages
When activated, an icon is displayed in the top line of the idle screen to indicate the following information (see "[Icons in the idle menu](#)" → [page 27](#)):
 - The CP10 Wi-Fi dongle is connected and operational
 - The signal strength
 - Whether the connection is secure
- An ION handset (the phone must be powered separately, not via PoE): An ION handset behaves similar to a wired headset. Admin determines which headset will be used if multiple types of headset are connected at the same time.
 - The DECT dongle of the ION handset may be plugged in to the USB port.
 - Alternatively the cable of ION handset cradle may be connected to the USB port

Web interface (WBM)

You can configure a number of settings for your phone via the “Web Based Management” (WBM). The information is transferred via a secure HTTPS connection.

Access to the web based management must be activated by the administrator.

Launching the web interface

For more information about the IP address, the WBM interface address and how to connect the phone to the network, refer to the section "[Network information](#)" → [page 105](#).

1. To launch the interface, open a web browser and enter one of the following addresses:
 - **https://[IP address of the phone]**
[IP address of the phone] is the IP address of your phone.
 - **https://[Name of the phone]**
[Name of the phone] that was assigned by the administrator.
2. You might receive a certificate notification from the browser. Follow the instructions to download the certificate.
3. You will be prompted to configure a user password the first time you call up the WEBM interface (see "[User password](#)" → [page 91](#)). You must log in with this password the next time you want to open the “User settings”.

Administrator settings

This area lets you configure settings for administering your phone and the network environment. Access to the “Administrator settings” is protected by the administrator password.

For further information, consult the administrator or refer to the administration manual.

Logging into the user settings

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

1. Enter the user password, if required.
2. Click a menu heading to display the individual menu entries.
3. Click the menu heading again to close the menu.
4. Click a menu entry to open the corresponding form.
5. Make the desired changes.
6. Click the corresponding button to save or discard your changes.

Button functions

- **Login:** Log in to the phone after you have entered the user password
- **Save & exit:** Apply changes
- **Reset:** Reset original values
- **Refresh:** Update the values.
- **Logout:** Log out from the phone

User menu

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

Licenses

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

Importing contacts via WBM

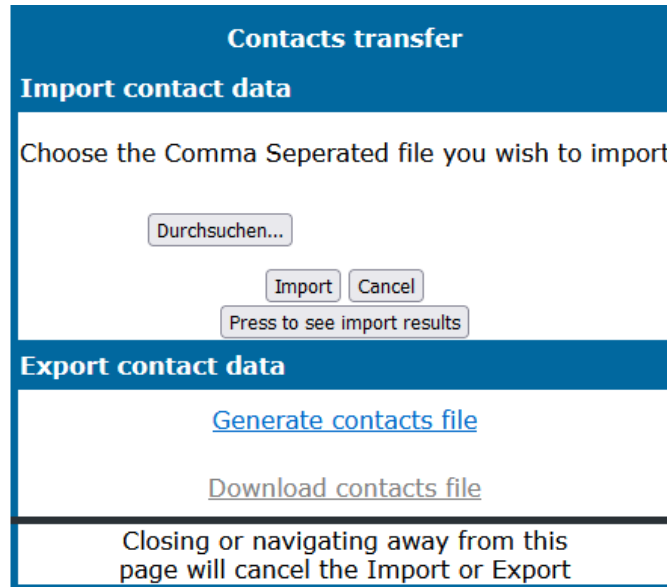
You can import your contacts into your phone through WBM interface. The contact file can be exported from Outlook or OSM (discontinued).

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

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

Downloading a contact list via the browser

1. Open the user pages in the browser with the URL of the phone.
2. Log on to the "User Settings" using your password.
3. Select "Contacts transfer".



4. Click on "Choose file" and navigate to a local or remote folder.
5. Select a file.
 - The default format is ".csv".
 - You can use comma or a semi-colon as a value separator for the imported CSV file.
 - When exporting from Outlook, do not change the mapped header field names.
6. Confirm. The path to the file is displayed on the page when you select the destination and close the window.
7. Select "Import". While the import is in progress you may notice some deterioration in the phones performance.

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

The progress and outcome of the import is displayed.

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

Exporting contacts via WBM

You can export your contacts from your phone through WBM interface so you can use them elsewhere.

Downloading a contact list from the phone via the browser

When exporting contacts via Internet Explorer browser, the contacts file “*.CSV” is written directly on to the browser page and must be copied and pasted.

1. Open the user pages in the browser with the URL of the phone.
2. Log on to the “User settings” using your password.
3. Select “Contacts transfer”.

Contacts transfer

Import contact data

Choose the Comma Separated file you wish to import

Durchsuchen...

Import Cancel

Press to see import results

Export contact data

[Generate contacts file](#)

[Download contacts file](#)

Closing or navigating away from this page will cancel the Import or Export

4. Select “Generate contacts file” and a new internal file containing all the valid contacts will be created. The default format is “.csv”.
5. Select “Download contacts file”. The *.csv file will be downloaded to your PC with the file name “CP_contacts.csv.”
6. You can then move and rename the file via PC.

Navigating away from this page will remove the internal file and the “Download contacts file” link becomes inactive.

Fixing problems

Caring for your phone

- Never allow the telephone to come into contact with colouring, 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 cleaners containing alcohol, cleaners that corrode plastic or abrasive powders!

Troubleshooting

Pressed key does not respond

Check if the key is stuck.

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

Check if your telephone is locked when the following message is displayed:

"Phone locked. To unlock enter the PIN."

- If the phone is locked, enter your PIN to unlock it.

Keys with modified functions

The following keys may have been reprogrammed by your administrator:

- Start conference  , see "Conference call" → page 59
- Transfer call  , see "Transferring a call" → page 65
- Hold active call  , see "Placing a call on hold" → page 61

Ask your administrator about the modified functions.

The phone does not ring

Check if the ringer is deactivated (see icon in the status bar on the display). If it is deactivated, activate the ringer.

You cannot dial a number

Check if the telephone is locked when the following message is displayed:

"Phone locked. To unlock enter the PIN. "

- If the phone is locked, enter your PIN to unlock it.

Other problems

- Consult your administrator. Customer service must clarify any problems that cannot be resolved.
- Contact partner in case of problems.
- Contact the administrator if a fault persists for more than five minutes.

Local user menu

Opening the user menu on the phone



To open the user menu, press the key shown.

On the **Settings** tab, select the **User** menu option. You are prompted to enter the user password (see "[User password](#)" → page 91).



Confirm your input. The options of the user menu are available.

User menu display



You can also configure this setting via the web interface (see "[Web interface \(WBM\)](#)" → page 144).

- Changes are confirmed with "Save & exit" or discarded using the option "Exit (no save)".
- The options greyed out are not available on the OpenScape Desk Phone or have no function.

Key functions

You can program the following functions at the function key level:

Selected dialling	Shift
Redial	Conference
Forward all calls	Headset
Forward no reply	Do not disturb
Forward busy	Group pickup
CF unconditional - any	Repertory dial
CF unconditional - ext.	Feature toggle
CF unconditional - int.	Show phone

CF busy - any	Directed pickup
CF busy - int.	Release
CF busy - ext.	Callback
CF no reply - any	Cancel callbacks
CF no reply - int.	Consult
CF no reply - ext.	Call waiting
Ringer off	Immediate ring
Hold	Temp preview
Alternate	Call recording
Blind transfer	Built-in forwarding
Transfer call	Pause callbacks
Deflecting	Resume callbacks
	AICS ZIP tone

Special features for operation on an OpenScape 4000

Not all functions are supported fully when operating an OpenScape Desk Phone on OpenScape 4000 as is the case for OpenScape Voice.

Passively supported functions

Some of the functions are only available to you as a passive user. The restrictions are listed below:

- An OpenScape Desk Phone on an OpenScape 4000 cannot actively park a user in the system. The OpenScape Desk Phone can be parked by a different user however.
- If an OpenScape Desk Phone is called on an OpenScape 4000 and a call is already being conducted or the user does not answer, the caller can enter a callback. Such a callback request in the case of busy or no reply cannot be entered from the OpenScape Desk Phone.
- The telephone can only be the passive user in the case of third-party monitoring.
- The telephone can be captured but cannot capture a connection itself.

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